

ABF® Shipping Guide

effective 8-1-2002



The power of personal service.™





SHIPPING GUIDE

Service Options & Pricing Provisions

Effective August 1, 2002

Last Updated 2/01/2003

(Subject to Change)

Information in this guide is subject to change as enhancements are made to our products and services. Please contact your local ABF representative for the most current pricing and service information.



ABF FREIGHT SYSTEM, INC.®
P. O. Box 10048
Fort Smith, AR 72917-0048

Dear ABF Customer,

In any aspect of business, thorough communication is the first step toward a positive and lasting relationship. We hope the ABF® *Shipping Guide* will serve as a convenient reference tool for your day-to-day questions about motor carrier transportation and will help eliminate surprises in our mutual dealings. Please take a moment to review the guide. If you have received it in connection with the establishment or amendment of your Specific Account Pricing provisions, we encourage you to also review your tariff item to ensure that it contains the provisions that we agreed upon. If you have any questions regarding your pricing or its application, please contact your ABF sales representative who will be happy to assist you.

The Guide provides information on the various factors that affect the application of your pricing as well as ABF's general policies on cargo loss and damage claims, overcharge claims, excess liability coverage, indemnification and payment requirements. The Guide also contains information about ABF's wide range of transportation services, such as TimeKeeper®, TurnKey®, ABF Assured Service®, ABF U-Pack Moving®, volume services and ABF International Services®.

The *Shipping Guide* summarizes but does not amend the ABF "Rules and Special Service Charges" (ABF 111 Series Rules Tariff). The Rules Tariff is available upon request and can also be viewed, searched or retrieved from ABF's Internet site.

Speaking of the Internet, abf.com is ranked among the best 50 of all sites by *CIO* magazine and top 10 Web sites by *BtoB* magazine. We have continued to add innovative and useful features for you. In addition to pool distribution and merge-in-transit tools, our logistics planning suite now includes Business Trend Analysis, through which you may discover important trends in your shipping and receiving patterns, including changes by state, vendor or customer. This edition of the guide contains detailed information about ABF's award-winning site. We encourage you to visit abf.com and investigate how our eCenter® online tools can save you both time and money. We believe you'll discover new ways to manage your logistics and provide better service to your internal and external customers.

ABF appreciates the opportunity to serve your company. If you have any suggestions or comments concerning the *Shipping Guide*, our Internet site, or any other aspect of our transportation products and services, please let us know. We value your opinion.

Gerald Pirpich
Vice President — Marketing & Pricing

Questions?

Please visit our Web site at www.abf.com.

Information Center	(800) 610-5544
Rate Quotations	(800) 961-9743
Q-Line Rates/Tracking	(800) 367-2237
Safety 24-Hour Hotline	(800) 755-6486
TimeKeeper® Rate Quotations	(800) 874-2061
Tradeshow	(800) 654-7019
TurnKey® Rate Quotations	(800) 346-3617 (Ext. 749)
U-Pack Moving®	(800) 355-1696
Volume Rate Quotations	(800) 348-0143
ABF International Service®	(800) 422-3868
International Rate Quotations	(800) 531-3315

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Special Service Options

The following list is included as a quick reference to the special service options most frequently requested by our customers. The charges shown are contained in the ABF 111 Rules & Special Services Tariff and are subject to change. Complete descriptions of these and all other special service options are available on our Web site at www.abf.com.

Time Definite Delivery Services, Item 486	26.50 per delivery performed on, before, after, or between a specific date or dates, including merge-in-transit services	Appointment deliveries and arrival notification involve more than just a phone call. These services require ABF to handle the freight one or more additional times. This can create congestion on our dock, increase chances for loss and damage, and prohibit delivery in the normal route sequence, thus reducing efficiencies and increasing costs.
Arrival Notification and Special Handling, Item 485-1	26.50 per shipment* — Includes appointment**	
Arrival Notification and Appointment delivery "ARRNOT" Service, Item 485-2	26.50 per appointment**	
COD Fee, Item 430	5% of COD amount — Includes appointment** 50.00 minimum charge	ABF assumes significant responsibility and risk for collecting C.O.D.'s. Deliveries are more difficult because we cannot deliver the freight without collecting the C.O.D. amount, meaning a delivery may be delayed until it can be coordinated with the consignee's ability to pay in the required form of currency. Delayed deliveries create many of the same costs associated with Arrival Notify and Appointments. Changes in amount of C.O.D., form of payment, or paying party create additional administrative expense.
COD Change or Cancellation Fee, Item 430	34.75 per occurrence	
Change in Bill of Lading, Collection Status, or Payor of Freight Charges, Item 362	14.75 per correction	Administrative costs of "correcting" a freight bill includes issuing the correction request, correcting and re-rating the freight bill, and issuing and mailing the corrected freight bill to the new payor.
Correction of Description of Articles or Shipment Weight, Item 992	14.75 per shipment — if freight charges change by 15.00 or more	Correcting a freight bill when the freight has been misdescribed creates many of the same additional administrative costs. There is also the time and expense of inspecting the freight. ABF will only apply this charge when the correct description causes a fifteen dollar or more change in freight charges.
Construction Site Delivery, Item 440	69.60 per occurrence*	Often, there will be scheduling difficulties, no unloading dock and other circumstances that require additional time and associated costs. This charge applies, per shipment, per trailer to all construction sites.
Customs or In Bond Freight, Item 480	1.75 per cwt. 95.25 minimum per shipment* 209.60 maximum per shipment* For the boroughs of Brooklyn, Queens and the Bronx, charges are 4.30, 143.05, 579.50 respectively.	U.S. Customs requires all carriers to purchase a bond for each shipment*. In bond shipments require special handling, must be segregated from non in bond freight, and require special notification upon arrival at destination. Additional training of employees is necessary as mishandling of in bond freight subjects carrier to heavy fines.
Ground Pickup or Delivery Service, Item 758	2.30 per cwt. 87.45 minimum per occurrence* 185.00 maximum per occurrence*	These deliveries require substantially more delivery time than standard dock-to-dock deliveries. In addition, these deliveries are usually associated with more difficult delivery locations (i.e., construction sites). Also, they often require liftgate equipment causing additional expenses including extra handling, extra labor and liftgate rental.

*When one shipment requires multiple trailers, application of fees are per shipment per trailer.

Special Service Options



Hazardous Materials Transportation, Item 973	15.00 per shipment*	Liabilities associated with hazardous materials (costly cleanups, freight claims, government requirements, health concerns, etc.), require ABF to take extreme care and preparation in the transportation of HazMat shipments. Extensive employee training; verification of compliance with all regulations, including billing and shipment documentation; and additional handling considerations are required to ensure loading compatibility with other shipments.
Inside Delivery/Pickup, Item 566	4.90 per cwt. 45.85 minimum per occurrence* 586.60 maximum per occurrence* For the borough of Manhattan, charges are 13.00, 65.10, 586.60, respectively.	Inside pickups and deliveries often result in lengthy delivery times, increasing our expenses, most notably labor. These deliveries also involve difficult delivery locations, such as shopping malls and high-rise office buildings.
Liability - Excess Coverage, Item 780-1	0.55 per \$100 value — U.S. or Canadian, according to currency noted in request, 31.00 minimum	ABF's general policies providing customer protection are further explained on Page 11 of this guide.
Marking or Tagging, Item 580	1.50 per package — 25.00 minimum per shipment*	Relabeling a shipment is a very labor intensive task - produce the labels, locate the freight, remove old labels and properly affix new ones.
Over-Dimension Freight, Item 670	55.55 per shipment*	ABF has always exercised great care in handling and transporting oversized commodities, but the corresponding freight charges have not been compensatory for the additional costs we experience. Since this charge will only apply for shipments that include an individual piece 14 feet or longer, most shipments will be unaffected by this charge.
Pickup/Delivery at Residences and Other Locations Not Open to the Walk-in Public, Item 751	44.50 per shipment — Includes initial notification and appointment** 92.50 for zips 70001-70499	ABF must notify consignee of arrival and arrange a time for delivery, so all costs associated with Arrival Notify and Appointment Deliveries apply. Often, there will be no unloading dock, thus requiring a liftgate, with its associated costs, for a ground delivery.
Redelivery, Item 830	4.50 per cwt. 39.00 minimum per occurrence* 582.00 maximum per occurrence* 80.82 on order notify	ABF makes multiple trips to complete the delivery. This also creates inefficiencies as the driver has to load and unload around the undelivered freight. There are also additional costs associated with unloading and reloading the shipment at ABF's dock.
Single Shipment, Item 885	23.45 per shipment rated at less than 500 lbs or at minimum charge (MCHG)	ABF's base rates assume multiple shipments per pickup. A single small shipment does not produce enough revenue to bear the entire pickup cost at that customer's facility.
Sorting, Segregating and Special Handling Deliveries, Item 750	0.55 per package — 12.35 minimum per shipment*	Very labor intensive. It requires ABF's driver to put commodities, often involving hundreds of boxes, in order by lots according to size, brand, flavor, etc., often moving the freight between pallets. ABF may experience delays due to excess waiting times.
Stop Offs, Item 900	185.00 per each stop	Volume rates are normally based on the associated costs from initial origin to final destination. Multiple pickups and/or deliveries generate additional administrative and handling costs.
Storage Charges, Item 910	1.55 per cwt. 7.90 minimum per day 39.40 minimum per shipment 104.20 maximum per day per vehicle	If a shipment is stored on the dock, it creates congestion and decreases productivity; if stored on a trailer, it ties up equipment that could otherwise be in use. There are also the costs associated with extra physical handling of freight and the administrative costs of monitoring the shipment.

** Appointment charge (on or after due date, but not at a specific time) is included in special service charge.



Governing Provisions

This guide summarizes but does not amend applicable common carrier tariffs prepared and maintained at ABF's general office located in Fort Smith, AR. It includes a summary of key rules from the underlying and official rules tariff, ABF 111 Series. It is offered as a general guide to the application of pricing provisions. If your specific pricing includes an exception to the general application, your specific provisions effective on the date of shipment will prevail.

The common carriage service provided by ABF is subject to rates and other tariff provisions or terms (tariffs) that this company has individually determined. In addition, ABF maintains collectively established provisions in the National Motor Freight Classification (NMFC) and in certain mileage guides.

Proof of the required participation in the collectively established publications is available upon request. Also pursuant to the requirements of 49 U.S.C. §§13102 and 13710, this company maintains, at its own facilities, all of the rate and other tariff provisions that it has individually determined, for application to the service it provides.

Notations on the bill of lading with regard to rates, charges or commodity classification or liability will be considered for information purposes but will neither remove nor modify applicable provisions in ABF tariffs or written agreements.

The only authorized pricing and other provisions for ABF services is that which has been approved, in writing, by the ABF Pricing Department. Copies of the pricing for your account are always available upon request and may be ordered from the ABF Publications Department at P.O. Box 10048, Fort Smith, Arkansas 72917-0048.

Most general provisions are also found on our Web site, www.abf.com.

Explanation of Rate Scale

Whether your shipment is moving to the other side of the state, the other side of the country or even the other side of the world, one of the things you will want to know is the cost of transporting it to your customer. There are several factors involved in determining freight rates. We can use the shipment from the sample bill of lading on page 8 as an example.

The NMFC class is combined with the shipment's weight and length of haul from origin to destination to determine a base rate, usually stated in cents per hundred pounds (or hundredweight "cwt"). Due to various economies, such as reduced handling, the per hundredweight rate decreases as shipment weight increases. To determine the freight charges, the weight of the shipment is multiplied by the applicable rate. The sample line of rates is shown in cents per hundredweight. The 2M (2000 lbs.) rate is 4362 cents, or \$43.62 per cwt.

To calculate the freight charges for the linehaul portion of the move, determine where the actual shipment weight would fall; 3000 lbs. would fall between the 2M (2000 lbs.) and the 5M (5000 lbs.) weight breaks.

Multiply the actual weight by the 2M rate:

3000 lbs. @ 4362 cwt = \$1308.60

Then, multiply the next weight break by the 5M rate:

5000 lbs. @ 3277 cwt = \$1638.50

L5C	5C	1M	2M	5M	10M	20M
6089	5395	4930	4362	3277	2908	2704

Our rating system automatically checks "as weights" to determine if a lower charge would result from rating the shipment at the next higher weight break. Since the "as" weight, in this case, does not produce a lower charge, the freight bill will show 3000 lbs. rated at 4362 cents per cwt. However, if the shipment size was 4200 lbs. (4200 lbs. @ 4362 cwt = \$1832.04), the "as" weight of 5000 lbs. (5000 lbs. @ 3277 cwt = \$1638.50) would produce a lower charge; therefore, the freight bill will show 4200 lbs. rated "as" 5000 lbs. at 3277 cents per cwt.

Once the linehaul freight charges have been determined, any applicable discount would be applied. Any charges for additional services would then be added.

Complete details on availability and application of those special services, along with information on freight terms, definitions and rules, can be found in our ABF 111 Series Rules Tariff.

One thousand pounds of ping-pong balls occupy much more room in a trailer than 1000 pounds of bowling balls, and 1000 pounds of computers may present considerably more liability exposure than 1000 pounds of metal shelves. And what's easier to handle and load into a trailer, a 500-pound shrink-wrapped pallet or five 20-foot street lights? Every day, ABF moves thousands of different products (often referred to as "commodities") through our system, each with a unique mixture of size, shape, weight and value. As a participant in the National Motor Freight Classification (NMFC), ABF relies on this national industry standard tariff to define, catalog and assign classifications for all products shipped across our nation's highways.

The NMFC is an ever-evolving reference book for the trucking industry, published by the National Classification Committee. A brief outline below shows that the NMFC is divided into various sections:

- A list of participating carriers
- Indexes to assist in locating specific commodities
- An index providing rules governing the use of the NMFC
- Rules relating to the movement of commodities, including specific shipping, packaging and transporting requirements with which the shipper and carrier must adhere
- Examples of the Uniform Domestic Bill of Lading, its terms and conditions
- Description and classifications for every commodity
- Specifications for required packaging
- Rules for overcharge, loss and damage claims

Essentially, all commodities are separated into one of 18 different categories, or classifications, ranging from class 50 to class 500. There are four factors that determine the way a commodity is classified by the NMFC: density, value, stowability and handling considerations, and susceptibility to damage. The NMFC assigns the class of the freight based on the combination of these four factors that the commodity exhibits. The higher the expense or the risk of hauling the commodity, the higher the class designation. Therefore, the higher the class, the higher the corresponding per hundredweight rate.

The primary factor in the determination of rates is density. In fact, numerous NMFC items are further divided into subs, based on the density of the commodity (e.g., Item 156600, Plastic Articles, NOI). Comparing the ping-pong and bowling balls mentioned earlier, a doubles (pup) trailer could be filled with only a few hundred pounds of ping-pong balls (a class 500 item), while the same trailer space could be occupied by over 20,000 pounds of bowling balls (class 70).

That is why one aspect crucial to correctly rating your freight bill is a complete and accurate commodity description. For commodities subject to density- or cube-based scales or classification, inclusion of precise cube and density information is essential to rating accuracy. Not only does this ensure proper billing but also assists in error-free transportation of your shipment. ABF has the ability to assist you in accurate classification of your products, including the establishment of a pre-formatted bill of lading for your company. Contact your local ABF terminal for more information.

Determining Freight Charges

ABF offers a number of ways to provide your charges before you ship. If you have access to the World Wide Web, you may obtain rate quotes directly from our Web site, www.abf.com. Once on the ABF Home Page, click on "Rate Quote." In order to secure quotations based upon your ABF pricing, you will need to secure and use an ID and password. The ABF online quotation facility includes a number of helpful features, including previous quotes and quote templates, as well as links to bill of lading and pickup requests.

If you don't have Internet access, you can call your local terminal or call our Rate Department at (800) 961-9743. Your local ABF Sales Representative or National Account Director can provide you with our Q-RATE® for Windows CD-ROM. Our Q-RATE® personal computer rating system provides domestic and off-shore U.S., Canadian and Mexican rate information. In addition to calculating freight charges and producing rate sheets, it provides ABF transit times, mileages and coverage information.



eCenter® Online Tools

The ABF Internet site, www.abf.com is simply the best in the transportation industry — and getting better every month. Our award-winning site includes our revolutionary eCenter® — a set of business tools unmatched by any other motor carrier. Around the clock, from your personal computer, you can manage your current shipments, analyze your past shipments and plan your future shipments.

Before you ship ...

Seamlessly share information among the bill of lading, pickup request and rate quotation tools and create customized templates for frequent shipments. Save time by accessing up to 50 previous entries, eliminating the need to resubmit repeated information.

Customer-Specific Rate Quotation — Provides interactive Internet rate inquiries with instantaneous responses in most situations.

Bill of Lading — Prepare, print and electronically transmit your bill of lading. Includes support for the VICS bill of lading format.

Pickup Requests — Transmit pickup information directly to the origin service center. This tool also includes a “returns management” feature. Enter an RMA number when submitting the request and you will have the ability to track shipments.

After you ship ...

Shipment Tracking & E-Mail Notification of Shipment Status — Track your shipment by pro number, PO number, BOL number, or other customer reference number. You can also receive e-mail notification of the status of your shipment as it moves through the ABF system and/or when it has been delivered. Notification can be provided when a shipment is delivered with an exception or when ABF’s predictive tracking system projects that a shipment may be delayed.

Advanced Status Reports — Create detailed status reports, customized to your specific needs. Choose from a wide variety of shipment selection, data item and sort sequence options.

Shipment Planner™ — Manage and track shipments through a simple calendar interface. Your shipments appear on the calendar by pickup date, due/delivery date or appointment date. You select the types (inbound, outbound, third party) of shipments and the shipment information to be displayed. Calendar items are hyperlinked to additional shipment detail.

Dynamic Rerouting — Change the destination point of an in-transit shipment. ABF provides an e-mail confirmation of the reconsignment and a statement of revised charges.

Document Retrieval — The signed bill of lading and delivery receipts are available on every shipment. Other documents, such as packing lists, customs documents and weight confirmations are provided, when applicable. Retrieve the images using your ABF pro number, bill of lading, purchase order, RMA or customer reference number.

Freight Bill Review — Quickly resolve questions regarding the charges on an ABF freight bill. ABF answers most inquiries by e-mail within one hour with a detailed explanation of the basis for the charges or an immediate adjustment to the amount due.

Loss and Damage Claims — File a cargo claim and upload supporting documents via the ABF Internet site. The current status of a loss and damage claim can also be retrieved, along with contact information for the service representative involved in the claim.

Logistics Planning ...

Shipment Director — Stage and manage multiple shipments from a single view. As you become aware of future shipments, you may record the shipment details in a new shipment file. With just a few clicks, multiple pickup requests, bills of lading and shipping labels may be generated from this shipment file. In addition, a single manifest for shipments to be picked up on the same day may be generated in lieu of multiple bills of lading. A recent activity list highlights previously created bills of lading, manifests and labels as well as submitted pickup requests.

Historical Reports and Charts & Graphs — Review and analyze your shipping and receiving patterns over the current and previous year, by month, by location, by state, by vendor or customer. This information also can be charted with bar, line and pie charts. Specific “drill-down” buttons allow closer analysis of specific trends. One-click access to these reports is available, with a home page “Shipment Snapshot” as well as an all-inclusive “Reports Center.”

Business Trend Analysis — Discover important trends in your shipping and receiving patterns, including changes by state, vendor or customer. Review shipping trends and compare shipment information for time periods dating back two years.

OptiPoolsm — Identify the optimum distribution point or stop-off sequencing for your multiple LTL shipments moving within the North American system of ABF. This revolutionary tool shows you the savings over conventional LTL prices that you can reap from tendering multiple LTL shipments at a single time.

Merge-in-Transit — Schedule simultaneous delivery of shipments from different origin points. You assign existing and/or prospective shipments to a coordinated delivery project. Monitor the status of the various shipments with a single project identification number. ABF will deliver the shipments on the requested date and even in the order you specify.

Other Online Tools ...

In addition to the eCenter online tools, some of the other tools include: ABF Anywhere, ABF Toolkit®, eInvoicing, Exchange Rates, Forms and ABF Documents, myABF, Routing Search, Transit Time Lookup, Transparent Links and the Zip Loading Guide. Visit abf.com for more information.

Choose Your Own Road®



ABF is one of North America's largest and most experienced motor carriers, offering service to all 50 states, nine Canadian provinces, Mexico, Guam and Puerto Rico. ABF also provides single-bill intermodal service to over 130 countries worldwide. Below are just a few of the additional services ABF provides to meet your specific transportation needs:

TimeKeeper®

You have come to rely on TimeKeeper® to handle your emergencies with time-critical, guarantee transportation — now available with an air cargo option.



Simply call **(800) 874-2061** to speak to a knowledgeable TimeKeeper representative who understands what time-critical means. Our streamlined procedures provide the exact service you need, with more options. In most instances, we can make a firm commitment in one phone call. And, with TimeKeeper, your satisfaction is completely guaranteed.

Arranging your **TimeKeeper** shipment is quick and easy. Just call our toll-free hotline **(800) 874-2061** with the following information:

- Shipper, city, state and zip code
- Product description
- Consignee, city, state and zip code
- Payment terms — prepaid or collect
- When the shipment is available for pickup
- Pieces, weight and dimensions
- Required delivery date

In one phone call, our TimeKeeper specialists will provide you with a rate, our guaranteed service commitment and schedule your pickup. Requests for TimeKeeper service may also be submitted at abf.com.

ABF International Service®

ABF International Services provides customers with single-carrier responsible service to more than 250 ports in more than 130 countries. ABF provides door-to-door, door-to-port, or port-to-port deliveries through committed scheduled sailings from seven major U.S. ports.



Other key features include:

- Complete documentation preparation
- Established volume with ocean shipping lines
- Import and export services
- Excess liability coverage available
- Local representatives
- On-line (real-time) tracking
- Single invoice with all charges itemized

For additional information, call **(800) 422-3868**.

Volume Service

As a natural companion with our excellent LTL services, ABF offers the flexibility you need to move your larger shipments quickly and cost-effectively. Our professional staff of specialists is trained to handle your volume shipping needs with a single phone call. For a quote on your next volume move, call **(800) 348-0143**.



ABF Assured Service®

Get the peace of mind with a satisfaction guarantee of our standard, competitive transit times. You can initiate this service with a simple notation on your bill of lading. Just note "**Assured Service Noon**" which offers delivery by noon, or "**Assured Service P.M.**" which offers delivery by 5:00 p.m. An additional charge of 25% (35%, if you request delivery by noon) will be applied to your special ABF pricing.

TurnKey®

For over six years, ABF has offered this eCommerce solution to specialized delivery and set-up challenges and alternate distribution channels. Call **(800) 346-3617** (Ext. 749) to learn how ABF can provide "white glove" treatment to your ultimate customer.



ABF U-Pack Moving®



You Pack, We Drive, You Save®

If you are planning a long-distance household move or employee relocation, your solution is ABF U-Pack Moving®. This service provides a cost-effective alternative to full-service movers. U-Pack pricing is comparable to that of rental truck, without the complication and expense of driving an unfamiliar truck or dealing with breakdowns. For more information, click on www.upack.com or call **(800) 355-1696**.

Bill of Lading Instructions



A correct bill of lading ensures an accurate invoice and, therefore, accurate freight charges. If your company does not generate its own bills of lading, contact your local ABF sales representative or ABF driver and they will be happy to provide you with our BOLs. You may also create and print a bill of lading from our Web site, www.abf.com.

In addition, special care in several other aspects of the shipping process will help to create problem-free movement of your freight.

Proper Packaging — Proper packaging can greatly reduce the opportunity for damage and some packaging errors can even eliminate ABF's liability.

Proper Labeling — Shipping labels must be placed on every piece of your shipment. Origin and destination information must match exactly with the bill of lading. DOT hazardous material labels are required when shipping DOT hazardous materials.

The sample bill of lading on the facing page will help you fill out your bill of lading correctly, thus helping ABF to provide error-free delivery of your freight.

1. Complete proper name, city and street address of shipper.
2. Enter the date the shipment is given to the carrier.
3. You may include special notes or markings such as a purchase order number assigned by your company.
4. Complete proper name, city and street address of consignee.
5. State and zip code information for the shipper and consignee.
6. You may include special instructions for the carrier to ensure prompt delivery (some special services may be subject to additional charges).
7. If you want the carrier to collect a COD amount, clearly mark the bill of lading as "COD."
8. Enter the COD amount and provide the name and address for remitting the COD amount.
9. Indicate whether the COD fee is prepaid or collect. Normally, the party responsible for the COD fee is the same as the party paying the freight charges.
10. Exact number of pieces that must be physically moved for the total piece count.
11. A description of the type(s) of packaging used.
12. Clear description(s) of the freight, especially when shipping DOT hazardous materials. Include the NMFC item number.
13. For HAZARDOUS MATERIALS shipments, refer to the Hazardous Materials Shipping Paper Checklist.
14. Exact weight of the freight. The weight of each individual commodity in the shipment must be listed separately.
15. You must indicate any special declared value of commodities in the shipment. Otherwise, ABF may apply the lowest released value and rating or the highest actual value and rating (see Item 420, ABF 111 Series). For a complete explanation of ABF's general liability limitations and optional excess liability coverage, you are encouraged to review the "Cargo Loss and Damage Claims" section under "ABF General Policies Providing Customer Protection" and Item 780-1 — Liability Limitations of the ABF 111 Series Rules and Special Service Charges.
16. Indicate who is responsible for freight charges. Prepaid charges indicate the shipper will pay. Collect charges will be collected from the consignee.
17. When the bill of lading is properly prepared and Section 7 is executed, the carrier is severely limited in its ability to collect from the shipper any freight charges billed to the consignee. See Section 7 for further details.
18. If the freight bill is to be sent to a location other than the shipper's address (on a prepaid move) or the consignee's address (on a collect move), indicate the complete name and address of the party to receive the freight bill.
19. The terms of the bill of lading contract must be endorsed with the shipper's written signature and printed name.

The signature of an ABF employee on the bill of lading only acknowledges receipt of the freight and does not change the price, terms or conditions of movement. Continued use of an unauthorized bill of lading by the shipper will not constitute an implied acceptance by ABF.

Fuel Surcharge

The price of fuel plays a significant role in the overall cost of doing business in the transportation industry and can fluctuate greatly. To cover extraordinary fuel prices, a fuel surcharge will be applied on all linehaul charges when the U.S. National Average Diesel Fuel Index is at least \$1.10 per gallon. When the index drops below \$1.00, a fuel reduction will be applied. The table shows the applicable amount based on this index. The fuel surcharge level will be adjusted on Wednesday of each week based on the U.S. National Average Diesel Fuel Index of the prior Monday. The National Average Diesel Fuel Index is published by the Energy Information Administration of the U.S. Department of Energy and is available by telephone at (202) 586-6966 or on the Internet at www.eia.doe.gov.

The surcharge will be shown as a separate line entry on the freight bill and is applied after the applicable freight charges have been calculated.

When the U.S. National Average Diesel Fuel Index is:

At Least	But Less Than	The Fuel Surcharge Amt is:
-----	\$0.95	-1.0%
\$0.95	\$1.00	-0.5%
\$1.00	\$1.10	0%
\$1.10	\$1.15	0.5%
\$1.15	\$1.20	1.0%
\$1.20	\$1.25	1.5%
\$1.25	\$1.30	2.0%
\$1.30	\$1.35	2.5%
\$1.35	\$1.40	3.0%
\$1.40	\$1.45	3.5%
\$1.45	\$1.50	4.0%

When diesel prices equal or exceed \$1.50 per gallon, the fuel surcharge continues to increase 0.5% for every five-cent increase in fuel prices.



Factors Affecting Pricing Application

1. **Standard Order of Precedence** — When your company has more than one price that could be applicable for a given shipment, the list below is followed until all applicable provisions necessary to rate the shipment are found.
 - (a) Specifically quoted prices for which a quote ID has been issued by ABF.
 - (b) Specific Account Contract or Agreement Pricing (Contract Carriage) takes precedence over all other pricing, except as shown in (a).
 - (c) Specific Account Pricing (Common Carriage) takes precedence over all other pricing, except as shown in (a) or (b).

When Specific Account Pricing exists for more than one party (the shipper, the consignee or a third party legally responsible for payment) on the same shipment, pricing applicable for the payor of the freight charges is used. For example, when the shipment is collect and you are the consignee, your inbound collect pricing supersedes a shipper's outbound collect pricing.

Usually, only the Specific Pricing for one account may be applied on a given shipment. Specific Account Pricing removes the application of pricing established for general application, such as commodity rates or discounts applicable for all accounts.

2. **Less Than Truckload ("LTL") and Truckload ("TL")** — Most shipments will be rated under ABF base rate schedules (ABF 504, ABF 514 or ABF 524), effective August 2002 or later. These base rate schedules contain only LTL rates; therefore, a shipment weighing 25,000 pounds is eligible for any otherwise applicable discount on the 20,000 pound rates. In these tariffs, the rates within the 20,000 pound break are developed as "Less Than Truckload" and are therefore discountable. ABF's Class Rate Tariffs subject to this treatment are shown in Item 130 of the ABF 111 Rules and Special Services Tariff.

For pricing provisions subject to class rate tariffs other than those shown in Item 130, ABF 111 series, the 20,000 pound weight break is considered as "Truckload," and discount provisions do not apply.

3. **Absolute minimum charge** — After application of pricing reductions and before charges for special services, if the net revenue falls below these levels, an adjustment to the net revenue will be made accordingly. Unless a different amount is provided in the applicable Specific Account Pricing, the following absolute minimum charges apply:

Lanes between the Continental U.S. and Canada — \$83.75 for shipments weighing less than 150 pounds and \$96.30 for shipments weighing 150 pounds or more.

Lanes other than between the Continental U.S. and Canada — \$73.75 for shipments weighing less than 150 pounds and \$86.30 for shipments 150 pounds or more.

4. Most of our rates are expressed in terms of weight. However, for some large, bulky shipments, the important factor is cube. This is especially important since most of our trailers reach their volume capacity before the weight limit. A **Density Minimum Charge** ("DMC") will apply on a shipment only if it is larger than 750 cubic feet and if its density is less than 6 pounds per cubic foot. Shipments which qualify will be subject to a minimum charge using a pro forma weight calculated at 6 pounds per cubic foot (for example, a shipment with an actual weight of 3,000 pounds with a density of 3 pounds per cubic foot would be rated based on a pro forma weight of 6,000 pounds). If the NMFC classification or multiple rates (of any type) apply, the shipment will be rated at class 77.5. If a shipment is subject to a single-factor rate (other than NMFC Class), it will apply. In either case, otherwise applicable pricing provisions will apply, including discounts, percentage expressions and allowances.

The Density Minimum Charge is based upon the actual cubic feet of the shipment and not its effective trailer occupancy. (However, a minimum vertical dimension of eight feet is used to calculate cube for package units that cannot be top-loaded with like freight). A Density Minimum Charge does not apply to shipments moving on equipment rates (e.g., per pup or per pup mile).

5. **Capacity Load Minimum Charge** — Most shipments will be rated under ABF base rate schedules (ABF 504, ABF 514 or ABF 524), effective August 2002 or later. For shipments moving under one of these base rate schedules, effective 1995 or later, a capacity load minimum charge may apply. When a shipment tendered to ABF occupies the full visible capacity (See "Glossary of Terms") of a doubles (pup) trailer, the minimum for the doubles trailer will be equal to the charge for 20,000 pounds at the applicable class 50, 20,000 pound (20M) rate, less any applicable discount.
6. **Application of your pricing provisions** usually varies by mode (single line or joint line), direction of movement (outbound from the account or inbound to the account), and by billing terms (prepaid or collect or paid as third party). For instance, normal pricing application provides a particular LTL discount on NMFC class-rated shipments moving outbound prepaid from a specific city. Exact application is specified in your price schedule and must be reviewed individually.
7. Usually, **territorial (geographical) application** will be from/to account named location(s), on the one hand, and limited to the extent of the scope of the schedule in which the pricing is contained, on the other hand. Usually, this means application is from (or to) the specific city to (or from) all points in the continental United States.

When Pricing Will Not Apply



ABF is proud to have the most sophisticated rate application systems in the motor carrier industry. However, we can apply Specific Account Pricing only when we can correctly identify the parties involved. It is important that the original billing includes complete names and addresses for both the shipper and the consignee. (Also see “Bill of Lading” for additional requirements.) Please alert your ABF sales representative to trade names or spelling variations under which you ship or receive freight. This will help us to correctly apply your Specific Account Pricing.

ABF establishes Specific Account Pricing with the understanding that you will use the competitive rates to transport your freight via ABF. *ABF reserves the right to discontinue your Specific Account Pricing, without further notice, if it is not used during any continuous 90-day period.*

Some Exceptions — Specific Account Pricing provisions **DO NOT APPLY** in the following circumstances:

- On shipments which do not meet the conditions required by your pricing schedule (e.g., LTL or TL single-line or joint-line, payment terms, origin city, destination city, commodity, or minimum weight).
- On shipments which are tendered before the pricing provisions in your pricing schedule become effective.
- On shipments subject to base rate scales or quotations that have already been discounted.
- On special service charges, charges advanced by ABF, or arbitrary rates and charges.
- On shipments that have departed the origin terminal moving C.O.D. or Order Notify.
- On shipments which are subject to Section 13712 quotations (often referred to as government tenders).

Specific account pricing provisions do not apply on shipments which do not meet the conditions required by your pricing schedule.

ABF General Policies Providing Customer Protection

Cargo Loss and Damage Claims — ABF will assume liability for cargo loss and damage claims under the laws applicable to common carriage in effect on the date of the shipment and the terms and conditions of the Uniform Straight Bill of Lading (ABF's International Bill of Lading, the applicable Canadian Bill of Lading or Mexican law when applicable), except ABF's liability shall not exceed the lesser of:

- (1) the actual value; or,
- (2) the released value provided in ABF 100 Series or in NMF 100 Series; or,
- (3) \$25.00 (\$0.10 for other than new commodities) per pound per package; or,
- (4) \$100,000 per shipment; or,
- (5) a general statutory or regulatory cargo liability limitation; or,
- (6) for shipments originating in Canada, \$2.00 Canadian per pound per package for weight of shipment (subject to the Canadian Bill of Lading), unless shipper clearly requests in writing, at the time of shipment, excess liability coverage in accordance with Item 780-1, ABF 111 Series.
- (7) for shipments moving in through trailer service by ABF from or to a point in Mexico, ABF's liability will not exceed \$2.00 per pound per package during the portion of the transportation within Mexico, unless shipper clearly requests in writing, at the time of shipment, excess liability coverage in accordance with Item 780-1, ABF 111 Series.

The Customer may request, in writing at the time of shipment, excess liability coverage in accordance with Item 780-1, ABF 111 Series. A statement of value without an express request for excess coverage will not increase ABF's liability, and charges for excess liability coverage will not be assessed.

ABF will investigate and dispose of cargo loss and damage claims under common carrier provisions as set forth in 49 C.F.R. Part 370, and NMF 100 Series, Items 300100 through 300155.

ABF SHALL NOT BE LIABLE, AND HEREBY DISCLAIMS RESPONSIBILITY, FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR OTHER COSTS, FEES OR CHARGES OF ANY KIND ARISING FROM ANY CLAIMS FILED HEREUNDER, WHETHER DISCLOSED OR NOT.

Documentation — Transportation will be governed by the Uniform Straight Bill of Lading as shown in the NMFC, whether the document provided at shipment origination is a paper bill of lading, manifest or electronic transmission. ABF's responsibility concerning each instance of transportation service will begin at the time ABF executes the bill of lading.

ABF's President, Vice President-Marketing & Pricing and Director-Pricing are the only representatives or employees authorized to sign agreements or contracts covering the price, terms or conditions of ABF's transportation services. No other employee or representative of ABF is authorized to sign such agreements or contracts on behalf of ABF.



ABF General Policies Providing Customer Protection

The signature of an ABF employee on the bill of lading only acknowledges receipt of the freight and does not change the price, terms or conditions of movement. Continued use of an unauthorized bill of lading by the shipper will not constitute an implied acceptance by ABF.

Indemnification — In accordance with Item 568, ABF 111 series, ABF will indemnify and hold Customer harmless from and against all direct and valid losses, damages, liabilities, fines, actions and claims for injury to persons and damage to property (including other shipper's cargo), excluding Customer's cargo, to the extent caused by the negligent acts or omissions of ABF, its agents or employees in connection with its performance of each instance of transportation, including all direct losses or damages to any property or injury to persons from ABF's failure to comply with any applicable laws and regulations concerning the transportation of hazardous materials. Customer will indemnify and hold ABF harmless from and against all direct and valid losses, damages, liabilities, fines, actions and claims for injury to persons and damage to property (including other shipper's cargo) to the extent caused by the negligent acts or omissions of Customer, its agents or employees in connection with its performance of each instance of transportation, including all direct losses or damages to any property or injury to persons from Customer's failure to comply with any applicable laws and regulations concerning the transportation of hazardous materials.

Independent Contractor — ABF will perform each instance of transportation as an independent contractor and will be responsible for the operation and maintenance of its equipment and customary expenses. ABF assumes and Customer disclaims any and all responsibility for the control, direction, and supervision of ABF's employees and agents. ABF further assumes absolute responsibility to its employees for the payment of wages, all federal, state, local or other employment taxes, pensions, social security, or other related protection, unemployment, Workers' Compensation or other insurance, benefits, costs or expenses related to the employment of ABF's employees, and ABF will comply with any and all laws, rules or regulations concerning such.

Insurance — ABF operates as an interstate carrier self-insured to \$1,000,000 auto liability under authority granted by the Federal Highway Transportation Administration (FHWA). In addition to this self-insurance, ABF provides excess coverage in limits greater than those required by Title 49 of the United States Code of Federal Regulations. General liability and worker's compensation insurance or self-insurance are also provided in sufficient limits. ABF offers limited liability coverage for motor truck cargo and ocean cargo (to the extent covered by the Carriage of Goods by Sea Act). ABF's liability for cargo liability is limited by law and by ABF's individual rules.

Overcharges — ABF will assume responsibility for freight bill overcharge, unidentified or duplicate payment claims under 49 U.S.C. Section 14705 (b), and will investigate and dispose of such claims as set forth in 49 C.F.R. Part 378, and NMF 100 Series, Items 300201 through 300209. It is ABF's policy to refund verified over collections upon discovery, without requiring claim application.

The NRA, TIRRA and ICCTA established limitations for filing overcharge/undercharge claims or challenging rates. Such claim or challenge must be received within 180 days of receipt of freight bill.

Payment Terms — Upon approved credit, ABF extends normal credit terms of 15 days. Payment terms are granted after a credit review has been performed and credit approved. Credit is retained through continued full and prompt payment. Invoices for payment are mailed within 3 days of pickup on prepaid shipments and within 2 days of delivery of collect shipments. Bills can be transmitted electronically via EDI 210 formats.

COD Shipments — ABF will accept Collect on Delivery (COD) shipments subject to the following forms of payment:

- (1) cash up to a maximum of \$500.00;
 - (2) bank cashier's check;
 - (3) bank certified check;
 - (4) money order;
- Note - Each of these first four forms will be accepted as interchangeable with the other three.*
- (5) personal check of the consignee when so authorized in writing by the consignor.

ABF will accept checks and money orders only as the agent of the consignor and ABF's responsibility is limited to the due care and diligence in forwarding such checks to the designated recipient. The risk of nonpayment in COD shipments due to forgery or fraud is to be borne by the consignor. ABF will not be responsible for guaranteeing that a check is legitimate.

Direct and Joint-Line Service

A current list of ABF direct and joint-line (connecting) service points is available to the public on ABF's Internet site at www.abf.com. At your option and convenience, you may download and print this list.

Effectively Occupy

The terms "effectively occupying," "effective occupancy," "effective cube" and similar terms refer to the line-haul equipment space required to transport a shipment. The effective occupancy of a shipment shall include any unused space in the same piece of line-haul equipment, which ABF determines that the shipment causes, for any reason, to be unusable for the purpose of transporting other freight.

"Cubic feet" shall be determined by multiplying the greatest dimensions of length, width and height of space the shipment effectively occupies in inches and dividing the total by 1,728 cubic inches (one cubic foot). All fractions under one-half inch will be dropped, all fractions of one-half inch or greater will be extended to the next full inch.

Equipment Defined

Pup or Doubles trailer — any trailer 34 feet or less in length.

Standard trailer — any trailer of not less than 35 feet in length.

Trailer — any standard trailer, van, pup, doubles trailer or any other similar non-power equipment used by the carrier to transport or move freight from one location to another.

Truck or Vehicle — any single power unit combined with one or more trailers when handled as one unit.

Full Visible Capacity

"Full Visible Capacity" is defined as that quantity of freight which, in the manner loaded, so fills a vehicle that no additional article in the shipping form tendered identical in size to the largest article in the shipment can be loaded in or on the vehicle; or that maximum quantity of freight that can be legally loaded in or on a vehicle due to weight limitations.

Payment and Outbound/Inbound Conditions

1. Outbound Prepaid (OBP) is defined to mean prepaid shipments originating from a facility of the shipper for whom the Specific Account Pricing applies.
2. Outbound Collect (OBC) is defined to mean collect shipments originating from a facility of the shipper for whom the Specific Account Pricing applies.
3. Outbound (OB) is defined to mean prepaid or collect shipments originating from a facility of the shipper for whom the Specific Account Pricing applies.
4. Inbound Collect (IBC) is defined to mean collect shipments destined to a facility of the consignee for whom the Specific Account Pricing applies.

Specific Account Pricing

The terms "Specific Account Pricing," "Account Pricing," "Named Account Pricing," "Named Shipper Pricing," "Account Code Pricing," "Special Tariff Provisions" and similar terms mean rates, charges, tariff or contract provisions that are restricted to apply only for the identified account.

Third Party Billing

The term "Third Party Billing," or "TPB," means Specific Account Pricing provisions which apply when the freight charges are to be billed to and paid by the specific account shown as the third party payor of the freight bill, and that party has no affiliation with either the shipper or the consignee. This is outlined in greater detail in Item 429, ABF 111 Series.

There is often confusion between "TPB" and "Send Freight Bill to" payment terms. Often referred to as "SFB," ABF does not use this code for pricing publications. Essentially, ABF considers "SFB" as the location that the party responsible for the freight charges has requested the freight bill be sent for payment (i.e., the company's "home office" or a freight payment company).

Zip Zone

The terms "Zip Zone," "Zip Code Prefix," "Three-Digit Zip Code," etc., mean the first three characters of the postal code (including the Canadian postal code, if applicable) assigned to a particular point.

Every ABF 646 and ABF 645 tariff item contains several sections of information, including many abbreviated codes. Below is a brief explanation of the most commonly used codes.

ACCT-LOC or **Acct Loc** is an abbreviation for Account Location(s) and names the location(s) for which the specific account pricing provisions apply.

CLS or **Class** specifies the actual class or exception rating to be used in conjunction with the discount, weight breaks, and payment terms provided. Provisions subjected to the code “UNR” in this column will apply in connection with all commodities listed in the NMFC without regard to class or rating. Provisions subjected to the code DBR will be rated using the density based rates tariff ABFS 505.

CODE or **Application** prescribes additional conditions that must be satisfied for special pricing provisions to apply.

DIS or **Disc** (Discount) specifies the percentage discount to be applied. The discount will be shown on the freight bill as a deduction from the otherwise applicable linehaul charges.

MD1 or **Mode 1** — Shipments originated and delivered by ABF between points shown as ABF direct service points.

MD2 or **Mode 2** — Shipments originated by ABF at a point shown as an ABF direct service point and interchanged by ABF to a connecting line for delivery to the consignee.

MD3 or **Mode 3** — Shipments received by ABF from a connecting line and delivered by ABF to the consignee at a point shown as an ABF direct service point.

MD4 or **Mode 4** — Shipments received by ABF from a connecting line and interchanged by ABF to a connecting line for delivery to the consignee.

NMF in the CLS or Class column specifies the applicable class will be the class (not exception) rating provided in the National Motor Freight Classification.

NT or **Note** — When the reference “NT” is followed by a numerical suffix or when a number is shown in a column headed by “Note,” it specifically refers to a Note with corresponding numerical suffix explained at the conclusion of the same Part or Section of the same Item in which the reference appeared.

EXAMPLE:	NT1 (Refers to Note 1)	<u>Note</u>	
	NT2 (Refers to Note 2)	1	(Refers to Note 1)
	NT1 2 (Refers to Note 1 and Note 2)	1, 2	(Refers to Note 1 and Note 2)

OB, OBP, OBC, IBC - See “Payment and Outbound/Inbound Conditions” on the previous page. When several of these codes appear on the same line of pricing provisions, only one of these payment terms need apply to the paying party for the pricing provisions to be applicable.

PARTICIPATES - When this column is used, it may refer to pricing in other tariffs in which the specific account participates. When this is the only heading, the information provided is strictly for the purpose of cross referencing additional pricing provisions. It is included solely for the convenience of the tariff user and will not alter application of the referenced provisions in any way.

When “PARTICIPATES” is combined with any other columns, such as “ACCOUNT LOCATION,” “TERRITORIAL APPLICATION,” “CODE” or “APPLICATION,” the provisions under the “PARTICIPATES” column provide for use of specific base rates. The application of these rates is restricted by the columns shown in connection with the “PARTICIPATES” column. When a tariff with a “CODE” column is blank or contains “- -”, the specific application will be MD1 2, OBP, OBC and MD1 3, IBC.

PE (Percentage Expression) is used to modify the gross line-haul charges. The applicable rate multiplied by such factor will result in the actual rate to be applied. A 45% discount is equivalent to a 55% percentage expression.

RT SCALE or **Rate Scale** specifies the type of shipment on which the special pricing provisions are applicable. For example, “MCHG” signifies that the provisions are only applicable for shipments designated as LTL Minimum Charge Shipments. When a column shows “L5C-LTL,” the provisions will apply for shipments moving on rates subject to a minimum weight of less than 500 pounds, to and including shipments classified as less than truckload.

TERR-APPL or **Territory** (Territorial Application) names the geographic application for which the specific account pricing provisions apply. Where this heading is not used, the territorial application will be the full scope of the tariff. For instance, in ABF's 646 tariff, unless otherwise provided, any applicable Specific Account Pricing provisions will only apply for a shipment moving between an ACCT-LOC and a point in the continental United States.

TPB - See “Third Party Billing” on Page 13.

For complete explanation of all codes, see Item 2-150 of the ABF 645 or ABF 646 tariffs.



Quality Policy

We will meet the agreed-upon requirements of our internal and external customers. Our commitment is to achieve total customer satisfaction through error-free work.

A handwritten signature in black ink, reading "Robert A. Davidson".

Robert A. Davidson
President/CEO

A handwritten signature in black ink, reading "Richard J. Beaulieu".

Richard J. Beaulieu
Vice President-Transportation

A handwritten signature in black ink, reading "James T. Curtis".

James T. Curtis
Vice President-Equipment
and Maintenance

A handwritten signature in black ink, reading "Walter J. Echols".

Walter J. Echols
Vice President-Real Estate

A handwritten signature in black ink, reading "Wesley B. Kemp".

Wesley B. Kemp
Vice President-Terminal Operations

A handwritten signature in black ink, reading "Arthur N. Lynch".

Arthur N. Lynch
Vice President-Sales

A handwritten signature in black ink, reading "A. J. Phillips".

A. J. Phillips
Vice President-Industrial
Relations and Safety & Security

A handwritten signature in black ink, reading "Gerald A. Pirpich".

Gerald A. Pirpich
Vice President-Marketing & Pricing

A handwritten signature in black ink, reading "Donald N. Reynolds".

Donald N. Reynolds
Vice President-National Sales

A handwritten signature in black ink, reading "Roy M. Slagle".

Roy M. Slagle
Vice President-Administration
and Treasurer

ABF Freight System, Inc.®
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Fort Smith, AR 72903
www.abf.com

abf.com



Logistics Planning Tools at abf.com — Opening new horizons

ABF now offers a suite of logistics planning tools at abf.com that allows you to examine your distribution patterns and facilitate supply chain optimization.

Shipment Director allows you to stage and manage multiple shipments from a single view. As you become aware of future shipments, you may record the shipment details in a new shipment file. With just a few clicks, multiple pickup requests, bills of lading and shipping labels may be generated from this shipment file. In addition, a single manifest for shipments to be picked up on the same day may be generated in lieu of multiple bills of lading. A recent activity list highlights previously created bills of lading, manifests and labels as well as submitted pickup requests.

Historical Reports and Charts & Graphs allow you to examine shipping and receiving patterns over the current and previous year, by month, by location, by state, by vendor or customer. This information can also be charted with bar, line and pie charts. Specific "drill-down" buttons allow closer analysis of specific trends.

Business Trend Analysis is a new tool in Historical Reports. With Business Trend Analysis you can uncover important trends in your shipping and receiving patterns, including changes by state, vendor or customer for time periods dating back as far as two years. A selection of common reports is available for quick retrieval, or you may select from fields of data such as inbound, outbound and/or third party shipments to create a personalized report. This feature is exclusive to ABF and offers shippers unprecedented visibility and research capabilities online.

OptiPool examines prospective large LTL shipments to be tendered at the same time and offers an on-line pool distribution solution but without the headaches and complications typically associated with that service. Reduced pickup and handling expenses allow ABF to lower the total transportation cost.

Merge-in-Transit facilitates the simultaneous delivery of several shipments from different origins. You can assign existing and/or prospective shipments to a coordinated delivery project, and then track the individual shipments with a single project identification number. ABF will deliver the shipments on the requested date and even in the order you specify.

ABF's Logistics Planning Tools are much more than an enhancement to our award-winning eCenter®. These features are forward-looking logistics planning tools that open new horizons for our customers.

Contact information to further assist you

Information Center	(800) 610-5544
Rate Quotations	(800) 961-9743
Q-Line Rates/Tracking	(800) 367-2237
TimeKeeper® Rate Quotations	(800) 874-2061
Tradeshow	(800) 654-7019
TurnKey® Rate Quotations	(800) 346-3617 ext. 749
Volume Rate Quotations	(800) 348-0143
International Customer Service	(800) 422-3868
International Rate Quotations	(800) 531-3315
ABF U-Pack Moving®	(800) 355-1696



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for more information.