Dray Manual
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# Introduction

Who is TCX and what do we do?

- Asset-based provider of temperature controlled intermodal transportation
- State of the art reefer container technology

What is TCX looking for?

- We are looking for carrier partners to develop a seamless transportation network
- Provide consistent service to our mutual customers

What is TCX’s growth plan?

- We started TCX in February 2014 with an initial delivery of 200 containers
- We now have a fleet of 735 containers
- Continued growth plan to a fleet of 2,000

What are the benefits of partnering with TCX?

- Volume/capacity commitment
- Consistency
- Year-round business

What requirements does TCX have?

- Capacity commitment
- Electronic connectivity
- Day cabs / Tractor that allows for a minimum legal payload of 42,500 pounds
- Satisfactory safety rating
- 24/7 dispatch (or contact equivalent)
- Willing and able to grow with us as our volume/capacity expands
Equipment

Equipment Inspection

Figure 1 - Container Inspection Report

All containers must be inspected, cleaned and prepped prior to loading.

- Drivers must inspect the container prior to loading.
- The Street Turn Container Inspection is available to all carriers on the TCX Home Page.
- Report any damage, container cleaning requirements and missing or damaged load securement equipment. Missing or damaged securement equipment that is not
reported a time of container inspection will be charged back to carrier.

- Cargo Net $150
- Gate $ 25
- Straps $ 20

Reefer Containers

Reefer containers are used for transporting temperature-sensitive cargoes. These mainly consist of foodstuffs such as meats, seafood, dairy products, beverages, fruits and vegetables.

Reefer containers have a T-floor to facilitate air flow throughout the container. The structural design allows for bottom air circulation. Internal air circulation is essential to maintain the proper temperature (set temperature) in reefer containers.

Cold air flows through and around the goods.

![Figure 2 - Container air circulation](image)

Floors Must Be Swept and Clean

![Figure 3 - Container sweep out](image)

- Sweeping the container floor helps to assure proper air circulation.

- Air flow is critical in refrigerated loads.
- The air must circulate properly in order to maintain the correct temperature and to reach all of the product.
- The floor must be swept and cleaned to allow for proper air circulation.
Reefer Washout

If the container needs a washout, the carrier has two options:

1. If they have their own washout facility, TCX will pay for the washout onsite.
2. If the carrier does not have a washout facility, the container must be drayed to the nearest truck stop or washout facility.
   • Charges must be added to the load as an accessor. Stop off plus invoice for washout.
3. A "washout" does not meet the requirements of sanitization.

HACCP Approved Food Safety Sanitization Guidelines - Sanitization

• TCX has a sanitizing process that meets HACCP (Hazard Analysis and Critical Control Points) and food safety guidelines.
• Carriers that have washout capabilities can be certified and provide these services to TCX.
• Carriers who want to participate must contact the Manager of Risk Management at TCX.

Driver Checklist Pre-Trip

Pre-Trip Inspection: (check all that apply)

☐ Container has Cargo Net
☐ Container has two (2) straps
☐ Container has one (1) gate (in good condition)
☐ Container is free of debris and clean
☐ Container is damage free
☐ Container is odor free
☐ Container shows no signs of pest infestation

Figure 4 - Gate and 2 straps
Follow the guidelines noted on the Driver Pickup Checklist.
Each container must have either one gate and two straps or a cargo net. These are rear securement devices that must be applied to the load to prevent rear load shift.
In anticipation of the Food Safety Modernization Act, Tiger Cool Express LLC started operations with key food safety and washout Standard Operating Procedures (SOP's).

The FDA Food Safety Modernization Act (FSMA) is now final. The earliest compliance dates for some companies begins in March 2017.

The rule establishes requirements for shippers, loaders, carriers by motor or rail, and receivers involved in transporting human and animal food to use sanitary practices to ensure the safety of food.

Specifically, the FSMA rule establishes requirements for vehicles and transportation equipment, transportation operations, records and training

Who is Covered?

With some exceptions, the final rule applies to shippers, receivers, loaders and carriers who transport food in the United States by motor or rail vehicles. It also applies to persons who ship to the United States directly by motor or rail vehicle (from Canada or Mexico).

Key Requirements

Specifically, the rule would establish requirements for:

- Vehicles and transportation equipment: The design and maintenance of vehicles and transportation equipment to ensure that it does not cause the food that it transports to become unsafe. For example, they must be suitable and adequately cleanable for their intended use and capable of maintaining temperatures necessary for the safe transport of food.
- Transportation operations: The measures taken during transportation to ensure food safety, such as adequate temperature controls, preventing contamination of ready to eat food from touching raw food, protection of food from contamination by non-food items in the same load or previous load, and protection of food from cross-contact, i.e., the unintentional incorporation of a food allergen.
- Training: Training of carrier personnel in sanitary transportation practices and documentation of the training. This training is required when the carrier and shipper agree that the carrier is responsible for sanitary conditions during transport.
- Records: Maintenance of records of written procedures, agreements and training (required of carriers). The required retention time for these records depends upon the type of record and when the covered activity occurred, but does not exceed 12 months.

Additional training and container sanitization SOP’s will be developed and provided to carriers as the new rules roll out. All carriers must comply with FSMA rules and customer requirements.
Accepting a Load

- As a partner carrier we hope that you can commit to regular, daily capacity.
- There is no 'forced dispatch'.
- We do ask that if you accept a load, you handle the load. Please do not accept a load and then 'drop off'.
- This creates extra work for our team and generally creates delays for our customer
Pickup

"Produce vs Commercial"

TCX has 2 divisions - Produce and Commercial
• Produce includes fresh fruits and vegetables.
  ◦ Pickups for Produce require additional steps.
• Commercial is everything else.

Pickup Produce and Commercial

These steps apply to Produce and Commercial pickups.

What is pre-cooling the container?
• The container must be pre-cooled prior to loading.
• Container must be pre-cooled for roughly 2 hours prior to pickup.
• Must be pre-cooled to set temp.

What is "Set Temp"?
• The set temperature ("set temp") is the temperature the shipper has indicated on the Bill of Lading. This is the temperature the container must be set at during transportation.
  ◦ Verify the set temp on the Dispatch sheet with the set temp on the BOL.
  ◦ Check the temp on the BOL.
  ◦ Compare it to the set temperature on the dispatch documents.
  ◦ The BOL set temp will prevail.
• Call TCX dispatch to correct the set temp.
• If the shipment has multiple Bills of Lading, check the set temp on each BOL.
• If the set temps are different or out of range, call TCX dispatch for guidance.

What is “Run Mode”?
• Reefer units can be set to run on “continuous” or “start-stop”.
• Continuous means the reefer unit will run continuously from time of pickup until delivery.
• Start-stop means the reefer will run until the container reaches the set temp and then will stop.
  ◦ The reefer will start and stop during the entire move.
• Produce moves must be set on continuous.
• All other loads (including frozen product) must be set on start-stop unless the BOL indicates otherwise.

Setting/Monitoring Container Temp and Operation

• TCX containers can be set remotely by the TCX dispatch team.
• Carriers must check the set temp and run mode and advise TCX if there are any issues.
• Failure to report temperature discrepancies can result in carrier liability for temperature related claims.

Remote Switch

Remote Switch - the remote switch has a cover on it. Drivers should NOT open the cover and should not turn the remote switch on or off.

If the Remote switch is turned off, the reefer will not respond to remote commands.

The remote switch is used only by technicians who are working on the reefer unit. Any product damage resulting from a drivers’ action to turn the remote switch off can result in charges for product damage or service calls being assessed against the carrier.
Dispatch - Pickup

Loads will be dispatched electronically. You will receive a Dispatch Sheet and a Driver Checklist.

- The dispatch sheet will provide pickup information, preliminary set temp and rate information.
- Carrier must verify set temp at time of pickup.
- If there are issues with any information on the dispatch sheet, including the rate, do not accept the load.
- Contact TCX dispatch for clarification.

Figure 7 - Dispatch Sheet
The Pickup Checklist will help to assure that all points are properly addressed at time of pickup.

- Each pickup dispatch document will come with a Pickup Driver Checklist.
- The checklist prompts the driver to assure all requirements are properly addressed at time of pickup.
- Checklist must be used during pre-trip and pickup.
- Pickup checklists must be uploaded with the BOL.

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**Driver Checklist**

<table>
<thead>
<tr>
<th>1. Must be completed on all pickups</th>
<th>2. Upload ALL Documents within 48 hours via Draynet</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. TCX Dispatch contact 24/7 (888) 543-3076</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Container: TGX56</th>
<th>Driver:</th>
<th>Load: T</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup Location: (city, state)</td>
<td>Carrier:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

**Pre-Trip Inspection:** (check all that apply)

- Container has Cargo Net
- Container has two (2) straps
- Container has one (1) gate (for good condition)
- Container is free of debris and clean
- Container is damage free
- Container is odor free
- Container shows no signs of pest infestation

**Bill of Lading:** (check all that apply) If shipper will not allow driver on dock, notify TCX before loading.

| If Shipment Load and Count, write: **Shipment Load and Count Shipper Temperature** |
| Arrival/Departure Time and Date |
| Driver Name |
| Seal Number |
| Drop & Hook Sign Bill Of Lading SLC/TMP |
| Carrier Name |
| Require shipper to sign Bill of Lading |

**Produce:** (check all that apply) If shipper will not allow driver on dock, call Tiger Cool Express before loading.

- Has the container been pre-cooled? (Yes/No) (If not, contact Tiger Cool Express before loading)

**Pumping:**

- Insert a digital thermometer into the product on one case on three different pallets
- Record temperatures for each pulp on Bill of Lading: **Temp:** (low) **Temp:** (middle) **Temp:** (high)
- If temperature ≤ 5°F from set temp - call Dispatcher

**Inspect Loading:**

- Verify Pallet Count pallets
- Assure proper pallet and damage placement
- Request air bags/void filler as needed to prevent side-to-side load shift. Record # of air bags/void fillers

**Close Out:** (check all that apply)

- Apply the gate and two straps or cargo net to the end of the load
- Photo of load ( upload to TCX via Draynet) |
- Close doors and apply seal |
- Two copies of Bill Of Lading |
- #1 copy to office for processing and upload within 48 hours |
- #2 copy to Document Box located on the outside of the container |
- Confirm all POI's loaded

**Accessorial:** Notify TCX via email – accessorials@tigercoolexpress.com

- Detention:
  - Notify TCX 30 minutes before detention starts
  - Record arrival/departure times on Bill Of Lading
  - Submit customer detention receipt

- Lumper:
  - Notify TCX at time of load/unload
  - Submit lumper receipt

- Scale:
  - Empty & Loaded
  - Submit scale tickets

- Fuel:
  - Fuel reorder to FULL prior to in-gate
  - Record # of gallons added
  - Notify TCX if load is less than full container. Upload all documents within 48 hours.

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*Figure 8 - Pickup Driver Checklist*
How to Sign BOL

- When loading is completed the driver must sign the Bill of Lading noting:
  - Drivers name
  - Pickup date and arrival and departure time
  - Carrier name
  - Require the shipper to sign
  - Seal number

Driver Not Allowed on the Dock

If the shipper won’t allow the driver on the dock, call TCX dispatch immediately before loading.
- TCX will reach out to the appropriate personnel and advise the carrier on how to proceed.

If the driver was not allowed on the dock and this was reported to TCX, the driver must sign Shipper Load and Count and note the following on the Bill of Lading: “SLC/Temp”.
- SLC/Temp means the driver was not allowed on the dock during loading and the shipper is responsible for the loading and counting of the shipment and the temperature of the product.
- SLC/Temp must be recorded on all copies of the Bill of Lading.
- The shipper must sign all copies.
- If the shipper does not sign the BOL, call TCX dispatch.

Figure 9 - Sample SLC BOL - proper driver signature/information
Rear Load Securement

Before the container doors are closed, the driver must apply a gate and 2 straps or a cargo net to the rear of the load.

- The rear load securement applies even if the load was SLC.
- The driver must check the appropriate boxes on the Driver Checklist.

![Figure 10 - Rear Load Securement](image)

- Gate/straps and cargo net properly applied. The gate has “feet” on the bottom. This allows for proper air circulation.
Seal

- Driver must be sure a seal is applied to the rear door.
- Compare the seal number to the pre-printed or handwritten seal number on the BOL.
- If the seal number was not recorded on the BOL prior to drivers’ arrival, the driver must record it on all copies of the BOL.

Processing BOL

![Figure 11 - One copy of all pages of BOL in container "doc box"](image)

The driver must ask for two (2) copies of the BOL.

- One copy goes in the document box (doc box) on the front of the container.
- One copy must be returned to the carrier’s office for processing and uploading into DrayNet.
- $50 deduction on linehaul charge for late or missing documents.

Why not put the BOL inside of the container at the rear of the load?

- The carrier and/or customer can access the BOL without breaking the shipper’s seal.
Weight

• Driver is responsible for making sure all loads are legal weight.
  • Driver must scale empty and loaded.
    ◦ Empty and 1st loaded scale stop is $65.
• Return due to over-weight is $65 / 1 hour free time / $65 / hour detention.
• $30 plus scale ticket each time the load is re-sealed.
• Scale tickets must be uploaded within 24 hours to be considered for payment.
• Drivers must use on-site scales when available.
• Scale stops are not paid when scales are on site at the shipping location.
• TCX will pay the ticket fee (if any).
• Scale fees not paid if carrier arrives with “wrong” equipment (16,300 or drop axle tractor) *(tractor that does not allow for a minimum legal payload of 42,500 pounds).
• Scale fees not paid if no empty/heavy weight.
• Customer weight cuts, due to heavy tractor, maybe deducted from carrier settlement.
• Out of Route for Scale over 20 miles round trip paid at original rate per mile not to exceed $1.95 per mile.

* Tractor, fuel & driver must allow for a minimum, legal payload of 42,500

How to handle Overweight

If the load is overweight the driver must return to the shipper for re-work or load cut.
  • All weight cuts must be authorized by TCX.

Note: Chassis axle settings for loads moving to or through California must be no more than 40 feet from the kingpin to the center of the rear axle. Tandems must be set at the 40-foot mark prior to loading. Loads must be scaled legally at this setting prior to ingating.
Reefer Refueling

All temperature control loads should be filled to FULL before in-gating. The driver must write the number of gallons added on the checklist. Loads indicted as "Dry" on the dispatch pre-note do not need to be fueled.

Produce

When picking up produce, the driver must pay special attention to pulping, pallet count and load securement.

Produce pickups require special attention

- Assure load is ready prior to dispatch.
- Pre-cool the container to the “set temp”.
- Pulp the product during loading.
- Verify pallet count.
- Inspect product for proper packaging.
- Inspect load for proper securement.
Pulping Produce

Figure 12 - Pulp thermometer reading

- "Pulping" is the process the driver uses to verify product core temperature at time of loading.
- The product must "pulp" at the set temp noted on the Bill of Lading.
- When using a probe thermometer, the driver must poke the product to gain an accurate reading of the internal temperature of the product.

Pulping is required for Produce Loads. Proper pulping at origin prevents claims related to the delivery temperature of the product.

- Drivers must do at least 3 pulp tests:
  - Beginning of the load
  - ½ way through the load
  - End of the load
- If the temp is +5F or -3F contact TCX dispatch before loading.
- Record the pulp temps on the Bill of Lading and the driver checklist.

Verify Pallet Count

- On produce loads, the driver must verify pallet count.
- The driver is not required to verify carton count.
- Record the pallet count on the BOL and Driver Checklist
Proper Stacking of Pallets

- Drivers must inspect the cargo before loading.
- Pallets must have full-height corner posts to help secure the product and prevent tipping.
- Standard shrink-wrap does not allow for proper air circulation.
- Most produce shippers don’t use it.
- Every other tier on the pallet must be banded or wrapped to help secure the product onto the pallet.

Driver Verify Proper Loading

- Driver must verify proper loading.
- Legal axle and gross weight.
- Proper load securement - drop down void filler/air bags to prevent lateral load shift.
- Proper rear load securement - cargo net / gate and straps.
- Load diagrams are available based on pallet count.
Preventing Lateral Load Shift

Load shift due to single wide pallet placement

- Void fillers or airbags must be used to prevent lateral shift.
- Shippers must have load securement devices available when requested by drivers.
- TCX has tried to make arrangements to be billed directly for the devices.
- If the shipper doesn’t have this equipment, call your TCX dispatcher immediately and report the problem.
  - TCX will reach out to the appropriate people to resolve the issue.
- The driver must confirm loading techniques and mark the Checklist accordingly

Note: Drop down void fillers are the preferred method of load securement to prevent lateral load shift. Air Bags are subject to puncturing and shifting. They should be used only if the shipper does not have drop down void fillers.

Figure 14 - Lateral load shift
Load Verification

Load verification is required prior to issuing rail billing. It is the last opportunity to verify everything is correct before the container is loaded onto a train. When requesting rail billing, the following information must be available for the TCX dispatcher to enter:

![Verify the following from the Bill of Lading](image)

Carrier must call or email to verify shipment information when the driver leaves the pickup location.

The following must match the BOL

- Reference number (PO)
- Weight
- Pieces (pallet count)
- Seal Number
- BL Set Temp

Reefer must be **fueled to full prior to ingate.**
Rail - Billing and Cut-Off Time

- Rail billing is required before in-gating. It is the BOL that schedules the container on the train. The rail carrier will not take the container without proper rail billing.

TCX will do the Rail Billing

- Call TCX dispatch
- Verify each item on the Load Verification check list.
- When the load verification process is complete, TCX will issue rail billing.

In-Gate and Rail Cut-Off Times

- In-gating is the process used to get the container into the rail yard and onto a train.
  - Cut-off times are critical.
- “Cut-off time” is the latest time that a container can arrive at the rail ramp and still make the train.
- All rails have a cut-off time.
  - All ramps have published operating schedules. If you are unsure of the hours at your ramp, you can check on-line or contact the TCX dispatcher.
- Missing a cut-off time will delay the container at least one full day
  - Depending on the rail schedule, the delay can be up to 2 or 3 days

Pickup Documents

Any document related to the pickup should be uploaded via DrayNet to TCX within 48 hours of pickup. Documents include, but are not limited to:

- Bill of Lading - all pickups
- Vehicle Inspection - as needed
- Scale Tickets - all pickups
- Driver Checklist - all pickups
- Fuel Receipts - all pickups
- Detention recorded on the Bill of Lading - as needed
- Lumper Receipts - as needed

Documents must be uploaded within 48 hours of activity

- We cannot deliver until we have pickup documents on file.
- We cannot bill the customer for the load until we have received all documentation.
- Documents are needed to verify payment to the carrier.
- Documents are needed to address questions the customer has about the load.
How to Complete a Pickup Driver Checklist

Driver Checklist

Pickup

1. Must be completed on all pickups
2. Upload ALL Documents within 48 hours via Draynet
3. TCX Dispatch contact: 24/7 (888) 543-3076

Container: TGXU56
Pickup Location: (city, state) Carrier:___
Driver:_________________________ Load: T____ Date:____

Pre-Trip Inspection: (check all that apply)
- Container has Cargo Net
- Container has two (2) straps
- Container has one (1) gate (in good condition)
- Container is free of debris and clean
- Container is damage free
- Container is odor free
- Container shows no signs of pest infestation

Bill of Lading: (check all that apply) If shipper will not allow driver on dock, notify TCX before loading.
Record the following information on the BoL:
- If Shipment Load and Count, write: “Shipment Load and Count/Shipper Temperature”
- If Driver Load and Count, write: “Driver Load Count”
- Arrival/Departure Time and Date
- Driver Name
- Seal Number
- Drop & Hook Sign Bill Of Lading SLC/TEMP
- Carrier Name
- Require shipper to sign Bill of Lading

Produce: (check all that apply and circle answer) If shipper will not allow driver on dock, call Tiger Cool Express before loading.
- Has the container been pre-cooled? (Yes / No) (If not, contact Tiger Cool Express before loading)
- Pulping:
  - Insert a digital thermometer into the product of one case on three different pallets
  - Record temperatures for each pulp on Bill of Lading: (______°F) (______°F) (______°F)
    - If temperature 5°F +/- from Set Temp - Call Dispatcher
- Inspect Loading:
  - Verify Pallet Count_______ pallets
  - Assure proper pallet and damage placement
  - Request air bags/void filler as needed to prevent side-to-side load shift. Record # of air bags/void fillers_______

Close Out: (check all that apply)
- Apply the gate and two straps or cage to the end of the load
- Photo of load (upload to TCX via Draynet)
- Close doors and apply seal.
- Two copies of Bill Of Lading:
  - #1 copy to office for processing and upload within 48 hours
  - #2 copy to Document Box located on the outside of the container
- Confirm all P/W’s loaded

Weight Must Be Legal
Minimum payload 42,500
Must be legal weight per Federal and State laws.
Notify TCX immediately of overweight issues.

Accessorial: Notify TCX via email – accessorials@tigercoolexpress.com

Detention
- Notify TCX 30 minutes before detention starts
- Record arrival / departure times on Bill Of Lading
- Submit customer detention receipt

Lumper
- Notify TCX at time of load/unload
- Submit lumper receipt

Scale
- Empty & Loaded
- Submit scale tickets

Fuel
- Fuel reefer to FULL prior to in-gate.
- Record # of gallons added
- Submit fuel receipt

Notify TCX if load is less than full container. Upload all documents within 48 hours.

Figure 16 - How to Complete Pickup Checklist
1. Header

**Driver Must Note**

- Container Number
- Driver Name
- Load Number
- Pickup Location
- Carrier Name
- Pickup Date

2. Pre-Trip

**Driver must inspect and verify**

- Cargo Net
- 2 straps
- 1 gate
- Condition of container

3. Bill of Lading

**Driver must indicate**

- Shipper Load and Count (SLC)
- Driver Load and Count
- Arrival/Departure Time and Date (if not on BOL - no detention will be paid)
- Driver Name
- Seal Number
- Carrier Name
- Ask shipper to sign BOL

All of this information must be noted on the BOL

**NOTE:**

- Shipper Load and Count (SLC) applies ONLY if the shipper does not allow the driver on the dock.
- If the driver is allowed on the dock, he/she must follow the checklist items listed in PRODUCE.
- If the shipper will not allow the driver on the dock, notify TCX dispatch immediately.
- If Drop and Hook, sign BOL SLC.

4. Produce

**Driver must**

- Pulp the product
- Record the pulp temps on the Bill of Lading and the Checklist
- Verify pallet count
- Request and direct the placement of lateral load securement
  - Airbags or drop down void fillers
- Record the number of airbags or drop down void fillers used in the load
### 5. Close Out
**Driver must indicate**
- Rear load securement installed - gate/strap or cargo net
- Take a photo of the load and upload via DrayNet - jpeg or pdf
- Close doors and apply seal (seal number must be recorded on the BOL)
- Be sure there are two copies of the BOL
- One in the container doc box
- One copy returned to office for upload into DrayNet
- Verify all POs on the BOL have been loaded.
- Verify load is legal weight - driver must scale empty and loaded.

If the container is not loaded to full visible capacity, notify

### 6. Accessorial
**Driver must**
- Report detention 1/2 before detention starts
- Notify dispatch and email
- Record arrival and departure time on BOL
  - Submit customer detention receipt
- Notify TCX of lumper at time of service
  - Submit lumper receipt
- Scale empty and loaded
  - Submit scale tickets
- Fuel reefer to FULL, for loads require fueling, *prior to in-gate*
  - Do not fill prior to pickup
  - Arrive at shipper dock with enough fuel to make the pickup
  - Fill reefer tank prior to in-gate
  - Submit fuel receipts

ALL documents must be uploaded within 48 hours. Missing documents can void the accessorial and/or result in a $50 deduction on the load for missing or late documents.
Loading Containers

• Containers must meet rail loading guidelines and comply with The Intermodal Safe Container Transportation Act.
• TCX offers a “Refrigerated Container Loading Suggestion” booklet on our web site. (#1)
• The document offers guidance on load configuration to assure proper load securement and weight distribution. (#2)
• Carriers can print the Loading Suggestions directly from the TCX web site.
• To meet weight distribution requirements, it is often necessary to load a single pallet.
• When inspecting the load, drivers should check for large voids or open spaces in the load.
• These spaces should be filled with drop down void fillers (saddle packs).
• Securement devices will help to prevent side-to-side (lateral) load shift. (#3)

Figure 17 - Refrigerated Container Loading Suggestions
Delivery

Rail Notification

- You will receive a fax from the rail indicating the container is grounded and ready to move. If you do not receive notification from the rail, contact TCX for assistance.

Out-Gate

- The process of getting the container picked up at the rail yard.

Inspect Equipment at Time of Out-Gate

- The driver must inspect the container and the chassis at time of out-gate.

Failure to Inspect/Report Damage

- You could be held responsible for any pre-existing damage that is reported after out-gate.

Chassis Damage

- Check for damage: lights on the chassis, damage to the chassis frame, tires, etc.
- Report all damage to the rail carrier immediately and get a J1 exception report.
- The rail carrier will move you to a lane for repair (“roadability” lane).
- If the repair cannot be completed in one hour the container will be “flipped”.
- “Flip” means the container will be put on a different chassis.

Container Damage

- Report container damage using the "Street Turn Container Inspection".
- Notify TCX dispatch.
- Send photos of the container damage.

Delay at Rail Yard

- Anticipate the possibility of delay and arrive accordingly.
- Contact TCX dispatch if there are any actual delays - or the possibility of one (Examples: going to roadability or chassis flip lane).
- TCX dispatch can reach out to the railroad.
- We strive to keep the original customer appointment - although it may require rescheduling.
You will receive a delivery dispatch sheet and a Delivery Driver Checklist.

- Delivery Checklist should be used during delivery and close out. Upload with the POD and delivery documents

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### Delivery Dispatch

**Figure 18 - Delivery Checklist - Report exceptions at time of delivery**

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<table>
<thead>
<tr>
<th>Delivery</th>
<th>(check all that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seal Number</td>
<td></td>
</tr>
<tr>
<td>Bill Of Lading in container document box</td>
<td></td>
</tr>
<tr>
<td>Consignee signed for shipment “Clear” (no loss or damage)</td>
<td></td>
</tr>
<tr>
<td>Load was secured when doors were opened</td>
<td></td>
</tr>
<tr>
<td>Container had two straps</td>
<td></td>
</tr>
<tr>
<td>Container had one gate</td>
<td></td>
</tr>
<tr>
<td>Container had Cargo Net</td>
<td></td>
</tr>
<tr>
<td>Present when dropped</td>
<td>Present when picked up</td>
</tr>
<tr>
<td>Present when dropped</td>
<td>Present when picked up</td>
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<tr>
<td>Present when dropped</td>
<td>Present when picked up</td>
</tr>
<tr>
<td>Present when picked up</td>
<td>Present when picked up</td>
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</tbody>
</table>

**Content Damages:** (check all that apply)

- Did the load shift to the rear of the container? Yes/No
- Did the load shift side to side? Yes/No
- Did boxen get crushed due to too much weight? Yes/No
- Was the product refused by consignee? Yes/No If Yes, contact TCX dispatch

**Product Damages/Refusal:** (describe in space below)

- Product [ ] accepted as damaged [ ] refused
- # of pieces _____ # of pallets _____
- Product numbers / description: __________________________
- Reason for refusal: __________________________

**Close Out:** (check all that apply)

- Sign delivery receipt
- Container is odor free
- Container show no signs of pest infestation
- Container is free of debris and clean
- Container is filled to the max (in good condition)
- Container has Cargo Net
- Fill fuel tank to full before returning to ramp
  - Unless returning empty

**Accessorials:** Notify TCX via email – accessorials@tigercoolexpress.com

**Detention**

- Notify TCX 30 minutes before detention starts
- Record arrival / departure times on Bill Of Lading
- Submit customer detention receipt

**Lumper**

- Notify TCX at time of load/unload
- Submit lumper receipt

**Fuel**

- Fuel refor to FULL prior to in-gate
- Record # of gallons added __________

---

Upload all documents within 48 hours.
Delivery Documents

Any document that is related to the delivery

- POD - all deliveries
- Lumper receipt - as needed
- Fuel receipt - as needed
- Driver detention - as needed, arrival/departure times must be noted on POD
- Scale - as needed
- Checklist - all deliveries
- Documents must be uploaded within 48 hours of delivery

Detention at time of Delivery

- If the delivery had an appointment time and the driver was late, TCX will not pay detention.
- TCX recommends driver arrive 15 minutes prior to appointment.
- If a driver is late for an appointment, the consignee will consider the driver a “work-in” and will unload the driver as time allows.
- If a driver is going to be late, carrier dispatch must advise TCX dispatch immediately.
- Driver must record arrival and departure time on the POD.

Missed Delivery Appointment

- Some consignees charge a penalty of up to $500 for missed appointments.
- Carrier will be responsible for detention and any dry run or layover charges due to missed appointment.

Free Time at Delivery

- 2 hours
- Carriers must report possible driver detention to TCX approximately 1 ½ hours after the driver has arrived.
- TCX dispatch will contact the customer to see if delivery can be completed to avoid detention.

Upload All Delivery Documents via DrayNet or EDI within 48 hours of delivery
How to Complete a Delivery Checklist

Driving should complete the Delivery Checklist at time of delivery and submit it with the signed POD. Damages and refusals should be reported to TCX immediately.

**Figure 19 - How to Complete Delivery Checklist**
### 1. Header
Driver must note

- Container Number
- Driver Name
- Load Number
- Pickup Location
- Carrier Name
- Pickup Date

### 2. Delivery
Driver must note

- Seal Number
- Bill of Lading (BOL) in doc box on outside of container
- Consignee signed for shipment clear - no damage, shortage or refusal - consignee signature on POD
- Load was secured when doors were opened - if not, provide photo if possible
- Container had 2 straps
- Container had 1 gate
- Container had a cargo net
- (If drop and hook, verify securement equipment was in container at time of drop and is in container when picked up. NOTE: Driver should not break seal unless the consignee is available to confirm seal number

### 3. Content Damage
Driver must

- Indicate cause of damage - provide photos

### 4. Damage/Refusal
Driver must

- Indicate if product was accepted as damaged or refused
- Indicate number of pieces or pallets refused or damaged
- Note the product number and description of the refused product
- Note the reason for refusal
- Report exceptions to TCX dispatch/accessorial

Note: Not all refusals are due to damage. Consignees can refuse product for a number of reasons, including but not limited to: wrong product, didn't order, order cancelled.
- Take photos of refused or damaged product

<table>
<thead>
<tr>
<th>5. Close Out</th>
<th>Driver must</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Assure the delivery receipt is signed</td>
<td></td>
</tr>
<tr>
<td>- Container is odor free</td>
<td></td>
</tr>
<tr>
<td>- Shows no signs of pest infestation</td>
<td></td>
</tr>
<tr>
<td>- Container is free of debris and clean</td>
<td></td>
</tr>
<tr>
<td>- Container has 2 straps and 1 gate</td>
<td></td>
</tr>
<tr>
<td>- Container has a cargo net</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. Accessorial</th>
<th>Driver must</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Notify TCX 1/2 hours before detention starts</td>
<td></td>
</tr>
<tr>
<td>◦ Record arrival and departure times on POD</td>
<td></td>
</tr>
<tr>
<td>◦ Submit customer detention receipt</td>
<td></td>
</tr>
<tr>
<td>- Notify TCX of lumper service immediately</td>
<td></td>
</tr>
<tr>
<td>◦ Submit lumper receipts</td>
<td></td>
</tr>
</tbody>
</table>

ALL documents must be uploaded within 48 hours. Missing documents can void the accessorial and/or result in a $50 deduction on the load for missing or late documents.
Fuel Program

- TCX had developed a nationwide fuel program that will allow carriers to fuel using a TCX card.
- Carrier participation in the TCX Fuel Program is required of all carriers after 30 days.
- Until the carrier is set upon the TCX Fuel Program, the carrier may upcharge the cost of the fuel by 2%

Short Term

2% Up-charge

- Carrier may opt to add 2% to the fuel cost.
- Receipts must be submitted for the cost of the fuel.
- The receipt must be a printed document from the vendor where the fuel was purchased.
- Receipt must show:
  ◦ Container Number
  ◦ Date of Purchase
  ◦ Location of Purchase
  ◦ Gallons
  ◦ Price per Gallon
  ◦ Total
- Fuel charges will be paid when the dray charges are paid.

Long Term

TCX Nationwide EFS Fuel Program

- Fuel cards assigned to drivers selected by the carrier.
- At time of purchase shipment is automatically dated with:
  ◦ Fuel stop off
  ◦ Fuel amount
- No updating or uploading required by carrier.
Fuel Surcharge

- Fuel Surcharge will be based on the EIA posted "on-highway' diesel prices within the PADD region map.
- Carriers operating multiple terminals will be paid based on the location where the work is performed.
- Fuel Surcharge percentages will be adjusted the first day of each month and will be based on the EIA pricing posted the last week of the previous month.
DrayNet/Accessorials

DrayNet

- DrayNet allows for electronic exchange of information and shipment update.
- DrayNet is required for all Carriers.
- It saves time for the carrier and TCX by reducing or eliminating the need for phone calls and emails.
- Settlement of charges shown in DrayNet is full and final payment on each load. Charges must be correct.
- [https://mytiger.gtgs.net](https://mytiger.gtgs.net)
- Contact Rebecca Grant 913-305-3556

DrayNet Functions

- Accepting dispatches and load tenders
- Entering arrival and departure times
- Billing out your loads
- Entering BOL’s and POD’s
- Retrieving BOL’s and POD’s
- Disputing payables
- Printing copies of dispatches and prenotes
- Load verification
- Rail Billing
- Trace containers that are on rail

DrayNet Access

Carriers will receive log-on user name and password via email.

DrayNet Training

You will receive a User’s Manual that will help you navigate the system. You can contact TCX to arrange for a live tutorial.

Rates

- TCX has published rates which were included in your carrier set up packet.
- We recommend you review them carefully and if you have questions contact Gloria Hartmann 913-305-3549.
## Accessorials

- TCX Accessorial Tariff was included in the carrier packet.
- Accessorials must be reported when they are incurred.
- You must report all accessorials to your TCX dispatcher and the following email addresses:
  - accessorials@tigercoolexpress.com
- Failure to notify TCX of accessorials will create a “dispute” and will delay payment of your invoice, or, worst case, result in non-payment.
- We want to pay you quickly and correctly. Properly updating accessorial charges in DrayNet will eliminate delays in payment and will save everyone the cost of re-work.
- All invoices and supporting documents should be uploaded immediately so they are available for verification by the TCX AP team.

### Driver Detention must be reported ½ hour before detention starts

- Arrival and departure times must be recorded on the BOL/POD.
- BOL/POD must be uploaded within 48 hours.
- On all pickups a copy of the BOL must be put in the doc box.

### Driver Layover must be reported when driver is running out of hours and when going into layover status.

### Demurrage report date and time of container drop.

### Lumper, Multi-stop, Pallet Charges, Out of Route Miles, Extra Dray, Dry Run must be reported at time of accessorial. All receipts must be uploaded within 48 hours.

Report overweight loads as soon as the driver scales loaded and is aware of the overweight.

## Document/Invoice Submission

- Documents must be submitted via EDI or DrayNet.
- TCX will deduct at $25 handling charge for all manual invoice or document submissions.
- The handling charge will be deducted from the carrier settlement.
Chassis/Tire Repair

Union Pacific, TEC, TRAC Connect Chassis Pool Maintenance and Repair Policy

Intermodal chassis are solely owned by the respective rail departments and/or privately held affiliates.

Tiger Cool Express LLC has an agreement of a daily lease and the use of an intermodal chassis to out-gate and deliver TGXU containers and to return the chassis to the point of origin.

Tiger Cool Express LLC has neither ownership nor interest in the intermodal chassis other than a means of transporting a TGXU container.

Maintenance and Repair:

Intermodal chassis are maintained by their respective owners at repair facilities usually within the rail terminals or at repair facilities located near a rail hub. Maintenance of an intermodal chassis is subject to FMCSA guidelines as well as licensing.

Repair accountability rules are in place should road service be required.

UP Roadability


Trac Connect
https://www.tracconnect.com/
844-414-9171

Motor Carrier Responsibilities:

1. Perform the required pre/post trip inspection according to the guidelines set out in Exhibit A of the UIAA.
2. Maintain a J1/Container Inspection with the respective equipment and retain documentation.
3. Notify the respective chassis provider regarding any defect.
4. Provide equipment information, location and call back information.
5. Notify TCX operations if a delay in service is expected.
6. In the event EBS has not responded in a timely manner, contact joe.joiner@tigercoolexpress.com 913-305-3553

List of Designated Service Providers:

1. Union Pacific - Emergency Breakdown Service (877) 528-4737
2. TracConnect - InterStar - (800) 888-1001
3. Downtime Fleet Services (866) 956-9288
4. Frederick's Roadside Service (855) 777-4585
5. Emergency Breakdown Service (877) 528-4737
6. Roadrunner Towing and Truck Service (201) 538-0420 (NY/NJ Metro)

- Inspect equipment at time of out-gate.
- Report chassis or tire damage to the rail.
- Damage not reported during out-gate is the responsibility of the carrier.
- Repairs must be coordinated via the rail.
**Loading Diagrams**

**Loading for Legal Weight**

- Load must be based on weight not carton count.
- TCX dispatch will work with the shipper to determine pallet count.
- Pallet count will be based on carton weight and number of cartons per pallet.
- Some loading patterns may require that the pallets be "turned" to fill the side-to-side capacity of the container. This will help eliminate lateral load shift and reduce the need for additional dunnage (drop down void fillers).
- Contact TCX dispatch with overweight issues.
- TCX will determine if weight cut is necessary.

**Weight Distribution - Sliding Tandems/5th Wheel**

- Some loads may require that the 5th wheel or tandems be adjusted to assure legal axle weight. Refer to TCX Best Practices - [Weight Distribution - Sliding Tandems - Sliding 5th Wheel](#).

**Load Securement**

- Driver must assure proper loading and load securement. See TCX Best Practices - [Load Securement - Lateral Load Shift](#).
National Operations Center

TCX dispatch is available 24/7

Toll Free Number

888-543-3076

Email

operations@tigercoolexpress.com
Appendix 1 - Weight Distribution

Weight Distribution

- Sliding Tandems – move toward the problem
- Sliding 5th Wheel – slide away from the problem

Weight Distribution - Sliding The Tandems or 5th Wheel

TCX requires that all loads be legal weight both gross and axle.

Sliding the tandem axle along the chassis will help to adjust axle weight.

Chassis tandems lock into place with a set of locking pins that slide into holes drilled into the tandem slider rail. The tandem axles can be moved forward and backwards along the length of the chassis.

If the weight is not distributed evenly in the container, the chassis axles can be overweight, even though the entire unit is not overweight ("gross" or GVW gross vehicle weight).
Which way should I move the tandems?

Generally, slide toward the problem:

- Heavy on the tandem axle move the tandems backwards (Towards the doors of the container).
- Heavy on the steers - slide the tandems forward or slide the 5\textsuperscript{th} wheel.

How far should I move the tandems?

The distance between the locking pin holes on the chassis will be the main factor affecting how much weight is moved per hole. The larger the distance between the holes, the more weight will be shifted with each hole. The two main hole spacings are 4 inches and 6 inches. A 4-inch spacing will move 250 pounds per hole, a 6-inch spacing will move 400 pounds per hole.

Sliding the tandems helps to adjust axle weight, but regulations can vary by state on how far back the tandems can be moved. This is called the wheelbase or kingpin to rear tandems distance and refers to the distance between the kingpin on the chassis and the axle group. The driver must know the state laws when sliding tandems. Example: CA maximum wheelbase length is 40\textdegree.

\textbf{Figure 20 - Kingpin to axle distance by state}
How to Slide Tandems - Trailer/Chassis parts to know

Figure 21 - How to slide tandems - Parts to know

Figure 22 - How to slide tandems - Parts to know
Figure 23 - Decrease weight on steer

By sliding the trailer tandems forward, you can shift weight off the tractor and decrease the amount of weight on the drive and steering axles of the tractor.

Note: Shifting too much weight off the steer axle can make the rig overweight on the drive axles.

Figure 24 - Increase weight on steer

By sliding the trailer tandems back, you can shift weight on the tractor and increase the amount of weight on the drive and steering axles of the tractor.
Make sure cab is coupled to trailer
Set tractor brakes

Lift and pull the lug control lever. This will disengage the locking lugs.
Figure 27 - Verify locking pins are disengaged

Be sure all locking pins (4) are disengaged.

Figure 28 - Sliding tandems forward

If you are sliding the tandems forward, put tractor in reverse and back slowly.
If you are sliding the tandems backwards, put tractor in low gear and pull forward slowly.

Figure 29 - Sliding tandems backwards

Once tandems are in correct position, set tractor brakes, place lug control lever in locked position, release tractor brakes.

Figure 30 - Set lug pins
With trailer brakes set, gently tug or push against trailer to set locking lugs. Reset tractor brakes. Look at all four lugs to be sure they are firmly seated through holes in tandem axle slides.

Figure 31 - Set lug pins

Inspect the trailer air supply lines for clearance under the trailer. Be sure they are not hanging down.

Figure 32 - Inspect air supply lines
Sliding the 5th Wheel

Adjusting the 5th wheel can change the distribution of weight. Sliding the 5th wheel will change the weight distribution almost exclusively between the steer and drive axles. The trailer tandems will see little or no effect from sliding the 5th wheel.

If you slide the 5th wheel toward the nose of the tractor you will increase the weight on the steer axle and take weight off of the drive axles. If you move the 5th wheel toward the rear of the tractor, you will increase the weight on the drive axles and decrease the weight on the steer axle.

Figure 33 - Sliding 5th Wheel - slide rails and locking pins
The 5th wheel slides on rails and is held in place by locking pins through the holes on the rails… this is almost exactly like the trailer tandems. The amount of weight moved per hole will vary between manufacturers, but generally speaking it’s about 500 pounds per hole.

Moving the Fifth Wheel

- Lower landing gear enough to take the weight and pressure off of the 5th wheel and slider mechanism.

- Trailer brakes must be locked.

- Pop the pins on the slider flip the slider switch on the dash of the truck forcing air pressure to push the pins on either side of the fifth wheel into the release position.

- Visually inspect both pins to be sure they have released properly.

- If the pin does not slide out and release, gently rock the tractor back and forth to release the pressure on the pin, allowing it to slide.

- Once both pins are out, slowly and carefully move the tractor slightly forward or back, depending on where you need to move the weight. Be careful not to get the tractor to close to the trailer. They may hit when taking a corner or going up a ramp. Produce haulers need to take precaution when loading at the produce docks. They often have a steep dip in front of the loading dock which can cause the tractor and trailer to hit when backing in. If necessary, remove the mud flaps from the tractor to allow for turning while maintaining legal axle weight.

- When you are done sliding the 5th wheel make sure both slider pins are locked back in and the landing gear is rolled back up.
Appendix 2 - Load Securement

Load Securement - Lateral Load Shift - Best Practices

Airbags / Drop Down Void Fillers
Dunnage - Lateral Load Shift

- Dunnage is any material used to secure cargo during transportation.
- Lateral Load Shift is the side to side shift of cargo during transportation.
- Cargo will shift any place there is a gap in the load.
- Dunnage fills the gap and prevents load shift.
- Most frequently used dunnage in produce – airbags or drop down void fillers.
- Dunnage must be used to fill all gaps or empty space where cargo can fall.
- Proper placement is necessary.

Shipper Load and Count

Shipper Load and Count applies only to loads that are drop and hook or to live pickups where the driver is not allowed on the shipping dock. All other moves are considered driver load and count.

Driver Best Practices

- If the driver is allowed on the dock, the driver must request dunnage and assure it is properly placed in the load.
- Request as many airbags or drop down void fillers as necessary to prevent all lateral load shift. TCX recommends drop down void fillers.
- If the shipper does not have or will not install the dunnage, notify TCX dispatch immediately for direction.

Double Pallets

Airbags should be placed between pallets and be even with the top of the pallets.

Figure 35 - Improper airbag placement
Airbag should be placed at the top of the pallet.

- The top of the pallet is much more unstable than the bottom.

Airbags should not be placed against the trailer/container wall.

- Possible damage to wall.
- Possible damage to airbag.

Figure 36 - Lateral load shift due to no airbag/drop down void filler

Placement of Airbags

- Airbags should be placed between the pallets and inflated in place to assure a secure fit.
Figure 37 - Place filler or airbags down the center of the load

- It may be necessary to put airbags or drop down void fillers down the entire length of the load. Airbags should be even with the top of the pallets.

Figure 38 - Place filler or airbags down the center of the load
Figure 39 - Airbag placed too low - not inflated even with the top of the pallets

Figure 40 - Airbag placed too low - not inflated even with the top of the pallets

- The bottom of the pallets is more stable than the top and is not as susceptible to shifting. Place the airbag even with the top of the pallet to prevent the top from shifting.
Turning Pallets

• Sometimes the empty space in the container can be filled by "turning" the pallets.
• "Turning" can also help with weight distribution to assure legal gross and axle weight.

**Figure 41 - Turn pallets to secure load and re-distribute weight of pallets**

**NOTE:**

• Tiger Cool Express recommends the use of drop down void fillers.
• If airbags are the only securement devices available, they should be installed as outlined above.
• Airbags (pneumatic dunnage) used in intermodal transportation must meet AAR requirements.
Drop Down Void Fillers

- More reliable than airbags
  - do not tear or puncture during transportation
- Secure from the top down
- No extra equipment is needed (air compressor, etc.)
- No issues with under or over inflation
- Less expensive than airbags
- Allow for better air circulation
- Re-usable

**Figure 42 - Drop down void filler**

**Figure 43 - Drop down void filler**
Single pallets - Center-loaded

Airbags don’t adequately fill the void on both sides of the single pallet. Airbags may be used in a gap no larger than 12”. Airbags work best at gaps no larger than 6 – 8 inches.

TCX recommends drop down void fillers – Dual Drop aka Saddle Pack.

- Used to brace center-loaded pallets for correct axle weight and prevent load shift.
Figure 46 - "saddle pack" drop down void filler for single wide pallet

Figure 47 - "saddle pack" drop down void filler for single wide pallet
Proper Load Securement

Figure 48 - Proper Load Securement and Dunnage - drop down void fillers down side, airbag down the center even with top of pallets. Cargo net in place and secured.
Figure 49 - Proper Load Securement - Gate placed “feet down” to allow for proper air circulation - airbag down the center even with top of pallets, straps in place and secure.

Figure 50 - Proper loading and load securement. Pallets turned to fill empty space in container - eliminates the need for airbag/drop down void filler. Cargo net properly secured.