

RECOMMENDED OPERATING PROCEDURES

1.) Provide carrier with detailed description of the product

- ✓ # Handling Units
- ✓ Dimensions
- ✓ Color
- ✓ Labeling Information

2.) Request that the carrier sends out an All Points Bulletin (APB)

- ✓ This is an internal notification to all terminals
- ✓ Carrier will relay description provided by the customer and request a dock sweep

3.) Obtain contact information for the carrier's Overages, Shortages, and Damages (OS&D) department

- ✓ Recommend daily communication
- ✓ This is the quickest way to get updates and provide any answers to carrier questions

UNDERSTAND THE RULES IF SENDING A REPLACEMENT PRODUCT

1.) If this is a custom product – CONTACT KDL IMMEDIATELY

- ✓ Do not authorize manufacturing of the replacement
- ✓ Do not authorize shipping of the replacement
- ✓ All information must be communicated to the carrier and provide them with reasonable timeline to locate the missing product.
- ✓ Carrier is not responsible for material costs of missing shipment if shipper sends out a replacement and the original is located at a later date.

2.) If this is a stock product

- ✓ Shipper may send out the replacement but must use the same carrier that was used on the original missing shipment.
- ✓ Notify carrier in writing that a replacement is being sent out and request to have the original items returned on a free astray pro once located.
- ✓ Claim cannot be filed for material costs. Request can only be submitted to have the original freight charges removed.