

TDIS Intermodal Drayage Handbook

Revised May 2015

Carrier Requirements

Carrier will provide TDIS with the following minimal service levels:

96% ON TIME PICKUP

96% ON TIME DELIVERY

96% ON TIME OVERALL

Carrier will be considered “late” if pickup appointment or delivery appointment is missed due to any carrier related issue. Carrier issues include but are not limited to: missed dispatch by a dispatcher or driver, tractor issues, delay on a previous load, etc. Traffic and weather issues are handled case by case and are left to the TDIS service group’s discretion. Extreme cases of either would not be a Carrier failure.

TDIS sends all Carriers a weekly Performance Report. Reports are sent on Tuesday, with the previous week’s Performance score. Carriers are given 48 hours to dispute failures. Information on this process is included with the Performance Report. If you are not receiving your performance report or would like it sent to a different party, please address with the Carrier Relations department.

Carriers with performance consistently below the TDIS required levels will be subject to disciplinary action.

TDIS requires paperwork to be submitted within 2 days of load completion for deliveries and within 1 day of load completion for pickups. TDIS requires supporting accessorial paperwork to be submitted within 1 day of load completion. Details concerning submission methods and specific documents are covered under “Paperwork submission/Requirements”. Please be aware, any accessories incurred on a delivery due to tardy paperwork submission from origin Carrier can be billed to the origin Carrier.

TDIS requires Carrier to update TDIS with all load updates within 20 minutes of the activity. More information concerning Vendor Web use and requirements is available under “TDIS Vendor Web Usage”.

Carrier is required to be able to haul 43,500 lbs.

Contacting TDIS

TDIS Operations/Dispatch can be reached via phone at 877-250-2899 and email at TDISDispatch@ns-direct.com. TDIS Carrier Relations can be reached at Carrier.Relations@ns-direct.com. Accessorial notification must be called in to 877-250-2902 ex 7. You are welcome and encouraged to send a confirmation email following your phone notification. However, a phone call must be made concerning all accessories. There is a dispatcher on duty at TDIS at all times, except for a short window early Saturday and Sunday morning (at which time we have an answering service and on call cell phone numbers). Please make sure our contact numbers are included on every dispatch your drivers are given. If your dispatch office is not 24/7, your drivers must know that any and all problems should be reported to TDIS directly at our 24/7 phone number.

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TDIS Contacts

Operations Director	Joe Radecke joseph.radecke@ns-direct.com	610-567-3391
Operations Manager	Frank Scimone frank.scimone@ns-direct.com	610-567-3373
Carrier Relations Manager	Dustin Fell dustin.fell@ns-direct.com	610-567-3364
Operations Supervisor	Bob Coady bob.coady@ns-direct.com	610-567-3384
Dispatch / Operations	Dispatch team TdisDispatch@ns-direct.com	877-250-2899
Carrier Relations	Dustin/Tom Carrier.Relations@ns-direct.com	877-250-2899

Communication with TDIS

- Phone – Please provide us with your normal business hours phone #, as well as an “after hours/weekend” number.
- Email – TDIS emails load information, paperwork requests, load changes, and policy or procedure updates. Please advise if you would like different email addresses used for different communication issues. We do email regularly and ask that you check and acknowledge regularly as well.
- Load tender notes – Many loads moved for TDIS have unique requirements. These requirements are noted in the “flags” section of the load details screen of the TDIS vendor website. These notes communicate empty information, paperwork requirements, load “match” details, etc. If you are not familiar with accessing the flags section of our website, please address with Carrier Relations. These notes are extremely important. When you “accept” a TDIS load on our website, you are also accepting all of the information/instruction that is noted in the flags section.

Payment Process

A load is tendered in the TDIS operations system and made available on the TDIS Vendor website. All TDIS load numbers are 8 digits and can be found at the “move list” screen of our website, or on our load tenders.

The load completes in the operations system and a payable is created in our finance system for your company. Our finance system searches our database for a rate that has been previously agreed upon. The payable is then rated. Please keep in mind, fuel surcharge is added to the payable after load completion. If you look on our website for a rate on an upcoming load, the base rate will be shown only.

After completion of the pickup or delivery, your company must fax the bill of lading or proof of delivery to TDIS within 48 hours. Paperwork submission is covered in greater detail below.

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Every night our system reads the indexed paperwork and the payable is approved if appropriate documentation is present.

Deadheads (which Carrier creates on the TDIS vendor website) pay automatically once Carrier Relations Manager has audited and authorized. Deadheads are created to show empty equipment moved to a pickup, empty equipment moved from a delivery, empty equipment moved between a delivery and a pickup, or a bobtail if Carrier has been authorized to do so. No paperwork is required nor are you required to submit an invoice. To further clarify, A “deadhead” is the empty portion of your move. Each load you move for TDIS will have 2 TDIS reference #'s: a loaded reference #, which we provide to you, and an empty reference (deadhead) # that you will create on our website.

Ex: Carrier rate is \$200 + fsc. A loaded reference # is given to Carrier by TDIS which will pay Carrier \$100 + fsc. Carrier will create a deadhead on our website which will pay Carrier \$100 + fsc. \$200 total, split between 2 reference #'s. When creating an invoice in your system, please reference both TDIS reference #'s, as they are independent and unique.

Every Thursday the approved payables are compiled for posting. Statements generate for the payables approved and a check or ACH payment is sent. Statement and check are mailed to your company or payment is made via ACH and your statement is made available for review on our vendor website. If you are interested in ACH, please contact Carrier Relations for setup. Please address any receivables issues or rate disputes within 60 days of a loads completion. TDIS cannot make payments to a load once aged past 60 days.

Please note: TDIS does **not** require physical invoices to be sent for your linehaul or fuel payments. Your rates are programed and payments are approved once paperwork requirements are met. We do require invoices to be sent for all accessorial. Please see the accessorial billing section below for details on this procedure.

ACH Vendor Payments

Please contact Nikki Foote at Nikki.Foote@ns-direct.com for the application form and detail on the setup of this process.

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Paperwork Submission/Requirements

- TDIS paperwork submission email : tdisdraypaperwork@ns-direct.com
- All documents emailed to this address must have the TDIS 8 digit load # clearly written on the document itself
- TDIS will accept 1 attachment and 1 email per load. If your load contains multiple pages of a bill of lading or other documentation, please scan as 1 attachment.
- The subject of your email must be the TDIS 8 digit load number.
- TDIS requires all paperwork for pickups to be submitted within 24 hours of load completion. Paperwork for deliveries is required within 48 hours of load completion.
- For a load that has incurred an accessorial charge, we require that you submit your supporting documentation within 24 hours.

TDIS' standard paperwork requirements are as follows:

Origin: signed shipper generated bol

Destination: signed shipper generated bol **or** delivery receipt/cartage ticket

Please note: TDIS has many loads with unique paperwork requirements. Due to this, a note is added to the flags section of our work orders, indicating the paperwork requirements for the specific load you are assigned to. Please review each load before dispatching and communicate the requirements to the assigned driver.

An automated email is sent to you each morning from watchdog@ns-direct.com. This email contains all loads that have not had their paperwork requirements met. The email will clarify what type of documentation is required along with the TDIS load number, container number, and date. Please do not reply to these e-mails. Contact Joni Singer if you have a question about the request.

We have some customers that require paperwork in 24 hours or less. Requests are sent by Joni Singer for these "hot" loads.

Accessorial backup is requested in a separate e-mail and reviewed throughout the day. If you determine that your documentation does not support the accessorial reported, please notify TDIS that you will not be invoicing for the accessorial.

TDIS expects a response to every paperwork request made, whether via email or telephone. After 2 requests have been made, management will be notified. Failure to comply with paperwork requirements could result in reduced volume dispatched to your company.

Any issues or questions with paperwork requirements can be addressed with TDIS' Document Control Specialist, Joni Singer, or with Carrier Relations Manager, Dustin Fell.

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Accessorial Process - operational

TDIS does not auto-pay accessorials as is done with your deadheads and loads.

All accessorials must be reported to TDIS prior to service. Accessorials must be called in to 877-250-2902 ex 7. If you would like written confirmation, an email can be sent to TDISDispatch@ns-direct.com as well. Please note that a phone call must be made. Emailed notification only is not sufficient and will not be considered proper notification. Any occurrence, driver labor, additional miles or money expenditure by your company that will result in your company expecting an accessorial charge of any kind, must be reported to TDIS immediately and prior to service.

Detention

1. Drivers must be on time for their appointment. Appointment windows will only be observed if the appointment in the TDIS system reflects a window.
2. TDIS dispatch must be notified 15 minutes prior to when detention will begin. (2 free hours' expiration) If your dispatch is not 24/7, please have your driver call TDIS. When detention occurs during hours when TDIS is closed, please call as soon as possible the next morning. TDIS will issue a PO number for detention during closed hours only if the accessorial is reported at the first opportunity the following day.
3. Once detention is finished (all stops are completed), TDIS must be notified again. At this time, TDIS must be provided with the total detention time and total charge. A note will be put in the load by the dispatcher you speak with and a PO number will be issued. This number must be included on the accessorial that is sent in to TDIS.

*** Please note, a "PO" # issued to Carrier by TDIS is not a guarantee of payment. This is a pre authorization number. Your invoice must be submitted per our accessorial invoice submission requirements and all communication, notification, process adherence, and supporting paperwork will be reviewed before the accessorial is approved for payment. ***

Driver assist/restack

1. A phone call to TDIS must be made before the restack or driver assist occurs, providing the pallet #'s needing restacked, and a name of someone on the consignee's dock requesting the restack / driver assist. Please wait until TDIS approves the restack before beginning, we will advise once approved.
2. The pallet #'s that were restacked must written on the driver's BOL, POD, or 8125 (whatever form is appropriate)
3. A note must be made on the paperwork mentioning the restack or driver assist, with the name and signature of someone on the consignee's dock

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Lumper

TDIS must be notified prior to a lumper being hired. TDIS will advise if your company is to pay, our customer has already provided payment, or TDIS will pay. Do not pay a lumper fee before notifying TDIS and receiving approval.

Stop off / Extra stop

TDIS must be notified prior to any stop off or extra delivery/pickup. Do not move your driver until TDIS has been notified and given the ok to proceed to the next shipper/consignee.

***** IMPORTANT *** All accessorials require some form of clearly signed, clearly noted documentation. If your driver has any issue with getting their accessorial charge noted, or cannot obtain documentation that supports the charges, TDIS must be notified while the driver is still there. Failure to do so could result in non-payment of an accessorial charge.**

Accessorial Process - billing

Accessorials sent in to TDIS must include the following:

- The TDIS load number and trailer number
- The PO number issued by TDIS when detention was finalized
- Full breakdown and description of charge as well as total cost per line item

Accessorials must be emailed to drayaccessorial@ns-direct.com within 1 week of load completion. If you have questions concerning invoice formatting, please discuss with Thomas Snaith or Dustin Fell.

Accessorials should be billed weekly. TDIS reserves rights of denial on any accessorial that has not been invoiced within 30 days of service completion. To allow time for auditing and dispute resolution, we recommend weekly billing. If a TDIS accessorial invoice ages beyond 25 days, please address with the Carrier Relations department immediately. Once beyond 30 days, TDIS can no longer guarantee payment.

TDIS Website Usage

<https://tms.ns-direct.com/tdis/vendor/>

TDIS utilizes a web based dispatch system. Your work orders are tendered on our website. Once tendered, we ask that you acknowledge receipt by "accepting". We also require you to update your work orders with arrival and departure times and create a "deadhead" to inventory your empty container. Your deadhead moves a container from the ramp to a shipper or from a consignee location to the ramp. The creation of a deadhead inventories the piece of equipment in the TDIS system, as well as creating a payable for the other half of your move.

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TDIS requires all updates to occur within 20 minutes of service performance.

For assistance setting up a user name or password, website training, and any other website related questions, please contact Thomas Snaith or Dustin Fell.

TDIS Website - Colors/Codes/Glossary of Terms

TDIS utilizes a number of colors on our website to communicate different status, along with a couple of “letter” statuses. We also use a few possibly unique terms that are defined below. All of this will be explained in greater detail during your website training session.

- Load is in **bold** on TDIS website – a change has been made that requires acknowledgement
- Load is in **blue** on TDIS website – a change has been made that has been acknowledged
- Load is in **red** on TDIS website – load is hazmat
- Load is in **green** on TDIS website – load is service watch and high importance
- Planned (P) status – load has been planned for your company, but not yet accepted
- Accepted (A) status – load has been accepted by your company
- In-transit (I) status – load is moving to/from shipper consignee
- Arrived (R) status – load has been arrived at a shipper or consignee by your company
- “deadhead” – the empty portion of a move that inventories an empty unit and pays your company for the other half of your move
- “PO number” – a pre-authorization number that TDIS dispatch issues your company when an accessorial is called in. This number does not guarantee payment, but is the first step in collecting an accessorial.

“Watchdog” automated email system

TDIS utilizes an automated email reminder system to assist us and our dray vendors. We call this system Watchdog. Emails from this system will come from watchdog@ns-direct.com.

These emails serve three purposes.

- **Planned Move Reminders**
When we “plan” a load for your company, and it remains in planned (P) status for more than 4 hours, you will be emailed with a reminder to accept (A) the load. If you cannot accept the planned move, please call TDIS to discuss.
- **Notice of changes made to an accepted TDIS load**
When TDIS adds or edits an appointment, shipper/consignee point, or ramp, you will be emailed. A load that has been changed will show up on our website in **bold** letters. We ask that you note the change and then acknowledge your acceptance by highlighting the load and clicking the “accept changes” button. If you need help or re-training on the use of our website, please contact Thomas Snaith or Dustin Fell. If your company is not currently using TDIS’ website, please call in to dispatch to acknowledge the change.

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- **Missing Paperwork Requests**

All loads which have not had their paperwork requirements met are on this list. The missing paperwork request list is sent daily. The email will clarify what type of documentation we require, along with the TDIS load #, container #, and date. Please do not reply to these e-mails. Contact Joni Singer if you have a question about the request.

You will receive these automated emails, even if you do not use our website. All emails will come from watchdog@ns-direct.com. Emails concerning loads in (P) status that exceed 4 hours without acceptance will have the subject "Planned moves reminder", emails concerning a load that has had changes made to it will have the subject "Move 514XXXXX has changed", and emails concerning missing paperwork will have the subject "Missing Paperwork".

"Nor'Easter" program and refrigerated boxes

TDIS moves loads for a number of LTL trucking carriers through a program we call "Nor'Easter". This program utilizes the carrier's private equipment and does have some unique rules, procedures, and situations for our dray carriers.

Dry box

- Check for paperwork before you leave the ramp. It will be in the nose box or registration holder of the trailer/container. Do not leave the ramp without paperwork. A call must be made to TDIS before outgate.
- Pull only like empties at drop and hook accounts.
- Empty must be returned to ramp IMMEDIATELY following delivery.

Refrigerated box - In addition to the above:

- Driver must check temperature on refrigerated unit prior to out-gate. The correct temperature for the unit is noted in the flags section of our work order and is also noted on the bill of lading. Any discrepancies with these temperatures must be addressed with TDIS immediately.
- Fuel level on refrigerated unit must be checked prior to outgate. Required fuel level is noted in the "flags" section of the work order. When fuel is required, please notify TDIS and we will advise how to proceed.
- If delivery is live unload, please have your driver turn the refrigerated unit off after delivery.
- Empty must be returned to ramp IMMEDIATELY following delivery.

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Equipment issues

Repairs

- There are two basic scenarios concerning repairs:
 - From outgate until delivered to a TDIS specific pool, or once departed from a pool to the next pool or in-gate, all repairs are handled following the TDIS dray agreement. In short, this agreement follows the railroad rules that establish that the Carrier will handle any repairs while out-gated. The NS approves the use of Interstar (800-888-1001) or EBS (877-528-4737) as vendors that can bill them on any owner repair needed. Damages or what they determine as 'driver abuse' are charged directly to you.
 - While at a pool, if you encounter a repair need, please call TDIS. TDIS understands you have no control over our equipment in our pools. Those repairs will be handled by TDIS.
 - If a container is refused by a shipper, please have your driver take detailed and clear pictures of the damage or issue that is causing the refusal. When possible, these pictures should be sent to TDIS while the driver is at the shipper or as soon as possible after. Please report the specific area of the container where the issue is located and provide TDIS with the name of the person your driver is dealing with.

Rez-1

- When EMP equipment is used, Rez-1 rules are applied. If you are planning on using a TDIS empty for a non-TDIS move, PRE-APPROVAL is required. Once approved, please make sure you interchange the box via STREETSPEED and complete the DH move in TMS back to the RR, thus removing it from our inventory.

For any questions or concerns concerning the above information or anything concerning equipment or repairs, please contact tdisequip@ns-direct.com.

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TDIS OS&D + Claims Procedures

All OS&D/Refusals must be reported to TDIS dispatch immediately at 877-250-2899

- **Shortages/Overages**
 - Was the seal intact? If yes, please mark it on the paperwork
 - What are the item numbers?
 - If an overage, take pictures of the product label
 - If an overage, is the overage being refused?
 - If yes, who is refusing?
- **Damages**
 - What type of damage? Crushed, wet, torn, etc.
 - If wet damage – is the container leaking?
 - What are the item numbers?
 - Must take pictures
 - Is the damage being refused?
 - If yes, who is refusing?
- **Refusals**
 - Why is the product being refused?
 - What are the item numbers and product descriptions?
 - Who is refusing?
 - If refused due to damage please advise the type of damage
 - Must take pictures

Pictures are crucial. We can get disposition of refused freight faster when we have pictures. Pictures are also essential for claims purposes.

Questions/concerns/issues

Please contact Dustin Fell or Tom Snaith in the Carrier Relations department or Operations Director Joe Radecke with any questions, concerns, or issues. TDIS welcomes vendor feedback!