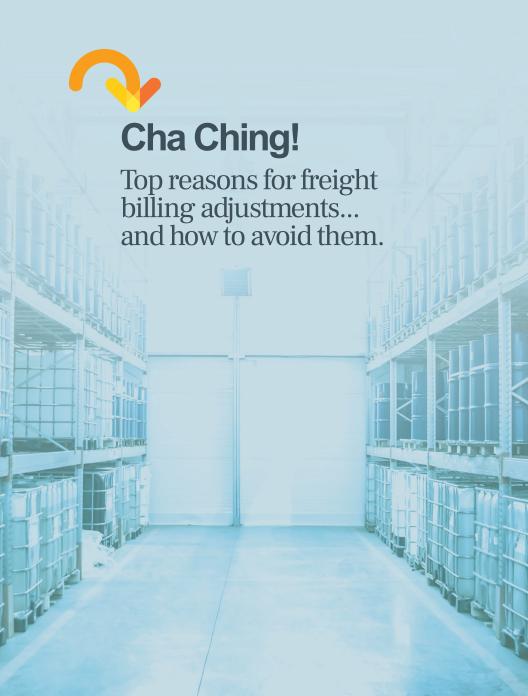


**Shipping** Handled.





# Common billing adjustments that you can avoid to keep shipping costs down!



#1 reason for billing adjustments. The correct weight is key to protecting against additional charges. Weight = the ENTIRE package, so include pallet plus packaging material used.

**HOW TO AVOID:** <u>Never estimate weight</u>. Weight on BOL must match the **actual weight** or you could incur additional charges from carrier.

## Bill of Lading (BOL) Changes

**Accuracy is key.** Changes to items on the Bill of Lading, such as address, number of items being shipped, services requested and weight after booking your shipment can all result in billing adjustments.

**HOW TO AVOID:** Ensure all info about your freight at the time of booking is 100% complete and accurate on the BOL. Our experts can review prior to booking.



## Freight Class (NMFC)

Wrong freight class means re-classification adjustments.

Freight class directly influences your rate. If the freight class listed on the BOL is different from the actual class, an adjustment may occur.

**HOW TO AVOID:** Identify the correct NMFC number and freight class and list correctly on your BOL. Our experts will review it for accuracy.

#### Liftgates & Accessorials (aka add-ons)

**Needed more than you think.** Accessorials are services that go beyond the normal pickup and delivery. The most common is a liftgate and is required for freight exceeding 100 lbs. or 72" in height. A liftgate IS REQUIRED if there is no loading dock at the pickup/dropoff location.

**HOW TO AVOID:** Add liftgate services ahead of time on the BOL or the carrier will tack it on later, resulting in an adjustment.

#### **Residential or Limited Access Fees**

**Location, location, location.** If your shipment is being picked up or delivered from a residential **house, church or school** then it's considered "limited access." Carriers often apply fees for these types of locations.

**HOW TO AVOID:** Our experts can help determine if your locations have 'limited access'. **Note it** on the BOL, so that carriers are aware ahead of time.



# How can we help?

If you've got questions, our experts have answers!