

## Rules and Regulations

### Special Services

#### Time Critical Deliveries – Priority Service

Shipments must be tendered on “Uniform Straight”, “Straight Bill-of-Lading – Short Form” or “Straight” bill-of-lading forms as shown in the NMFC. The customer may request **TIME CRITICAL SERVICE** by notifying an AMA Transportation Customer Service Representative or by noting on the bill of lading “By Noon or Day”, “Guarantee by Noon or Day”, “Must Deliver by Noon”, “AM Delivery Needed” or any related verbiage requesting delivery before 12:00 PM. The requested **TIME CRITICAL SERVICE** must be clearly indicated on the bill of lading located either in a Special Instructions area or directly beneath the consignee.

This service provides a guarantee that the shipment will deliver within the standard number of days established for the transit time between the origin and destination points listed on the bill of lading. This standard transit time will be that listed on the web page, the day the shipment is tendered. Only points that provide direct service are included. The five digit zip codes will establish the points of origin and destination.

These charges shall be guaranteed by the party requesting the service.

The following schedule of charges applies:

<u>Type of Priority Service</u>	<u>Definition</u>	<u>5,000 lbs or less</u>	<u>5,001 thru 10,000 lbs</u>	<u>10,001 thru 20,000 lbs</u>	<u>Over 20,000 lbs</u>
Guaranteed Day	Available for delivery by end of business day (5:00 P.M.) of established delivery standard to any direct point.	\$40.00	\$50.00	\$100.00	\$300.00
Guaranteed A.M.	Available for delivery by 12:00 Noon of established delivery standard to any direct point.	\$50.00	\$70.00	\$150.00	\$400.00
Guaranteed before 10:00 A.M. (Note B)	Available for delivery before 10:00 A.M. of established delivery standard to any direct point.	\$125.00	\$150.00	\$300.00	\$500.00
Guaranteed Express (Including Same Day, Saturday, Sunday, and Holiday service)	Delivers on the day and time agreed	Negotiated charge between carrier and the payer of the freight charge.			

<u>Types of Priority</u>	<u>Base Rate %</u>	<u>Min. Chrg. Added</u>
AM delivery by 9 am	155%	\$160
Overnight priority by 10:30am	145%	\$110

Overnight priority by 12:00pm	135%	\$50
Overnight guaranteed by next work day	130%	\$40
Time specific priority i.e. between 11:15 & 11:45	CALL	
Non normal business hours	CALL	
Shipment subject to penalization charges when specified time frame is not met or consigned to conventional exposition centers	CALL	

AM Delivery by 9AM will not be liable for any failure to perform its PRIORITY SERVICE or for loss, damage or delay to any of the goods described in the bill of lading when delay is caused by an act of God, public enemies, riots, strike, or other work stoppage or labor unrest, a defect or inherent vice in the goods, acts of public authorities of law, quarantines, civil commotions or hazardous incidents to a state of war, compliance with laws, government regulations, orders or requirements, act of omission of shipper, consignee, or owner of the goods, or any cause beyond control.

Note A: Direct Service shipments are those shipments that move solely through the system.

Note B: Shipments requesting Guaranteed service before 10:00 AM must either be scheduled through Customer Service or activated when requesting a pickup on WWW.AMATRANS.COM.

#### WHEN YOUR SHIPMENT IS TIME CRITICAL

**AMA** has the **SOLUTION**. All our customers have to do is follow these simple procedures:

Notify us of a HOT NOTE SHIPMENT

1. **PICK UP MUST BE CALLED IN** and an **AMA CUSTOMER SERVICE REP OR A DISPATCHER** must be notified of the critical nature of a specific shipment on the call in.
2. On **INBOUND ROUTED SHIPMENTS**, the consignee who routes the shipment should take precaution and notify our personnel of this time critical shipment. (DO NOT RELY on the shipper to make arrangements as their errant handling will result in the unsuccessful handling of this shipment).  
The shipper **SHOULD NOT** just mark the Bill of Lading "Hot Rush, Deliver by AM".  
Contact is essential for proper monitoring of shipment.
3. **CHECK** with our personnel for applicable service points.
4. **TIME CRITICAL SERVICE CHARGES** will be applied in addition to normal pricing.
5. **RURAL SERVICE AREA** outside major market cities may be assessed at a higher rate than listed.
6. **TIME CRITICAL SERVICE** should be indicated on the Bill of Lading by stamp or handwritten and **HIGHLIGHTED**. In the event that this designation is not indicated but services are requested and performed, the additional T/C charges will be enforceable.
7. Your shipment will be **MONITORED** from pick up to delivery. We can now NOTIFY you the customer of any delays or problems that exist.
8. This service is subject to **NORMAL BUSINESS CONDITIONS**. Money back refunds will not be applicable on late shipments due to bad weather, state of emergency or war, act of God or other unusual situations that may prevent the control of normal or prudent operations.

Your **COMMUNICATIONS** and **COMPLIANCE** of **PROCEDURES** is **ESSENTIAL** to the successful handling of these shipments.