



*The Erb Group™*

# PREPARE YOUR LTL SHIPMENTS LIKE A PRO



*The Erb Groups' Best Practices  
for a Smooth LTL Shipment Process*

# **1** *Efficient Freight Handling*

# **2** *Confidently Navigating Dimensions and Weight*

# **3** *Effective Shipment Labelling*

# **4** *Check-In and Track Your Shipment*

In the constantly evolving field of cold chain logistics, it's crucial to have precision and expertise when preparing Less-Than-Truckload (LTL) shipments. Since 1959, The Erb Group has been a specialist in cold chain solutions, with a thorough understanding of the factors that can impact the shipping process. As a trusted leader in temperature-controlled and time-sensitive transport, we understand the role that efficient preparation plays in protecting the integrity of your goods during transport and the overall success of a shipment.

Whether you're a seasoned operations executive or are just getting settled in the supply chain, we want to provide you with the tools to take advantage of our LTL services and feel confident in placing an order for pick-up, as well, as navigating the operations process up until your load reaches its destination. This whitepaper serves as a resource for our clients and friends, providing our top tips and best practices to help you navigate the nuances of LTL shipments in the refrigerated transportation sector.

Let's delve into the strategies that will empower you to elevate your shipping practices and give you a sense of "chill" you can trust.

ANOTHER  
COOL MOVE

# EFFICIENT FREIGHT HANDLING



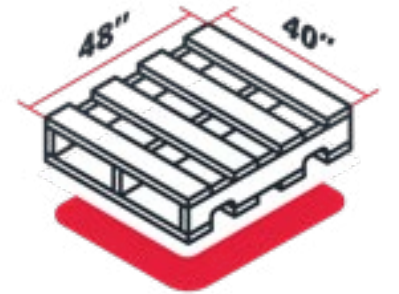
***Efficient freight handling starts before the load is shipped! Palletizing your freight is a strategic approach that minimizes the risk of damage, maximizes space utilization, and ensures a cost-effective, reliable transportation experience for shippers and carriers.***



**— Frank Heon**  
*Vice President of Terminal Operations*

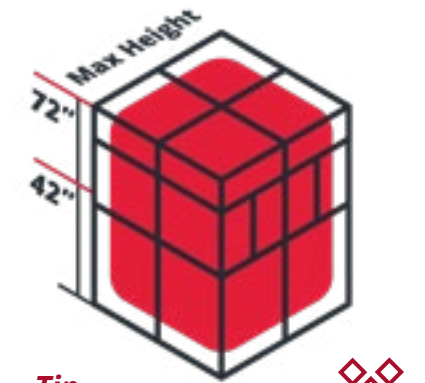
## PALLETIZING YOUR FREIGHT

Palletization is a crucial step in freight shipping. It plays a vital role in ensuring the stability and mobility of your freight, especially when it is being transferred between our cold storage docks to our trucks or from our trucks to your customers. Pallets are lightweight structures that are used to bundle orders for freight shipping. Though many pallet sizes exist, most goods are shipped on a conventional 40" X 48" pallet. Pallets are essential for protecting your cargo. While preparing your items for shipment on a pallet, we recommend securing your load to the foundation and testing the durability to ensure that your items are correctly balanced and secured in place.



## STACKING YOUR FREIGHT

When assembling your freight, it is critical to stack your order carefully. When stacking your cargo, make sure to equally divide the weight and place the heaviest goods on the bottom. Stacking your goods will make shipping safer, easier, and more efficient. However, if your goods are fragile and should not be piled, avoid stacking to prevent freight damage.



**Tip**

*A good height range for stacking is between 42" to a max height of 72".*

## HOW DO I SECURE THE LOAD TO A PALLET?

After your freight is stacked, you must ensure it is secured to the pallet.

### **Shrink Wrapping**

Shrink wrapping is the most common and popular way to secure items to a pallet. Shrink wrap is made of polymer plastic film that shrinks tightly over the item it covers. To ensure you wrap your cargo correctly, at least five complete revolutions are required around the entire package or pallet for heavier or irregular loads. For lighter loads, two to three revolutions should secure your cargo. Once the whole pallet is wrapped, cut the stretch and pat the tail end onto the skid.

Depending on the type of shipment, to ensure it is secured, we recommend overlapping the shrink wrap by half to ensure the security of your freight from point A to B.

### **Strapping**

Strapping, also known as bundling and banding, is applying a strap to an item to combine, stabilize, hold, reinforce, or fasten it.

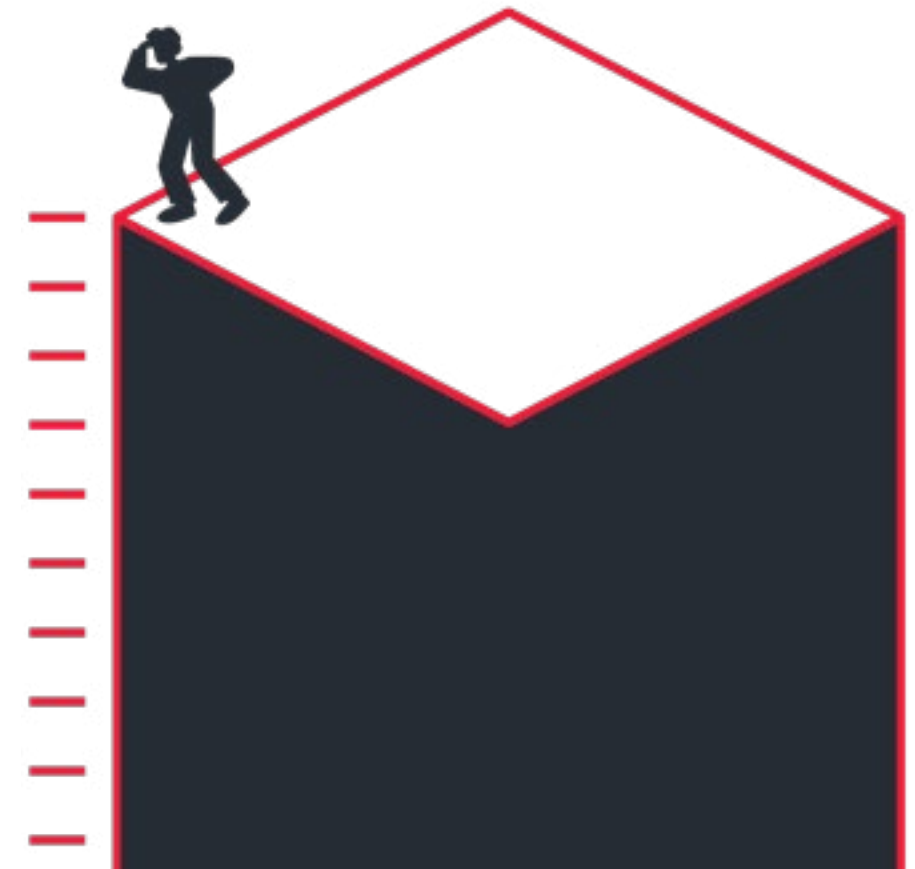
**Tip:** When strapping products to a pallet, use at least two straps and loop them through the pallet stringers. Firmly tighten or ratchet the straps in place for the best fit.



**Tip**

*Shrink wrapping and strapping are the two suggested methods for fastening goods to a pallet.*

## Confidently NAVIGATING DIMENSIONS AND WEIGHT



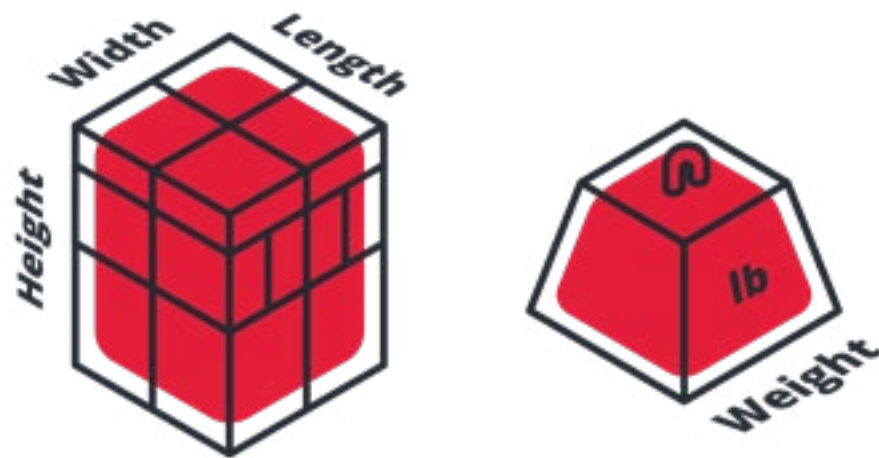


## CALCULATING DIMENSIONS AND WEIGHT

When you are ready to calculate your dimensions, ensure you record the precise measurements of your load. Accurate dimensions are crucial for The Erb Group to determine the space required for your freight and calculate the space available on the trailer. Keep in mind that your dimensions should be measured in inches.

**Note:** *It is common for shippers to round up to the nearest inch to allow for some flexibility in loading.*

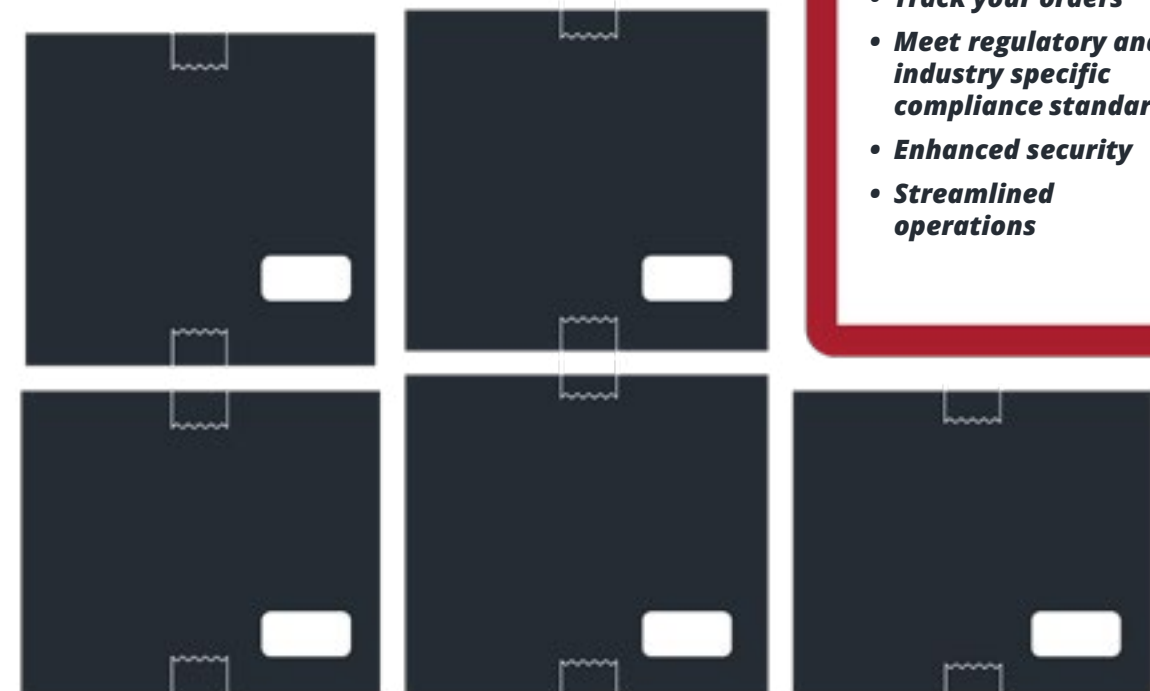
See the required measurements below (*in inches*):  
**Height, Width, Length, and Weight**



**Dimensions are a vital factor in our quoting process** and are important in providing an accurate shipping cost. It is critical to verify the accuracy of each measurement to avoid the potential of incurring additional fees. If your load is larger than the dimensions you provide, The Erb Group will have to re-measure and provide a new quote for your cargo. Precise measurements prevent fees and foster a positive and transparent relationship between a client and their carrier.

## EFFECTIVE SHIPMENT LABELLING

### BENEFITS OF EFFECTIVE LABELLING



- **Prevent loss and damage**
- **Track your orders**
- **Meet regulatory and industry specific compliance standards**
- **Enhanced security**
- **Streamlined operations**

## LABEL YOUR SHIPMENTS CAREFULLY

Correctly labelling your load is an essential part of any shipping process. A shipping label is a crucial document or sticker attached to your freight and holds vital information about its contents, destination, and handling instructions. It acts as a passport for your package while travelling through the complex supply chain network.

### When labelling freight, keep in mind:

1. Label each handling unit, whether it's one box or an entire skid.
2. The label must match the Bill of Lading (BOL), and all product information must be correct. Including, the shipper details, consignee details, quantity, weight and other pertinent information.
3. It's important to double-check all the information on the label to ensure accuracy. If any of the information needs to be corrected, it could lead to costly delays.

Labels must withstand the rigors of shipping to stay legible throughout the transport process. A good labelling process ensures that all handling units are clearly identified, and that all product information is accurate for dock workers and drivers to deliver your load with proficiency and excellence. This makes the shipping process smoother for clients, ensuring cost efficiency and less stress regarding your load once it's on route.

## PREPARING A BILL OF LADING

Having the correct Bill of Lading (BOL) completed for the carrier is essential for the smooth transportation of your perishable goods.

**BOL:** A BOL is a legal document which serves as a contract between the shipper and the carrier and binds both parties to the agreement. You can find a copy of The Erb Group's BOL through the [client portal](#), Erb Interactive or download it [here](#).

The BOL outlines the details of your shipment, such as the type of goods, quantity, weight, value, destination, and other important information. It also serves as a document to provide evidence of the title transfer, and both parties need to keep track of their shipment details throughout the trip and after the shipment has been delivered.

Before the load is picked up, both the shipper and the carrier must sign and complete the BOL. It is vital to ensure that all required information is present in the BOL and that it is clear and accurate. The carrier needs the BOL to process the shipment and guarantee timely and efficient delivery.

**Note:** *As a client, keeping a copy of your BOL is important to review and reference in the future if required.*



*Example of BOL on the next page* →

# WHAT DETAILS DO I NEED FOR A BOL?

(Bill of Lading)

### Shipper's information

### Receiver's information

### Billing information

eg. Third Party or Prepaid

### Date of shipment

### Freight temperature

The most important detail

### Number of units being shipped

### Description of cargo

### Dimensions & Weight

Expressed as length, width, height (in inches), and weight

### Totals

Case count  
Gross weight (including pallet and packaging)

**Erb** BOL — Bill of Lading

**The Erb Group** 06/28/1959  
123 Address

**Company**  Fresh  
321 Address  Frozen

**Jane Doe**  
xxxx-xxxx-1234

|         |      |                   |         |
|---------|------|-------------------|---------|
| 4 Skids | Meat | L:40" W:48" H:36" | 1500/lb |
| 1 Skid  | Milk | L:40" W:48" H:36" | 1100/lb |
| 5 Skids |      |                   | 2600/lb |

**Note:** More details may be required depending on the complexity of your shipment.



Scan the QR code or [click here](#) to see our BOL

**Important:** The BOL above is for illustration purposes only. Please check our current BOL on the link to the left to see our full requirements.

## CROSS-BORDER SHIPPING DOCUMENTATION

Shipping LTL (Less-Than-Truckload) across the border requires an extra step for clients. Additional documentation is required to prepare your load for going over the border and into the hands of your customers on time. When transporting goods across the border, arrange for a customs broker. The Erb Group does not provide customs brokerage services. Contact your sales team member for assistance in finding recommendations.

To ensure a smooth cross border experience, businesses need to take the time to ensure that all documentation is in order before sending items to customers in the U.S. Crossing the border can be time-consuming; however, completing the necessary documents for customs and the country your shipping can help to increase time efficiency and minimize interruptions while on route.

### What documents do I need for cross-border shipping?

The documentation required for cross-border shipping includes the following:

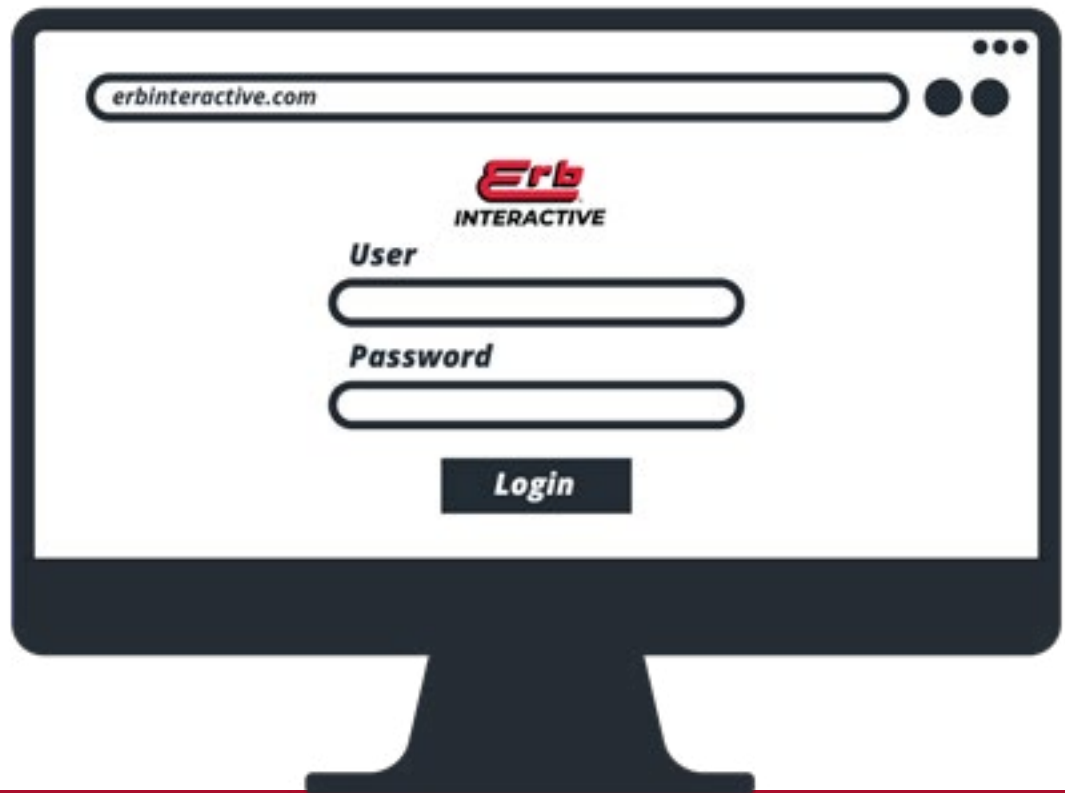
- The Bill of Lading (BOL),
- commercial invoices,
- export declarations,
- certificates of origin,
- meat or poultry certifications,
- and other documentation that may be required.

**Note:** It is also vital to check with the receiving country's regulations to ensure that all necessary documents are included. Failure to provide the appropriate documentation can result in delays, rejections, fines, and other penalties.

### Cross-Border Connections

The Erb Group is a reliable and trusted shipping service that can handle the cross-border shipping process from Canada to the U.S. with expertise. To ensure the safe delivery of your cargo, we've built existing relationships with customs officials in receiving countries to ensure that goods are properly cleared for entry and that they are delivered to their destination on time.

# CHECK-IN AND TRACK YOUR SHIPMENT



## CHECK-IN ON YOUR SCHEDULED PICK-UP AND DELIVERY

Logging into our client portal will allow you to confirm important information and view shipment updates. Our client portal, Erb Interactive, allows our clients to confirm their shipping information to ensure they have the right pickup and delivery times and locations. Additionally, it allows clients to track their orders after they've been shipped.

**Note: Once you have submitted your BOL, it is essential to log in to the portal and verify that the delivery time and location details are accurately reflected. Ensuring all the required information is included in the shipment is also important.**

By taking the extra time to verify your scheduled pickup and delivery, you can avoid any potential issues or delays that may arise. This will help you have a seamless and stress-free shipping experience.



## REACH YOUR CUSTOMERS WITH THE ERB GROUPS' LTL SERVICES

The Erb Group has been a trusted leader in refrigerated transportation and logistics since 1959. We are recognized for our expertise in LTL shipping across Canada and the U.S. Our commitment to excellence in all industries and sectors that require temperature-controlled shipping is what sets us apart! We pride ourselves on going above and beyond for our clients, their customers, and the communities we serve, providing our services From the charming communities in rural Ontario to the most crowded downtown cores.



**10+**

More than 10+ service centers across North America

**40+**

Local, regional, domestic and cross border coverage across Canada and the lower 48 States

**65+**

65 years of bringing food to your family's table

To learn more about our LTL services and capabilities or to get in contact with our sales team today, visit [www.erbgroup.com](http://www.erbgroup.com) or contact [sales@erbgroup.com](mailto:sales@erbgroup.com).

## ABOUT THE ERB GROUP



The Erb Group, a Canadian-owned and operated refrigerated transportation provider, is leading the way in the transportation and logistics industry by redefining excellence with a seamless one-stop-shop shipping experience and a refreshingly “cool” approach to collaboration. Founded in 1959, The Erb Group was created by one man, his truck and a dream to deliver. Since then, our eagerness to strive above and beyond has led us to provide a mastery of LTL capabilities and the resources required to accommodate the most complex loads.

Understanding the demand for the timely distribution of perishable goods, The Erb Group has strategically grown to accommodate its vast client base with over 1,500 employees, 1,100 trailers and 750 power units to help get any job done. With a people-first focus, The Erb Group prioritizes its partnerships with business owners and executives across North America to help bring their perishable products to customers across Canada and the U.S. Celebrating 65 years of impactful contributions in the industry, our journey is just getting started. As we reflect our rich history, we are eager to exceed your expectations with every cool move we make. Learn more at <https://erbgroup.com/about-us>.

***We bring food to your family's table***

*Prepare Your LTL Shipments Like a Pro*

# LOOKING TO SHIP FRESH OR FROZEN FOOD PRODUCTS?

*Make another cool move with us!*

**ERB**

**Erb**  
**The Erb Group™**

*Have additional questions we didn't cover?*  
Let us know at [sales@erbgroup.com](mailto:sales@erbgroup.com)