

# Rate Confirmation Load 29847357

Send invoices to:  
[CarrierInvoices@coyote.com](mailto:CarrierInvoices@coyote.com)  
960 Northpoint Parkway  
Suite 150  
Alpharetta, GA 30005

877-6COYOTE  
(877-626-9683)

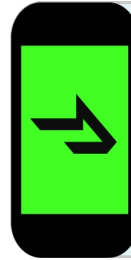
## Cust Requirements

Equipment	Van, 53'
Pre Cooled Temp	None
Load Temp	None
Tarps	Undefined
Value	\$100,000

## Booked By

Danny Matkovic  
[Dan.Matkovic@coyote.com](mailto:Dan.Matkovic@coyote.com)  
Phone: +1 (773) 365 6256  
x6256  
Fax: +1 (773) 365 4256

Please notify driver(s) - This  
load has a prepaid lumper



## Get CoyoteGO Today!

- Dispatch
- Send updates
- Check in
- Submit paperwork

Available for An-  
droid or iPhone,  
at App Store or  
Google Play

## Load Requirements

Tech Tracking Required Seal

## Equipment Requirements

N/A

## Notes

All Van/Container loads MUST be sealed at origin either by shipper or driver with a seal number noted on bill of lading. The driver is responsible for re-sealing the trailer after each pickup/drop on a multi-stop shipment. In the event a shipment that was sealed at origin or after each additional pickup/drop arrives at the destination with a tampered seal or without the seal intact then (i) the Carrier shall be liable for any shortage or damage claims with respect to such shipment and (ii) the shipper shall have the right, in its sole discretion, to deem the entire shipment damaged, adulterated/contaminated and unsalvageable, without the need for any inspection and the Carrier shall be liable for the full value of the shipment. Carrier is required to weigh shipment within 50 miles of departing each shipper. If carrier fails to weigh shipment within 50 miles of departing each shipper, any citations/expenses incurred due to the equipment and/or shipment weight will be the carrier's sole responsibility. Carrier must meet and comply to shipper requirements at the facility. All drivers must wear masks or facial coverings to the extent required by laws or facilities. **Carrier must be in full compliance with the Food Safety Modernization Act (FSMA), if applicable. By accepting the shipment, Carrier agrees that the driver has consented to receiving text messages and/or phone calls from or on behalf of Coyote.**

Approval for payment of detention is contingent upon the following eligibility requirements:

- 1) Carrier must report facility departure time and total detention hours within 24 hours of shipment delivery at the final facility.
- 2) Carrier must provide proof of the on time arrival and departure times in the form of a BOL or other shipping document with arrival and departure times notated by facility within 24 hours of shipment delivery at final facility.

## Route Directions

Carrier acknowledges that any routing instructions from the shipper herein are being provided for convenience only, and the Carrier may choose the route.

## Signature Line

By signing below, GTT Freight Corp agrees to the terms and conditions set forth below and provided herewith, if any.



# Rate Confirmation

## Load 29847357

### Stop 1: Pick Up

Pick Up CS08325941;  
Numbers 21202910; Sales Order  
Number: 5102625

Confirmation 41255206  
Numbers

Facility Domino Sugar-Florida  
Crystals

Address 8501 US Highway 27  
South Bay, FL 33493

Contact Mirta Garner  
Phone None

Appointment Scheduled For  
Mon 09/18/2023  
at 08:00

Driver Work  
No Touch

SLIC  
N/A

#### Facility Notes

**\*\*MUST BE ON TIME\*\***  
RESPONSIBLE FOR ANY MISSED  
POs LISTED ON RATE CON. DR  
MUST GO BACK TO THAT FACILITY  
AND REDELIVER AT THEIR  
EXPENSE, OR RATE REDUCTION  
FOR RECOVERY

**\*\*Driver must tell each shipper to load  
high and tight and to leave room for next  
stop**

**\*\*DO NOT PAY LUMPER**  
-Must arrive precooled. If temp on the  
BOL doesn't match rate con, go by BOL  
- Must report detention and provide all  
accessorials receipts to Coyote during  
occurrence and report out time within 24  
hrs to Coyote, or will not be  
compensated  
- Must be sealed at each stop

### Stop 1 Requirements

Must Confirm All POs Match Rate Con

Commodity	Exp Wt	Pieces
P13721202910-Food Products	42,585 Lbs	850

Directions are provided for convenience only. The Carrier may choose the route.



# Rate Confirmation

## Load 29847357

### From South Bay, FL:

From North:

- Hwy 27 SOUTH into the town of South Bay FL,
- Continue SOUTH thru traffic light at Hwy 80 (only traffic light in S Bay),
- Go 4.5 miles to caution light and turn RIGHT into Okeelanta Corp
- Domino sign at entrance
- Check in with the guard gate for directions to the distribution center

From South:

- I-75 North to exit 23 (US 27),
- Head NORTH on Hwy 27,
- Go exactly 35 miles to caution light and turn LEFT into Okeelanta Corp (MM 67.5),
- Domino sign at entrance
- Check in with the guard gate for directions to the distribution center
- NOTE: You will see the sugar refinery on the left several miles before coming to the second caution light. If you reach the town of South Bay, you have gone too far.

From East (West Palm area):

- I-95 North or South to exit 68 (Hwy 98),
- Travel WEST on Hwy 98,
- Hwy 98 and US 441 will merge continue WEST,
- Hwys 98/441 will merge with Hwy 80 WEST,
- Stay on Hwy 80 WEST to South Bay (98 & 441 will split off),
- In South Bay turn LEFT at traffic light at Hwy 27,
- Head SOUTH on Hwy 27,
- Go 4.5 miles to caution light and turn RIGHT into Okeelanta Corp
- Domino sign at entrance

- Check in with the guard gate for directions to the distribution center
- tune to channel 38 on the CB (If they do not have a CB please leave contact number at the shipping office when checking in).
- After scaling in, check in IMMEDIATELY at the shipping office which is located at the back of the building.
- Keep trailer doors closed until backing into the dock.
- STOP AT GUARD SHACK AT THE US27 EXIT on the way out. Failure to stop will result in the carrier never being allowed back into our facility again.
- Follow set traffic guidelines including no passing and speed limits.

### From Miramar, FL:

Merge onto I-75 N via the ramp to Naple

13.8 mi

6. Take exit 23 to merge onto US-27 N toward S Bay

35.6 mi

7. Turn left onto Okeelanta Rd

2.3 mi

8. Turn left

164 ft

9. Turn left

161 ft

10. Turn right

Destination will be on the right

### From South Bay, FL:

Okeelanta Corporation

21250 US Highway 27

South Bay, FL 33493

(561) 996-9072

Carriers may also call 877-6-COYOTE for directions if needed.



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### Stop 2: Delivery

Delivery CS08325941; 21202910 Numbers	Appointment Scheduled For Tue 09/19/2023 at 09:00	Facility Notes <b>**DO NOT PAY LUMPER -- CPU LOAD**</b> All Accessorial receipts must be submitted within 24 hours of delivery to be reimbursed. No exception.
Confirmation None Numbers	Driver Work Lumper	
Facility Sysco Food Service	SLIC N/A	
Address 131 SYSCO CT Columbia, SC 29209	Prepay - Relay K9KHH9	
Contact Erin Smith Phone +1 (803) 239 4000		

### Stop 2 Requirements

N/A

Commodity	Exp Wt	Pieces
P13721202910-Food Products	42,585 Lbs	850

Directions are provided for convenience only. The Carrier may choose the route.

#### From Greenville, SC:

26 E  
exit 116 on the left to merge onto 77N  
exit 6A for Shop Rd/SC768E  
Merge onto SC 768 S/Shop RD  
left at pineview rd/SC768  
Right at US 378 E/US 76 E  
Right at Sysco CT

Carriers may also call 877-6-COYOTE for directions if needed.

### Charges

Description	Units	Per	Amount
Flat Rate	1.00	\$334.820	\$334.82
Fuel Surcharge	589.00	\$0.620	\$365.18
Total			USD \$700.00

### Contact

Send invoices to:  
**960 Northpoint Parkway  
Suite 150  
Alpharetta, GA 30005**

Please contact Coyote  
at 877-626-9683 if the  
charges are incorrect.

### Agreement

Carrier GTT Freight Corp  
USDOT 3723304  
Phone None  
Email gtt.expresscorp@gmail.com  
Fax None

Broker Coyote Logistics, LLC  
Rep Danny Matkovic  
Title Manager  
Phone +1 (773) 365 6256 x6256  
Fax +1 (773) 365 4256  
Date 09/13/2023 09:32



# Rate Confirmation

# Load 29847357

By signing below, GTT Freight Corp agrees to the terms and conditions set forth below and provided herewith, if any.

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Name and Title (Print)

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Signature

---

Date

**PLEASE SIGN THIS AGREEMENT AND EMAIL TO [Dan.Matkovic@coyote.com](mailto:Dan.Matkovic@coyote.com)**

Coyote Logistics, LLC is an Equal Opportunity Employer

## Terms and Conditions

The Broker-Carrier Agreement or Carrier Agreement (in each case, the "Agreement") between Coyote Logistics, LLC, a Licensed Property Broker - USDOT # 2236410, and GTT Freight Corp is amended by the verbal agreement between Danny Matkovic of Coyote Logistics, LLC hereafter referred to as BROKER, and Camilo Ramirez of GTT Freight Corp hereafter referred to as CARRIER, dated 09/13/2023.

This confirmation is subject to the terms of the Agreement and this document constitutes an amendment thereto. If the CARRIER has not signed the Agreement, then the rate shown above is the agreed individually negotiated rate and no other rate shall apply including any carrier tariff rate or terms.

THIS LOAD SHALL NOT BE DOUBLE BROKERED. No additional charges not listed above may be added by the CARRIER. Any additional charges must appear on a revised confirmation sheet signed by the BROKER. CARRIER must include signed copy of the shipper's bill of lading and any other proof of delivery with invoice to BROKER. Rates, except as specifically designated above, are inclusive of any fuel surcharge. CARRIER certifies that it is in compliance with all requirements of the California Air Resources Board (CARB) that are applicable to the scope of CARRIER's operations, including, but not limited to: Statewide Truck and Bus Regulations, Transport Refrigeration Unit (TRU) Regulations, Tractor-Trailer Greenhouse (GHG) Gas Regulations, and Drayage Truck Regulations. CARRIER also warrants that it is in compliance with any comparable requirements of the Environmental Protection Agency (EPA) and other states, where applicable. CARRIER shall be responsible for any fines imposed on BROKER and/or shipper resulting from noncompliance.

CARRIER hereby confirms that it maintains applicable and valid insurance without exclusions that would prevent coverage for the items listed above. CARRIER has at least \$100,000.00 in cargo insurance and \$1,000,000.00 in automobile liability coverage. CARRIER further confirms that in transporting the shipment described hereinabove, it will comply with all U.S. DOT and FDA regulations applicable to its operations while transporting said shipment, including, but not limited to drivers' hours of service, and the Food Safety Modernization Act (FSMA), if applicable. CARRIER agrees to the attached requirements from the shipper, if any.

### ALL LOADS ARE SUBJECT TO ELECTRONIC TRACKING

By accepting this shipment, CARRIER agrees that it has obtained a written agreement from each driver transporting a shipment tendered by BROKER to CARRIER pursuant to the Agreement in which each driver provides all necessary consents to (i) receiving text messages and/or phone calls from or on behalf of BROKER and (ii) allowing BROKER or its vendor to track such driver's location while transporting such shipment. CARRIER shall comply with all applicable laws relating to the collection, use, storage, retention, disclosure, and disposal of any information CARRIER provides to BROKER, including information regarding the drivers transporting shipments. CARRIER shall indemnify, defend, and hold BROKER and its affiliates harmless from and against any and all claims, damages, liabilities, losses, actions and expenses (including attorneys' fees) arising out of or in connection with CARRIER's breach of this Section. This Section shall survive the expiration or termination of the Agreement between BROKER and CARRIER.



## Carrier Operational Guidelines (May 2018)

### Introduction

The requirements set forth below are to be considered as applicable to any shipment tendered by a Sysco location, subsidiary, affiliate or division in U.S., unless otherwise notated.

At Sysco, our relationship with our carriers has always been crucial to our success. Our guidelines are designed to not only provide additional freight efficiencies to Sysco – but to also allow our carriers to grow with us through opportunities in continuous and round trip moves and more predictable freight. Carrier Compliance is an instrumental link to our supply chain strategy. As our supply chain initiatives mature, new requirements may be added, modified or removed and as such, this is a ‘living’ document. Notification of any new, revised or deleted requirements will be sent to our carrier base and will be incorporated into future publications of this document. We look forward to working together in development of a more efficient and productive supply chain that will be of a benefit to both our carriers and Sysco.

### Carrier Performance

Carriers must maintain the below performance measures. In the event a carrier falls below any of these factors, a Performance Action Plan will be put in place until satisfactory conditions are met. If conditions are not met, actions can be taken to include removal from a lane and possibly the network if warranted.

- Acceptance Ratio of Tendered Loads to committed capacity– 95%
- On Time Delivery to the Appointment time – 95%
- On Time Delivery to the Day – 98%
- Claims Experience - .1% of Value of Freight Hauled
- Arrival and Departure Tracking Message Compliance – 95%
- Pick Arrival and Departure Tracking message Compliance - 95%

### Drop Trailers

In order for a carrier to have a Drop Trailer at any Sysco affiliated facility a Drop Carrier Agreement must be signed.

- Inquires in regards to drop trailer programs at Sysco Destination Facilities should be sent to [carriersetup@corp.sysco.com](mailto:carriersetup@corp.sysco.com).
- All drop trailer agreements for all Sysco facilities are kept and maintained at the Sysco Corporate Office.
- Each Sysco facility must approve the drop trailer request for their own facility before trailers may be dropped at their location.

### Smartway Transport

All carriers, under contract with Sysco or any of its subsidiaries, affiliates and/or divisions are required by December 31, 2018 to become members of the U.S. EPA’s Smartway Transport Partnership. Carriers can apply for the partnership by calling 734-214-4767 or e-mailing [smartwaytransport@epa.gov](mailto:smartwaytransport@epa.gov). Additional information can be found online at [www.epa.gov/smartway](http://www.epa.gov/smartway).

### High Value Freight

The value of the shipments that Sysco will tender will not exceed the carrier’s insurance limits on file. In the event that there is a desire to tender a shipment in which the value of a load exceeds the carrier’s cargo insurance limits on file, Sysco will advise the carrier in writing. The carrier should take the action to increase the limits on their cargo insurance, or to obtain a rider, as such to take the appropriate action to protect themselves against a claim. All Carriers are held liable for full actual loss.

## US DOT Hazmat Registration

Carrier must provide Sysco a valid copy of their Hazardous Materials Permit Number in order to be considered to haul loads containing hazardous materials, regardless of the volume. Sysco requires that any carrier that offers for transportation or transports any quantity of hazardous materials on a load tendered by Sysco be:

1. Hazardous Materials Registered with the U.S. Department of Transportation
2. In compliance with the U.S. D.O.T. Hazardous Materials Security Requirements.
3. Ensure that the drivers assigned to loads containing hazardous materials by Sysco have the appropriate endorsement on their Commercial Driver's License (CDL).

Carriers are required to notify Sysco Corporation of any change in regards to their registration, compliance or qualifications to haul hazardous materials via e-mail to [carriersetup@corp.sysco.com](mailto:carriersetup@corp.sysco.com).

## Food Safety

Food Safety is paramount to Sysco and as such

- All carriers must comply with all laws, statutes and regulations as set forth in the Bioterrorism Act.
- All carriers must comply with all laws, statutes and regulations as set forth in the **Sanitary Food Transportation Act (SFTA)**.
  - All refrigerated/frozen loads are required to
    1. When directed by the shipper or Sysco, have the trailer's refrigeration unit(s) running on a **continuous** cycle and set while in transit, as such, to maintain the adequate temperature control to prevent the food from becoming unsafe or adulterated.
    2. **Be able to produce a refrigeration unit download within 48 hours from time request is made.** Refer to [Appendix H - Produce Cold Chain Best Practices](#) for Shipping / Loading / Transporting / Receiving Branded & Packer Produce products.
    3. The load tender will indicate the equipment required (e.g. dry, cooler, frozen).
    4. Carrier must contact the supplier (as indicated on the load tender) for the specific pre-cooling temperature required prior to opening the doors for loading.
    5. Carrier must maintain the trailer temperature at all times as indicated on the Bill of Lading.
    6. Shipper provided TTRs (Time Temperature Recorders) are not to be removed or tampered with.

All vehicles and transportation equipment, regardless of the shipments temperature requirements, must be:

1. Clean of any debris or garbage prior to arriving at any shipping facility.
2. Show no remnants of previous freight hauled.
3. Properly sanitized and inspected per the requirements with SFTA.
4. Designed and maintained as suitable and adequately cleanable for the transportation of food and the prevention of the food becoming unsafe or adulterated.
5. Must be stored in a manner that prevents it from harboring pests or becoming contaminated in any other manner that could result in the food becoming unsafe or adulterated.

### Safety Rating/CSA Score

All Sysco Carriers are required to adhere to the established safety standards in accordance with the FMCSA. Carriers wishing to do business with Sysco must have a minimum FMCSA Safety Rating of "None" or "Satisfactory". Any carrier whose Rating of "None" or "Satisfactory". Any carrier whose Rating of "None" or "Satisfactory". Any carrier whose FMCSA Safety Rate is moved to "Conditional" must provide to Sysco, upon request, the action plan being deployed by the carrier to move their Safety Rating to "Satisfactory". Failure to provide this and/or any carrier who consistently exceeds the established thresholds established by the CSA Industry Averages or is negatively trending will result in the carrier's removal from Sysco's Carrier Program.

- Carriers have 5 business days to provide Sysco with their action plan from time of notification by the FMCSA.

### Pallet Exchange

**Sysco continues to extend efforts to stream-line our supply chain process towards the elimination of the pallet exchange. Our goal is to continue to move our suppliers to either one-way pallets or CHEP.**

For loads tendered through our TMS, the carrier may be required to perform a pallet exchange (the suppliers that require pallet exchange will be indicated in the comments section of the tender). If you are unable to exchange, and incur a cost, you will be required to e-mail your request to [palletreceipts@corp.sysco.com](mailto:palletreceipts@corp.sysco.com) no later than by the end of business (5:00pm CT) 2 days after day of delivery to the final destination with a receipt that supports the cost you incurred for review and approval. Note that if pallets are purchased, those pallets become the property of Sysco and will not be exchanged at the Sysco Operating Companies.

You will be responsible to dispose of all pallets, at your expense, if you arrive at a Sysco Shipper which **DOES NOT** require pallet exchange and those pallets interfere with the ability to execute the load as tendered. Under no circumstances should the driver ask the Shipper to cut back a Sysco order to keep them from being overweight or in order to keep these pallets. The Pallet Exchange is not available on produce or LTL/CTL mode loads.

### Detention

Carriers incurring detention, greater than 2 hours, may request reimbursement.

- All requests must be made within 24 working hours (within maximum 3 business days) after the completion of delivery to the final destination.
- Detention requests will be denied for late arrival for appointments and /or walk-ins.
- For locations that have First Come/First Serve appointments, the two hour detention window begins when carriers check in with the loading facility.
- Inquiries in regards to detentions should be sent to Broker.

This Detention policy is not applicable for Produce loads. Contact Carrier Development – Produce.

### Other Accessorial Charges

For shipments tendered through TMS, carriers should reach out to their load planner, as indicated on their tender, for other accessorial charges to be considered for approval. All request should be handled at time of occurrence.

### Overweight Fines

Sysco will not be held responsible for any fines incurred by the carrier due to the carrier's failure/negligence or inability to have the cargo loaded properly within the confines of the trailer.

In those situations that driver is not allowed on the dock to inspect how product is loaded, driver must pull away from the dock, open the doors and inspect the load to ensure it has been loaded properly. Once Driver pulls away carrier is responsible for all cost associated with how trailer was loaded. Drivers are responsible for ensuring their vehicles are within the legal limits of both gross vehicle weight and axle weights.



## ELD and Hours of Service (HOS)

Carriers are expected to be compliant with ELD (Electronic Logging Device) mandate and make necessary arrangements to address HOS requirements as per the regulation. Carriers are expected, when assigning drivers to Sysco's loads, to ensure that drivers have sufficient time available in their remaining working hours to execute the shipment and to not incur any delays. Sysco will not be responsible for any costs incurred as a result of the carrier's failure to assign drivers accordingly.

## Scheduling Pickup Appointments

- Carriers are expected to schedule a pickup appointment within 24 hours of acceptance of the load tender. Carriers must validate that all PO's provided on the tender for each ship point are scheduled with the shipper.
  - When scheduling multiple pickups it is the carrier's responsibility to:
    - Ask how many pallet spaces are required for each shipment.
    - Advise the loading personnel at each location of the total pallet spaces allowed.
      - If necessary, advise shipper the pallets should be pin-wheeled, turned sideways or double stacked if appropriate.
  - The expectation is that the carrier arrives on time for their pickup appointments. If they are unable to the following should take place:
    - Notify the Supplier and Planner via telephone and email
    - At the time of notification the carrier is to reschedule the pickup with supplier and enter new tracking messages with updated information.
      - Sysco will not be held responsible for overtime costs or any other costs incurred due to the carrier's inability to meet their scheduled pickup appointment.

## Scheduling Delivery Appointments

Carriers are expected to meet the scheduled appointment time.

- Note that receiving hours will vary by RDC, Operating Company, Sysco Customer, Supplier, Forward Warehouse and Cross-Dock Facilities.
- Any carrier, who will be late or miss their scheduled Delivery Appointment, must notify the destination's Inbound Scheduling Department, as well as enter in a status message through the "Logistics Gateway Portal". New appointments are required to be set at that time as well.
- Sysco is committed to achieving continuous improvement in safety by protecting our associates, visitors and contractors from workplace injury. The use of cell phones or other electronic devices is prohibited while walking or driving on Sysco property.
- Sysco Facilities may require all drivers to wear high visibility outer wear clothing (such as safety vest, jacket or shirt not covered by other apparel) while outside of their vehicles for any reason.

## Accepting and Loading Shipments

- **It is the carrier's responsibility to assure that all loads are "roadworthy" prior to departure from the supplier's facility. All drivers are required to visually inspect the loads prior to the supplier sealing of the trailer, and alert the appropriate shipping personnel if the load is not adequately blocked and braced to withstand the rigors of normal transit. When available, carriers should provide additional bracing through the use of load bars.**
- All shipments are subject to count, unless otherwise indicated on the tender.
- On non-SL&C shipments, the driver is responsible for counting the freight, and is required to sign the Bill of Lading for pieces. Failure to sign or signing the Bill of Lading "X pallets STC (said to contain) Y pieces" is unacceptable, and the carrier will be held responsible for any shortages that result.
- Suppliers are to provide Bills of Lading for shipments with proper NMFC Descriptions and carton count. Bills of Lading must also verify the temperature handling requirements for the products. Upon receipt at the destination, Bills of Lading will be signed to reflect an accurate count. Overages and shortages are required to be properly documented on the Bill of Lading.
- Drivers are to confirm that the quantities shown on the Bill of Lading match those shown on the tender. If there is any discrepancy, the carrier must call the load planner immediately.

### Sealed Loads – Chain of Custody

Carriers are expected to ensure a clear chain of custody on sealed loads. In the event that a seal must be removed for a subsequent pickup, the carrier must ensure that the next stop supplier has acknowledged the removal of the seal on their bill of lading as well as the indication of the new seal that is applied. In the event a seal is removed by a law enforcement official, that official should notate that the seal was removed and what seal number was reapplied.

Deliveries made to a Sysco facility where there is not a clear chain of custody of the seals applied/removed may be subjected to a claim against the carrier due to possible infestation or food contamination.

### In Transit Requirements

**CARRIERS ARE NOT TO VIOLATE THE CURRENT HOURS OF SERVICE REGULATIONS AS PUBLISHED BY THE FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION (FMCSA) IN WHICH TO TRANSPORT ANY LOAD ON BEHALF OF SYSCO OR ANY OF ITS SUBSIDIARIES OR CUSTOMERS.**

**CARRIERS ARE NOT TO TRANSPORT ANY LOADS ON BEHALF OF SYSCO OR ANY OF ITS SUBSIDIARIES OR CUSTOMERS IN WHICH THEY VIOLATE THE ESTABLISHED FEDERAL WEIGHT RESTRICTIONS ON EITHER A GROSS WEIGHT BASIS, OR A PER AXLE WEIGHT BASIS.**

### Arrival at the Delivery Location

In the event carrier will be late for any reason they must notify the NITC planner immediately.

- The Planner is available to assist the carrier if issues occur during transit, at a shipper or delivery location. Please refer to the message section of your tenders where you can find the planner contact information.
- When contacting the Planner carrier must have following information available so a determination can be made on next course of action:
  - Reason why they will be late
  - What actions carrier has taken to recover
- **After Hours Support:** Carriers who have issues preventing them from making deliveries can now call 281-253-5641 after 5 PM CT and if the caller receives voicemail our commitment is to respond within 1 hour.
  - have the CS# and / or the PO# ready for reference
- Issues related to produce loads should be directed to the Sysco Produce Office (Salinas, CA) at 831-771-5000, contact information provided on the Dispatch Sheet. IN TRANSIT issues, contact Carrier Development - Produce.
- The driver is required to check-in at the destination's designated location where a Sysco employee or designate will notate the time of arrival. At check-in, the driver will be required to show proper identification and BOLs for load contents, origins and temperature set-point (for temperature controlled shipments) from shipper. If these documents are not presented at check-in, the load will be rejected from entering the facility. Carriers will be considered on time for their deliveries, at their scheduled appointment time only. If they can't make the original appointment time, they will need to reschedule the appointment with the destination facility.
- The unloading process will be handled as expeditiously as possible. Sysco facilities will be responsible for all unloading. Sysco Customer locations may request assistance from the driver. Once the freight has been unloaded from the trailer, the receiver will count the freight and visibly inspect it for damage. Once this has been completed, the receiving documents will be completed, signed and notated accordingly and the driver will be released.

### Cargo Claims

While it is both Sysco's and the carrier's desire to avoid the necessity of incurring cargo claims, in the event that there is an overage/shortage or damage is notated upon delivery, **all damaged product will be retained at the Sysco Receiving Facilities.** Carriers will have no right to salvage. If the damaged product is infested, contaminated, may attract

rodents or may be hazardous to human health, this product will be disposed of in a safe and proper fashion, and properly notated as such. In the event the damaged product is notated upon delivery to a Sysco customer, an authorized Sysco Representative will provide disposition to the carrier. All claims will be researched promptly on behalf of the carrier and mitigated by Sysco accordingly. Damaged product will be determined to be one of the following:

- **Saleable**- whereby the product can be recouped and is suitable for sale.
- **Salvageable**- damaged freight that can be recouped or repackaged and thus made suitable for resale or that can be either donated or sold for salvage, but not able to be sold to Sysco customers.
- **Garbage**-damaged freight that when delivered has no value whatsoever, for example, a bag of flour that is leaking, contaminated food, etc.

In the event damaged product can be salvaged, the carrier will be provided with a salvage allowance, where applicable, to offset the claim.

C.F.R. 49 part 370 will govern all cargo claims.

- Carriers are to acknowledge all claims filed against them within 30 days of receipt of the claim.
- **All filed freight claims are to be resolved within 60 days of their receipt through either payment through the carrier or its agent, or through an alternative offset method.**
  - Offsetting will not occur against carriers who have provided a valid and lawful declination and/or dispute to a claim.
  - Payment plans will not be acceptable.

Claims prevention brings value to the shipper, Sysco and to the carrier, as it will avoid costly researching time and collection efforts. On all shipments consigned to a Sysco location or a Sysco Customer, the following will help minimize any exposure to the carrier for possible cargo claims filed against them ...

- All notations on the bill of lading as it relates to temperature requirements prevail.
- The carrier's driver representative must:
  - Sign the bill of lading – failure to do so indicates that there were no discrepancies at pickup, unless the shipper has affixed a SL&C notation on the bill of lading and therefore per the bill of lading contract the carrier has presumed acknowledgement of the receipt of the freight in apparent good order and count.
  - Count the carton quantity of the freight, unless the freight has been loaded into a drop trailer or if the shipper has affixed a SL&C notation on the bill of lading.
  - Sign for cases and not pallets STC X cases or just for the pallet count, unless the freight has been loaded into a drop trailer.
  - Notate and document any damage identified on the bill of lading while attached to the shipper's copy.
- Ensure that the shipper has loaded the freight in such a manner to ensure that it is roadworthy and secured properly, etc. and if not alert the appropriate shipping personnel to rectify the matter.
- For temperature controlled loads, the carrier must be able to validate the designated temperature range notated on the bill of lading is maintained throughout the time of cargo possession (from pick-up at shipper until the cargo is off loaded at a Sysco facility). If not, the carrier will be responsible for any cargo loss related to potential product temp abuse.
- Ensure that the load is sealed by the Shipper's personnel and if a seal must be broken ensure that the subsequent supplier notates the removal and reissuance of a new seal. If the shipper will not validate the seal, the carrier is to notify Sysco at the phone number indicated on the load tender advising the contact name at the ship location that will not perform the validation.
- A sealed load does not indicate that a shipment is SL&C nor alleviate the carrier from potential claims liability.

If a shipper will not allow a carrier on the dock to count the product, then the carrier should have the shipper notate as such on the bill of lading. If the preceding applies to a produce load, the carrier should contact the appropriate Salinas or Florida buying office (see dispatch sheet).

## Conclusion

Sysco is committed to an efficient foodservice supply chain—together with our carrier partners, we can achieve the many efficiencies available to both parties. We value every carrier partner and we share the desire to grow together.

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## Appendix H - Produce Cold Chain Best Practices

Sysco Corporate Quality Assurance has collaborated with Corporate Logistics, SMS, and Operations to develop the PRODUCE COLD CHAIN BEST PRACTICES (**PCCBP**) Guidance Document for the Shipping/Loading/Transporting/Receiving Branded & Packer Produce Products.

### Introduction

Sysco Corporation maintains a strong commitment to overall food safety as well as ensuring consistent quality products are delivered to our Sysco, FreshPoint and Sygma owned Operating Companies.

### Purpose

The purpose of this PRODUCE COLD CHAIN BEST PRACTICES Document (**PCCBP**) is to provide specific instructions and recommendations to our Supplier Quality Assurance Team members, Sysco Produce Transportation providers, members of Sysco Merchandising Services, Sysco Corporate Supply Chain, and Sysco, FreshPoint and Sygma operating companies receiving personnel.

### Scope

The PRODUCE COLD CHAIN BEST PRACTICES (**PCCBP**) has been designed to provide further guidance as it relates to the supplier's, transportation companies, and Sysco Companies receiving department's responsibilities. From loading requirements and best practices, verification of carrier's equipment condition, temperature control monitoring, and TTR placement for a successful and suitable transportation of Fresh Produce. Unless otherwise specified, product must meet PACA, Good Delivery Guidelines. Please see the below link for detailed information:

<http://www.ams.usda.gov/rules-regulations/paca/good-delivery>

### Equipment

A calibrated probe thermometer and infra-red thermometer are required to execute these procedures during the loading and unloading process.

#### First things First: Understanding the Basics of Trailer Refrigeration

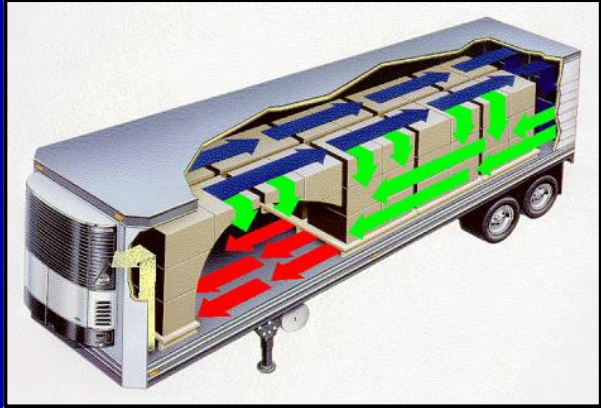
- Trailer refrigeration is designed to maintain temperature. It is not designed to change the temperature of the product.
- Trailers must be fully insulated and sealed to ensure heat enters the trailer at as slow a rate as possible.
- The reefer unit applies cold air at the set point temperature. The cold air must circulate over the interior surfaces of the trailer, removing heat as it enters the trailer.
- The combination of the insulation and reefer functions ensure that the product temperature is maintained by removing the exterior heat before it enters the product.
- As heat is picked up by the cold air circulating through the trailer, it is returned to the refrigeration unit, which then removes the heat picked up the air, and expels it back outside the system.

Illustration:

Clean trailer w/ attached air chute



Trailer Airflow Illustration



*\*It is important to remember that the cold air delivered to the trailer is not designed to make the product cold. It is designed to remove heat from the trailer as it enters through the walls, floor, and drain holes. Air circulation is one of the most important factors in protecting refrigerated loads of perishable products. Refrigeration capabilities are meaningless if the refrigerated air is not properly circulated to maintain product temperature.*

**Supplier's Requirements:** Have all loading staff and supervisors view Sensitech 4 steps for Successful Shipments: <http://www.sensitech.com/videos/four-steps>

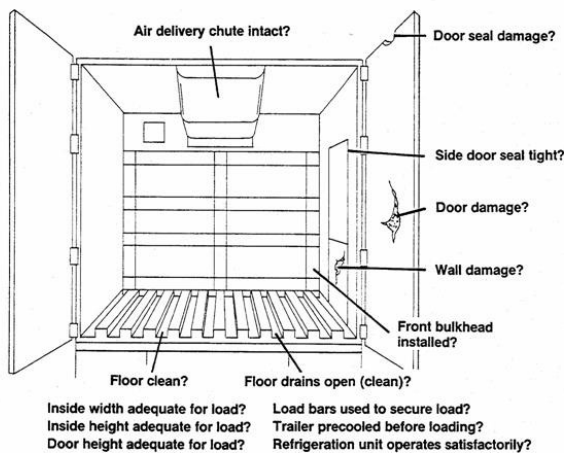
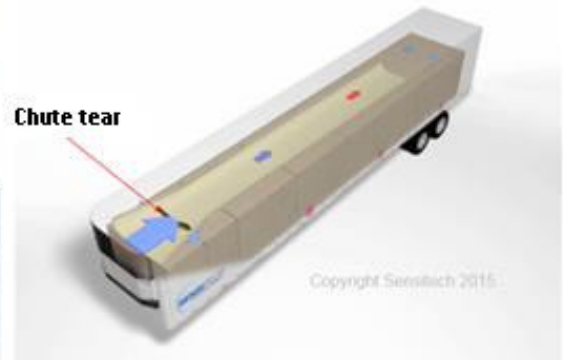
- Product must to be loaded onto the trailer at the temperature as required by Product and Sysco specifications; ex. 33-40 degrees for value added pre-cut leafy greens.
- Provide pulp temperatures to the driver and notate them on the BOLs.
- Inspect the reefer trailers to ensure that it meets the following Sysco's equipment requirements prior to loading:
  - Trailer must have an operational air chute of adequate length for the trailer, fully attached from beginning to end to the refrigeration unit. See illustration of a damaged air chute.
  - Trailer's interior must be in optimum condition with no holes in the walls, ceilings, and floors. Drain holes in the floor must have **kazoos** or must be cork plugged to avoid introduction of warm or cold air into the trailer. See illustration of kazoos.
  - Using an infra-red thermometer, check the wall temperature in the front, middle, and back of the trailer. Readings should be near the required set point as stated on the BOLs. This is the preferred method; air temp with probe thermometer may be used if infra-red thermometer is not available. This must be noted on BOL.
  - Trailer must be clean, floor grooves free of debris, and odor. See illustration below.
  - Carrier must supply additional bracing through use of load bars prior to supplier sealing trailer. Supplier's personnel should refuse to load any trailer that does not meet Sysco Companies requirements.



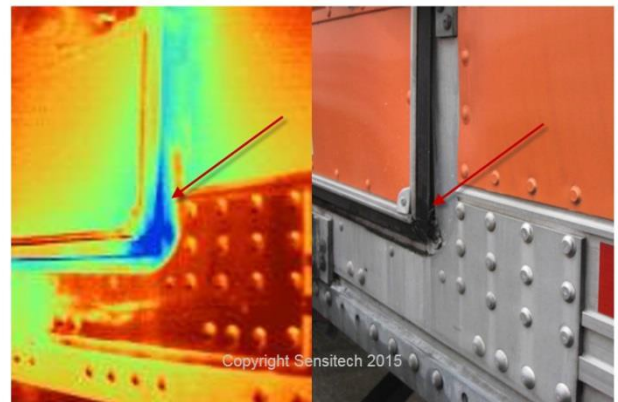
## Damaged Air Chute



## Damaged Air Chute



## Exterior Door Seal Damage



## Kazoo



Outside view of drain with kazoo to prevent air from entering trailer.

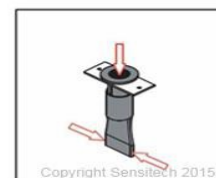


Diagram of kazoo which attaches to drain preventing air from entering trailer.

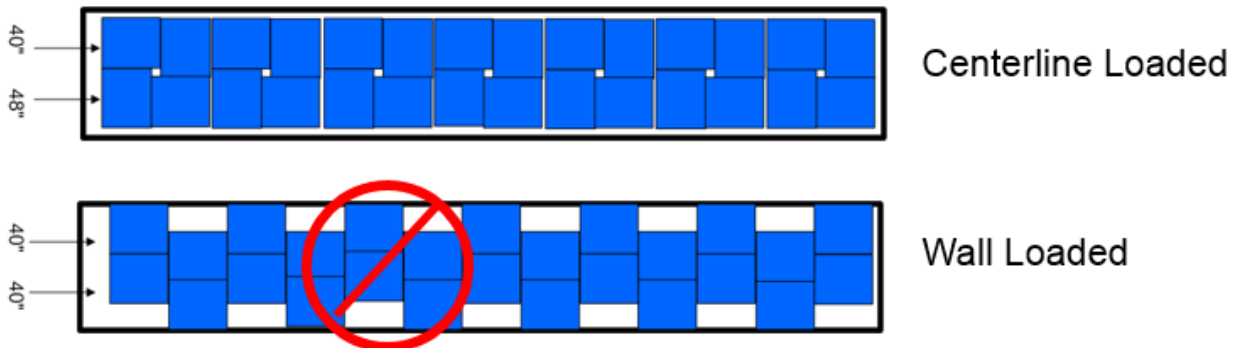
- Loading the trailers in accordance to Sysco Companies loading requirements as prescribed below:
  - Center loading - use spacers where applicable.
  - There must be at least 12" of space between the top layer of the pallet and the ceiling.
  - Ensure the reefer unit is off during the loading process.

- Record product temperature during the loading process.
- Secure cases/units loaded with one or more of the following: Air bags, bracing, shrink film or netting, or strapping.

#### Best Practice 53' Trailer

- 26 pallets straight-in center loaded configuration
- 26 pallets loaded in a chimney-stack, 2 sideways pinwheel pattern
- 28 pallets loaded in a chimney-stack, 4 sideways pinwheel pattern
- No matter the pattern – pallets / product must not be touching walls of trailer

### Trailer Top View



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#### Loading

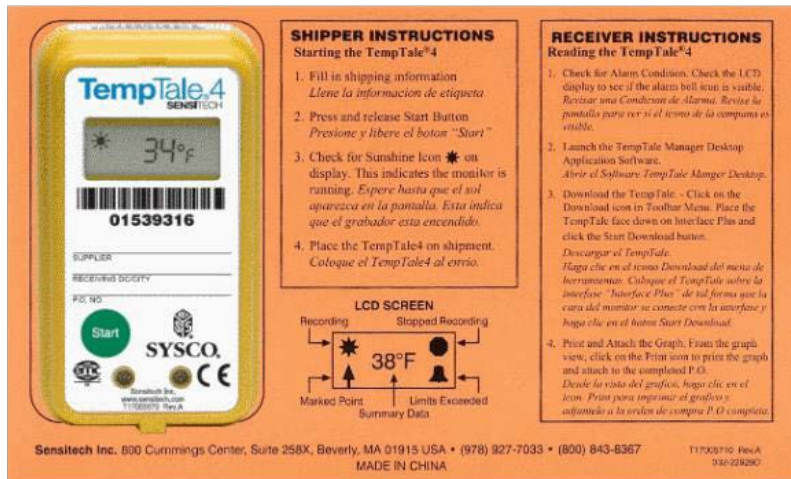
*On multi pick truckloads and LTL, if applicable, the carrier is required to have seals removed from prior ship point verified, acknowledged, and documented by shipping personnel at next pick up location.*

- Confirm Produce is at appropriate pulp temperature. Product must be loaded at 33-40 degrees for leafy commodity or precut items, and 42-47 for warm veg. such as cucumbers, bell peppers, and winter squash for example.
- Appropriate and/or additional packaging is applied to product pallets (plastic bags or paper wrap) to prevent chill or frost damage of the warm vegetable items for all mixer loads.
- Confirm Pallet height does not pinch cold air supply chute. For current or previous pick up. Note on BOL and advise shipping supervisor if condition exists.

## Pallet Height



- Confirm iced or wet cargo is not placed above dry partial pallets and the usage of blocks to improve airflow.
- Confirm that slip sheets are used for all wet, iced product, sacked, vented, or bagged products.
- Slip sheets are also used to protect wet product as well.
- Do not load pallets end to end.
- Confirm Sysco Companies' approved TTR Sensitech Temptale4 temperature monitors device is placed as ordered. Its location must be upper right hand corner of the last pallet facing rear doors. For additional detailed information refer to Temptale SOP Annex F.
- Confirm a Sysco Yellow TempTale4 **TTR** is started prior to placement. There must be a Sunshine icon showing on the LCD screen. Do **not** pre-start TTR in office at time of Driver check in.



### Starting a TempTale4 Monitor

- ✓ Press Hold and release the Green Start Button.
- ✓ The "Sunshine" icon appears in the upper left corner of the display.
- ✓ The TempTale4 will begin to record data after the start-up delay has passed.
- Driver must be allowed to visually inspect cargo, to request pulp samples, and he/she must sign off on BOL for temperature and case counts. Carrier must supply additional bracing through use of load bars prior to supplier sealing trailer.

### Carriers Responsibility

- **Trailer Condition Requirements:** It is the responsibility of the carrier to provide a reefer trailer that meets the following Sysco Companies' equipment requirements:
  - Trailer must have an operational air chute of adequate length, fully attached from beginning to end to the refrigeration unit.
  - Trailer's interior must be in optimum condition with no holes in the walls, ceilings, and floors. Floor Drain holes must be plugged in the winter months to avoid introduction of cold air into the trailer.
  - Trailer must be clean, free of debris, and odor.
  - Trailer must be pre-cooled to the appropriate temperature at least 1 hour prior to arriving at a shipper's location to pick up refrigerated/frozen freight.
- **Pre-Cooling Requirements:** All trailers must be pre-cooled or tempered to the appropriate temperature in accordance to Sysco's QA and the Shipper's product specification requirements.
- **Reefer Settings:** All Sysco Produce loads must be run on continuous mode unless otherwise instructed in writing by a Sysco representative.
- **Temperature Recorder:** turn on the temperature recording device (temp tale) and ensure



proper placement. A dual responsibility with the supplier.

- **Product Temperature:** request product's pulp samples during the loading process. Carrier shall confirm the proper temperature at loading meets requirements as listed in [Annex B](#) prior to leaving and is noted on the Bill of Lading.
- **Product Count:** case counts are verified and match those noted on the Bill of Ladings. Driver must also inspect the product for damaged cases or pallets during the loading process. It is the right and responsibility of the Driver to report and reject any damage product or pallets from the shipper. Failure to do so, can and will result in a carrier claim filed.
- **In Transit Monitoring:** continuously monitor the reefer warning light and spot check the temperature readings being displayed through the reefer unit's refrigeration control interface. In the event of a set point variance of 3 degrees, lower or higher, it is the Driver's responsibility to communicate that to their assigned driver manager/dispatcher for immediate action.
- **Delivery:** maintain the cold chain of the product. Do not open the doors until a door is assigned and the actual unloading is set to begin. It is the Driver's responsibility to be present during the unloading process to ensure appropriate case counts and pulp samples of the product are taken. In the event that the Driver is not allowed on the dock, the driver is to communicate that information to his/her driver manager/dispatcher immediately.
- **Bill of Lading:** in the event that the BOL is signed with any type of exception, the Driver must notify his/her driver manager/dispatcher immediately. That information must be then forward to a Sysco Representative right away.

#### Sysco Companies' Receiving Responsibilities

- **Temperature Readings:** In the event of a high alarm TTR, receiving personnel should verify and document reefer temperature readings as displayed through the refrigeration control display.
- **Reefer Unit Settings Verification:** In the event of a high alarm TTR, receiving personnel should verify and document the continuous mode setting.
- **Trailer Doors:** Trailer's doors must remain closed until the trailer is aligned into the assigned door dock.
- **Equipment Condition Inspection:** Receiving personnel must visually inspect the overall exterior and interior condition of the reefer trailer. Any anomalies must be documented through digital pictures.
  - **Anomalies such as but not limited to:** torn chute, damaged trailer, damaged goods, spilled product, odors, etc.
- **First Glance at Cargo Condition Inspection:** Upon opening the dock door, receiving personnel must make a first assessment of the overall condition of the product. Leaning pallets, crushed boxes, wet boxes, etc. must be documented through digital pictures.
- **Sensitech TempTale4 Download:** In the event of a High Alarm TTR, TempTale4 download must be done prior to unloading the product. In case the TTR has not alarmed, unloading may proceed with acceptable TemTale4 readings. Any temperature discrepancy must be noted, QA must be consulted for appropriate guidance.
- **Unloading Process:** Any product damages or discrepancies should be notated and documented with digital pictures.
- **QA Inspection:** All Produce loads must be inspected by Sysco produce Operating Company receiving QA Dept.
- **Signing the BOL**
  - **Clean BOL:** Receiving personnel must legibly sign and date the BOL and the carrier is free to go.
  - **Discrepancies:** In the event of any product quality, temperature, or case count discrepancy, it must be notated on the BOL. The completion of the Standard Over, Short, and Damage, and NUOCA Form must take place. Please refer to the Op Co Receiving Discrepancies SOP.

- **Quality Issues:** Any quality issues will be documented within 24 hours using the Produce Products Discrepancy Notice.

## Annex A

### **THERMOMETER CALIBRATION PROCEDURE**

Thermometers to be used in cooler, freezers, and processing areas should be calibrated at approximately 32°F.

1. Thermometers should be placed in an ice-water bath with a stirrer. Thermometers can be held with a plastic or comparable sanitary lid.
2. Calibrate thermometers in ranges to be used.
3. Dial thermometers should be checked at a minimum of once per day.
4. Digital thermometers should be checked at a minimum of once per week.
5. Thermometers used to measure temperatures at approximately 32°F
6. Fill container to 3/4 full with crushed ice.
7. Add enough water to cover the ice.
8. Insert tip of thermometer into the ice water.
9. Stir ice/water mixture with thermometer for thirty seconds.
10. Place NIST calibrated thermometer in ice water batch.
11. Read thermometer, making sure that the thermometer tip is not touching the container.
12. If thermometer is adjustable, adjust thermometer to read the same as the NIST thermometer.
13. If thermometer is not adjustable, return to the company for re-calibration.
14. Once thermometer has been calibrated, recheck the thermometer against the NIST thermometer for correct setting.
15. Record calibration in thermometer calibration log.

## Annex B

### **Food Safety Produce Temperature Requirements:**

33-40 Degrees	33-70 Degrees
Fresh Cuts, Sprouts	Raw Agricultural Commodities
Ex. Chopped Romaine, Cut Melon, Mung Beans, Whole Peeled Garlic, Sliced Tomato, Shallots.	Ex. Iceberg Lettuce, Watermelon, Onions, Peppers, Cantaloupe, Citrus.

## Annex C

### **RECOMMENDED STORAGE TEMPS FOR PRODUCE**

Item	Temperature Range	Item	Temperature Range
Apples	33-38	Mandarins	45-55
Apricots	33-38	Mangoes	49-55
Artichokes	33-38	Melons (whole)	44-47
Asparagus	33-38	Melons, (Fresh-cut)	40 or less
Avocados (cold-	55	Mushrooms	33-38
Avocados (cold-	33-38	Nectarines	32-38
Bananas (to ripen)	60-65	Nuts	32-40
Bananas (to store)	56-58	Okra	44-47

Beans, green/snap	44-47	Onions, bulb	44-47
Beans, Lima	37-41	Onions, green	32-38
Beets	32-38	Oranges (Ariz./Texas)	44-47
Blackberries	32-38	Oranges (Calif.)	44-47
Blueberries	32-38	Oranges (Fla.)	44-47
Broccoli	32-38	Papayas	50-55
Brussels sprouts	32-38	Peaches (ripe)	32-38
Cabbage	32-38	Peaches (unripe)	65-70
Cantaloupe	35-40	Pears	38-32
Carrabolla	32-38	Pears (unripe)	49-55
Carrots	32-38	Peas, green	32-38
Cauliflower	32-38	Peas, Snow	32-38
Celery	33-38	Peppers, bell	45-50
Cherries	32-38	Peppers, chili (dried)	Ambient
Coconut	32-38	Peppers, chili (fresh)	44-47
Corn	32-38	Pineapple (mature green)	50-55
Cranberries	33-40	Pineapple (ripe)	44-47
Cucumbers	45-50	Pineapple, fresh-cut	32-38
Dates, semi-dry	32-40	Plums/prunes	32-38
Dates, Soft	33-38	Plums/prunes (to ripen)	55-64
Dried fruits	Ambient	Potatoes	45-50
Eggplant	45-50	Pumpkins	50-60
Endive	33-38	Radishes	32-38
Escarole	33-38	Raspberries	32-38
Figs, fresh	33-38	Romaine	32-38
Garlic	32-34	Rutabagas	32-38
Grapefruit (Texas/Fla.)	49-55	Salad mixes	32-38
Grapefruit (AZ/ CA)	50-55	Spinach	32-38
Grapes	32-38	Sprouts	34-36
Greens (Collards, kale)	32-38	Squash, hard	50-55
Herbs (Basil, Oregano)	48-55	Squash, soft	45-50
Herbs (most types)	38-42	Strawberries	32-38
Honeydew	49-55	Sweet potatoes	50-55
Kiwifruit	32-38	Tomatoes, mature green	50-55
Leeks	32-38	Turnips	32-38
Lemons	49-55	Watermelon	49-55
Lettuce	34-38		
Limes	49-55		

## Annex D

### **TIME and Temperature Decision Matrix for High Risk Produce: RECEIVING**

During the receiving process if internal product temps of PHF /TCS Fresh Cut Produce are between 40-45 °F, and product has not been exposed to > 40 °F for more than eight hours during transit (based on TTR data, reefer download data, or other objective data such as ship time from a local vendor) the OpCo should complete a NUOCA and investigate to determine if the storage temp for supplier(s) and on-boarding product temp for items were at 40 °F or less.

If it can be established that products were stored and loaded at temps at 40 °F or below; and products were not exposed to temps > 40 °F for more than eight hours during transit, the product is acceptable to receive. The OpCo will be directed to HOLD and chill these items to 40°F or less before shipping to customers.

PHF/TCS Fresh Cut Produce between 40-45 °F internal temps with time temperature exposure in transit of > 40 °F for more than eight hours should not be further distributed using the current distressed goods process. Product cannot be donated.

PHF/TCS Fresh Cut Produce exceeding 45 °F internal temperature should not be distributed using the current distressed goods process. Product cannot be donated.

### **TIME and Temperature Decision Matrix for High Risk Produce:**

<b>Temperature Decision Matrix for Receiving Potentially Hazardous Produce Foods</b>		
Produce Pulp Temp	TTR Status	Disposition
≤40F	Not Alarmed	Accept
>40F and ≤ 45F	Non Alarmed	Investigate, If was not above 40F for over 8 hours and above 45 for 4 hours and loaded at proper temp. Accept/cool before distribution
>40F and ≤ 45F	Alarmed	Investigate, If was not above 40F for over 8 hours and above 45 for 4 hours and loaded at proper temp. Accept/cool before distribution
>40F and ≤ 45F	No TTR, Less than 4 hour transport	Confirm transportation time and loaded at <40 F.
>40F and ≤ 45F	No TTR, Over 4 hour transport	Confirm Proper loading temp and confirm refer setting, accept if evidence of proper handling
>40F and ≤ 45F	No TTR, Over 4 hour transport	Confirm proper loading and refer download for setting. More detailed information to confirm evidence of proper transport.
>45 F	NA	Hold, Reject, Return to Supplier

Annex E

Potentially Hazardous Produce that Requires Temperature Control	
Included	Not Included
Chopped, Sliced, Shredded, Peeled, Diced	Whole Produce
Baby leaf Spinach	Trimmed Whole Green Beans
Spring Mix	Romaine Hearts
Bagged Cut Salads	Head Lettuce
Sliced Mushrooms	Whole Mushrooms
Broccoli Florets	Grapes
Sprouts/Micro Greens	Broccoli Crowns
Guacamole	Field Packed Produce
Tofu	Whole Herbs
Sliced tomatoes	Whole Avocados
Sliced peppers	Green Leaf
sliced cucumbers	Romaine
sliced onions	Red Leaf
chopped onions	Citrus
diced onions	Apples
chopped celery	Potatoes
diced celery	Whole Onions
carrot sticks	Carrots
peeled carrots	Tomatoes
Juice	Pineapple
Diced Potato	Banana
Sliced Potato	Mango
Processed Avocado	Stone fruits
Pulp Avocado	Green Onions
Sliced watermelon	Bell Peppers
cut cantaloupe	Squash
cut pineapple	Egg Plant
cut honeydew	Cantaloupe
Sliced Oranges	Honeydew
Orange Wedges	Watermelon
Whole Peeled Garlic	Asparagus
Whole Peeled Shallots	Green Beans
	Berries/Straw/Blue/Ras/Black

## Annex F

### Sysco SUPPLIER TTR LETTER:

To protect the cold chain during main stream distribution and minimize food safety risk, Sysco, FreshPoint and Sygma requires TTR devices to be accompanied with all high risk, value added, further processed fresh vegetable products. TTR Produce monitors are required on all fresh produce loads that have a travel time of over 4 hours and or exceed total miles traveled of over 250 miles. All produce items of high risk which have been further (cut, chopped, diced, sliced, minced, cubed etc...) examples of products being (Chopped Romaine, Shred Lettuce, Spring Mix, Broccoli/Cauli Florets etc...) Product temperatures high risk products delivered must be 40 degrees F and below in order to be received and accepted into a Sysco/FreshPoint and Sygma owned Operating Company. Product temperatures found over 40 degrees for 8 hours accumulative will be subject to rejection. The (Produce) TTR alarm has a set point threshold of 4 hours 45 degrees and should be used for all refrigerated fresh produce items requiring transit temperatures between 34-38 degrees. If alarm is triggered upon delivery and product pulp temperatures are confirmed to be 45 degrees and over all high risk value added, further processed products will be rejected.

Raw agricultural field commodity items or those produce items delivered within their existing raw whole state, shape or form. Examples being: (Iceberg Head lettuce, Green Leaf, Romaine Head Lettuce, Broccoli Crown, etc...) will be received using normal inspection procedures and temperature verification based upon acceptable quality and condition. For warm veg items please ensure you and your company place the correct TTR recorder on the load being our approved (Potato/Onion and Tomato TTR device). This TTR device is specifically designed for shipment of warmer veg products.

Sysco/FreshPoint and Sygma Quality Assurance continues to partner with Sensitech for managing this program. Below is a complete list of approved TTR devices for the Sysco/FreshPoint and Sygma program. No other TTR devices are allowed or approved for Sysco/FreshPoint and Sygma produce loads.

Custom Catalog Number	Cost	Description	Temperature		Low Alarm	Lo Time	High Alarm Type	Hi Time
			Low	High	SE/CT Enable/ Disabled	(min)	SE/CT Enable/Disabl	(min)
<b>Refrigerated 1 \$13.00 each</b>								
PS120-02-011	\$13.00	Refrigerated RTE, Past. Crabmeat, Wet Salads etc	26 °F	40 °F	Disabled	120min	Enabled, Cumulative	240min
<b>Produce \$23.50 each</b>								
PS120-03-011	\$23.50	Produce	32 °F	45 °F	Enabled, Cumulative	240min	Enabled, Cumulative	240min
<b>Produce 40 Day \$23.50 each</b>								
PS120-04-011	\$23.50	Produce 40 Day Potato Onion and Tomato	32 °F	55 °F	Enabled, Cumulative	240min	Disabled	240min
<b>Frozen \$13.00 each</b>								
PS120-01-011	\$13.00	Miscellaneous Frozen - Domestic	N/A	15 °F	Disabled	N/A	Enabled, Cumulative	240min

Suppliers are responsible for ensuring the correct appropriate temperature devices when requested and ordered by SMS Produce office are properly placed on all produce loads. Please pay close attention to the order to ensure this is not missed or overlooked. Upon delivery to our Sysco/FreshPoint and Sygma distribution centers, monitors will be downloaded by our receiving team in addition to thorough inspection of the products received.

To order monitors, please contact Sensitech and inform them that you need to order the **(Sysco Yellow TempTale4 monitors for Sysco and specify the device # that best matches your products and or items distributed. (See chart above))**. Please ensure you order the correct TTR monitor based upon the type of produce items you are selling to Sysco/FreshPoint and Sygma companies. Each monitor has specific allowable temperature ranges that will be tracked by the recording device so please read the information above in the chart carefully to ensure you select and or request the correct monitor.

### Frequently Asked Questions:

HOW DO SUPPLIERS ORDER THE "Sysco" TTRs?

- **There is a minimum 3-day turnaround time once the order is placed.** Please call Sensitech Inc. at 1.800.843.8367 and ask for Client Services. Ext. 2650.

#### ARE OTHER TYPES OF TTRs ACCEPTABLE?

- No. Sysco QA researched multiple TTRs in the market place and determined that specific high and low alarms were required to meet the critical limits established in our HACCP plans. Therefore we are requiring the Sensitech Temptale 4 models because they are specifically programmed to alert the receiver when the critical limits have been exceeded. Sensitech provides Sysco with selected services that continuously manage and drive Cold Chain improvement by leveraging collected trip data. Non-Sensitech monitors don't allow for data to be collected in a database for regular analysis to determine trends, provide digital records for internal/external audits, and to meet other FDA compliance requirements.

#### CAN I USE OTHER SENSITECH MONITORS OTHER THAN Sysco LABELED?

- No. Sysco labeled monitors possess the ideal specs for the product safety and quality our customer's desire. Additionally these specs are based on years of successful research done within Sysco's Cold Chain in order to provide the best results.
- Non-Sysco labeled monitor specs vary and can make our receiving procedures on the dock inefficient and wasteful due to reacting to possibly "false" alarms based on the specs of the individual non-Sysco monitor.

#### **Please address any questions related to this program to a Sysco Quality Assurance Produce Representative:**

<b>Matt Burke:</b>	(831) 775-	Sysco Quality Assurance Western Produce Quality
<b>Tony Salerni:</b>	(561) 882-	Sysco Quality Assurance Eastern Produce Quality
<b>Joe Stoner:</b>	(407) 812-	FreshPoint Quality Assurance Director East Coast
<b>Stella Quan:</b>	(604) 242-	FreshPoint Senior Manager Canada
<b>Dave Podesta:</b>	(623) 907-	FreshPoint Quality Assurance Director West Coast

#### **Please address any questions related to the Cold Chain Program Mechanics to:**

Jeff McCann  
Sr. Program Manager | Sensitech Inc. | Beverly,  
MA USA Tel: 978-720-2684 | Fax: 978-921-2112

#### **Please address any questions Sales related to:**

Todd Thompson | **Account Manager Southwestern Region**  
**Sensitech Inc. | Houston, TX | O: 281.599.7224 | C:**  
**713.582.5409**  
[tthompson@sensitech.com](mailto:tthompson@sensitech.com) | [Sensitech Inc.](#) | [FreightWatch International](#)  
*Supply Chain Visibility Solutions - Cold Chain & Logistics Security*

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Carrier acknowledges it has received Shipper's Supplier Code of Conduct (available upon request or at: [https://www.sysco.com/dam/jcr:b7b8c73f-00ef-4d6f-bd61-7bef62fbccc6/suppliers\\_code\\_of\\_conduct\\_brochure.pdf](https://www.sysco.com/dam/jcr:b7b8c73f-00ef-4d6f-bd61-7bef62fbccc6/suppliers_code_of_conduct_brochure.pdf)); and Sysco Carrier Operational Guidelines ("**Carrier Guidelines**") and agrees that the Carrier Guidelines will apply to all loads tendered to Carrier and such Carrier Guidelines may be updated by Shipper from time to time. In the event Carrier believes there is a conflict or inconsistency between the terms of the Carrier Guidelines and any applicable governing law or regulation, Carrier shall provide notice of such conflict or inconsistency to Shipper and the parties shall work together in good faith to resolve such conflict or inconsistency.