

Rangen Transportation Inc.

www.rangen.com

(800) 574-8778

Attention: Traffic Managers and Dispatchers

To reduce the occurrence of claims upon delivery of refrigerated produce loads, we are asking all drivers to adhere to the following procedures:

Pre-Loading:

- Make sure trailer is odor free, walls and doors are clean, and floor ducts are clear.
- Pre-cool trailer a minimum of one hour before loading, especially during warm weather.
- Your trailer must have an air chute for proper circulation. It is your drivers' responsibility to make sure the chute is not obstructed or blocked in any way.
- Understand all loading instructions.

Loading:

- Turn off the reefer unit while loading except at refrigerated docks and unless instructed otherwise by shipper.
- Confirm that shipper's loading manifest agrees with your dispatch.
- Check pulp temperatures of the product to ensure that it has been pre-cooled. Do not accept any fresh product pulping over 5 degrees above the required temperature noted on our rate confirmation unless proved by calling our office at (800) 574-8778 and obtaining a 'temperature variance authorization number' PRIOR to accepting the product from the shipper. If the temperature on our rate confirmation differs from that on the "Bill of Loading", call our office before signing the bills at the shipper. Make sure the pulp temperature of the product loaded is marked on the original "Bill of Loading" and that your driver agrees with that temperature. This policy is in place to reduce temperature related claims upon delivery and must be adhered to at each pickup throughout the loading process.
- When mixed loads of fresh fruits and vegetables are shipped, it is important that the various commodities are compatible.
- Keep wet or iced items separate from dry items with waterproof paper or materials.
- When your driver signs the shippers "Bill of Loading", he/she is confirming that he/she has received the correct product, correct count, at the proper temperature on your behalf. Be sure they agree with the information on the "Bill of Loading". Your company is responsible.

IN TRANSIT:

- Keep transit times to an absolute minimum by avoiding unnecessary delays en route.
- Check reefer performance regularly. Check pulp temperature through inspection hatch only. Most products are temperature sensitive. Do not open doors unless authorized by shipper or our office to do so.
- Exterior monitor of inside air temperature should read at unit setting.

- Maintain continuous temperature noted on our rate confirming en route, unless otherwise instructed in writing by our office.
- All drivers are to call our office daily between 08:00 - 09:00 Mountain time and advise us of their location, the gauge temperature of their reefer unit and the pulp temperature of the product at the rear of the trailer. There may be a \$100.00 charge per day to carriers whose drivers fail to check call.
- If there are any en route problems, which may affect timely delivery or jeopardize the quality of the product, or if there is any dispute at the receiver, we request to be notified immediately. We are available twenty-four hours a day, seven days a week, 365 days a year.

OFF LOADING:

- Determine and record product pulp temperature; retrieve recorder when utilized during transit and submit to authorized individual. Retain the original tape from the recorder and submit it with your original "Bill of Loading" to Rangen Transportation for payment of your freight bill.
- Watch the unloading process to ensure the count is accurate with the loaded tally.

If your drivers follow these guidelines while transporting produce with Rangen Transportation, chances of claim are minimal. Thank you for your assistance in these matters!