

ITL Transportation standard operating procedures (SOP)

A) Dispatch Policy: ITL expects our transportation vendors who have made commitments on moves to complete those moves as directed in a timely manner. ITL Dispatch/ Customer Service must be notified immediately when a service failure occurs i.e., missing a load. If a vendor repeatedly drops loads we will need to review the relationship with that vendor. Driver/Dispatcher should advise ITL Transportation upon arrival and departure from loading/unloading facility.

B) Appointments (Pick-up & Delivery):

Appointment times for pick-up or delivery should be made or changed only by ITL: Under no circumstances should carrier or driver make any changes to the pick-up or delivery appointments.

1. Carrier/Dispatcher is required to confirm all appointments with the shipper prior to the move.
2. If a driver is going to be late, please notify ITL Transportation immediately.
3. If ITL is not notified that the driver is going to be late, a \$25.00 fee will be deducted from the vendor's settlement. If an appointment is missed all together, a \$50.00 fee will apply.

IN THE EVENT A DRIVER MISSES MULTIPLE APPOINTMENTS, ITL TRANSPORTATION MANAGER WILL DETERMINE THE DISPOSITION OF THAT VENDOR'S STATUS AS A PROVIDER OF SERVICES TO ITL.

ITL Transportation expects all vendors to:

1. Plan their trip, taking into consideration traffic, distance, weather and safety.
2. Plan on arriving not less than 15 minutes before the scheduled appointment time.
3. Notify the dispatcher if for some unforeseen reason the driver will be late.

C) Overweight Loads (if applicable): All overweight loads must be permitted for each state through which the load will be transported. The overweight definition is any weight over 80,000 lbs. gross (tractor, trailer and load combined). The only exception is axle weight. Drivers are responsible to adjust trailer tandems accordingly. Load facilities are responsible for declaring all load weight (net, tare and pallets) as gross weight. If weight is misrepresented on the BOL, dispatchers must be notified and the load not moved until disposition is settled.

1. ITL must be immediately notified of any overweight fines/issues.
2. ITL must receive a copy of any o/w tickets/fines with 24 hrs, if not the vendor will not be reimbursed.

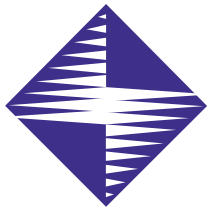
D) Equipment Problems – Reefer Units / Gensets (ITL and non-ITL equipment):

1. ITL expects the carrier to use a driver that is familiar with refrigerated equipment.
2. In the event a driver incurs reefer problems:
 - a. Contact ITL immediately on ITL Equipment (see attached contact list) to arrange reefer repair or re-arrange any appointment issues that may occur from the situation.
 - b. Contact the Steamship line if there is trouble with their units and contact your ITL dispatcher if load will be affected.

E) Tires: Part of the interchange of equipment process is noting the condition of the tires. A driver must ensure the following and is responsible for pulling out faulty equipment. Contact ITL dispatch on all tire issues which may result in a service failure.

- No nails or torn tread,
- No sidewall damage,
- Proper air pressure,
- No flat tires

1. Steamship Line Equipment: Contact the steamship line's tire network for tire service and repair.
2. ITL Equipment Only - 48' containers with Sea Star chassis: In the event of tire problems, contact Sea Star's tire network for tire service and repair.
3. ITL Equipment Only - 53' Trailers:



- a. ITL 53' equipment tire repairs will be handled by the driver, taking the most economical measures. The old tire casing will be turned in to ITL Operations for inspection/ disposition.
- b. Drivers are responsible for bringing the old tire casing to the terminal and turning it in to Jason Goodin, ITL Operations, for inspection.

F) Pre-cool & Set Point: When picking up an empty refrigerated trailer/container, the driver must check the set temperature for accuracy, ensure the genset/reefer unit's fuel tank is full, and verify the reefer will operate. All refrigerated loads will be set at the proper load temperature (set point) prior to leaving the yard. All trailers will be pre-cooled 4 hours prior to arrival to load temperature (set point) upon arrival at loading facility.

G) After Hours Contact List: See Addendum A

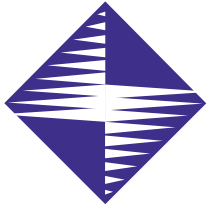
H) Detention: does not apply to those facilities that operate on a first-come, first-served (FCFS) basis. Facilities that schedule appointments are subject to detention charges after three hours of wait time provided that the following stipulations are met:

1. Arrives and checks in prior to the appointment time.
2. The trailer/container is presented clean, serviceable and pre-cooled to load temperature.
3. **ITL must receive a detention warning 15 minutes prior to detention starting.**
4. ITL is notified prior to a driver/truck going into detention by a call and follow-up e-mail or fax to send written approval.
5. All detention incurred must be verified by loading facility. ITL personnel confirm all detention information prior to approval.

NOTE: DETENTION FORMS MUST BE SIGNED BY FACILITY AND RECEIVED AT ITL WITHIN 24 HOURS. VENDOR MAY USE THE PROVIDED ITL DETENTION FORM OR THEIR OWN COMPANY DETENTION FORM. IN THE EVENT AN APPOINTMENT TIME IS NOT MET, DETENTION CHARGES WILL NOT BE PAID TO THE DRIVER.

I) Paperwork – Documentation must contain:

1. ITL Delivery Order
2. POD (Proof of Delivery)
3. Interchange – In and Out
4. All documents must contain:
 - a. Date
 - b. Time where applicable
 - c. Temperature where applicable
 - d. Load number and booking number
 - e. Printed name and signature of driver
5. Overweight fines
6. Scale tickets
7. Lumper fees
8. Tire receipts (ITL equipment only)



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24 - Hour Contact List - Logistics Management

Brian Ray - Lead Dispatcher (Primary Contact)

Office (904) 757-0960 ext. 147
Cell Phone (904) 422-7615
NEXTEL Direct Connect 158*69*1969
E-mail BrianR@shipitl.com

Mollie Malespin - Logistics Coordinator (Primary Contact)

Office (904) 757-0960 ext. 155
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Frank Pendleton - V.P. - Transportation (Secondary Contact)

Office (904) 757-0960 ext. 146
Cell Phone (904) 424-8147
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24 - Hour Contact List - U.S. Operations

Jason Goodin - Supervisor Reefer Maintenance (Primary Contact)

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