

WHAT YOU NEED TO KNOW ABOUT FREIGHT SHIPPING & RECEIVING

Determining How Your Order Will Be Shipped - Parcel carriers like UPS traditionally only handle packages weighing less than 150 pounds, or packages with maximum size-to-weight limits. For this reason, Tableaux orders over 100lbs, or orders that fall into the **D** and **E** sections of your GSRP Shipping Prices Grid, will most likely ship via *LTL Freight* due to their greater size and weight.

What is LTL Freight? - Less Than Truckload, or LTL shipping, is the transportation of freight that occupies only a portion of an entire tractor/trailer truck. LTL carriers handle freight that is larger than a parcel but smaller than a truckload—i.e., too large for parcel companies like UPS, but too small to take up an entire tractor/trailer truck. Freight from multiple shippers is palletized or crated and shares space inside a truck to reduce rates and reduce the risk of damage.

Preparing Your Shipment for LTL Carriers - Freight sent via LTL carriers must be handled several times during transit, sometimes by different carriers. It must be packaged to protect it from scuffing, vibration, crushing, dropping, humidity, condensation, etc.

Tableaux takes great care in crating your shipment to minimize damage during shipping. Just as your Tableaux is custom designed and made for you, the crate we ship it in is designed and made specifically for your order. Our goal is always to find a balance between making a crate that adequately protects the goods inside and has minimal impact on overall size and weight.

Shipping Locations: What to Consider

Additional fees are applied when carriers are asked to deliver within a residential area, rather than a typical commercial business location. When delivering to a warehouse, or commercial business, most will have docking areas that make pulling in, backing up and unloading seamless for a carrier. However, this is not the case within residential zones.

Basic freight shipping services typically include a driver pulling up to a dock where consignees are prepared to receive and unload the freight. The truck driver is responsible for bringing your product to the back of the delivery truck. **IT IS THE CUSTOMER'S RESPONSIBILITY TO UNLOAD THE PRODUCT FROM THE TRUCK.** Keeping this in mind, consider the following:

- Is the delivery address Zoned Residential? (limited access/non-commercial)
- Is the delivery address a Storage Facility? (limited access/non-commercial)
- Is the delivery address Zoned Commercial WITH loading dock & forklift?
- Is the delivery address Zoned Commercial WITHOUT loading dock & forklift?
- Is the delivery address in the boundaries of a construction site?
- Will a truck this size be allowed and able to maneuver into the delivery location?
- Will you have personnel onsite and available to remove freight from the truck?

How Will I Get My Shipment Off the Truck?

 Shipping to a location WITH a dock or forklift - If shipping to location that has a dock or a forklift where you can unload freight without the assistance of a driver, you may not need additional services for freight handling.

 Shipping to a location WITHOUT a dock or forklift – Liftgates are not present on all tractor/trailers. If you need a liftgate to unload your freight, you'll want to alert us when submitting your quote request so we can add this service to your design proposal. This will also be critical in making sure your freight can be delivered on the first try. Note: there are additional redelivery fees associated with incomplete delivery attempts.

Your best option for lowering heavy cargo from the bed of a medium-duty work truck to the ground is to specify liftgate service. You may also want to specify *Inside Delivery* so the carrier will move your freight to an inside location close by.

 Pick Up at the Terminal - Another option to consider is pickup from a carrier's terminal. With this option, you can choose to pick up your freight at a local carrier's dock to save time and money.

Accessorial Fees: Common Delivery Options for Freight

Additional services required outside of the standard shipping and receiving procedures require additional fees called "accessorial fees" to cover the additional costs incurred by the LTL freight carrier. Below is a list of common accessorial charges and a brief description of each:



Residential Service - Carriers define a business zone as a location that opens and closes to the public at set times every day. If you are a business located in a residential zone, (among personal homes or dwellings) or are shipping to a residence, the carrier may charge an additional residential fee due to complexity in navigating these non-business areas.



Limited Access Delivery - A limited access location is any destination that limits or restricts trucks from entering an area. You may have a shipment that needs to be delivered to a location where you can't maneuver a 53-foot or 48-foot trailer with a liftgate. In this scenario, we can arrange transfer of your freight to a smaller truck. **Note:** Limited Access can be applied to both commercial and non-commercial delivery sites.

Generally speaking, a *limited access location* is defined as meeting any of the following conditions:

- is not open to the general walk-in public during normal business hours
- does not have personnel readily available to assist with the delivery
- does not have access to loading dock, platform, or forklift
- requires a smaller truck for delivery
- sites that are gated, guarded, or secure
- is a construction site, strip mall, or storage facility
- is a private residence, church, government facility, farm, school, nursing home, medical facility and other such locations



Lift gate service - Commercial trucks are designed to unload conveniently onto loading docks. When shipments are being made to addresses with no loading dock area or none of the necessary equipment or tools to safely unload the truck, they require liftgate equipment. A liftgate is a special hydraulic platform fitted on the back of a truck that can raise or lower a shipment to and from the ground.

Not all trucks are equipped with liftgates, so you'll need to specifically source a carrier that has them. If you don't communicate that a lift gate is needed, the driver will arrive without the required equipment and won't be able to complete the delivery. This means your shipment will need to be redelivered (another fee) and could potentially be late (another fee).



Inside Delivery – If liftgate service was used and the carrier lowered your shipment to ground level, but you still need it moved beyond a curb, you'll want to specify Inside Delivery. Bringing a shipment into a house requires additional equipment (such as a pallet jack to lift the pallet up curbs and stairs), additional time, and sometimes, additional manpower. This is a "white glove" service that comes with an added cost.



Oversized Freight - Shipments containing articles greater than or equal to eight feet in length. Since these shipments take up more floor space on the trailer, additional fees often apply.

Accessorial Fees: Common Delivery Options for Freight (Continued)

-  **Delivery Appointment** - The carrier will call you and will arrange a mutually acceptable day or time frame for delivery. Appointments can sometimes delay transit by 1-2 days.
-  **Delivery Notification** – The receiver would like to be notified when the shipment is out for delivery, but the shipment does not have to be delivered at a specified time and may arrive any time between the standard LTL hours of 8am and 5pm local time.
-  **Redelivery** - There are several reasons a carrier may need to redeliver an order; if no one is available to accept the delivery, if the shipment is rejected by the receiver, if the necessary equipment isn't on site, etc. Redelivery is one of the priciest accessorial fees because it essentially requires the carrier to redo the job.
-  **Storage** - If a carrier must store a shipper's delivery, then the carrier may charge a storage fee, either by the hour or by the day.