

# TRICORBRAUN

## DUNNAGE PROGRAM

**TRICORBRAUN**  
Canada™

# ABOUT & KEY DATES

---

The purpose of this guide is to provide our customers with clear guidelines and expectations for the new dunnage program. This guide may be updated from time to time and will be available from your Customer Relationship Team and on our online order portal.

The original launch date for this was set for April 1st, but we managed to secure a postponed start date for the program, as we continued to push for the best program possible. As such, the new program will be launching as of May 1st, 2023, and we are pleased to inform you **that for most of our customers, there will be no upfront deposits or charges on returnable dunnage.**

## Initial Dunnage Count

- Customers are required to complete an on-hand dunnage count on May 1st, 2023
- TricorBraun will reconcile these counts with our own and our supplier's
- Any unaccounted-for dunnage or missing counts may result in fees to the customer for lost dunnage

## Bi-Annual Dunnage Counts

- Customers are required to submit bi-annual on-hand dunnage counts to TricorBraun on May 1st and November 1st of each year (*count dates subject to change*). TricorBraun will send bi-annual reminders
- TricorBraun will reconcile these counts against our own
- Any unaccounted-for dunnage or missing counts may result in fees to the customer for lost dunnage

Due to the nature of some of our customers (location & size) we will offer 1-WAY dunnage for some goods supplied out of our warehouses to ease the burden of logistical challenges for those customers and the cost of returns. To find out which type of dunnage is best for you, please reach out to your TricorBraun representative.

We will be continuously working to enhance this program and tools for our customers and are looking forward to ongoing feedback from you.

For the most updated terms of service, please visit <https://www.ordercans.tricorbraun.ca/en/terms>.

# Types of Dunnage

TricorBraun uses two main sources of dunnage, 2-way and 1-way. Below is a simplified breakdown of each type.

## 2-Way Dunnage

- Plastic pallets, slip sheets and toppers
- Cans & Ends direct from **most** manufacturers are put on 2-way dunnage
- Certain goods are only available on 2-way dunnage
- 2-Way dunnage requires bi-annual counts to be sent to TricorBraun.
- Customers are responsible for 2-way dunnage, it is expected to be returned in like-new condition
- Dunnage not returned in like-new condition or improperly stacked are subject to fees up to and including the cost of replacement dunnage (*see prices below*)
- Dunnage on-hand for longer than six (6) months are subjected to replacement fees (*see prices below*)
- Customers without terms will be required to pay for dunnage upfront

Type of product (Each)	Price (CAD) + tax	Price (USD) + tax
2-WAY Pallet	\$105.00	\$75.00
2-WAY Slip Sheet	\$4.25	\$3.00
2-WAY Topper	\$35.00	\$25.00



*Pictures are for illustrative purposes only.*

## 1-Way Dunnage

- Wooden pallets & topper with chipboard slip sheets
- Some manufacturers use 1-way dunnage
- Dunnage is not returnable
- Dunnage added to sales order and invoice with goods ordered

Type of product (Each)	Price (CAD) + tax	Price (USD) + tax
1-WAY Pallet	\$55.00	\$41.50
1-WAY Slip Sheet	\$2.00	\$1.75
1-WAY Topper	\$15.00	\$11.50



*Pictures are for illustrative purposes only.*

*Prices are subject to change*

# ORDERING OPTIONS

---

This guide is for informational purposes only and is subject to change. To confirm what type of dunnage your order will be on, please contact our Customer Relationship Team.

Type of product	Fulfilled from	Type of dunnage available
Printed Cans, Blank Cans, Ends	Direct from manufacturer	2-WAY
Pressure Sensitive Labelled Cans (PSL)	TB Warehouses	2-WAY or 1-WAY
Shrink Sleeve Labelled Cans (SS)	TB Warehouses	2-WAY or 1-WAY
Blank Cans	TB Warehouses	2-WAY
Supplies (Trays, Paktech)	TB Warehouses	2-WAY or 1-WAY
Ends - By the sleeve	TB Warehouses	2-WAY or 1-WAY
Ends - By the pallet	TB Warehouses	2-WAY

*Manufacturers may use 1-WAY dunnage as deemed necessary without notice due to supply constraints or other.*

# RETURN PROCESS : 2-WAY

---

2-WAY dunnage is required to be returned to a designated return location (see *Return Locations page*), in like-new condition, stacked as outlined in Figure 1. To ensure your dunnage return is successful, follow the below steps as there are two options to return 2-WAY dunnage. Dunnage not returned as outlined in this document could result in replacement fees.

## **2-WAY Dunnage Return - Full truckload (FTL) of dunnage**

*Your dunnage is greater than 300 pallet sets*

- A full truckload of dunnage equals 300 dunnage sets
- One dunnage set equals a pallet, a top frame and slip sheets
- Full Truckload returns benefit from no charges on pickup or freight
- Freight will be arranged by the manufacturer once booked

## **2-WAY Dunnage Return - Less than full (LTL) truckload**

*Your dunnage is less than 300 pallet sets*

- Less than full truckload of 2-way dunnage is still required to be kept and organized in the same manner and returned to a designated return location
- Less than full truckload returns are at the cost of the buyer
- Buyer is responsible to book and arrange freight



**Tip:** For many customers who do not accumulate enough dunnage for an FTL return within 6 months and/or who are not located near a return facility, 1-way dunnage is a more cost-effective solution than 2-way dunnage.

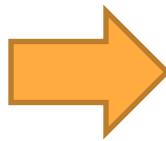
# RETURN PROCESS : 2-WAY FTL

## 2-WAY Dunnage Return - Full truckload of dunnage

Your dunnage fills a 53' truckload (see [Stacking & Loading Dunnage](#) page for details)

1. Organize dunnage for pickup by stacking pallets, top frames and slip sheets appropriately, with reference to Figure 1 (*On previous page*)
2. Email [dunnage@crowncork.com](mailto:dunnage@crowncork.com) to schedule a pickup for the dunnage
3. Complete the TB Dunnage Return BoL Generator form found [here](#), click submit
4. After clicking submit the information provided will automatically be recorded by TricorBraun and will be used to generate a BoL PDF that will be emailed to you and to TricorBraun.
5. Attach a copy of the BoL to the return dunnage shipment
6. Present the form to the carrier upon pickup to fill in necessary fields and provide a signature.
7. Thank you for returning your reusable dunnage!

<b>Customer Name *</b> Example: Vessel Brewing Company <input type="text" value="Sample Company"/>
<b>Contact Email *</b> <input type="text" value="owner@samplecompany.com"/>
<b>Return Date *</b> <input type="text" value="2023-04-27"/> 
<b>Ship From: Street Address *</b> <input type="text" value="123 Sample Address Way S"/>
<b>Ship From: City, State/Province *</b> <input type="text" value="Calgary"/>
<b>Ship From: ZIP/Postal Code *</b> <input type="text" value="T2P 1J9"/>
<b>Ship From: Country *</b> <input type="text" value="Canada"/>
<b>Ship To: Return Location *</b> <input type="text" value="Crown Calgary Plant"/> 
<b>Carrier: Name *</b> <input type="text" value="Sample Freight Company"/>
<b>Freight Arranged By: *</b> <input type="text" value="Customer"/>
<b># Pallets *</b> Enter 0 if none <input type="text" value="15"/>
<b># Top Frames *</b> Enter 0 if none <input type="text" value="25"/>
<b># Slip Sheets *</b> Please provide the actual number of slip sheets, not a height measurement. Enter 0 if none <input type="text" value="301"/>
<b>Total # of Pallet Spaces on Trailer</b> <input type="text" value="4"/>



November 20th 2024

Page: 1 of 1

### TRICORBRAUN

BILL OF LADING - SHORT FORM - NOT NEGOTIABLE Dunnage Return Form

<b>Ship From</b> TricorBraun Test 500-1650 Brigantine Dr, Coquitlam, V3K7B5	<b>Bill of Lading Number:</b> 22-11-24-V3K7B5 <b>Carrier Name:</b> Test Carrier <b>Trailer Number:</b> <b>Serial Number(s):</b> <b>SCAC:</b> <b>Pro Number:</b> <b>Barcode:</b>
<b>Ship To</b> Vessel Calgary WHSE 10099 15 St NE Bay 21, Calgary, AB T3J 0T7 SID No.	
<b>Third Party Freight Charges Bill To</b> Customer	
<b>Special Instructions:</b>	<b>Freight Charge Terms (Prepaid unless marked otherwise)</b> <b>Prepaid:</b> <b>Collect:</b> <b>3rd Party:</b>

Customer Order Information			
Customer Order No.	Number Of Pieces	Weight (lb)	
Dunnage Pallets	2	110	
Dunnage Top Frames	2	18	
Dunnage Slip Sheets	20	40	
Grand Total	24	168	

Carrier Information								
Handling Instructions		Package		Commodity Description			LTL Only	
Qty	Type	Qty	Type	Weight	HM(X)	Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC item 360.	NMFC	Class
		24		168lb		Spaces on Trailer: 1		

Note: Liability limitation for loss or damage in this shipment may be applicable. See 49 USC § 14706(c)(1)(A) and (B).

The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees.

Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications, and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.

**Shipper Signature**

This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.

Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.

**Carrier Signature / Date**

# RETURN PROCESS : 2-WAY LTL

## 2-WAY Dunnage Return - Less than full truckload

Your dunnage is less than a 53' truckload (see [Stacking & Loading Dunnage](#) page for details)

1. Organize dunnage for pickup by stacking pallets, top frames and slip sheets appropriately, with reference to Figure 1 (*found on previous page*)
2. Select the dunnage return option applicable to you:
  - a. If you are located outside of British Columbia, call your nearest return location to book a return appointment & confirm truck requirements. Refer to Table 1 to select your nearest return location
  - b. If you are located within British Columbia, email [cs.vbc@go-stryder.com](mailto:cs.vbc@go-stryder.com) to schedule a dock appointment for dunnage drop-off at the Stryder VBC Warehouse
    - i. *Note: Only customers located within BC may drop off LTL dunnage to the Stryder VBC Warehouse*
3. Complete the TricorBraun Dunnage Return BoL Generator form found [here](#), click submit
4. After clicking submit the information provided will automatically be recorded by TricorBraun and will be used to generate a BoL PDF that will be emailed to you and to TricorBraun.
5. Attach a copy of the BoL to the return dunnage shipment
6. Book the carrier of your choosing
7. Attach a copy of the BoL to the return dunnage shipment & present the form to the carrier upon pickup to fill in necessary fields and provide a signature
8. Thank you for returning your reusable dunnage!

Customer Name \*  
Example: Vessel Brewing Company

Contact Email \*

Return Date \*

Ship From: Street Address \*

Ship From: City, State/Province \*

Ship From: ZIP/Postal Code \*

Ship From: Country \*

Ship To: Return Location \*

Carrier: Name \*

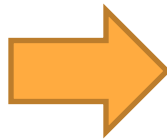
Freight Arranged By: \*

# Pallets \*  
Enter 0 if none

# Top Frames \*  
Enter 0 if none

# Slip Sheets \*  
Please provide the actual number of slip sheets, not a height measurement.  
Enter 0 if none

Total # of Pallet Spaces on Trailer



November 20th 2024

Page: 1 of 1

### TRICORBRAUN

BILL OF LADING - SHORT FORM - NOT NEGOTIABLE Dunnage Return Form

<b>Ship From</b>		<b>Bill of Lading Number:</b> 22-11-24-V3K7B5	
TricorBraun Test 500-1650 Brigantine Dr, Coquitlam, V3K7B5		<b>Carrier Name:</b> Test Carrier	
<b>Ship To</b>		<b>Trailer Number:</b>	
Vessel Calgary WHSE 10099 15 St NE Bay 21, Calgary, AB T3J 0T7 SID No. <input type="text"/>		<b>Serial Number(s):</b>	
<b>Third Party Freight Charges Bill To</b>		SCAC: <input type="text"/>	
Customer		Pro Number: <input type="text"/>	
Special Instructions: <input type="text"/>		Barcode: <input type="text"/>	
		<b>Freight Charge Terms (Prepaid unless marked otherwise)</b>	
		Prepaid: <input checked="" type="radio"/> Collect: <input type="radio"/> 3rd Party: <input type="radio"/>	

Customer Order Information			
Customer Order No.	Number Of Pieces	Weight (lb)	
Dunnage Pallets	2	110	
Dunnage Top Frames	2	18	
Dunnage Slip Sheets	20	40	
Grand Total	24	168	

Carrier Information							
Handling Instructions		Package		Commodity Description		LTL Only	
Qty	Type	Qty	Type	Weight	HM(X)	NMFC	Class
		24		168lb			
				Spaces on Trailer: 1			

Note: Liability limitation for loss or damage in this shipment may be applicable. See 49 USC § 14706(c)(1)(A) and (B).

The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees.

Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications, and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.

Shipper Signature

This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.  
Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.

Carrier Signature / Date

# RETURN LOCATIONS

Country - Region	Ship To Address				Bill To Address		
	Contact	Name	Address		Name	Address	
CA – W	cian.phelan@crowncork.com	Crown Calgary Plant	7550 44th St. SE	Calgary, AB T2C 2K8	Crown Calgary Plant	4455 75th Ave. SE	Calgary, AB T2C 2K8
	403-203-1271						
CA – E	dunnage@globalwhse.com	Global Warehouse	1195 Courtney Park Dr.	Mississauga, ON L5T 1R1	Crown Weston Plant	1195 Courtney Park Dr.	Mississauga, ON L5T 1R1
	905-670-9199						
CA – BC	cs.vbc@go-stryder.com	Stryder VBC	140-13240 Worster Ct	Richmond, BC V6V 2B8	N/A - Only LTL returns of <300 pallet sets accepted at this location		
	604-278-4460						
US – W	dale.mcintosh@crowncork.com	Crown Worland Plant	620 North Fourth St.	Worland, WY 82401	Crown Worland Plant	620 North Fourth St.	Worland, WY 82401
	307-347-8271x19						
US - SW	Cindy.caponigro@crowncork.com	Crown Mesquite Plant	1775 W. Pioneer Blvd	Mesquite, NV 89034	Crown Mesquite Plant	1775 W. Pioneer Blvd	Mesquite, NV 89034
	702-377-8038						
US – S	eldridge.seria@crowncork.com	Crown Conroe Plant	2501 N. Frazier St.	Conroe, TX 77303	Crown Conroe plant	2501 N. Frazier St.	Conroe, TX 77303
	936-539-5401 x128						
US – NW	laceywarehouse@sortpro.net	Lacey Sort-Pro Warehouse	9107 Polaris Lane NE	Lacey, WA 98516	Crown Olympia Plant	1202 Fones Rd.	Olympia, WA 98501
	360-819-7409						
US – NE	Triumphwhse@crowncork.com	Kirkwood Warehouse (CPC)	Triumph Bus. Ctr; 1 Grossett Dr	Kirkwood, NY 13795	Crown Nichols Plant	650 Berry Rd.	Nichols, NY 13812
	607-584-4590						
US – NE	james.bailey@crowncork.com	Crown Preston Warehouse (CPC)	22925 Dover Bridge Rd.	Preston, MD 21655	Crown Preston Warehouse	22925 Dover Bridge Rd.	Preston, MD 21655
	410-673-1470						
US – MW	HobbieWarehouse@crowncork.com	Hobbie Whse (CPC)	550 North Hobbie Ave	Kankakee, IL 60901	Crown Kankakee Plant	1035 E. North St.	Bradley, IL 60915
	779-701-5322						
US – MW	pallet2791@gmail.com	Indianhead #1 Warehouse (DPW)	2300 Larson St.	La Crosse, WI 54601	Crown La Crosse Plant	2300 Larson St.	La Crosse, WI 54601
	608-781-2791						
US - SE	Madisonwarehouse@sortpro.net	Madison Sort-Pro War	212 W. Gene Hairston Rd Unit G	Madison, NC 27025	Crown Martinsville Plant	220 Sustainable Way	Ridgeway, VA 24148
	336-949-4490						
US - SE	Qhobson@bsc3pl.com	Blue Grass Supply Chain Services	570 Scottys Way	Bowling Green, KY 42101	Crown Bowling Green Plant	1291 Prosperity Lane	Bowling Green, KY 42101
	270-282-0011 x475						
US – SE	cherawwarehouse@sortpro.net	Cheraw Sort-Pro Whse	105 Evans Row	Cheraw, SC 29520	Crown Cheraw Plant	100 Evans Row	Cheraw, SC 29520
	843-253-5016						



# STACKING & LOADING DUNNAGE - RETURNING TO A CROWN FACILITY



**Crown Beverage Packaging**  
Division of Crown Cork & Seal Co. Inc.

## ***Return of Pallet – Packaging Materials***

The packaging materials (pallets, top frames and separator sheets) used to ship quality bulk palletized cans to your filling operation are reusable. To ensure a quality package please return packaging materials as specified below..

**ALL PACKAGING MATERIALS SHOULD BE PROTECTED FROM WEATHER AND STORED IN A DRY PLACE**

### ***Top Frames***

Stack all top frames neatly and squarely on a 44"X56" pallet, 16 Frames per pallet.

### ***Separator Sheets***

Stack Separator Sheets neatly to a height of approximately 18 inches.

### ***Sheet and Frame Stacking***

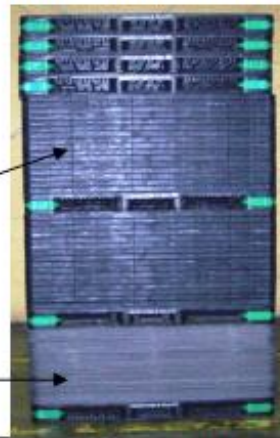
Stack 2 pallets of Frames atop the 1 Pallet of Separator Sheets with 4 Pallets atop to acquire the appropriate height.

### ***Pallets***

Pallets should be assembled in straight, uniform stacks with common runner orientation. Stack heights should be 22 pallets high All pallet stacks should be free of separator sheets, cans and debris.

### ***Truck Loading***

Pallets should be stacked to the same load height, so that the load is leveled off in the truck. This also applies to separators, top frames which, like pallets, should be piled to proper load heights for even-height stacking in the trailer. Load the trailer two pallets across and brace them to prevent movement in shipment. The loading should be finished off with two stacks of Pallets at the trucks end.



Completed Stack of Top Frames and Separator Sheets



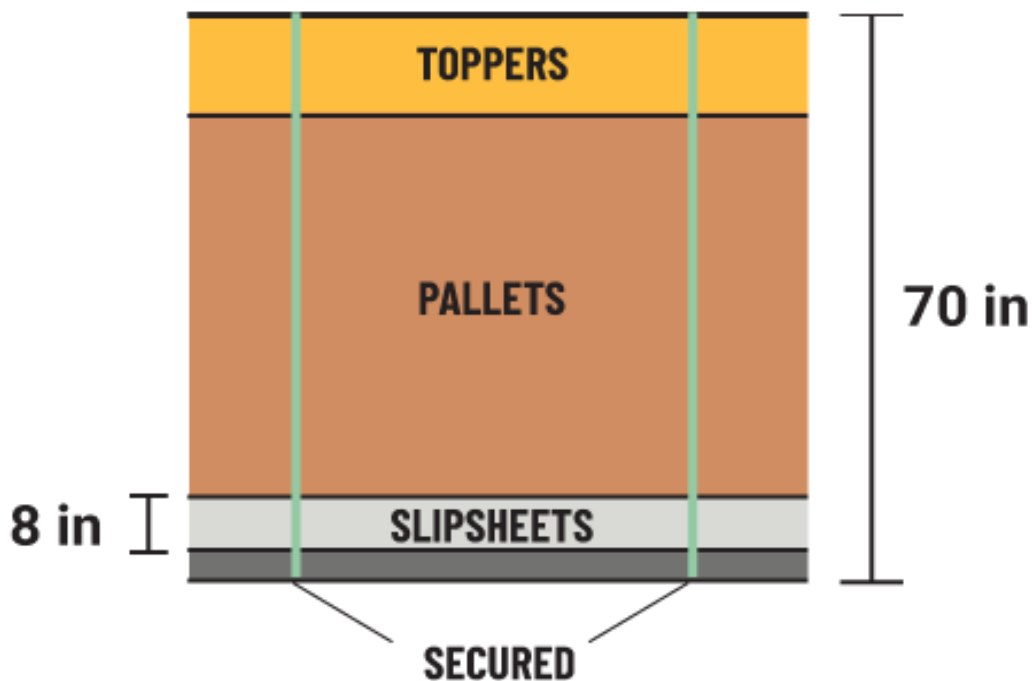
Completed Stack of Pallets

# STACKING & LOADING DUNNAGE – RETURNING TO A TB FACILITY

Ensure dunnage is clean, dry and in like-new condition prior to stacking for a return.

To ensure safe handling, dunnage returns made to TricorBraun must be stacked as per the diagrams below. Please do not exceed the following maximum heights:

Stacks of mixed dunnage should have a single pallet on the bottom, followed by slipsheets, then pallets, with toppers at the top. The slipsheets should all be consolidated at the bottom and not exceed a height of 8 in when stacked with other dunnage. Please do not insert single slipsheets between pallets or toppers. The total height of all the dunnage in a stack should not exceed 70 in.



When returning large amount of slipsheets ensure they are secured between a single pallet and topper. The height of the slipsheets should not exceed 15 in.



# STACKING & LOADING DUNNAGE - RETURNING TO STRYDER VBC

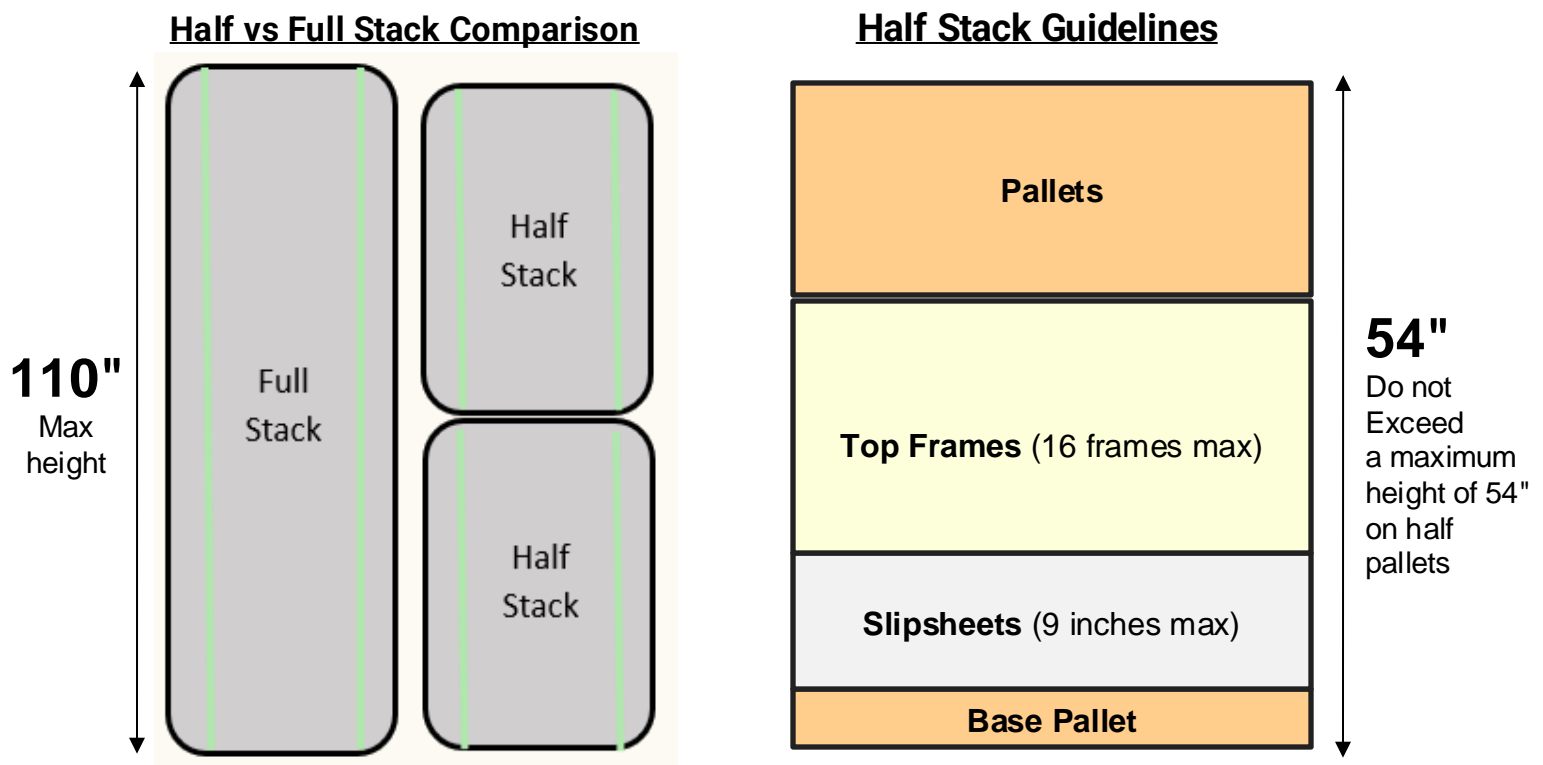
As Stryder VBC is not a full dunnage sorting facility it is imperative that dunnage is stacked according to Guidelines. As the dunnage will not be sorted, customers have the option to either return full stacks or half stacks of dunnage:

## Full Stacks of Dunnage:

Full stacks of dunnage refers to any stacking configuration outlined in the Returning to a Crown Facility guidelines found on page 9. Please note if you have a large amount of full stacks, you may qualify for an FTL return and this should be sent to Crown directly.

## Half Stacks of Dunnage:

Half stacks of dunnage refers to dunnage stacks that are half the height of a full stack of dunnage. The purpose of these is so that two half stacks can be stacked alongside full stacks of dunnage when shipping an FTL to Crown. **Half stacks should be made to a height of 45"-54"**. Please see the below guideline for building half stacks:



# FAQ

---

## Can I return dunnage to TB Calgary?

We ask that all dunnage is returned to the designated return locations, however exceptions *may* be made for smaller drops offs if accompanied with a pickup. Please confirm this at time of order and when arranging your dock appointment for pickup so we can try to accommodate your request. **Proper return process must still be followed.**

## Can I use both types of dunnage?

Absolutely, as long as it's one type of dunnage per SKU ordered. If you would like two types of dunnage on a warehouse order, please select the type of dunnage you'd like and add any relevant comments. Please reference the Ordering Options page for more details.

## I'm ordering products from a TB warehouse, which type of dunnage should I pick?

When placing an order directly from our warehouse for certain products you may select 2-WAY or 1-WAY dunnage at the time of order. Depending on your circumstances (your equipment, distance from a return facility, order volume) it may make more sense for your business to select 1-WAY.

**Example:** *If you are located far from a return facility and do not accumulate enough dunnage to send it back in full sets, it may be more cost effective for you to purchase 1-WAY dunnage.*

## Can I return a LTL (Less than Truckload) dunnage cross border?

No, please select a designated return location in your country.

## Can I return a LTL (Less than Truckload) to Crown designated return facilities?

Yes! You may send LTL dunnage to any Crown sorting facility; however, this will be at the customer expense and trucks will need to adhere to the facility's trailer requirements.

## Can I pay a deposit instead of doing bi-annual counts for 2-WAY dunnage?

Customers who select 2-WAY dunnage are opting into the dunnage system, if you prefer not to worry about returns and inventory counts, 1-WAY dunnage may be right for you.

## I don't want to return my 2-Way dunnage, can I keep it forever?

Customers are responsible for dunnage shipped to them; dunnage kept on hand for longer than 6 months may be charged for replacement fees.

# FAQ CONTINUED

---

## **I use a copacker and don't organize my own dunnage, how does this work?**

All dunnage needs to be returned on the behalf of the purchaser who is responsible for the dunnage. It is the responsibility of the purchaser to ensure that their dunnage gets returned on their behalf and the proper process is followed by any third parties.

## **Who organizes freight for dunnage returns?**

It is the responsibility of the purchaser to organize their own dunnage returns or contact Crown to arrange a pickup. Submitting a BOL to TricorBraun does not mean we will set up the return for you, we just need documentation that the return occurred in order to reconcile. Depending on the type of return (FTL or LTL) there are different processes. For details, please see the 'Return Process' section in this program or contact your TB Representative.

## **How can I best track dunnage that I have on hand?**

TricorBraun will continue to put dunnage quantities as line items on your invoices, either at zero dollars (customers with terms) or with the price (pre-pay customers), this allows customers to input this information in their systems. Many customers create a dunnage SKU and track the ins and outs as an inventory item.

## **Oops! I returned dirty dunnage; can I clean it myself instead of paying the fee?**

Oh no! It happens, but unfortunately once dunnage enters Crown's return system it is not possible to recall it to clean. The best thing you can do to avoid cleaning charges is ensure it's in like-new condition (as you received it) before returning it. If you return dunnage to a TricorBraun facility and it does not pass our inspection process, you may be able to pick-up (or it may be rejected) within a designated time slot to clean your dunnage.

## **Why has the system changed?**

Crown has seen a decrease in dunnage being returned, this program is designed to encourage returns while having minimal financial impact on customers who are diligent about their dunnage.

## **Where and how should I store my dunnage when accumulating a return?**

Dunnage should be stored inside in a dry and dust free environment. To make it easier when it's time for a return, stacking dunnage carefully and as per the guidelines so you won't have to re-stack.

## **What if I returned dunnage and didn't fill out the BOL with TricorBraun?**

You risk remaining liable for that dunnage as we have no way to know you returned it! TricorBraun needs to know what you are returning live so we can ensure it reconciles with Crown's data.