



WOW LOGISTICS TRANSPORTATION SERVICES

SERVICE GUIDELINES & EXPECTATIONS



TABLE OF CONTENTS

OBJECTIVE.....	1
WOW CONTACTS.....	1
DESCRIPTION OF SERVICES.....	2
CARRIER REQUIREMENTS.....	3
ORDER LIFE CYCLE	3
REQUESTING A QUOTE.....	4
SHIPPING & RECEIVING	5
Order Transmission	5
Pick-Up	6
Delivery.....	7
Tracking	8
ELECTRONIC LOGGING DEVICES (ELDs)	8
DETENTION	8
INVOICING	9
LESS THAN TRUCKLOAD (LTL).....	9
Use of Carrier Specific BOLs	10
LTL Appointments	10
Co-Mingling Products.....	10
LTL Damage	10
CLAIMS.....	11
Short-Paying Invoices	11
Filing a Claim	12
WOW'S RATE SHEET EXAMPLE.....	13
WOW'S STANDARD ACCESSORIAL CHARGE SCHEDULE	14
WOW'S FUEL SURCHARGE SCHEDULE - TL	15
FREQUENTY ASKED QUESTIONS (FAQ).....	16

WELCOME TO WOW LOGISTICS!

OBJECTIVE

WOW is committed to providing quality supply chain services to our customers. Key elements of this include clear communication, a high level of transparency and visibility, and providing excellent customer service. The objective of this document is to address all three elements by clearly outlining and communicating policies and procedures in place for WOW Transportation brokerage services. This document will review service guidelines and expectations as they relate to transportation services. It is meant to ensure clarity between WOW and its customers.

WOW CONTACTS

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Cell: 920-740-5824
E-mail: KellyEr@wowlogistics.com

Transportation Department
Stacie Christie, Jordan Cleveland, April Scheid, Katrina Miller, and Kelsey Collar
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Afterhours Cell: 920-460-3143
Fax: 888-761-8749
E-mail: Transportation@wowlogistics.com

Billing Clerk
Direct: 800-236-3565
E-mail: Billing@wowlogistics.com

For all load related e-mails, please e-mail Transportation@wowlogistics.com. This way, even if your lead coordinator is out of the office, a member of the WOW Transportation Department will respond. The Transportation Department phone number rings to everyone in the department, so again, if your lead coordinator is out of the office, you can reach someone right away! The Transportation Department's afterhours cell phone is monitored after business hours (4:30PM to 7:30AM CST) and on weekends and holidays.

DESCRIPTION OF SERVICES

WOW Logistics Transportation ("WOW") works solely as a broker by facilitating and arranging for the transportation of freight. WOW does not take control or custody of its customers' products at any time during transport. Notwithstanding the fact that WOW may use certain tracking and tracing technologies,

WOW has no control over the carriers that it uses and is not liable for the actions or omissions of such carriers. The asset-based carrier is responsible for the physical pick-up, transit, and delivery of products.

The following is a list of transportation-related services that WOW provides:

- 24/7 Availability
- Contract or Spot Pricing with Flexible Fuel Options
- Carrier & Capacity Management
- Multi-Mode Freight Brokerage (Less Than Truckload (LTL), Truckload (TL), Intermodal (IM), Flatbed)
- Order Management (EDI, Web Portal, E-mail)
- Appointment Scheduling (if required by pick-up or delivery location)
- Track & Trace (via check calls during transit with status updates / alerts to customers)
- Claim Management on Behalf of Customers
- Supply Chain Consulting Services (i.e. Network Study, etc.)

Below are some key assumptions and expectations related to WOW's limitations as a broker:

- The customer is responsible for providing WOW with correct and timely information. If the information provided is incorrect, WOW may require guidance from the customer, and additional fees may apply (i.e. FAK on an LTL shipment was wrong, Weight provided for an LTL shipment was net instead of gross...etc.).
- If a problem occurs during transport, WOW will contact the customer and request direction as to how to move forward with the shipment.
- If the carrier charges WOW accessorial fees that could not have reasonably been prevented, these will be passed on to the customer (i.e. Detention, lumber charges, work-in fees, etc.).
- Every carrier contracted with WOW is to be considered an independent contractor. WOW has no authority over the carrier's hiring practices, training practices, or the details of how the carrier/driver performs their job. Driver selection for each load is made at the discretion of the carrier.
- As a broker, WOW is not liable for claims unless WOW was negligent in arranging the shipment or offered services other than arranging transportation (i.e. Consolidating shipments where WOW took physical custody of the product).

CARRIER REQUIREMENTS

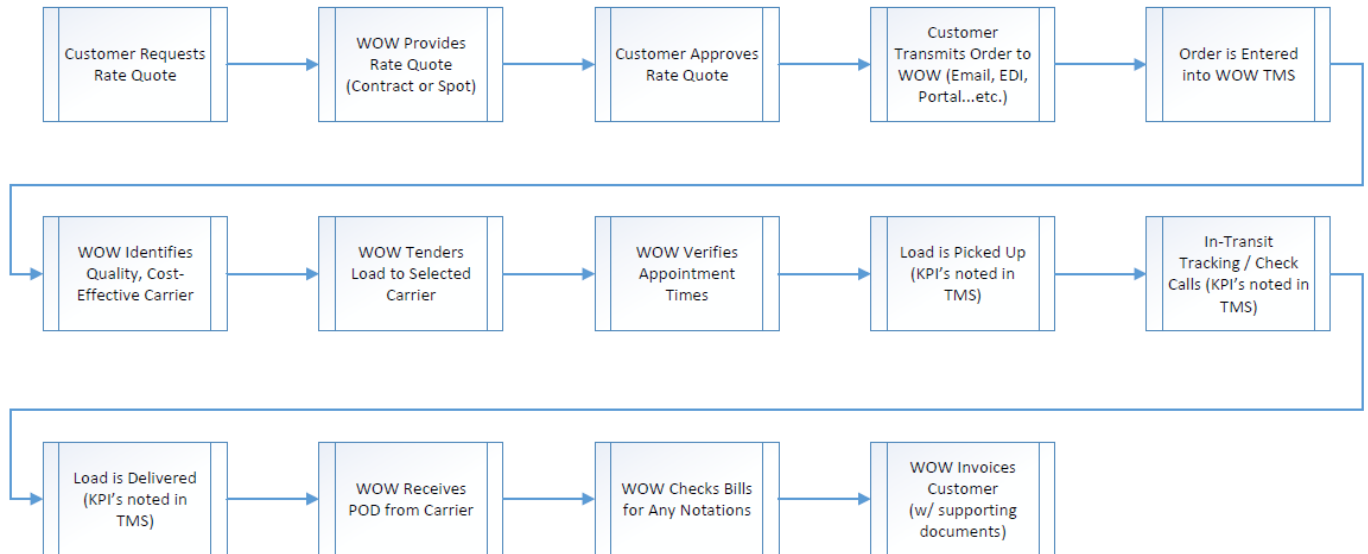
WOW imposes contractual requirements on all carriers, such as:

- Insurance Requirements:
 - General: \$1M each occurrence / \$2M general aggregate
 - Auto: \$1M combined single limit (each accident)
 - Cargo: No less than \$100,000 per occurrence
 - Worker’s Compensation: Must meet statutory limits

WOW makes no representations or warranties regarding the scope of insurance coverage or what exclusions or limitations any particular insurance policy may have.
- Food-Grade Trailer Requirements:
 - All loads must be sealed before the driver leaves the pick-up location.
 - Trailers must be odor free, damage free, and clean.
- Safety Requirements:
 - WOW gets daily updates regarding carrier safety ratings through CarrierWatch.
 - Once WOW receives notification, carriers with safety violations are removed from active status within a reasonable period of time.
 - The carrier must provide a copy of the carrier’s operating authority.
- Electronic Logging Devices (ELDs)
 - By December 2017, carriers using paper logs that have not transitioned to an AOBRD will have electronic logging devices installed in their trucks unless exempt.
 - By December 2019, carriers using AOBRDs will have electronic logging devices installed in their trucks unless exempt.

ORDER LIFE CYCLE

WOW has a defined process that it utilizes to coordinate the product that is within its management. The flow chart below visually displays this process. WOW is able to customize various steps of this process to meet specific customer needs.



REQUESTING A QUOTE

If a quote is requested on an established lane with WOW, a rate will be provided by WOW within an hour if during business hours. If a quote is requested for a new lane, a rate will be provided by WOW within four hours if during business hours.

To accurately price lanes and find carrier capacity, the following information is needed from the customer:

- Pickup date with any time restrictions
- Pickup location (city, state, zip)
- Delivery date with any time restrictions
- Delivery location (city, state, zip)
- Product description
 - Commodity
 - Gross weight
 - Pallet count
 - Temperature requirements
 - Freight class (if LTL)
 - Special transportation requirements (i.e. Lift gate, drive assist, scale tickets, padlocked if shipping LTL)
 - Special insurance requirements if outside the normal range (\$100,000)

All quote requests should be sent to Transportation@wowlogistics.com.

By including all of the above information in your quote request, WOW is able to secure the appropriate equipment and avoid possible issues. If there are changes to the information, WOW's provided rate is subject to change.

If your request is for a same day shipment or for an expedited shipment, WOW will only supply a rate if it has a truck in hand to complete the move. Please keep in mind that requests without more than twenty-four hour notice may result in appointment issues, limited carrier capacity, and higher costs.

SHIPPING & RECEIVING

The following section will describe each step of the transportation process starting with submitting the order details and finishing with invoicing.

Order Transmission

In order for WOW to properly and accurately arrange for transportation, the following information **must be provided**:

- Pickup Location Details:
 - Pickup date
 - Pickup location (Name, address, city, state, zip)
 - Contact information (Name, e-mail, phone)
 - Hours of operation
 - Special requirements (i.e. Lift gate, driver assist, temperature monitoring device, etc.)
- Delivery Location Details:
 - Delivery date
 - Delivery location (Name, address, city, state, zip)
 - Contact information (Name, e-mail, phone)
 - Hours of operation
 - Special requirements (i.e. Lift gate, driver assist, etc.)
- Product Details:
 - Description of product
 - Gross weight, pallet count, & pallet size
 - The legal maximum weight of a truckload is 45,000 lbs. If the weight exceeds the legal limit, the weight will need to be cut down or special heavy-duty equipment will be required.
 - Freight class (if LTL)
 - Equipment type required (i.e. 53' Dry van, 53' Refrigerated van, etc.)
 - Temperature requirements
- Mode of Transport:
 - If LTL, please refer to the LTL section of this document.
- Special Insurance Requirements:

- WOW requires carriers to have no less than \$100,000 per occurrence for cargo.
- If product is valued at greater than \$100,000, WOW must be notified at the time the quote is requested in order to properly plan.

Seventy-two hour lead time is preferred for all submitted orders. Shorter lead times may result in appointment issues, limited carrier capacity, and higher costs.

Pick-Up

At the pick-up (shipper) location, **three major events** take place – 1) The trailer is approved or rejected by the shipper/loader, 2) The shipper/loader and driver sign the bill of lading (BOL), and 3) The shipper/loader apply a seal to the carrier's trailer for any food grade product shipments and note the seal number on the BOL. Each of these events is described in more detail below.

- Trailer is approved or rejected by the shipper/loader:
 - The driver should arrive with an odor-free, damage-free, and clean trailer. However, if the trailer is not in good condition, the **shipper/loader is responsible** for inspecting and rejecting the trailer and not loading the product.
 - WOW will be notified of trailer rejections and will alert the customer.
- The shipper/loader and driver sign the bill of lading (BOL):
 - The BOL (typically supplied by the shipper) will be signed by the shipper/loader and the driver prior to the driver leaving the facility.
 - When a shipper/loader signs the BOL, they are confirming that they are shipping the product that is listed on the BOL, in the correct quantities, and free of damage.
 - When a driver signs the BOL, the driver is confirming the quantity of products and that there is no visible damage. This is only the case if the driver has reasonable access to the products and has the opportunity to verify the count during the loading process.
 - If the shipper lists WOW's name on any BOL or shipping document, note that it will be for the shipper's convenience only and will not change WOW's status as a broker.
 - The terms and conditions of any BOL or other shipping documents used by the shipper or carrier will serve only as a receipt and will not supplement, alter, or modify the terms of these Service Guidelines & Expectations.
- The shipper/loader apply a seal to the carrier's trailer for any food grade product shipments and note the seal number on the BOL:
 - Security seals are used as a way to help detect theft or contamination to shipments.
 - Once the loader applies the seal, the seal number is noted on the BOL and the seal should not be broken by anyone other than the consignee.

- When a driver arrives to the consignee with their seal intact and the seal number matches the seal number that was listed on the BOL, it is seen as evidence that the trailer has not been opened since leaving the shipper and that the product has not been tampered with.

Delivery

At the delivery location, another two major events take place – 1) Removal of trailer seal, and 2) The receiver signs the BOL.

- Removal of trailer seal:
 - The receiving location should break the trailer's seal.
 - If the trailer's seal is already broken, generally the load should be rejected unless it was required that the seal be broken by customs or other governmental agencies for the purposes of inspection.
 - Please keep in mind, utilizing a seal via LTL is not possible due to this mode of transit. If a padlock is required, please mention the requirement when requesting the quote. This ensures that WOW contacts appropriate carriers.
- The receiver signs the BOL:
 - The receiver should count the product to verify the quantity listed on the BOL matches what they are physically receiving.
 - The receiver should inspect the load for any product damage.
 - When a receiver signs a BOL without any notations for damage, shortage, or delay, the receiver is confirming that everything with the shipment is accurate (quantity, damage, etc.) and the product is being accepted.
 - If the receiver finds any product damage or shortage, this **must be noted** on the BOL at the time of delivery, including details such as:
 - Item numbers or description of the product that was short or damaged
 - Number of cases (or other UOM) that was short or damaged
 - In cases of shortage:
 - write the adjusted (actual) quantity of products received
 - In cases of damage:
 - Both the driver and receiver should take multiple pictures at varying angles of the damage. They should do this both before and after unloading the product.
 - Any shortages or damages should be reported to WOW and WOW will contact the customer.
 - Damaged product should be kept until resolution is confirmed. For more information, please refer to the claims section of this document.

Tracking

For all loads, WOW will perform a check call to confirm with the carrier that the shipment has been picked up and delivered.

ELECTRONIC LOGGING DEVICES (ELDs)

The Electronic Logging Device (ELD) mandate will take effect on December 18, 2017, and will require all truck drivers (unless exempt) to connect an ELD device to their truck engine. This device will be used to track the drivers' hours of service. To increase driver safety, drivers will not be able to drive over their allotted hours – 14 working hours, 11 driving hours a day, with 10 hours off in between shifts. This mandate will have a major impact on both drivers and shippers, which means driver efficiency will become a shared responsibility among all parties in the supply chain. A few things to keep in mind with ELDs:

- Longer wait times may turn into service failures for shippers because the driver will not be able to deliver on time.
- Extended wait times and capacity shortages may force shippers to resort to expedited solutions or team drivers, which can add to costs.
- Drivers will be looking to hold shippers to their appointment times or charge shippers if they are forced to wait.
 - They may go so far as to refuse to work with facilities that have extended wait times.
- ELDs could lead to reduced carrier productivity, driver shortages, and increased rates.
- Actively seeking out ways to efficiently load and unload trailers and decrease driver wait time will go a long way in lessening the inevitable challenges that will come with this mandate.

DETENTION

Detention can occur at both the pick-up and delivery location. If the driver's wait time is getting close to the point where detention will start incurring, the driver should call the carrier who in turn will call WOW. WOW will then contact the facility and the customer to see if anything can be done to avoid these fees.

- The driver allots two hours for truckload and one hour for less than truckload (LTL) to be loaded/unloaded.
- Detention may be charged for wait times past the allotted time at \$60 / hour
- WOW requires the driver to submit the BOL with in/out times in order to have supporting documentation.
- Unless the charge was avoidable within WOW's control, WOW will pass detention charges on to the customer.

INVOICING

Once delivery has been confirmed and the signed BOL has been received from the carrier as proof of delivery (POD), WOW will invoice the customer for the transportation services.

- Invoices and supporting documentation can be e-mailed or physically mailed to the customer depending on preference.
 - Any documented accessorial fees will be passed onto the customer.
- Payment terms are Net 30 unless the customer has a Warehouse Services Agreement (WSA) or Commodity Purchase Agreement (CPA) in place with WOW.
 - If a WSA or CPA exists, the payment terms listed in that agreement apply.
- If payment terms are not met, the invoice will be subject to interest charges of up to 1% per month (12% annually), compounded monthly.
- Any banking or finance fees incurred due to processing and/or payment to the customer will be passed along to the customer (i.e. foreign wire transfers, freight pay service fees, returned check fees, etc.).

LESS THAN TRUCKLOAD (LTL)

The purpose of this section is to provide customers with specific information regarding the shipment of less than truckload (LTL) products.

- LTL rates are based off of the following:
 - Pickup and delivery location (city, state, zip)
 - Product information:
 - Freight class
 - Pallet count
 - Pallet size / dimensions
 - Gross weight
 - Special requirements (i.e. Lift gate service, driver assist, temperature, padlock, etc.)
- If the address of the delivery location changes after the product has been picked up, a reprocessing fee may apply.
 - WOW will pass this charge through from the carrier directly to the customer.
- If the product information given by the customer is different from what actually ships, the rate is subject to change.
 - Carriers will either weigh the shipment or use the gross weight listed on the bill of lading when calculating their final rate.
- WOW will notify the customer of any rate changes as soon as possible.

- All pickup and delivery dates and times for LTL shipments are estimates.

Use of Carrier Specific BOLs

Some LTL carriers require that the shipper use a specific BOL. In these cases, WOW will pass the BOL on to the shipper with the request that it be given to the driver. WOW will also provide a courtesy call the day of scheduled pickup to remind the shipper about the BOL. It is important that the pick-up location give this BOL to the driver to ensure that additional fees are minimized, such as re-weigh fees.

LTL Appointments

Because LTL carriers are performing multiple pickups and/or deliveries in a given day, any delay at a location can impact their entire schedule. This is the primary reason why many LTL carriers will only schedule **pickup or delivery windows** of time instead of set appointments.

- LTL carriers typically give 4-hour pickup or delivery time windows.
- If a carrier is unable to make the pickup or delivery window, WOW will alert the customer and make sure that the load is added to the carrier's schedule for the next day.
- If an LTL carrier is required to schedule an appointment, appointment fees may apply.
- Requiring appointments may delay the pickup or delivery because the carrier will not send a driver until they receive a confirmation back from the facility.
- LTL carriers will not schedule delivery appointments until the product is physically at their hub/terminal.
- If the customer requires a guarantee that the product is delivered by a certain date, this must be clear to WOW when communicating the order details. If that guarantee is not met by the carrier, WOW will work with the customer to enforce consequences for the late delivery.

Co-Mingling Products

Product shipped via LTL will be co-mingled on a trailer with multiple other shipments and products. If there is any concern regarding the **integrity of the product** and riding with other materials, the customer may want to consider shipping the product via truckload.

LTL Damage

Because of the nature of LTL service, product is handled more often than during truckload service. This results in a greater risk of product damage or loss.

- Product damage should be clearly documented on the BOL, photographed at varying angles, and reported to WOW.
- Damaged product (including packaging) should be kept by the receiving location until the claim is settled.
- Most LTL carriers have set dollar amounts that they will pay based on product weight.
 - If the customer is shipping something of high value, please inform WOW when communicating the order details, so WOW can ensure the proper coverage.
 - Product value should also be listed on the BOL.
- For more information on claims, please refer to the claims section of this document.

CLAIMS

WOW is not responsible for product damage, shortage, or delay unless WOW was negligent in arranging the shipment or offered services other than arranging transportation (i.e. Consolidating shipments where WOW took physical custody of the product).

If a carrier is at fault for product damage, loss, or delay, WOW will work on behalf of the customer to file all necessary paperwork. However, the claim is ultimately between the carrier and the customer, and the customer should look to the carrier for resolution. Please understand that neither WOW nor the carrier will ever be liable for any special, incidental, punitive, exemplary, indirect, or consequential damages (including, but not limited to, loss of business revenue, lost profits, or similar damages resulting from loss of, damage to, or delay of product.)

Short-Paying Invoices

Claims are to be handled separately from regular transportation invoices. The customer is responsible for the total cost of transportation, despite whether a claim has been settled or is still pending. Customers are expected to pay invoices in full and may not short pay invoices when there is an open claim. Settlements from claims should be sent to the customer directly. If settlements are sent to WOW, they will be applied to the customer's account as a credit.

- Claims for loss or damage to products must generally be filed with the carrier within nine (9) months of the date of delivery, or, in the case of non-delivery, within nine (9) months of a reasonable time for delivery. Legal action against the carrier for loss or damage to products must generally be filed within two (2) years and one (1) day of the date upon which a carrier declines the claim or any portion thereof.
- WOW can only assist in claims with documented values of \$100 or more.

- The carrier must generally acknowledge the claim within 30 days of receipt. Carrier must generally pay, decline, or settle the claim within 120 days of receipt.
- If the claim is still being investigated after the initial 120 days, the carrier must generally provide status updates every 60 days explaining the delay.

Filing a Claim

There are several items WOW will need in order to file a claim with a carrier. If the customer will not or cannot supply these items, WOW will not be able to facilitate the claim effectively.

- The BOL noting the damage along with the number of pieces damaged.
- The original purchase invoice stating the value of the product.
- A full description of the product.
- Pictures of product damage both before and after unloading.
- Physical remains of damaged product and packaging should be kept by the receiver until one of the following events has taken place:
 - Carrier requests that the product be inspected, and that inspection has been completed and verified.
 - Carrier waives the right to inspect the product.
 - Carrier authorizes disposal of the product.

If the damaged product is not available for inspection and the carrier did not waive the right to do so, the claim may be denied. If a damage claim is paid out, the carrier has the right to take ownership and salvage the product. If the product is not available for the carrier to take possession, the claim most likely will not be paid in full or may be denied completely.

WOW'S RATE SHEET EXAMPLE



Corporate Offices
 3040 W. Wisconsin Avenue
 Appleton, WI 54914
 Phone: 920.687.5433
 Fax: 888.761.8749

Transportation Rate Proposal

Date: July 3, 2017

Prices quoted herein are valid for **30 days** from the date of this proposal and, thereafter, the quoted prices may be adjusted to reflect any market-driven charges.

CUSTOMER INFORMATION		
Prepared For:		
Mailing Address:		
Phone Number:		
Fax Number:		Email:
Product Information		
Product Description:		
Equipment Requirement:		
TL or LTL:		
Volume:		
Movement Information		
Origin:	Destination:	Rate:
Origin:	Destination:	Rate:
Origin:	Destination:	Rate:
Origin:	Destination:	Rate:
Origin:	Destination:	Rate:
Origin:	Destination:	Rate:
WOW Transportation's Accessorial Charge Local Cartage Pricing Accessorial Charges / Exceptions		
Accessorial charges are in addition to regular transportation charges and are applied as follows: (charges listed below are in affect for all shipments).		
Detention - Applies to waiting time after 1 hour (LTL) / 2 hours (TL) for loading or unloading	Rate:	\$ 60.00 per hour
Driver Unloading	Rate:	\$ 0.06 per case
Reconsignment (listed charge plus per mile rate)	Rate:	\$ 75.00 per load + miles
Stop-Off (After 1st stop)	Rate:	\$ 75.00 per stop
Truck Ordered, Not Used	Rate:	\$ 250.00 per load
Out of Route Miles	Rate:	\$ 1.45 per mile + fcs
New York City	Rate:	\$ 150.00 per load
Layover	Rate:	Determined case by case
Pallet Exchange	Rate:	\$ 10.00 per pallet
Re-Delivery Charge	Rate:	\$ 75.00 per load (WI area) \$ 250.00 per load (outside of WI)
Weekend Delivery	Rate:	\$ 75.00 per load (WI area) \$ 250.00 per load (outside of WI)
Holiday Delivery	Rate:	\$ 160.00 per load (WI area) \$ 350.00 per load (outside of WI)
Fuel Surcharge	Rate:	Based on National Average
Scaling - scale receipt required on load	Rate:	\$ 25.00

THE ABOVE QUOTATION IS HEREBY ACCEPTED. IF ACCEPTANCE IS NOT ACKNOWLEDGED BY SIGNATURE BELOW, TENDERING OF GOODS TO WOW CONSTITUTES ACCEPTANCE OF THE QUOTATION AND WOW'S SERVICE GUIDELINES & EXPECTATIONS, A COPY OF WHICH IS AVAILABLE UPON REQUEST OR CAN BE LOCATED AT

[HTTP://WOWLOGISTICS.COM/BROCHURES.ASPX](http://wowlogistics.com/brochures.aspx)

Submitted by: _____
 WOW Transportation Dept
 800-236-3565
 3040 W. Wisconsin Ave
 Appleton, WI 54914

Accepted by: _____

Date: July 3, 2017 _____

Date: _____

www.wowlogistics.com

WOW'S STANDARD ACCESSORIAL CHARGE SCHEDULE

Unless a different schedule is provided by the customer, WOW has a standard accessorial charge schedule in place with all carriers. This is for the purpose of controlling costs and providing visibility.

Detention - Applies to waiting time after 1 hour (LTL) / 2 hours (TL) for loading or unloading	Rate:	\$	60.00	per hour
Driver Unloading	Rate:	\$	0.06	per case
Reconsignment (listed charge plus per mile rate)	Rate:	\$	75.00	per load + miles
Stop-Off (After 1st stop)	Rate:	\$	75.00	per stop
Truck Ordered, Not Used	Rate:	\$	250.00	per load
Out of Route Miles	Rate:	\$	1.45	per mile + fcs
New York City	Rate:	\$	150.00	per load
Layover	Rate:	Determined case by case		
Pallet Exchange	Rate:	\$	10.00	per pallet
Re-Delivery Charge	Rate:	\$	75.00	per load (WI area)
		\$	250.00	per load (outside of WI)
Weekend Delivery	Rate:	\$	75.00	per load (WI area)
		\$	250.00	per load (outside of WI)
Holiday Delivery	Rate:	\$	160.00	per load (WI area)
		\$	350.00	per load (outside of WI)
Fuel Surcharge	Rate:	Based on National Average		
Scaling - scale receipt required on load	Rate:	\$	25.00	

WOW'S FUEL SURCHARGE SCHEDULE - TL

The level of the Fuel Surcharge will be adjusted each Monday afternoon based upon the U.S. National Average Diesel Fuel Index (published by the DOE). The average that is posted on Monday afternoon will be used for shipments with the ship date of that Monday. This Fuel Surcharge will remain in effect until adjustment are made the following week.

DOE Fuel Index			Fuel Surcharge	Surcharge Per Mile
\$1.120	-	1.239	0%	+ 0 cent
\$1.240	-	1.299	+ 1%	+ 1 cent
\$1.300	-	1.359	+ 2%	+ 2 cents
\$1.360	-	1.419	+ 3%	+ 3 cents
\$1.420	-	1.479	+ 4%	+ 4 cents
\$1.480	-	1.539	+ 5%	+ 5 cents
\$1.540	-	1.599	+ 6%	+ 6 cents
\$1.600	-	1.659	+ 7%	+ 7 cents
\$1.660	-	1.719	+ 8%	+ 8 cents
\$1.720	-	1.779	+ 9%	+ 9 cents
\$1.780	-	1.839	+ 10%	+ 10 cents
\$1.840	-	1.899	+ 11%	+ 11 cents
\$1.900	-	1.959	+ 12%	+ 12 cents
\$1.960	-	2.019	+ 13%	+ 13 cents
\$2.020	-	2.079	+ 14%	+ 14 cents
\$2.080	-	2.139	+ 15%	+ 15 cents
\$2.140	-	2.199	+ 16%	+ 16 cents
\$2.200	-	2.259	+ 17%	+ 17 cents
\$2.260	-	2.319	+ 18%	+ 18 cents
\$2.320	-	2.379	+ 19%	+ 19 cents
\$2.380	-	2.439	+ 20%	+ 20 cents
\$2.440	-	2.499	+ 21%	+ 21 cents
\$2.500	-	2.559	+ 22%	+ 22 cents
\$2.560	-	2.619	+ 23%	+ 23 cents
\$2.620	-	2.679	+ 24%	+ 24 cents
\$2.680	-	2.739	+ 25%	+ 25 cents
\$2.740	-	2.799	+ 26%	+ 26 cents
\$2.800	-	2.859	+ 27%	+ 27 cents
\$2.860	-	2.919	+ 28%	+ 28 cents
\$2.920	-	2.979	+ 29%	+ 29 cents
\$2.980	-	3.039	+ 30%	+ 30 cents
\$3.040	-	3.099	+ 31%	+ 31 cents
\$3.100	-	3.159	+ 32%	+ 32 cents
\$3.160	-	3.219	+ 33%	+ 33 cents
\$3.220	-	3.279	+ 34%	+ 34 cents
\$3.280	-	3.339	+ 35%	+ 35 cents
\$3.340	-	3.399	+ 36%	+ 36 cents
\$3.400	-	3.459	+ 37%	+ 37 cents
\$3.460	-	3.519	+ 38%	+ 38 cents
\$3.520	-	3.579	+ 39%	+ 39 cents
\$3.580	-	3.639	+ 40%	+ 40 cents
\$3.640	-	3.699	+ 41%	+ 41 cents

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: How do I contact someone in the Transportation Department at WOW Logistics?

A: If during normal business hours (Mon-Fri 7:30AM to 4:30PM), call 920-687-5433 or e-mail transportation@wowlogistics.com. If after normal business hours, we have an after-hours cell phone that is monitored at all times. This number is 920-460-3143.

Q: Does WOW Logistics have its own trucks?

A: WOW Logistics is licensed as a Property Broker and does not have any trucks of its own. WOW is responsible for arranging for the transportation of its customers' products. Every carrier contracted with WOW is an independent contractor and therefore WOW has no authority over the carrier's hiring practices, training practices, or the details of how the carrier/driver performs their job. WOW is not responsible for product damage, shortage, or delay unless WOW was negligent in arranging the shipment or offered services other than arranging transportation (i.e. Consolidating shipments where WOW took physical custody of the product).

Q: What kind of lead time do you require on loads?

A: 72-hour lead time is ideal, but no matter what time we receive the order, we will do everything reasonably in our power to find coverage. If contract rates are in place, but we receive the order with less than 24-hour lead time, emergency fees may apply.

Q: My LTL shipment must arrive on a certain day. Do I need to do anything special when booking this?

A: Yes. When booking the load with WOW Logistics, let the coordinator know that you need a guaranteed delivery date. WOW will request a guaranteed delivery date with the carrier. While all LTL delivery dates and times are estimates, if the guarantee is not met by the carrier, WOW will work with the customer to enforce consequences for the late delivery.

Q: What information do I need when submitting an order?

A: The below information should be given to WOW when submitting an order:

- Pick-Up Details – Pick-up date, location (name/address/phone/contact)
- Delivery Details – Delivery date, location (name/address/phone/contact)
- Product Details – Product description, is product palletized, gross weight, quantity
 - If LTL – freight class and pallet dimensions
- Temperature Requirements (dry, refrigerated, frozen...etc.)
- Special Insurance Requirements
- Reference Numbers (PO, Pick-Up #, Delivery #)

Q: In a typical day, how many miles can a driver travel?

A: In general, drivers range between 400-500 miles a day. If it is a team of drivers, they can do double that amount.

Q: I am a shipper. Is there anything I can do to combat the challenges of ELDs?

A: WOW would suggest the following to shippers to prepare for the ELD mandate:

- Review appointment and lead times. Check with your carriers to make sure they will be on-time and communicate with them when wait times are expected to be longer than normal. Also, provide carriers with enough lead time so that they can legally run the load.
- Preload trailers. Preloading trailers, and using drop and hook when possible, can save drivers nearly an hour compared to live loads.
- Be carrier friendly. Shippers should consider offering flexible appointment times and extending their hours of operation. In addition, providing safe overnight parking, or being able to suggest nearby parking can save drivers from eating into their hours of service while searching for a spot to park for their 10 hours off.
- Improve staffing. Shippers should consider hiring additional staff during peak seasons.

Q: The trailer is being rejected. What next steps should I take?

A: First, call your normal WOW transportation contact. If the trailer is being rejected at the pickup location, WOW will work with the shipper and the carrier to gather information as to why the trailer is being rejected. Sometimes, a trailer is rejected because it was not cleaned out between shipments. WOW will also work to recover the load and get a new trailer in to pick up or have the carrier clean its trailer and go back. If the trailer is being rejected at the delivery location, WOW will work with the receiver and carrier to gather information as to why the trailer is being rejected. If it is an issue that cannot be resolved, WOW will need to work with the customer to determine resolution (rework, storage, etc.). If the rejection was not due to a carrier error, the customer will be responsible for any return or storage costs.

Q: My shipment arrived at the consignee without a seal. Who is responsible for making sure the trailer is sealed upon leaving the shipper?

A: The loader is responsible for sealing the trailer of any food grade product shipments. Security seals are used as a way to help detect theft or contamination to shipments. Once the loader applies the seal, it should not be broken by anyone other than the consignee. When a driver arrives with their seal intact, it is seen as evidence that the trailer has not been opened since leaving the shipper and that the product has not been tampered with.

Q: My shipment just arrived and two cases are damaged. What are the next steps I need to take in filing a claim for the damage?

A: Please follow the below steps in regard to damaged product:

1. Note the damage on the BOL at the time of delivery.

- a. Include the item number or description of the product and the number of cases that were damaged.
 - b. Adjust the total quantity on the BOL to reflect the damage.
2. Take multiple pictures at varying angles of the damage both before and after unloading.
3. Report the damage to WOW and let us know if you would like to file a claim against the carrier. If you do, WOW will file the claim paperwork on your behalf.
4. Provide WOW with the following documents:
 - a. The original purchase invoice stating the value of the product.
 - b. A full description of the product and how the damage occurred.
 - c. Any pictures of the damage.
5. You will need to keep the damaged product until one of the following events takes place. After that time, the carrier has the right to take ownership and salvage the product once the claim is paid out:
 - a. Carrier requests the product be inspected and inspection has been completed.
 - b. Carrier waives the right to inspect the product.
 - c. Carrier authorizes disposal of the product.

Q: I just received an invoice for a load that has a pending claim associated with it. Am I responsible for paying the full amount?

A: Yes. Unless WOW was negligent in arranging the shipment of product or offered services other than arranging transportation, WOW is not liable for cargo claims. WOW does not take title to the product being shipped and therefore is never in ownership of the shipment. If the carrier is at fault, WOW will help the customer file all the necessary paperwork, but the claim is ultimately between the carrier and the customer. It needs to be handled separately from the transportation charges and with separate documentation.

Q: Who should I contact in regard to my transportation invoice?

A: WOW Logistics' Transportation Department handles its own invoicing. If you have a question, call 920-687-5433 or e-mail billing@wowlogistics.com.