

PREMIER TRANSPORT LTD.

MANIFEST

In order to invoice our customers accurately, meet their requirements and to ensure proper commissions are paid to you, the Independent Contractor, (hereinafter referred to "the courier"), the following information is intended to help guide you as a contracted courier.

All deliveries must be entered on a manifest sheet. You should start a new sheet every day. All information must be filled out in order for you to be paid the proper commission for your deliveries.

The manifest sheet has two parts, a white copy and a yellow copy. When turning in your paperwork, be sure to turn in the white copy only and keep the yellow copy for yourself. This is a record of your deliveries.

When you accept a delivery order, be sure to fill in all the required information on the manifest. When you have picked up the delivery, enter the pickup time, and then contact dispatch to let them know that the pickup was made. When you make a delivery, enter the delivery time. Upon delivery, the person accepting the delivery must sign and print his/her name in the spaces provided.

Manifests are proof of the deliveries you performed and need to be returned to Premier on a weekly basis to receive your commission check in the proper time frame. You may drop off your white manifests at two separate locations, the Plainfield location (where you are now) or ACL in the lockbox in Rosemont. **Both locations are open seven days a week, twenty-four hours a day.** Or you can mail, fax or scan and email your white manifests and send it to Premier. Your cut off time is Friday at 11:59 pm. Any white manifests turned in after that time will not be honored until the next commission period. Please be advised that starting out as a courier with us it will take up to three weeks before you receive your first commission check, as long as your white manifest is filled out properly, and turned in by the time deadline. your commissions check for the applicable commission period is available every Monday after 5:00 pm at our Plainfield location in the dispatch office or you can make arrangements with Human Resources to mail to your designated location on Tuesdays. If you cannot make it in on Monday night or up until Wednesday morning of that week, please call dispatch or personnel to make arrangements for your check to be left out.

PROOF OF DELIVERY

Dispatch will ask you for a "Proof of Delivery" (P.O.D.) A P.O.D. is a record of who signed for the delivery, what time it was picked up and what time it was delivered. our customers want you to provide the P.O.D. immediately after every delivery.

IMPORTANT

Our promise to our customers typically is for their delivery to be picked up and delivered within two hours from the time the order was called in. The two hours is from that time, not when you

pick it up. A round trip is four hours. A round trip is when you pick it up at one point, take it to the delivery point, and then return it to where you started. Round trips require a signature at each end.

TIME AND A HALF

Delivery is when orders are called in after hours or when a customer needs something delivered in less than normal time. This type of order will normally be taken directly to the delivery address with no stops. Dispatch will let you know accordingly.

"STAND BY"

Means, please give us a few minutes in the vernal are of your last delivery, and call dispatch back every 5 to 20 minutes unless dispatch informs you otherwise.

IF A CUSTOMER CANCELS

An order that you accepted and after you have arrived at the pickup point, the charge customer owes a "no go charge." Dispatch will let you know how to fill out your manifest just like you would have for delivery and mark it a "NO GO" per...

SPLIT TICKET

If two (2) couriers are working on one delivery together - list your pick up point and your destination on your manifest and get the other courier's signature, showing that he / she took the delivery from you.

SPECIAL INSTRUCTIONS

If there are any special customer instructions, such as reference numbers, air bill numbers, or names of people you must see, dispatch will inform you of these and where to put them on the manifest.

NEVER

Tell or let a customer know you have other pickups or deliveries in your vehicle. We want them to think your sole purpose in life is their package.

A BLIND SHIPMENT

Is when the customer does not want the recipient to know where the package came from. Dispatch will let you know to only fill in delivery information on the manifest after the delivery signs for it, then go out to your car and fill out where you picked it up. If the delivery asks, "where

it came from", let them know, "it came from Premier's warehouse."

WAITING TIME

If the package isn't ready when you get there, you can wait for up to fifteen minutes at no charge. After that, a per minute charge is typically assessed. Return to your vehicle, call dispatch, let dispatch know you have been there for ten minutes and when you think the pick up might be ready. Dispatch will call our customer to obtain authorization for the waiting charge - dispatch will let you know to mark on the manifest, "waiting time O.K. by _____." When you get the package in your possession let dispatch know your waiting time. It is calculated from when you first arrived at the proper pick up location.

C.O.D.'s (Cash on Delivery)

Sometimes our customers require us to pick up money or checks, either at the pickup or at the delivery point. Dispatch will let you know the exact amount you are to collect; you may accept cash, check or credit cards. If the customer does not have the amount specified, call dispatch immediately, do not accept anything, wait for further instructions. Do not unload the delivery until you have the C.O.D. in your possession. All C.O.D.'s are to be turned into and signed for in dispatch. Remember, you are responsible for these C.O.D.'s until you obtain a release signature.

CUSTOMER REQUIREMENTS HANDLING MEDICAL SPECIMENS

All specimens **MUST** be handed with extreme care!

1. When picking up a specimen, bring the proper container into the hospital. If pickup up multiple specimens, **DO NOT MIX THEM UP!**
2. Inform the lab tech which lab you are picking up for, and the patient name of the specimen you are there for.
3. Get the name of the lab tech you are talking to.
4. Check the name on the specimen that you are picking up.
5. All specimens are to be carried in a properly marked blue three-compartment cooler.
6. **At no time** are specimens to be transported outside our proper containers.
7. If you suspect a specimen is not secure or is unsafely wrapped - Stop. **Don't touch it!!** Do Not Go Anywhere, call dispatch immediately. They will give you further instructions.
8. If a specimen breaks while in your possession, Don't Touch It, or Let Anyone Else Touch It. Call dispatch immediately, they will let you know how to proceed.
9. If you are dispatched to pick up a frozen specimen and do not have dry ice, inform dispatch immediately that you do not have dry ice.
10. Specimens that are froze are required to be on dry ice - **No Exceptions! Never use wet ice.**
11. **Dry ice must be carried at all times - No Exceptions!**
12. **NEVER FREEZE BLOOD SPECIMENS, EVER! IF YOU ARE DISPATCHED FOR A FROZEN SPECIMEN AND THE SPECIMEN IS BLOOD, DO NOT TAKE THE SPECIMEN AND CALL YOUR DISPATCHER IMMEDIATELY! CALL EITHER ON YOUR CELL PHONE, THE PHONE IN THE LAB, OR ON THE RADIO.**

MILITARY TIME CONVERSION CHART

Normal Time	Military Time
12:00 AM	0000
1:00 AM	0100
2:00 AM	0200
3:00 AM	0300
4:00 AM	0400
5:00 AM	0500
6:00 AM	0600
7:00 AM	0700
8:00 AM	0800
9:00 AM	0900
10:00 AM	1000
11:00 AM	1100
12:00 PM	1200
1:00 PM	1300
2:00 PM	1400
3:00 PM	1500
4:00 PM	1600
5:00 PM	1700
6:00 PM	1800
7:00 PM	1900