



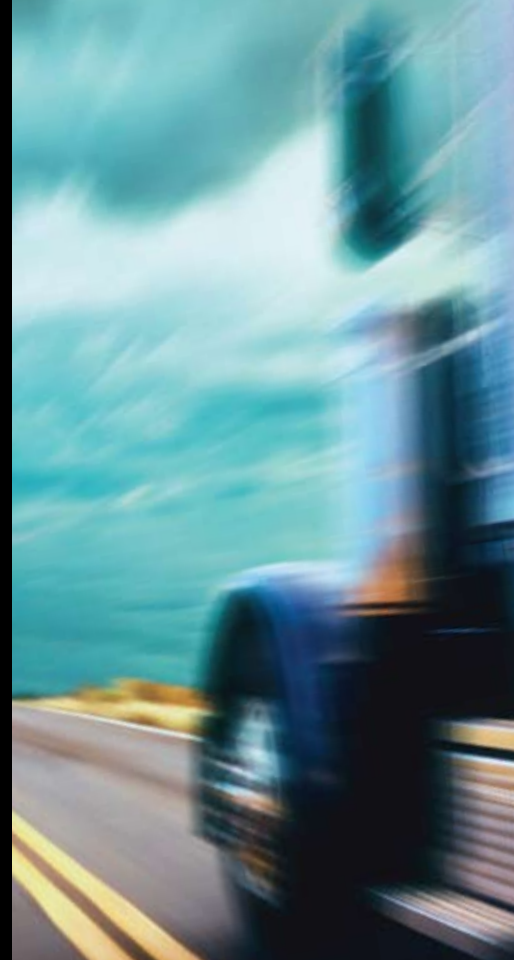
## **Carrier Loading Guidelines**

# Driving the Road Ahead

United World Cargo (UWC) is a non-asset based third-party logistics provider operating in the road transportation industry with customers and carriers throughout North America. Our continued success is a result of our organization's commitment to exceed customer and carrier expectations for the secure and timely delivery of goods.

This set of guidelines has been designed to assist the carrier in the proper procedures for the pre-loading, loading, in transit, and delivery stages of transporting goods. It references many points that are established USDA and DOT standards for the protection of perishable foods during transport.

The objective of this set of guidelines is to protect you, the carrier, and the receivers. Adhering to the guidelines outlined by this brochure will increase your level of success for the safe and timely delivery of goods. Our primary goal is to prevent your exposure to claims and other additional costs. Our success is directly related to your success, and as such, UWC is committed to providing the necessary support in order to get the job done. If you are interested in becoming a certified carrier for United World Cargo, please ensure compliance with the Federal Motor Carrier Safety Administration's (FMCSA) rules, regulations, registration, and licensing. Please contact UWC for further enrollment information.



## Stage 1 - Pre - Load Equipment Check:

- Mandatory tools: pulp temperature thermometer (electronic recommended), pen, notepad, and cell phone (**camera function recommended**).
- Trailer length, height, width, and empty weight adequate for the specifications of load.
- Load locks or other devices available to secure load - 3 to 6 must be used.
- The refrigeration unit's temperature control unit (thermostat) and temperature monitoring devices (thermometers) and all related electronics must be calibrated and accurate.
- Refrigeration air delivery chutes must be installed and attached properly, intact, and free of any restrictions, rips, or tears.
- Trailer's insulation throughout the walls, ceilings, doors, and floors must be intact so that the trailer door seals in good condition and door seals tightly when closed.
- Walls free of cracks and holes.
- Inside of trailer: floor grooves and drains clear of obstacles, clean, and odor free to ensure proper air flow out of the refrigeration unit, around the load, and back to the unit.
- Check fluids and test run the refrigeration unit by pre-cooling the trailer to ensure all residual heat inside the trailer walls, floor, and ceiling is eliminated.

## Stage 2 - Loading:

- Call pickup location(s) to check in.
- Shut off refrigeration unit when loading at an **open** dock.
- Confirm count and description - make sure Bill of Lading items match UWC load sheet. Contact UWC immediately if there are any discrepancies.
- Record product quantities and type of product on Bill of Lading.
- Record product pulp temperatures on Bill of Lading.
- Ensure load pattern provides for proper trailer weight displacement and ample circulation between pallets.
- If you do not have access to loading dock, record "**shipper load and count**" on Bill of Lading.
- Temptale recorder present (if required) and placed on top of 2nd pallet in from tail of trailer.
- Temperature setting - **continuous** and per UWC/customer's requirement.
- Load is secured with load locks - at least 3 to 6 must be used.
- Bonded/Sealed trailers - seals **must not** be broken.

- Paperwork Checklist:
  - Bill of Lading.
  - Phytosanitary certificate (if required).
  - Certificate of origin (if required).
  - Bond certificate (if required).
  - Missing paperwork – must notify UWC.
  - For border transfer loads, all Bills of Lading and related documents must be faxed to UWC immediately.
- On multiple pick loads, contact UWC at **each** pickup.
- Call UWC prior to leaving pickup(s) to confirm load particulars.

### Stage 3 - In Transit:

- Driver check-in required with UWC each morning (before 8 am PST) with truck location and load temperature.
- Open reefer daily to check temperature and confirm reefer is working properly. For sealed trailers, use crawl space door to check temperature.
- Driver check in with delivery location(s) to confirm delivery time(s), necessary appointment time(s), and delivery number(s).
- If breakdown occurs at any time, day or night, driver **must** call and talk to UWC on-call dispatcher. If direct contact is not made, driver must leave voicemail message with driver name, phone number, and truck status with on-call dispatcher.

### Stage 4 - Delivery:

- Delivery appointments **must** be maintained.
- Sealed trailers must only be broken by appropriate governing body authority (inspector) or receiver. Drivers **must not** break any trailer seal.
- If you do not have access to unloading dock, record **“receiver unload and count”** on Bill of Lading.
- Bill of Lading Checklist:
  - Record any discrepancies related to product quantity.
  - Record any discrepancies related to product quality.
  - “Record product pulp temperature at time of delivery
  - Ensure receiver signs for product at time of delivery.
- Check in with UWC upon completion of **each** delivery.

### Border Transfer Loads

- Prior to release to transfer company, observe truck/trailer for visible existing damage.
- Open trailer door to observe load condition, **except** on sealed trailers.
- Contact UWC with any visible product damage that may have occurred during in transit stage.
- Upon return, observe truck/trailer for visible damage – contact UWC if new visible damage is observed.

## Mandatory for any Load:

- HOS (Hours of Service)
  - Drivers must comply with HOS rules and regulations.
  - Reconfirm HOS status when loading - as to not affect delivery time and/or date.
- Discrepancies
  - If any discrepancies occur during loading or unloading with regards to product quantity or quality, pickup or delivery numbers, or paperwork, **do not** leave shipper's warehouse.
  - Contact UWC immediately regarding any discrepancies.
- Loading/Unloading
  - If not loaded or unloaded within 2 hours at pickup and/or delivery location(s), contact UWC.
  - Do not pay any loading or unloading fees without prior authorization from UWC.
  - UWC authorization of loading/unloading fees must be verified by a proof of payment receipt.
- Contacting UWC
  - If you are unsuccessful at any time when trying to contact UWC, please leave a voice mail message with the on-call dispatcher.
  - Voice mail messages: provide driver name, carrier company, call back number, and any important load information.

### \* References Consulted:

(<http://www.fmcsa.dot.gov/>),

(<http://www.dot.gov>)

Ashby, B. Hunt (1995). USDA Protecting Perishable Foods During Transport by Truck. Retrieved July, 17, 2007, from United States Department of Agriculture Web site: [http://www.ams.usda.gov/tmd/tsb/Protecting\\_Perishable\\_Foods\\_2006.pdf](http://www.ams.usda.gov/tmd/tsb/Protecting_Perishable_Foods_2006.pdf)





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