	TML01 Independent Contractor / Broker Manual	Revision #: 4
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1. Purpose and Scope

This manual is to be used as a guide for all Brokers to understand the **Standards, Expectations** and **Requirements** when providing services as an Independent Contractor (IC) to Apple Express Courier Limited (APX).

2. Reference Documents

- QWI12 WAP Software Broker Training Guide
- QWI13 AEX Mobile Software Broker Training Guide

3. Definitions

- APX: Apple Express Courier Limited
- Broker: an independent contractor who is contracted by Apple Express to perform deliveries, swaps, and other transportation services for the company.
- IC: Independent Contractor
- DCD: Data Communication Device
- NFO: Next Flight Out
- POD: Proof of Delivery
- WCB / WSIB: Worker's Compensation Board / Workplace Safety and Insurance Board

4. Revision Control

Rev. #	Ref. #	Change History	Author	Prep. Date	Approver	App. Date
0	ICOP1	Initial Release	N/A	N/A	Quality Assurance Manager	01/11/2002
1	ICOP1	Update entire document to reflect current process	Nancy Chandra	25/02/2014	Quality Assurance Manager	17/03/2014
2	TML01	Update entire document to reflect current process; change document reference number	Shawn Galea	22/02/2018	Rick Gill	08/03/2018
3	TML01	Added section 6.1.4 to manual	Shawn Galea	13/03/2018	Rick Gill	13/03/2018
4	TML01	Reviewed by Legal Team for wording structure	Shawn Galea	26/04/2018	Sandra Selmani / Rick Gill	03/05/2018




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1. INTRODUCTION

Welcome to Apple Express Courier Ltd. ("Apple Express")

Welcome to the Apple Express team. You are providing services to a Canadian leader in supply chain solutions.

Some of the world's largest and most recognizable companies trust us with their most valuable asset: Their good name.

That trust is based on two things: the quality of our processes and the quality of contractors.

Apple Express takes pride in ensuring quality and consistency throughout the organization. We are on a continuous quest for excellence with a strong focus on exceeding customer expectations and improving the quality of everything we do.

We recognize that process alone does not achieve results. Results require the skill and motivation of individuals like you to carry them out. More than anything, our continued success depends on quality conscious and service oriented contractors making a difference for Apple Express and our customers every day.


Our orientation package will introduce you to Apple Express. In addition, this section will address our mutual contractual relationship.

Once again, welcome to the Apple Express team. With your help, our organization will continue to grow, creating new opportunities for all of us.

2. APPLE EXPRESS CODE OF CONDUCT POLICY

2.1.1 Policy Statement

Apple Express endeavors to provide and maintain a professional business image for our customers, suppliers and business community at large. Apple Express' independent contractors / brokers are expected to dress in a professional manner. This should be taken into account when performing your duties as a contractor, regardless of the service being completed.

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2.1.2 Standards of Behavior

It is important that expectations of acceptable behaviors be defined and is clear to all parties. Clarity affords all independent contractors / brokers an opportunity to meet Apple Express expectations, thereby ensuring the success of the contractor and the organization. This includes:

- Being polite and presentable
- Using good communication techniques (speak slowly and clearly to ensue your message is understood and received)
- Ensuring excellent listening skills (allow your customer to speak)
- Being courteous and accommodating
- Providing exceptional service with care

With this purpose in mind, we want to ensure your success as an independent contractor / broker and ultimately the satisfaction of our customers. Having said this below is a list of behaviors that are **not acceptable** at any time:

- Unsatisfactory performance below Apple Express' standards
- Profane or abusive language to any party
- Theft, vandalism or defacing / damaging customer or Apple Express property
- Failure to report any accident or damage to customer property
- Lack of Punctuality with mandated delivery times
- Breach of Apple Express practices or policies
- Aiding / abetting in any criminal activity
- Threatening or violent behaviors
- Sharing customer and / or Apple Express confidential information
- Rudeness, raising voice and/or tone to customers
- Substance abuse (drugs / alcohol) while performing duties / deliveries
- Fraudulent or Dishonest behaviors

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2.1.3 Professional Attire


All independent contractors / brokers of Apple Express are expected to dress in a professional manner. There is no Apple Express mandated uniform. However, the desire to present oneself in a professional manner should be taken into account when carrying out contracted assignments, regardless of the time of day such as:

- Clean navy blue shirt (golf, polo, or collared)
- Clean full-length black pants (khakis, cargo, chino)
- Non-slip footwear (dark shoes)
- Outerwear (dark jacket / vest)
- Valid Apple Express ID Badge (or customer issued ID badge)



Examples of inappropriate clothing include:

- Clothing that is too tight or revealing
- Muscle shirts, halter tops, or tube tops
- Shirts or sweaters bearing inappropriate or offensive logos or statements
- Track Pants, spandex, bike shorts or running shorts
- Clothing that is ripped, torn or soiled
- House slippers / flip flops

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2.1.4 Identification Cards

As an Apple Express independent contractor / broker you are required to wear your Apple Express Identification Card (ID) **at all times** while on your contracted assignment.

The ID card is your proof of identification that you are an official Apple Express independent contractor / broker. Your Apple Express Identification Card will identify the following information:

- Full Name
- Driver License number
- IC / Broker number
- Official Apple Express logo
- Signatures
- ACR Certification (if applicable)



NOTE: Some Customer sites **will require** proof of identification when completing a contracted assignment.

3. SAFETY GUIDELINES AND REGULATIONS


Our customer's safety regulations and all government agency regulations supersede any and all safety regulations and/or policy that Apple Express enforces.

3.1.1 Site and Module Yard Safety

The operation of any piece of mobile equipment requires experience, skill and focus. When entering any site, workplace or module yard, **you must give the right of way to any and all operating equipment on site**. You **must not** pass behind, beside or in front of any piece of equipment until making eye contact with the equipment operator who will then give you the 'okay' to proceed safely.

You are not to exceed any posted speed limits on any site, worksite or module yard. **Always obey directions** from any and all flagmen and / or security personnel on site. **Stay alert** for any signs and signals you may encounter.

Never park your vehicle behind any piece of mobile equipment ensuring to **park in authorized areas only**. When on customer sites, ensure to utilize **designated parking spots only and DO NOT impede traffic or disobey road regulations** (i.e. double-parking, parking in fire zone).

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3.1.2 Notification upon Entry and Exit

Many service sites / buildings require us to **check in** at security and **check out** upon leaving. **YOU MUST DO THIS.** This not only ensures that **only authorized personnel** are accessing the premises but enables security personnel to know who is on-site during an emergency. If you leave and do not check out at security **you may cause someone to endanger themselves unnecessarily** while a search is conducted during the evacuation process.

For buildings requiring an access code, ensure to have this readily available prior to completing your delivery.

Remember, **NEVER ARGUE WITH SECURITY PERSONNEL** and **ALWAYS COMPLY WITH THE SITE SAFETY RULES.**

3.1.3 Awareness of Regulations

You are also obligated to comply with and have knowledge of the following regulations which are routinely enforced including:


- The Occupational Health and Safety Act;
- The Worker's Compensation Act (WCB / WSIB);
- The Provincial Motor Transport Act / The Provincial Traffic Safety Act;
- The National Safety Code;
- The Clear Language Transportation of Dangerous Goods Act

3.1.4 Vehicle Accidents

In the event of a motor vehicle accident, **your safety and the safety of others** comes first. **Notify the dispatch office** of the occurrence immediately after the accident at the following numbers:

- Mississauga Dispatch (0630-2230): **(905) 602-1225 (Ext: 2800) or 1-888-942-7753**
- Mississauga Dispatch (2230-0630 After Hours): **(905) 602-1225 (Ext: 2300) or 1-888-942-7753**

The dispatch office will assist in contacting the **appropriate emergency services** as well as being able to provide you with guidance and support.

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After completing the formalities of the accident, you are **required to advise dispatch** of your status. Provide the following information in your communication:

- Your broker number
- The location of the accident (nearest major intersection).
- The seriousness of the accident (injuries, damage to vehicles / shipments).
- You **MUST** tend to the accident and ensure that you follow the law in such situations.
- **NOTIFY** Dispatch if you have possession of **NARCOTICS**. Dispatcher will take charge of the delivery order on your vehicle and will advise you of the actions that **MUST** be taken.



NOTE: In the **EVENT OF AN ACCIDENT AND / OR INJURY**, the following steps **MUST BE** taken to ensure your safety and the security of the cargo:

CONTACT DISPATCH WITH THE ABOVE INFORMATION



IF DISPATCH CANNOT BE IMMEDIATELY REACHED, CONTACT SUPERVISOR (416) 797-3762



IF SUPERVISOR CANNOT BE REACHED, CONTACT TRANSPORT DIRECTOR (416) 320-5004

3.1.5 Damage to Freight In-Transit

Any damage sustained to freight while in-transit and noticed prior to delivery must be reported to the dispatch office at once. In addition, the Broker must take a picture of shipment and send to dispatch.

The dispatcher will instruct the procedure to be followed.

Any damage sustained to freight and proven to be the result of neglect by the Broker **may be charged back to the Broker the full value amount.**

3.1.6 Additional Contact Phone Numbers

Below is a reference list of key locations and departments, and their telephone numbers:

Mississauga Main Line: 905-602-1225 or (Toll Free 1-888-942-7753)


Montreal Main Line: 514-683-1369

Edmonton Main Line: 780-466-0258

Ottawa Main Line: 613-688-1989

Vancouver Main Line: 604-249-1156

Calgary Main Line: 403-226-0577

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4. DISPATCH OFFICE

4.1.1 Role of Dispatch Office

The dispatchers play a very important role when managing daily activities for the company. A Broker must keep in close communication with the dispatcher. The dispatcher must be apprised of the progress made for every call / order **every step of the way**. The following are key guidelines the Broker is asked to follow when working with the Dispatch Office:

- Follow the instructions provided by the dispatcher very closely
- Follow recommendations for a more practical route when making a pick-up / delivery
- Check-in with Dispatch prior to leaving any pick-up or delivery location for any additional instruction
- Independent contractors / brokers are encouraged to keep notes and may be required to write instructions provided by the dispatcher
- Ensure to deliver 'time sensitive' items when indicated. If running late due to traffic, weather or any other issue, **advise Dispatch immediately**.
- **Email / call Dispatch when all scheduled deliveries are complete.**


Remember, **CUSTOMER NEEDS ALWAYS** come before company and / or Broker convenience.

4.1.2 Communication Devices

All Brokers are **REQUIRED** to have a smart phone necessary to complete all deliveries. Apple Express app enabled software requires the use of an **ANDROID** operating system. In the event the Broker **DOES NOT** own an Android-based smart phone, a **Data Communication Device** (DCD) can be issued as part of the broker agreement at pre-determined weekly rental fee charge and will remain the property of Apple Express while in your possession.

While you are sub-contracted, it is your responsibility as a Broker to properly use the device and its components and ensure it is fully functional while in your possession.

DCD's are to be returned at the end of your contracted services and must be in proper working condition, including all components. Failure to do so will incur a service charge to the Broker.

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4.1.3 Data Communication Device Repairs

Any problems with the Data Communication Device (DCD) or any of its components are to be immediately communicated to dispatch.

Any cost to remedy defects caused by accident, theft, neglect, abuse or wrongful repair or installation, or from problems not arising from normal wear and tear, will be charged back to the Broker by deduction from commissions.

Repair/ replacement cost will be deducted from the Broker's next commission settlement.

The Broker is fully responsible for the safety of the devices and for the replacement of any stolen equipment.

5. CUSTOMER RELATIONS

5.1.1 Customer Service


The Broker has the most frequent day-to-day contact with our Customers that can leave a lasting impression, both good and bad. It is for this reason you are asked to treat our customers in a **POLITE AND COURTOEUS** manner at all times to have a favorable interaction. This includes but not exclusive to:

- Using clear and concise communication when relaying information
- **LISTENING** to their needs to help them feel satisfied
- Being on time for time-sensitive deliveries
- Remaining **CALM AND COMPOSED** with difficult customers
- **ALWAYS** doing your best!
- Contacting Dispatch Office when in doubt for further assistance.

Remember, **YOU REPRESENT APPLE EXPRESS IN THE EYES OF THE CUSTOMER.**

5.1.2 Customer Specific Requirements

Many of Apple Express customers require **specialized services** and will be highlighted on your delivery papers. Typical special requirements may include **customer supplied waybills, delivery specific instructions, timed deliveries, and special handling instructions**. A Broker handling an account with specific requirements is asked to follow all the details and requirements of the customer. If you are not clear about the requirements, **ask your dispatcher for clarification**.

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6. WAYBILLS

6.1.1 The Apple Express Waybill

Waybills play an important role in this business. They are needed to:

- Perform a pickup from a customer
- Perform a delivery to a customer
- Return product back to a customer
- Pay you as an independent contractor/ broker for the deliveries you make
- Charge the customer for the orders/ jobs.

Waybills are also used as a reference document for future inquiries and act as a Proof-Of-Delivery (POD) for a customer. Waybills are legal documents, which act as a binding contract between Apple Express and the customer, for the services offered and rendered.



NOTE: Currently there are only a handful of vendors using Waybills including Siemens and Vitolic.

6.1.2 Sample Waybill




An Apple Express Waybill is a **four-part form**, each part used for the following purposes:

1. White: Billing Copy (top)
2. Yellow: Office Copy (2nd)
3. Pink: Consignee Copy (3rd)
4. Gold: Shipper Copy (bottom)

- | | | |
|----------------------------------|-------------------------------|--|
| A Cash / Account # | H Shipment Description | O Order / Job Number |
| B Shippers Reference # | I Number of Pieces | P Service Required |
| C Ship 'From' Information | J Weight | Q Special Services |
| D Shippers Signature | K Dimensions | R Vehicle Type / Special Charge |
| E Ship 'To' Information | L Broker Number | S Liability Disclaimer |
| F Received By | M Insurance Value | T Payment Type |
| G Special Instructions | N Shipment Date | U Total Payment Owed |

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6.1.3 Customer Specific Waybills

- When using customer specific waybills, ensure that the information listed above, in section **The Apple Express Waybill** is available.
- Additional information may be on the waybill for customer purposes only.
- Apple Express waybills will always be used, unless a customer is authorized to use their own.
- Customer specific waybills may have multiple parts. Use each part as requested by the customer.

6.1.4 Submitting Waybills

When handing in your waybills please ensure the following:

- Waybills are placed together; folded using a sturdy paperclip or a staple; in an envelope.
- Organize them in chronological order (by date / time) if you have many pages to submit.
- Waybills / package must include **BROKER #, DATE, JOB** and **ACCOUNT NUMBER** that can visibly be seen.



Ensure all information is correctly filled out

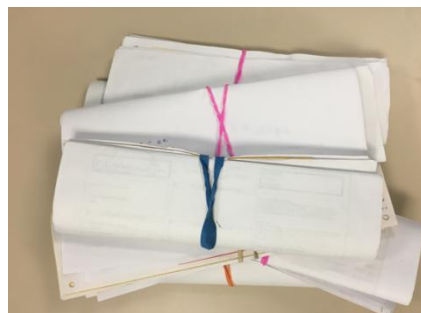
- **BE CLEAN** (no coffee / food stains on paper as customers are reviewing these documents)
- Must be **SUBMITTED** every 24 to 48 hours **UPON DELIVERY**.
- Printed waybills are to be **FOLDED OUTWARDS** (not inwards)
- Words on job should be seen and should not be folded in a way that the words are hidden.

This will speed up the administrative filing process.

CORRECT




INCORRECT



INCORRECT



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7. PICK-UP AND DELIVERY PROCESS

7.1.1 General Pick-up Guidelines

- Upon arrival to pick-up location, use the DCD / smart phone to acknowledge your arrival.
- Introduce yourself and inform shipper you have arrived for pickup.
- Perform a count of your items and ensure accuracy cross-referencing broker manifest / waybill.
- Check the condition of the items (externally ONLY) checking for damages or opened bags / boxes (if any items are flagged, inform shipper immediately).
- Once items are loaded into vehicle, use DCD / smart phone to acknowledge your pick-up.
- Verify with shipper if there is anything else needing to be delivered (if yes, contact dispatch office to inform them; additional driver may be needed).
- Depart pick-up location for the first delivery location.
- Once on route, contact Dispatch Office if you require assistance or if you are running late for a delivery (bad weather, car issues, traffic).

7.1.2 General Delivery Guidelines

- Upon arrival to delivery location, use the DCD / smart phone to acknowledge your arrival.
- Upon arrival introduce yourself and politely greet the customer.
- Advise the customer the reason for your visit and identify the shipment(s) to be delivered.
- Ensure that you follow any delivery instructions provided.
- Match the number of pieces and condition to each waybill delivered.
- Confirm the number of pieces and condition with the customer.
- If any damage is caused while in transit, see following section **Damage to Freight In-Transit**
- For cash collect shipments, see following section **Cash Deliveries.**
- Confirm on DCD / smart phone delivery has been made (Update POD). If using waybill, write your broker number on the waybill.
- Ask the customer to print their name and sign for the delivery - if satisfied.
- If customer is not satisfied, resolve with customer and / or contact dispatch office.

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- Do not release shipment without a legible signature or name. If the signature is illegible, and the customer disputes delivery, **YOU MAY NOT RECEIVE PAYMENT FOR THIS DELIVERY**
- If using a waybill, give the customer the pink portion of the document.
- Use the DCD / smart phone to transmit the delivery time and signature information.
- E-mail dispatch that the delivery has been completed.
- If customer is not available / not home to accept delivery, try calling customer directly to identify whereabouts. If no answer, call Dispatch Office immediately for further directions.

7.1.3 Assigned Orders for Delivery

The dispatch office is responsible for maintaining a list of Brokers. As Brokers become available, they call or message the dispatch office to sign-in; they are put on an active list for the day and assigned orders as they become available.

Delivery orders are assigned by the dispatch office to Brokers on the list.

The dispatch office is also responsible to communicate instructions to meet customer requirements, such as delivery times.

If you are unable to fulfill the instructions as outlined by the dispatcher due to conflicting delivery times, traffic or weather conditions, or vehicle condition, then you are required to communicate the situation to the dispatch office and follow instructions provided.

When a broker is ready to sign-out for the day, and to indicate they are not available to provide any further services that day, they are asked to inform the dispatch office.



NOTE: For **DEDICATED** delivery routes that are pre-assigned, you **MUST** acknowledge the pick-up on your DCD / smart phone a **MINIMUM of 2 hours in advance** of delivery time to let Dispatch know you are aware of the delivery request.


7.1.4 Proof of Delivery (POD) Requirements

All orders require Proof of Delivery (POD).

You are responsible to communicate POD information to dispatch immediately after the delivery.

The following information must be sent by using Data Communication Device (e.g. a Smartphone):

- Your broker number
- The job number

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- The name of the person who signed for the delivery
- The time the delivery was made and any other pertinent information regarding the delivery (.i.e. damages, customer concerns etc.)

E-mail dispatch if needed of any pertinent information regarding pickup or delivery, such as loading, waiting time, damages, different piece counts, change in weight, flight details, etc.

7.1.5 Performing Returns

Return deliveries are needed when you are asked to take a shipment back from the place of delivery to the original place of pickup.

Return shipments will be highlighted to you when the call is originally dispatched.

Follow the same instructions shown in section **Performing Pickups** and **Performing Deliveries**.



NOTE: If the customer requests a return shipment at the time of delivery and the original job order did not specify it, contact the dispatch office for authorization to perform the return delivery.

7.1.6 Cash Deliveries

The dispatcher will inform the Broker if the job is a cash call at the time of dispatch. The dispatcher will advise the Broker of how much to collect and from whom to collect the funds. This will require the IC / Broker to collect the money when making the pickup or the delivery. Submit the waybill / driver manifest and cash directly to the billing department and obtain a signature as a confirmation.




NOTE: FAILURE TO SUBMIT cash with waybill / broker manifest will result in a deduction from the Broker settlement. If the Broker does not have the appropriate change, he / she may submit the next highest amount of cash available and an adjustment will be made to the Broker's next settlement to compensate the difference.

7.1.7 Returning Waybill to Office

All completed waybills must be returned to office **NO LATER THEN NOON** the following business day. Waybills for each day must be matched to the Broker manifest and submitted in chronological order. **DO NOT FOLD OR CRUMPLE WAYBILLS.** Prompt submission of waybills is mandatory.



NOTE: Failing to submit waybills for the day during which the deliveries were performed, will result in administration delay that will delay payment of your commissions.

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8. ADDITIONAL BROKER AGREEMENT DETAILS

8.1.1 Broker Kits

Broker kits are provided to you on your first day of service. The contents include:

- Broker Procedure Manual
- Apple Express Identification (ID) Card
- Data Communication Device (DCD) (if requested)
- Apple Express waybills
- Apple Express 'door-knockers'
- Customer provided supplies (i.e., ID badges, access codes / keys), if applicable



NOTE: It is the responsibility of the Broker to ensure supplies such as Waybills and Door Knockers are kept in adequate supply in your vehicle which can be obtained from the Apple Express main distribution facility.

8.1.2 Hours of Operation


Apple Express operates on a **24-hour seven-day schedule**. As an Broker your hours or availability to work is determined by you. The majority of our clients operate between the hours of **8:00 A.M. to 6:00 P.M.** You are required to **'Sign-In / Check-In'** when accepting pickup / delivery work and **'Sign- Out'** when done for the day by sending an email to dispatch office.

8.1.3 Commission Structure and Frequency of Driver Settlement

All Brokers are hired on a **COMMISSION BASIS** for each pickup / delivery completed (refer to your broker agreement / contract for the exact percentage). Apple Express **PAYS BROKER SETTLEMENTS EVERY 2 WEEKS** after processing is completed. Any adjustments affecting customer billing will be indicated on the Broker's settlement and will be adjusted accordingly.

8.1.3.1 Payment of Sales Taxes on Invoices or Driver Settlements

As an independent contractor, you render driving services to Apple Express Ltd. Freight transportation services provided by Apple Express to its customers are under an interlining arrangement and part of a continuous freight movement.

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CRA provisions for freight carriers are as follows:

"Freight transportation services supplied under an interlining arrangement that are part of a continuous freight movement are zero rated. Persons making deliveries for the courier company and who do not invoice the customer directly are interlining carriers and the services they provide to the courier company are zero rated".

Given the above provisions, services provided by you to Apple Express are **ZERO RATED** and **DO NOT CHARGE** any **GST / QST / HST** to Apple Express.

8.1.4 Time Unavailable

As you are a Broker you are NOT entitled to vacation time or pay. However, if you are unavailable to perform services for any reason, please submit the following information to dispatch office:

- The length of time you will be unavailable
- Date of return or the next date that you will be available
- Any arrangements for replacement services


We request that you provide as much notice as possible, so arrangements can be made to substitute for your service while you are unavailable.

8.1.5 Worker's Compensation Board (WCB) / Workplace Safety and Insurance Board (WSIB)

As a Broker providing services to Apple Express, it is **YOUR RESPONSIBILITY** to establish worker's compensation coverage and an account number with the respective provincial WCB. In addition, it is your responsibility to continue to maintain your account in **GOOD STANDING**. If you are unable to get a confirmation letter from the provincial Worker's Compensation Board (WCB) of your independent status and an account number with coverage, please notify Apple Express immediately. It may mean that you are deemed as a worker under the Worker's Compensation Act and are covered by Apple Express' WCB Courier Service' group policy.

8.1.6 Maintenance of your Driver Record

- You are asked to complete the **'Driver Data Form'** with your personal information. You will be required to include your vehicle information (i.e. type, make, and model) as well as your insurance and registration information, including the expiry dates.
- **YOU MUST PROVIDE** the Worker's Compensation Board (WCB) / Workplace Safety Insurance Board (WSIB) an account number / coverage ID number as well as the decision letter on your status as an independent contractor.

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- You **MUST** provide a copy of your **DRIVER'S LICENSE**, vehicle **INSURANCE POLICY** and **OWNERSHIP**. You must complete a **BACKGROUND CHECK** consent form so we can conduct a background check with the **COST** of the background check being **CHARGED BACK TO YOU**.

8.1.7 Termination of Service

The Broker or Apple Express **CAN TERMINATE SERVICE, WITH IMMEDIATE EFFECT IN WRITING**, in accordance with the Independent Contractor Agreement you signed. Regardless of who has terminated the agreement, a services termination interview might be performed after such event.

APPENDIX A – Apple Express Service Types

Non-Stop	Deliver immediately, Pick-up within 30 minutes
Direct Drive or Direct 90mins.	Pickup and delivery within 90 minutes from the time order is placed
Rush 120mins.	Pickup and delivery within 120 minutes from the time order is placed
Sameday	Pickup and delivery within the following business hours: 9AM – pickup and delivery by 9am next morning AM – pickup and delivery by noon next day 4 HR – pickup and delivery within 4 hours on the same day 24HR – pickup and delivery by 5pm next day
Next Flight Out (NFO)	Utilizes REGULAR airline services. Retrieval can be 120 to 180 minutes in destination
NFO Express	Same time as DIRECT to airline and in destination from airline to delivery address. Also called AIR CANADA EXPEDAIR service which tenders order with 60 minutes in destination. Weight and Dimension restrictions: Max weight of 70lbs. and not exceeding 32 inches on any given side.
NFO Express Swap	Pickup time 30 minutes from order placement Tendered to local airport within 90 minutes , 1 hour prior to departure Upon arrival to destination, pickup within 1 hour for delivery in 90 minutes departure. ON SITE: Broker swaps units and returns to specific address (usually pickup address) If customer NOT READY to swap, broker provides pre-printed return WAYBILL for customer to return.
Swap / Smart Courier Program	Swap out items at customer site as per customer specific programs.

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APPENDIX B - Pick-up and Delivery Tips

PICKUP TIPS

Exiting the Vehicle:


1. Place the vehicle in 'park' and turn off ignition.
2. Ensure all vehicle window's are closed and secured.
3. Obtain clipboard, empty waybill form and ID badge.
4. Ensure to park vehicle in designated spot or metered parking site. (Any parking violations will be your responsibility).
5. Ensure to lock vehicle upon exiting.
6. Use most direct path to access pickup stop and know details of location (access door / code)

Pickup Point

1. Greet shipper by name (where possible).
2. Position the package so that package information is easily read.
3. Check integrity of package and delivery instructions.
4. Verify the proper waybill has been used. Sign it and enter your broker ID number
5. Leave a copy of the waybill with shipper.

Return to Vehicle

1. Handle packages carefully using respective carry aids when necessary.
2. Use assistance of shipper to handle packages (only when necessary).
3. Stack a tight load to prevent the package(s) from moving in transit.
4. Organize packages in the same order of delivery with labels visible from access door.
5. Check for hazards around vehicle prior to departure.
6. Enter the vehicle and advise dispatch of updates if necessary.
7. Update DCD by completing pick-up order ('Update PickUp' button)
8. Fasten seat belt and check traffic conditions.
9. Turn on ignition, turn off hazard lights, and proceed to indicated delivery point.

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DELIVERY TIPS

Planning Ahead

1. Visualize the next stop when arriving at the current stop and know your driving route.
2. Position the vehicle in the direction of the next stop.
3. Position the vehicle with the passenger door toward the delivery stop.

Exiting the Vehicle

1. Place the vehicle in 'park' and turn off ignition.
2. Ensure all vehicle windows are closed and secured.
3. Obtain clipboard, empty waybill form and ID badge.
4. Ensure to park vehicle in designated spot or metered parking site. (Any parking violations will be your responsibility).
5. Ensure to lock vehicle upon exiting.
6. Use most direct path to access delivery stop and know details of location (access door/ code)
7. Use respective carry aids when necessary to assist carrying your delivery items.

Delivery Point

1. Ensure delivery of items to consignee addressed on package label.
2. Offer the waybill / DCD to the consignee to obtain signature.
3. Obtain legible signature (mandatory to obtain broker payment), leaving a copy of the waybill.
4. During unforeseen delays, contact Dispatch main office to obtain further direction.

Return to Vehicle / Leaving Delivery Stop

1. Check for hazards around vehicle prior to departure.
2. Enter the vehicle and advise dispatch of updates if necessary.
3. Update DCD by completing delivery order ('Update POD' button)
4. Fasten seat belt and check traffic conditions.
5. Turn on ignition, turn off hazard lights, and proceed to indicated delivery point.