

# Appointment Freight

FREIGHT™  
— TO THE —  
POINT

## What Is Appointment Freight?

**Appointment Freight** occurs when the customer requests, via the Bill of Lading (BOL) or other means, to establish a time and date specific **Appointment**, or **Call and Notify** the consignee as a condition before attempting delivery. Certain consignees stipulate that all carriers book appointments under all circumstances or within certain parameters. Establishing and performing Appointment Deliveries has a significant impact on our ability to provide customers with the cost effective, high-speed service performance that they have come to expect.

## How Does Appointment Freight Add to the Overall Cost?

Appointment Freight creates additional cost impacts that may not be readily apparent.



- When shipments requiring an appointment arrive at our destination terminal, they generally cannot be loaded directly to a delivery unit. Often the shipment has to be staged on the dock while the appointment request is made to the consignee, causing **additional freight handling**.
- Appointment requests to the consignee can be a **time-consuming process**, usually requiring multiple telephone calls, emails, faxes, or web inquiries in order to establish the appointment.
- Appointments are usually granted by the consignee a day or more after the request has been presented. As a result, **appointment freight is stored in the terminal or on trailers**. These requirements have a significant impact on our terminal and trailer utilization, thus hindering our ability to maximize returns from our invested assets.
- Many large consignees, given the complexity of their business, have developed processes that address their needs, but not necessarily those of the carrier. Truck congestion at delivery sites results in **extended driver waiting times, poor utilization of equipment, and lost productivity**.



## What Is the Cost?

The Appointment Fee is \$30.00 per shipment (for domestic shipments only; for Transborder Shipments, please refer to the **Accessorial Charges Transborder** under Resources/Guides at [www.dayross.com](http://www.dayross.com)) which will be billed to the payer of freight charges. Appointment Delivery/Call Notification is considered an accessorial (additional) service and is coded as APTFGT or CALNOT on our invoice. The charge is applied to a PRO when delivery has been requested at a specific date and time, i.e. within a delivery window (6 hrs or less) or a specific time of day, e.g. AM/PM delivery.

