

# FREIGHT DOCUMENTATION & LABELLING GUIDE



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# FREIGHT DOCUMENTATION & LABELLING

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The ability of Toll North to provide our customers with the required service depends to a large degree on the quality of freight notes, address labels, service stickers and other general freight labels.

Given that we continue to experience ongoing problems with freight documentation and labelling, Toll North has prepared a procedure guide to assist customers with this critical operational requirement.

In support of this process we request that all customers review the attached guidelines to help us deliver better service performance and to reduce the overhead of rework and error recovery in our respective businesses.

We would ask all customers to note and comply with the minimum mandatory requirements when preparing freight for despatch and to contact your account manager or our local sales office should you have any queries or concerns with this critical aspect of our business work practices.



## FREIGHT DOCUMENTATION & LABELLING CONT....

### DID YOU KNOW!

To provide an explanation of how poor quality documentation and freight labelling can affect the service you receive from Toll North, we have outlined below some simple examples showing the potential outcome to this problem.

- ▶ Incomplete or insufficient information on the freight note can delay data capture of consignment information and limit our ability to track your freight through our operational network.
- ▶ Incomplete or incorrect address information can result in delivery delays of your consignments while we clarify details.
- ▶ Inadequate descriptions of the shipped items on the freight note can delay the reconciliation of freight against the paperwork and delivery while we clarify details.
- ▶ By not declaring or incorrectly marking "Who Pays the Freight", numerous charges are either incorrect or allocated to the wrong party, which creates substantial rework and problems on the part of the sender, receiver and Toll North.
- ▶ Not declaring or incorrectly declaring the weight or cubic on the freight note can result in charging errors or serious operational issues with our load planning.
- ▶ Poorly addressed freight can result in despatch delays, mis-directions and delivery delays to your customers. It also makes our ability to reconcile freight against paperwork very difficult. As we are often delivering multiple consignments from different senders and unless the address label has sender details and/or freight note number identification, delays will occur with the delivery process.
- ▶ Freight notes are a contractual document so it is essential that the sender, driver(s) and receiver sign for the freight with a clear and legible name and signature, after they have carefully checked freight against paperwork.

# HOW TO COMPLETE A FREIGHT NOTE

**Sender Information**  
Mandatory Requirements  
 Full Company Name  
 Full Street Address  
 Town State Postcode  
Optional Requirements  
 Account # (If known.)  
 Contact Phone #

**Receiver Information**  
Mandatory Requirements  
 Full Company Name  
 Full Street Address  
 Town State Postcode  
Optional Requirements  
 Account # (If known.)  
 Contact Phone #

**Service Details**  
 Default Service – General  
 Sender to note alternative requirements (eg. Express, Foods, Etc).

**Charge To Information**  
Mandatory Requirement  
 Mark Sender, Receiver or 3<sup>rd</sup> Party  
 (Whichever is applicable.)  
 If 3<sup>rd</sup> Party – Note Company Name, Address & Account #.

**Goods Cover**  
Optional Requirements  
 Liability cover amount.

**Description of Goods**  
Mandatory Requirements  
 Number of Items  
 Desc. of Packaging (eg: carton, plt etc.)  
Optional Requirements  
 Customer Reference  
 Other Info (As Required)  
 Description of Goods (eg: wine, timber, etc.)

**Sender's Signature**  
Mandatory Requirement  
 Sender to check all details against freight then date and sign freight note.

**Driver's Details**  
Mandatory Requirements  
 Driver to check all details against freight, number of items, then sign and date freight note.

**Condition of Goods**  
 Driver to note any exceptions to the condition of the goods.

**Pallet Details**  
 Please refer to the following page.

**Weight & Cubic**  
Mandatory Requirements  
 Kilograms (kgs)  
 Cubic Dimensions (cm)  
 (If cubic dimensions are for individual items record quantity.)

**Totals**  
Optional Requirements  
 Number of Items  
 Weight (kgs) / Cubic (m<sup>3</sup>)

**Contract No.** 1238080

**EXPRESS SERVICE**  **FOOD OR FOOD PACKAGING**

**SENDER**  
 Company Name: [ ]  
 Address: [ ]  
 State: [ ] Postcode: [ ]  
 Contact Name: [ ]

**RECEIVER**  
 Company Name: [ ]  
 Address: [ ]  
 State: [ ] Postcode: [ ]  
 Contact Name: [ ]

**PAYMENT DETAILS**  
 Who will pay for this freight:  Sender  Receiver  Third Party  
 Account No: [ ] Quote No: [ ]

**TOLL GOODS COVER**  
 UNDER CONDITION 7 ON THE BACK YOU WILL BE CHARGED AND RECEIVE \$800 COVER FOR PHYSICAL LOSS OR DAMAGE TO GOODS UNLESS YOU INDICATE:  
 No Cover Required  Amount of Cover (not over \$5,000) at the Rates on the back \$ [ ]

**ONFORWARDING / SPECIAL INSTRUCTIONS**

**DATA ENTRY COPY**  
 1238048530

SENDER'S REF NO.	NO. OF ITEMS	PALLETS	MISC.	YOU NEED TO FULLY DESCRIBE, WEIGH AND CUBE THE GOODS ACCURATELY. (EG. PALLETS OF FLOUR, BUNDLES OF TIMBER, CARTONS OF WINE)	WEIGHT (KG)	CUBIC SIZE			RECEIVERS ORDER NO.
						LENGTH CM	WIDTH CM	HEIGHT CM	
						X	X	X	
						X	X	X	
						X	X	X	
						X	X	X	
						X	X	X	
<b>TOTALS</b>									

**SENDER'S SIGNATURE**  
 I DECLARE THE GOODS ARE NOT DANGEROUS AND AGREE TO THE CONDITIONS ON THE BACK OF THIS CONTRACT  
 Print Name: [ ]  
 Date: / /

**DRIVERS SIGNATURE**  
 Signature: [ ]  
 Date: / /

**DRIVER COMMENTS**  
 [ ]

**PALLET DETAILS - Driver to complete**  
 UPON PICK-UP: CHEP, LOSCAM, OTHER  
 UPON DELIVERY: CHEP, LOSCAM, OTHER  
**EXCHANGE DETAILS**  
 Delivered to Sender, Collected from Receiver  
**PALLET TRANSFER DETAILS**  
 CHEP Transfers onto Toll, Loscam Transfers onto Toll

# How To Complete a Freight Note

## PALLET DETAILS

### PALLET DETAILS - Driver to complete

UPON PICK-UP			UPON DELIVERY		
CHEP	LOSCAM	OTHER	CHEP	LOSCAM	OTHER
Customers Own	5		Customers Own	5	

### EXCHANGE DETAILS

Delivered to Sender	5		Delivered to Receiver	5	
Collected from Sender	5		Collected from Receiver	5	

### PALLET TRANSFER DETAILS

CHEP Transfers onto Toll	Qty 5	Docket No. TF1234567	CHEP Transfers off Toll	Qty 5	Docket No. TF7654321
Loscam Transfers onto Toll	Qty	Docket No.	Loscam Transfers off Toll	Qty	Docket No.

This section is used when the pallets are not transferred to or exchanged with NQX. These transactions are recorded for your internal purposes only and remain “customers own” pallets.

This section is used when an exchange is performed or an IOU transaction occurs with NQX. Any IOU pallets recorded in this section are effectively on hire to NQX and therefore must be recovered. Please endeavour to exchange one for one with our delivery driver. (NQX may not always be in a position to exchange pallets at point of pick-up.)

This section is used when transferring the pallet hire to NQX. To use the NQX transfer system you must first obtain authority from NQX through your account manager. Please give a copy of the transfer document to the NQX driver.

## Sample Address Label

<u>Receiver</u> <b>ABC Company</b> <b>10 Smith Street</b> <b>Rockhampton, QLD 4700</b>		<u>Sender / Receiver Reference</u> <b>12345</b>
<u>Freight Note Number</u> <b>110643211</b>	<u>Item Count</u> <b>1 of 1</b>	<u>Sender</u> XYX Company Brisbane, Qld 4000

**Mandatory Requirements (Address Labels):**

- ▶ Receiver Name and Address.
- ▶ Freight Note Number (Use NQX Adhesive Sticker or Hand Write).
- ▶ Sender Name, Town and Post Code (Only if Freight Note Number is Not Used).

**Optional Requirements (Address Labels):**

- ▶ Item Count.
- ▶ Sender / Receiver Reference.

**N.B.** The above sample should be adopted as a minimum standard for freight labelling by all customers.

## NQX Adhesive Freight Note Numbers

<u><b>NQX Freight System</b></u>	<u><b>147390715</b></u>
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**Mandatory Requirement:**

Our ability to quickly and accurately reconcile freight against paperwork is greatly improved if customers apply the NQX adhesive freight note number or hand write the freight note number on each address label.

## Special Freight Stickers



**Mandatory Requirement** on all freight items consigned on our '**Express**' service.



**Mandatory Requirement** if the freight is fragile and requires special attention to handling and stowage.



**Mandatory Requirement** if the freight is to be loaded and stowed as Top Load only.

## Special Freight Stickers



**GLASS**

**Mandatory Requirement** if the freight contains glass and requires special attention to handling and stowage.



**THIS WAY  
UP**

**Mandatory Requirement** if the freight must remain upright at all times.