



The Erb Group of Companies

VALUE ADDED SERVICES

Effective: JANUARY 1, 2019



Contents

CORPORATE.....	4
Appointment Fee	4
Cancellation Charges	4
Claim Rules	4
Cross Dock Fee	4
Driver Warehouse Pick up and/or Delivery Constraints	4
Dual Temperature Control Trailers	4
Fuel Surcharges	5
Internal Dock Processing Fee	5
Liability for Cargo Insurance	5
Lumper Fees / Unloading	5
Account Receivable Deduction	5
Blind Shipments or Redirection of Orders	5
Non-Traditional Deliveries	6
Off Route Miles	6
Payment/Credit Terms	6
Prices reflect non pallet exchange	6
Proof of Delivery	6
Proposal Time Line	6
Reweigh Policy and Fees	6
Consignee Generated Receiving Documents	7
Service Schedule	7
Supplemental Delivery Charges for Certain Grocery & Food Warehouses	7
Tridem Fee	7
Vendor Compliance Policy	7
ONTARIO/QUEBEC.....	7
Airport, Exhibition, Trade or Food Shows	7
Cartage Discount	7
Charitable Goods Shipping Policy	8
Cube and Dimension	8
Detention Charges	8
Direct Store Delivery (DSD) Special Service Fee	8



Hold Over Charges	8
Isolated Camps and Provincial Park Deliveries	9
Liftgate and Tailgate Policy	9
Local Cartage Rates	9
Refused Shipments /Second Delivery Charges	9
Deliveries for Food Service and Retail Chain Store Warehouses	9
CROSS BORDER.....	10
USA to CAN.....	10
Detention Charges	10
FTL Service Schedule	10
In-Bond Shipments	10
LTL Cubing Rule	10
LTL Service Schedule	10
Meat Products are subject to CFIA & USDA	10
Multi-Stop Truck Load for Toronto, ON	11
Municipal Parking Bylaws/Parking Fines	11
Sample Shipments.....	11
CAN to US.....	11
Detention Charges	11
Erb US Customs and Border Protection Surcharge Program in effect	11
LTL Advance Shipping Notification Policy	12
LTL Cubing Rule	12
Meat Products - USDA / FSIS / APHIS	12
Municipal Parking Bylaws/Parking Fines	12
Prices reflect non-driver assist	12
Policy for Overnight Layover	13
T&E Bond Shipments.....	13
US Fish and Wildlife Policy	13
Weekend Delivery Surcharge	13



CORPORATE

Please note: Bill of lading must include gross weight of the shipment. All freight is billed on gross weight not net weight.

Please note: The Erb Group of Companies will not participate in the transportation or storage of legalized cannabis in its original form or any related products within Canada or cross-border. Customers requiring transportation services for cannabis products are encouraged to attain another courier.

Appointment Fee

- \$30.00 per appointment will be applied to all orders that require a delivery appointment.

Cancellation Charges

- Pick up cancellations are subject to applicable charges as per costs incurred.

Claim Rules

- Erb Transport will investigate and take action on all submitted freight claims. A carrier is liable only for the actual cost of the product lost or damaged, including the freight charges (if paid). Erb Transport will not be held liable for any incidental expenses such as loss of sales, lost business, lost profit, service fees, administration costs or any monetary penalties or fines based on arrival times. The Erb Group of Companies comply with Provincial, Federal and United States Government policies and guidelines when handling over, short or damaged products. Refer to the respective Transportation Bill of Lading document for these details. It is important that claim submissions follow these guidelines.
- Liability for Cargo Insurance is limited to maximum of \$250,000.00 when there is declared value on the shipping document. When there is no declared value on the shipping document, the maximum liability will be \$2.00 per pound or \$4.41 per kilogram.

Cross Dock Fee

- When product is delivered to an Erb Terminal and picked up by the consignee or another carrier, or agent, a terminal handling fee of \$3.00 per cwt, min charge \$50.00 will apply. The maximum charge will be \$200.00

Driver Warehouse Pick up and/or Delivery Constraints

- When drivers are restricted from being present during the loading or unloading of product from a trailer or straight truck, we will refrain from accepting any claim responsibility in the event of a problem with the product count and or integrity. The Erb Group of Companies complies with Canadian and US Regulations and Home Land Security requirements.

Dual Temperature Control Trailers

- When Erb is requested to provide dual temperature control trailers, our fee is an extra \$125. This service is provided upon trailer availability.



Fuel Surcharges

- All rates are subject to the Erb Group Fuel surcharge program. The percentages are calculated on the freight amount. This surcharge is reviewed weekly
- Shipments rated per cwt, less than or equal to 9,999 pounds and 5 pallet spots & less, will have the LTL FSC rate applied
- Shipments rated per cwt, on a billing weight of 10000 lbs and greater, or that are 6 pallet spots or greater, will have the Truckload FSC rate applied
- Shipments rated per pallet, orders of 6 pallet spots or greater will also have the T/Load FSC applied

Internal Dock Processing Fee

- When Erb is required to break down and re-sort pallets on our docks as per specific instructions provided by consignee warehouses before delivering to the warehouse, a fee of \$25.00 per pallet handled will apply.

Liability for Cargo Insurance

- Liability for Cargo Insurance is limited to a maximum of \$250,000 when there is a declared value marked on the bills. When no declared value is given, the maximum liability will be \$2.00 per pound.

Lumper Fees / Unloading

- Erb encourages the consignee to have the unloading service invoice the shipper direct. When consignee does not want to do that, Erb will pay the lumper, and invoice the shipper + a 5.0% administration fee.

Account Receivable Deduction

- Do not deduct charges from your freight account. Transportation law prohibits deducting any charges from a freight account.

Blind Shipments or Redirection of Orders

- Erb Transport requires proper delivery bills and is no longer providing service for blind shipment moves (i.e. delivering to a consignee other than the one on the original shipping document).



Non-Traditional Deliveries

(Residential, fundraisers, inside malls, no docks) \$55.00 surcharge

- Deliveries to residential addresses, including home based businesses, fundraisers and inside (no direct receiving dock), have an additional fee applied. Nontraditional deliveries are to locations other than commercial destinations (such as schools, churches, arenas, minor sports organizations, rural residences and farms, etc.) Fee applies on individual shipments.
- Non-Dock Delivery fee applies to locations with no direct access to consignee and include:
 - locations inaccessible by delivery truck due to low overhead ceiling clearance
 - locations requiring the use of elevators or stairways
 - locations where on site truck parking is not possible
 - locations providing only curb side parking, subject to municipal parking restrictions during delivery times
 - locations within malls with no delivery access from a central receiving area, as well as deliveries to self-storage units are subject to the inside delivery fee

Off Route Miles

- Off route miles are in addition to the rate.

Payment/Credit Terms

- Net 30 days from ship date with approved credit.
- Payment in currency as quoted and includes temperature control

Prices reflect non pallet exchange

- Product to be shipped on 4-way pallets or CHEP pallets on a non-exchange basis with The Erb Group of Companies

Proof of Delivery

- Proofs of delivery are available on line at www.erbinteractive.com at no charge.
- Please contact your account representative to be setup on Erb Interactive if you do not have an account.

Proposal Time Line

- Time lines are in effect for thirty (30) days from date of issue and after thirty (30) days null and void.

Reweigh Policy and Fees

- All bills of lading and assorted documents must clearly and accurately show the “gross” weight of the shipment(s). Audits and spot checks of shipments are done throughout our network and system to confirm accurate weights. Any order found to have the weight incorrectly shown on the shipping document will be subject to freight charges based on the actual re-weighed gross weight of the shipment. A re-weigh fee of \$39.00 will be applied, if this difference is greater than 10% with a copy of the weigh scale ticket provided.
- All bills with no weight are subject to \$39.00 reweigh fee and freight charges based on gross weight



Consignee Generated Receiving Documents

- All orders scanned into inventory at the receiving store will be assessed a \$17.00 fee per shipment where a BDR (back door receiving report) is required. This also applies to all orders where the carrier is given a “store or warehouse level generated receiving document”

Service Schedule

- Less than truckload service (LTL) is provided on our regularly scheduled routes within North America
- Full truckload service is provided upon your request, with appropriate notice based on availability

Supplemental Delivery Charges for Certain Grocery & Food Warehouses

- Min Weekday Charge \$400.00
- Min Weekend Charge \$ 475.00
- Prepaid inbound deliveries to the following locations are subject to this Policy:
 - Loblaw’s c/o Atlas Logistics Ajax, Cambridge, Boucherville, Pickering
 - Shoppers Drug Mart c/o Matrix Cornwall
 - **Walmart Cornwall 6093, 6098 (all Wal Mart Warehouse locations in Cornwall)**
Walmart minimum charge varies per shipment origin.
 - Metro Warehouses in Laval, Montreal, Quebec City
 - Harmony Logistics, Pickering
 - Aspect Logistics, Pickering
- Subject to additions/changes

Tridem Fee

- All trailer load moves requiring use of a tri-axle or tridem trailers will be up charged \$90.00 or .15 cents per mile. (Minimum Charge \$90.00)

Vendor Compliance Policy

- **Many vendors have initiated a compliance program involving penalties associated with late or missed deliveries. Erb Group of Companies strives to pick up and deliver product at the appointed time. Erb will not pay compliance fines.**

ONTARIO/QUEBEC

Airport, Exhibition, Trade or Food Shows

- Deliveries to airports and exhibition halls will be quoted based on availability

Cartage Discount

- A cartage discount for Erb Transport Ltd shipments that are delivered to Erb terminals, or hold for pick up at Erb Terminals in Ontario, Quebec The discount is \$1.00 cwt, min \$4.00 and maximum \$65.00 and applies to the actual weight of the individual shipment. The discount applies to deliveries made by Erb Transport Limited to points within Ontario & Quebec



Charitable Goods Shipping Policy

- Suppliers who donate product to charitable organizations (food banks, shelters) will be referred to “Trucks for Change Network” for availability and pricing.
- Goods sold and shipped from a company to charitable organizations will have full freight charges applied.

Cube and Dimension

- Full Pallet Shipments for Ontario and Quebec are charged a minimum 1500 pounds per pallet, or pallet floor space, or actual weight, whichever is greater.
Pallets of High Cube product, which cannot be stacked, will be charged at 1500 pounds per pallet position or floor space.

Detention Charges

- Truckload Detention - we allow 2 hours free time for loading and unloading. Additional time will be charged at \$85.00 per hour in 1/4 hour increments
- Free time begins at the appointment time or immediately upon arrival if the driver arrives after the appointment time. Erb reserves the right to pull equipment from shipping or receiving dock if there are excessive delays. Redelivery and storage charges would be applied as applicable.
- LTL Shipment Free Time shall be as follows:
- Based on billable weight in pounds at \$85.00 per hour
 - (1 skid) 0 – 1,999 lbs 30 minutes free
 - (2-5 skids) 2,000 – 9,999 lbs 60 minutes free
 - (6 skid+) 10,000 lbs+ 90 minutes free

Direct Store Delivery (DSD) Special Service Fee

- Direct Store Delivery window is 8 am to 5 pm. A special service fee applies to shipments that require:
 - Delivery by 9:00 am \$90.00
 - Delivery by 11:30 am \$55.00
 - Delivery by 2:00 pm \$20.00
- The additional fee covers the added costs from poor truck utilization, inefficient route planning, extra miles and time required to meet your delivery window and deliver outside of our normal service offering.

Hold Over Charges

- Full load quantities held for future delivery are subject to holding charges of \$195.00 per day. Loads held through no fault of Erb over weekends for future delivery will have daily hold overcharge applied for Saturdays, Sundays and statutory holidays, when applicable.
- LTL orders of more than 15 cases or one pallet held for future delivery are subject to \$10.00 per order, or pallet space, per day. Smaller orders less than 15 cases may be held at our terminals for up to 72 hours without charge. After 72 hours, a fee of \$10.00 per order, per day will apply.
- Long term storage may be arranged by contacting your account representative or Erb Cold Storage Ltd.
- When equipment is requested and then cancelled without advising us, the following will apply:
 - Full truckload request \$175.00
 - LTL request \$90.00



Isolated Camps and Provincial Park Deliveries

- All shipments consigned to addresses within a Provincial Park and/or isolated camp/park, are subject to a \$175.00 minimum charge

Liftgate and Tailgate Policy

- A charge is \$25.00 / pallet, up to a maximum charge of \$75.00 will be applied for this service. "Tailgate Service Requested", must appear on the bill of lading, as well as arranging with dispatch at the time of placing your pick up order.

Local Cartage Rates

- Tractor, Tandem Trailer and Driver - \$100.00 per hour min charge 4 hours + Truckload FSC
- Tractor, Tridem Trailer and Driver - \$115.00 per hour min charge 4 hours + Truckload FSC
- Straight Truck and Driver - \$90.00 per hour min charge 4 hours + Truckload FSC
- Trailer Rental - \$225.00 per day + Min \$80.00 to drop + min \$80.00 to pick up trailer, or \$2.75 per mile each way, if location is long distance.
- All rates are subject to changes and revisions at any time

Refused Shipments /Second Delivery Charges

- When product is refused by the consignee or delivery cannot be accomplished and rescheduled for subsequent day delivery, the following charges will be applied:
 - LTL SHIPMENTS - If refusal and re-delivery situation occurs within a city where an Erb Terminal is located, a charge of \$3.00/cwt will be applied (min \$75.00) If there is no Erb Terminal in the area, then the second delivery charges are calculated using the origin of the delivering terminal and destination of the consignee location, plus application of our general traffic lane tariff to one way re-delivery. Orders held until the next scheduled delivery day will have holdover charges of \$10.00 per pallet per day applied per order for the period of time held.
 - TRUCKLOAD SHIPMENTS: When a full load move is refused, and re-delivery is requested, a mileage charge of \$2.75 per mile will apply to both the return and re-delivery miles involved. Minimum charge for a TL return and re-delivery is \$300.00 + TL FSC. Truckload hold over charges of \$195.00 per day will also apply for extra days the order is held until the delivery is completed.

Deliveries for Food Service and Retail Chain Store Warehouses

- Any LTL delivery that requires a weekday delivery appointment will be subject to a minimum freight charge of \$125.00
- Any LTL delivery that requires a weekend (Friday midnight to Sunday midnight) and Statutory Holiday delivery appointment will be subject to a minimum charge of \$375.00 + truckload FSC.



CROSS BORDER

USA to CAN

Detention Charges

- Free time begins at the appointment time or immediately upon arrival if the driver arrives after the appointment time. Erb reserves the right to pull equipment from shipping or receiving dock if there are excessive delays. Redelivery and storage charges would be applied as applicable.
- LTL Shipment Free Time shall be as follows:
- Based on billable weight in pounds at \$85.00 per hour
 - (1 skid) 0 – 1,999 lbs 30 minutes free
 - (2-5 skids) 2,000 – 9,999 lbs 60 minutes free
 - (6 skid+) 10,000 lbs+ 90 minutes free
- FTL shipments loading, unloading, border clearance or meat re-inspection time allowance 2 hours. Additional time charged at \$85 per hour. Maximum daily charge \$425.00 (drop trailer, trailer storage, layovers, truck ordered-not used; are rated per occurrence). Prices reflect shipment clearing at customs at the border. Excess time of 2 hours at customs or other government agencies will result in additional charges of \$85 hour. Erb will advise if we are unable to make the original scheduled appointment time, and then reschedule the delivery appointment.

FTL Service Schedule

- At your request with 48 hours' notice (2 business days) based on equipment availability.

In-Bond Shipments

- Shipments required to clear at an Inland Sufferance Warehouse are subject to \$175. We allow two hours for this process, any additional time if required, is charged at \$85 per hour.

LTL Cubing Rule

- Minimum weight charged (cubed) per pallet is 1500 pounds for two or more pallets per shipment.
- Invoice rated at next higher weight category to reflect lower price (weight charged accordingly)

LTL Service Schedule

- Shipments to be ready on Tuesday, for pick-up between Tuesday and Thursday. Delivery in Toronto and most of Ontario and Quebec will deliver on Monday or Tuesday. Western and Eastern Canada delivers on our regular scheduled routes

Meat Products are subject to CFIA & USDA

- Shipments are subject to FTL or dedicated service and price



Multi-Stop Truck Load for Toronto, ON

- The charge for 2nd stop is \$200.00
- The destinations involved are: Brampton, Concord, Etobicoke, Markham, Mississauga, North York, Scarborough, Vaughan, Woodbridge, ON
- We allow 1 hour per stop of free time, any additional time required is charged at \$85.00 per hour, billed in 1/4 hr increments

Municipal Parking Bylaws/Parking Fines

- Certain locations don't provide truck parking, for either shipping or receiving their products. When Erb Int'l is required to park on the street that may involve parking while waiting to load or unload during the day or night and fine is issued against the carrier, these fines will be charged back to the company responsible for the freight charges

Sample Shipments

- All sample shipments will be priced at the regular LTL tariff rate applicable for the movement

CAN to US

Detention Charges

- Free time begins at the appointment time or immediately upon arrival if the driver arrives after the appointment time. Erb reserves the right to pull equipment from shipping or receiving dock if there are excessive delays. Redelivery and storage charges would be applied as applicable.
- LTL Shipment Free Time shall be as follows:
- Based on billable weight in pounds at \$85.00 per hour
 - (1 skid) 0 – 1,999 lbs. 30 minutes free
 - (2-5 skids) 2,000 – 9,999 lbs 60 minutes free
 - (6 skid+) 10,000 lbs+ 90 minutes free
- FTL shipments loading, unloading, border clearance or meat re-inspection time allowance 2 hours. Additional time charged at \$85 per hour. Maximum daily charge \$425.00 (drop trailer, trailer storage, layovers, truck ordered-not used; are rated per occurrence). Prices reflect shipment clearing at customs at the border. Excess time of 2 hours at customs or other government agencies will result in additional charges of \$85 hour. Erb will advise if we are unable to make the original scheduled appointment time, and then reschedule the delivery appointment.

Erb US Customs and Border Protection Surcharge Program in effect

- LTL \$25.00 per shipment



LTL Advance Shipping Notification Policy

- “Notice of Intent to Ship” must be submitted by noon Thursday (preferably be e-mail) for a shipment scheduled for pick-up on Thursday, Friday. In Quebec the “Notice of Intent to Ship” must be submitted by noon Wednesday, for a shipment scheduled for pick up Wednesday, Thursday. Delivery to the U.S. provided the following week on our regularly scheduled routes. Note: The Performa invoice must be faxed to LTL dispatch at 519-634-8092 before noon Friday to meet FDA requirements
- If an LTL shipment is cancelled on Friday between 8:00 am and 6:00 PM, we will assess an administrative fee of \$85.00. If a shipment is cancelled on Friday after 6:00 PM without notification we will assess the situation to determine the appropriate fee. Failure in receiving the FDA prior notice authorization will also cause cancellation of the shipment, for which assess the situation to determine the appropriate fee.

LTL Cubing Rule

- Minimum weight charged (cubed) per pallet is 1500 pounds for two or more pallets per shipment.
- Invoice rated at next higher weight category to reflect lower price (weight charged accordingly)

Meat Products - USDA / FSIS / APHIS

- All meat products exported to the US are subject to USDA/FSIS/ regulations and must be sent to a USDA inspection facility. Certain products are subject to APHIS requirements which are handled at the US Border which is a separate inspection. On LTL or truckload shipments our fee is \$100.00 per inspection. Erb International Inc. is unable to control any part of this procedure. When testing of product occurs the amount of product tested varies depending on the type of product. The USDA inspection facility personnel should contact you (the shipper) immediately when this inspection occurs so you can advise the consignee accordingly. The USDA retains the tested product. The shipment will be delivered short because of the USDA procedure. Erb International Inc. accepts no liability for product shorted to the consignee as a result of the USDA/FSIS inspection procedure.

Municipal Parking Bylaws/Parking Fines

- Certain locations don't provide truck parking, for either shipping or receiving their products. When Erb Intl is required to park on the street that may involve parking while waiting to load or unload during the day or night and fine is issued against the carrier, these fines will be charged back to the company responsible for the freight charges

Prices reflect non-driver assist

- If a lumper is required, we will pass on the prevailing rate of the unloading service provider. If our driver is required to unload, we charge \$15.00 per pallet, to a maximum of \$180 per shipment.



Policy for Overnight Layover

- When we are detained due to no fault of Erb International, with a driver, tractor and trailer from 6:00 PM one day, until 7:00 AM the next day, the fee will be \$325.00. This charge would apply for a live loading or live unloading situation. This fee is in addition to any hourly charge that may have occurred between the hours of 7:00 am and 6:00 PM. This hourly charge is \$85.00 per hour.

T&E Bond Shipments

- Shipments travelling on a Transportation & Entry Manifest (T&E Bond) will have a \$175 surcharge.

US Fish and Wildlife Policy

- Product that is subject to the Fish and Wildlife regulations requires a separate procedure other than USDA. This procedure requires meeting with a Fish and Wildlife official at a specific date and time, to submit paperwork for the official's signature. Extra charges will be applied depending on the circumstances. \$100.00 charge.

Weekend Delivery Surcharge

- Deliveries required on Friday afternoon from 4:00 PM, to Sunday 4:00 PM, are subject to additional charges. The amount of this surcharge to be determined when shipment details are provided. Minimum charge is \$600.00 +FSC.