

# Lanter Delivery Systems, Inc.

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*Standard Operating Procedure  
Ford Motor Company*

Kansas City

Jan. 10, 2012



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## 1.0 Introduction

Lanter Delivery Systems, Inc. is a leader in time-sensitive delivery of parts, products and documents from coast to coast.

Ford Motor Company, a global automotive industry leader based in Michigan, manufactures or distributes automobiles across six continents.

LDS is providing delivery services for Ford beginning in Kansas City with end points in Iowa, Kansas, Missouri, Nebraska and North Dakota. The area includes service for Classic and DDS Routes.

- Monday through Friday, LDS receives freight at its Cross Dock in Kansas City from Ford's HCC/LVLC in Memphis and National PDC in Lithonia, Mich. via Memphis, and freight from Ford's HVC in Kansas City directly at the HVC Dock
- As freight is received at both locations, LDS scans and sorts the freight by route
- Line haul drivers pick up the Classic Route freight at the Cross Dock and/or the HVC and transport it to designated terminals where delivery drivers receive, and then transport and deliver the freight to Ford dealers by 0800, Tuesday through Saturday
- LDS transports the HVC freight for DDS Routes to the Cross Dock
- Delivery drivers pick up the DDS freight at the Cross Dock, and then transport and deliver it to Ford dealers by 0800, Tuesday through Saturday
- When making a delivery, delivery drivers pick up empties and returns, and return them to their designated terminal or Cross Dock, and terminals send all empties and returns to Cross Dock
- LDS processes returns, and then sends all empties and returns back to the designated Ford origin
- Process repeats accordingly

LDS has created a resource tool, which will ensure smooth deliveries of Kansas City Ford parts. This document is a step-by-step guide to the process, as well as a source for instructions or documents that may be needed along the way.

## 2.0 Receiving

### 2.1 HVC

- Arrive at scheduled time
- Sign in as Ford visitor
- Go to designated area
- Receive empties from Cross Dock
- Stage empties in their designated areas
- Stage empties for sorting, such as containers, carts and pallets
- Receive initial piece count from Ford personnel
- Turn on computer
- Log in to computer
- Retrieve Sprint Card from locked cabinet
- Plug Sprint Card into computer's UBS Drive

- Click on Sprint icon on computer's home screen
- Click on "connect" in Sprint SmartView box
- Open OMS Program
- Receive freight
  - Packages, such as boxes, totes and loose pieces (V3, V4, V7, V8 and V9)
  - Cages (VA, VB, VC, VD, VE and VF)
- If issued any hazardous materials for packages, such as boxes, totes and loose pieces (V3, V4, V7, V8 and V9), take it to Ford personnel for processing
- Receive hazardous materials back along with coordinating hazmat paperwork from Ford personnel
- Receive cage paperwork from Ford personnel
  - Cage Tally Sheet (list of cages and codes as released)
  - Cage Manifests (one in each cage)
  - Hazardous materials paperwork, if any
- Obtain scanner from designated area (reference 7.1 HVC for scanning instructions)
- Scan freight as it is dispatched by Ford personnel
  - Packages, such as boxes, totes and loose piece – scan Customer/Dealer Number and then the Carton Number for each package, box, tote or loose piece
  - Cages (Ford personnel scan and load freight into cages, and when an order is complete for a dealer, Ford personnel will secure cage and notify LDS personnel when cages are ready) – scan Customer/Dealer Number and then the Cage Number for each cage
- Mark a line through each package's Shipping Label, such as boxes, totes and loose pieces with a marker as they are scanned, thus noting it has been scanned (use different color marker per sorter)
- Mark a line through each Cage Number on corresponding Cage Tally Sheet as that cage is scanned to verify all pieces are received (use different color marker per sorter)
- Transmit scanned data frequently to OMS
- Once all freight has been received from Ford and scanned, make sure all scanned data has been sent to OMS
- Receive final piece count from Ford Personnel

## 2.2 Cross Dock

- Arrive at scheduled time
- Receive freight
  - Memphis – HCC/LVLC and HVC (referrals) and Livonia National PDC
  - Kansas City – HVC
- Receive corresponding paperwork from drivers
  - Memphis – HCC/LVLC, HVC and Livonia NPD
    - Bill of Ladings/Manifests (Ford and/or carrier, if applicable)
    - Hazardous materials paperwork, if applicable
  - Kansas City – HVC
    - Three KANSAS CITY HVC Bill of Ladings (V3 and V4, V7 and V8 and V9)
    - Hazardous materials paperwork, if applicable
    - Last trailer will also bring additional paperwork
      - KANSAS CITY HVC Count Report (with truck departure times)
      - KANSAS CITY HVC Daily Report
      - OMS Line Haul Manifests



- OMS Damaged Parts Log
  - OMS Delivery Manifests, if applicable
- Provide paperwork to designated dock personnel
- File all incoming paperwork for LDS records
- Unload freight
- If receive LTL freight for Classic routes, such as an engine, notify supervisor to ship via Vitran
  - Place LTL freight in designated area
  - Fill out LTL Shipping Bill of Lading – Vitran (carrier for Ford Kansas City)
  - Place LTL Bill of Lading with corresponding freight
  - Place LTL Shipping pro #'s on LTL Bill of Lading and on freight
  - After driver signs LTL Bill of Lading, make three copies of LTL Bill of Lading
  - Send original copy of LTL Bill of Lading to designated Kansas City HVC personnel
  - Give copy one of LTL Bill of Lading to driver
  - Give copy two of Bill of Lading to designated Kansas City Cross Dock personnel
- Obtain scanner from designated area (reference 7.2 Cross Dock for scanning instructions)
- Scan freight from Memphis HCC/LVLC and HVC, Livonia NPD, and ONLY molding in cages from Kansas City HVC
- Transmit scanned data frequently to OMS
- Mark a line through each package's Shipping Label with a marker as they are scanned, thus noting it has been scanned (use different color marker per sorter)
- If a piece of freight is visibly damaged, mark a large and visible "X" on it using a piece of chalk
- Once all freight has been received, make sure all scanned data has been sent to OMS
- Break down any empty containers, such as baby blues and 6x9s
- Stage empties in designated areas
- Receive faxed Dealer Return Claim Forms from dealers to authorize return pickups for DDS routes (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)
- Make two copies of each Dealer Return Claim Form
- File original copy of each Dealer Return Claim Form for LDS records
- Place the two copies of each Dealer Return Claim Form in corresponding DDS Route Packet

## 2.3 Line Haul

- Arrive at scheduled time
- Pick up freight for your designated stop(s)
- Receive corresponding paperwork
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable

## 2.4 Terminal

- Arrive at scheduled time
- Receive freight
- Receive corresponding paperwork from line haul driver
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
- Provide paperwork to designated dock personnel
- Unload freight

## 2.5 Delivery Driver

- Arrive at terminal/meet point at scheduled time
- Pick up freight from your designated route area

### Classic Routes:

- Receive needed items from dispatch/supervisor
  - Route keys/codes
  - Route Summary and/or Route Sheet
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Contacts
  - Instructions
  - Communication Reports
  - Applicable Emergency Response Paperwork

### DDS Routes:

- Retrieve scanner from designated area (reference 7.3 Delivery Driver for scanner instructions)
- Receive Route Packet from dispatch/supervisor
  - Route keys/codes
  - Route Summary (Route Sheet may be obtained by supervisor)
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Communication Reports
  - Contacts
  - Instructions
  - Applicable Emergency Response Paperwork
  - Two copies of each Dealer Return Claim Form listing returns to pick up (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)

## 3.0 Sorting

### 3.1 HVC

- Sort freight, such as boxes, totes and loose freight by designated shuttle or line haul route
- Place freight in designated areas, and/or into designated container or cart, or onto designated pallet
- Once all freight received and scanned, view OMS scanning totals on computer
- Verify Ford numbers match OMS scanning totals for each route code for boxes, totes and loose pieces (V3, V4, V7, V8 and V9)

- Verify number of cages received matches Cage Tally Sheet numbers from Ford Personnel
- Report any OS&Ds or missorts to Ford personnel
- If there is a variance in numbers, receive approval from Ford personnel to release freight
- Secure freight with shrink-wrap, if applicable
- Secure placard with route codes/route destination on each set of packed freight
- Stage freight in designated areas

### 3.2 Cross Dock

- Sort freight by route
- Place freight in designated areas (except bumpers), and/or into designated containers or carts or onto designated pallets, baby blues or 6x9s
  - Set bumpers in designated bumper areas, also staged by route
- Once all freight is received and scanned, and after all shipment manifest transmitted to ESR, view ESR and OMS scanning totals on computer for each route code
- Print OMS Inbound Parts Report and OMS Damaged Parts Report
- Print ESR Cross Dock Unload Equipment Tally Sheet Report
- Verify ESR numbers match OMS numbers for each route code
- Report any OS&Ds or missorts to supervisor
- Update freight counts in ESR, accounting for any OS&Ds for inbound freight, such as those reported by Cross Dock by completing an ESR Cross Dock Inbound Unload OS&D Report
- Secure freight with shrink-wrap, if applicable
- Stage freight in route designated areas

### 3.3 Terminal

- Sort freight by route
- Verify freight matches Delivery Manifests
- Report any OS&Ds or missorts to LDS Kansas City Customer Service
- Stage freight in route designated areas

### 3.4 Delivery Driver

- Sort freight per dealer and address, care must be taken as dealer may have more than one location
- Verify freight against Delivery Manifest
- Report all OS&Ds and missorts to supervisor
- Record all OS&Ds and missorts on corresponding Delivery Manifest and Route Sheet

## 4.0 Loading

### 4.1 HVC

- Load freight onto designated vehicles
- Use load bars and/or carts to secure freight to minimize damage during transportation
- Complete three KANSAS CITY HVC Bill of Lading forms (V3 and V4, V7 and V8 and V9)
  - Record date and number of pieces for each category on each
- Complete KANSAS CITY HVC Count Report
  - Record counts for each category, date and truck departure times

- Complete KANSAS CITY HVC Daily Report
  - Record count totals for cages and loose pieces
- Provide drivers with a corresponding KANSAS CITY HVC Bill of Ladings, along with paperwork for hazardous materials (emergency response paperwork and hazardous materials paperwork/Straight Bill for Lading for coordinating hazardous materials piece) and cages (every cage has a coordinating piece of paperwork in it)
  - Put Truck #7 Tulsa paperwork on back of trailer
- Print one copy of OMS Damages Log
- Print two copies of OMS Line Haul Manifests
- Send KANSAS CITY HVC Count Report, one copy of OMS Line Haul Manifest and OMS Damages Log on last trailer to designated Cross Dock personnel
- Provide one copy of OMS Line Haul Manifest to designated Ford staff member on HVC dock
- Notify Cross Dock when last truck has departed
- When finished for the day, close all programs and turn off the computer
- Lock Sprint Card in file cabinet
- Sign out as Ford visitor

## 4.2 Cross Dock

- Print Delivery Manifests from ESR and OMS
- Provide all drivers with corresponding paperwork and necessary items

### Line Hauls:

- Provide Delivery Manifests and hazardous materials paperwork

### Classic Routes:

- Provide needed route information and materials
  - Route keys/codes
  - Route Sheet and/or Route Summary
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Contacts
  - Instructions
  - Communication Reports
  - Applicable Emergency Response Paperwork

### DDS Routes:

- Provide DDS drivers with Route Packet with corresponding route information and needed items
  - Route keys/codes
  - Route Summary
  - Dealer Profiles
  - Delivery Manifests

- Hazardous materials paperwork, if applicable
- Communication Reports
- Contacts
- Instructions
- Applicable Emergency Response Paperwork
- Two copies of each Dealer Return Claim Form, listing returns to pick up (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)
- Provide DDS drivers with a scanner

### 4.3 Terminal

- Provide all drivers with corresponding paperwork and necessary items

Classic Routes:

- Provide needed route information and materials
  - Route keys/codes
  - Route Sheet and/or Route Summary
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Contacts
  - Instructions
  - Communication Reports
  - Applicable Emergency Response Paperwork

DDS Routes:

- Provide DDS drivers with Route Packet with corresponding route information and needed items
  - Route keys/codes
  - Route Summary
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Communication Reports
  - Contacts
  - Instructions
  - Applicable Emergency Response Paperwork
  - Two copies of each Dealer Return Claim Form, listing returns to pick up (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)
- Provide DDS drivers with a scanner

## 4.4 Delivery Driver

- Load freight beginning with last delivery first and first delivery last
- Secure freight to minimize damage during transportation

## 5.0 Delivering

### 5.1 Line Haul

- Transport freight to designated terminals and/or stops
- Provide corresponding paperwork
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable

### 5.2 Delivery Driver

- Transport freight from Cross Dock or terminal to dealer
- Unless otherwise noted, deliver freight by 0800 hours
- Use profile sheet to gain access to dealer
- Unless otherwise directed, do not leave freight outside
- If lock box, obtain key from lock box (reference 12.21 Lock Box for instructions)

#### DDS ONLY

- Scan
  - Scan the On-Site Bar Code at the facility (reference 7.3 Delivery Driver for scanning instructions)
  - Scan each item to be delivered to the facility as noted below
    - Cage
      - Scan Dealer /Customer Bar Code
      - Scan Cage Bar Code
    - Tote
      - Scan Dealer/Customer Bar Code
      - Scan Carton Bar Code
    - Loose parts
      - Scan Dealer/Customer Bar Code
      - Scan Carton Bar Code
- Transmit scanned data frequently to OMS
- Place freight in designated area
- Stack freight neatly and carefully
- Sign and date Delivery Manifest
- Leave Delivery Manifest, and any other paperwork for dealer in appropriate location

#### DDS ONLY

- OMS-DDS Delivery Manifest
  - Sign and date Delivery Manifest
  - Verify piece count on Delivery Manifest
  - Leave Delivery Manifest for dealer
- ESR Delivery Manifest
  - Sign and date Delivery Manifest
  - Verify piece count on Delivery Manifest
  - Leave two copies (white and yellow) for dealer
  - Keep pink copy for LDS Records
- Record delivery data on Route Sheet
  - Time
  - Number of pieces delivered
  - Signature
    - If unattended delivery, driver signs and dates
    - If dealer personnel present, obtain a signature and date from dealer employee
- Call in delivery times to Customer Service by 0600 hours daily to 1-800-526-8371

Additional items to note:

- Do not drag, drop or throw freight
- Do not open packages/totes
- Stack freight heavy to light – arrows up
- If possible, park vehicle where it can be observed by you
- Keep vehicle locked at all times

Additionally, contact your supervisor during your route if:

- Delivery is going to be after scheduled committed delivery time (vehicle breaks down, inclement weather, traffic, etc.)
- Customer door is not locked upon arrival
- Package(s) damaged on route
- Missing a package
- Find a package that has been loaded in error
- Any property damage occurs (building, fence, other vehicle, etc.)
- There is not room on your vehicle to transport all empties (cages, totes, etc.)

Suggested items to bring on your route:

- Flashlight
- Cell phone
- Lock deicer
- Clip board, pens or pencils
- Spare key to vehicle
- Load lock/straps

- Pallet jack/two wheeler

## 6.0 Returns

### 6.1 HVC

- Give returns and Dealer Return Claim Forms to designated Ford personnel
- Claims Processor will match the paperwork with the claims
- Claims Processor will sign the bottom of the Dealer Return Claim Forms as proof that it arrived at the HVC

### 6.2 Cross Dock

- Collect paperwork from previous days DDS routes, such as Delivery Manifests signed and dated by dealer, Communications Reports, as well as empties, any undelivered freight, scanners and Route Packets daily
- Collect returns with Return Label affixed and corresponding Dealer Return Claim Forms
- Verify dealer's returns against corresponding Dealer Return Claim Forms, if discrepancy notify supervisor
- Sign and date Dealer Return Claim Forms
- Make a copy of signed Dealer Return Claim Forms
- Save one copy of each Dealer Return Claim Form for LDS records
- Keep original Dealer Return Claim Form with corresponding return
- Scan all Return Label bar codes (completed by the supervisor, and NOT with the DDS scanner)
- Upload return data to Ford Web site
  - Open Word Document
  - Plug in scan gun and leg gun to unload numbers (do not plug in scanner until cursor is on page)
  - Manually enter any numbers that were turned in that would not scan (remember to add 0001 to the end of each number manually entered)
  - Open Web site [www.covisint.com](http://www.covisint.com)
  - Log in under Automotive by entering user name and password
  - Click on Ford Supplier Portal
  - Click Application tab
  - Click on Ford Customer Service Purchasing
  - New screen will pop up, enter <https://web.cqc.ford.com> in the address line
  - Click on psc claims tab
  - After new box appears, copy and paste claims numbers in the box
  - Save document
  - Close out of screen
  - Log out
  - Clear all data stored in scanner
- Place returns in designated area



- Put small returns in designated bins
  1. Kansas City HVC
  2. Memphis HVC
  3. Memphis HCC
  4. Memphis LVLC
  5. Memphis Livonia National PDC
- Put large returns in designated areas
  1. Kansas City HVC
  2. Memphis HVC, HCC and LVLC, and Livonia National PDC
- Put small Visible Damage or “VD” returns in “BE” bin
- Put large Visible Damage returns in designated area
- Sort returns in bins and areas by FCSD guidelines or Reason/Claim Codes (located on Return Label)
  - Restock Claim Codes: EA, FA, FD, FG, FH, GA, GI, GJ and GG
  - Scrap Claim Codes: BA, BC, BD, BE, CD, CF and GB
- Record each containers data on an Outbound Regional Return Claims Summary Listing
  - Ship date
  - Return location
  - Claim number
  - Shipping container number
  - Claims process date
  - Dealer code
  - Route code
  - Number of pieces
- Attach Outbound Regional Return Claims Summary Listing to each bin
- Make one copy of Outbound Regional Return Claims Summary Listing
- File one copy of Outbound Regional Return Claims Summary Listing for LDS records
- Send one copy of Outbound Regional Return Claims Summary Listing copy to Kansas City’s Ford Traffic Manager
- Send returns with corresponding Dealer Return Claim Forms back to origin
  - Transport Kansas City HVC returns with corresponding Dealer Return Claim Forms daily to Kansas City HVC
  - Send Memphis HVC, HCC, LVLC and Livonia National PDC returns with corresponding Dealer Claim Forms back to Memphis with empties going back to Memphis when the designated trailer is full
- Hold VD returns until inspected by Ford Traffic Manager, and then place in designated return location
- Shuttle empties back to HVC daily
  - Send Cross Dock Bill of Lading with empties, noting number of pieces and type of empties on trailer

\*Any caged material that ends up at the freight terminal must have the claim number manually entered in the Ford Web Site at <https://web.cqc.ford.com/website>

### 6.3 Line Haul

- Pick up returns with corresponding Dealer Return Claim Forms and empties from terminals
- Transport all returns with corresponding Dealer Return Claim Forms and empties to Cross Dock
- Place all returns with corresponding Dealer Return Claim Forms and empties in designated areas at Cross Dock

### 6.4 Terminal

- Collect empties, returns with corresponding Dealer Return Claim Forms, Communication Reports, Route Sheets and any undelivered freight daily
- Collect paperwork from previous days DDS routes, such as Delivery Manifests signed and dated by dealer, Communications Reports, as well as empties, any undelivered freight, scanners and Route Packets daily
- Send empties and returns with corresponding Dealer Return Claim Forms, as well as any DDS paperwork to Cross Dock daily

### 6.5 Delivery Driver

#### DDS

- Pick up "signed" paperwork from previous days delivery
  - Delivery Manifests, signed and dated by dealer
- Pick up returns notified of in Route Packet with corresponding Dealer Return Claim Forms if:
  - Return Label is affixed to the carton or on part to be returned
  - Number of pieces matches Dealer Return Claim Form
- Pick up returns if:
  - Ford Return Label is affixed to the carton or on part to be returned
  - Number of pieces matches Dealer Return Claim Forms (Dealer to leave two copies of Dealer Return Claim Form)
  - Dealer Return Claim Form is signed and dated by dealer
- If any of the above is NOT correct, fill out a Communications Report indicating why return was not picked up
  - Leave one copy of Communications Report for Dealer
  - Take one copy of Communications Report for LDS records
- If all of the above is correct, sign and date both Dealer Return Claim Forms
  - Leave one copy of Dealer Return Claim Form for the dealer
  - Take one copy of Dealer Return Claim Form for LDS records
- Note any damage to carton on both the Dealer Claim Form and Route Sheet
- If no carton or not packaged, note that on both the Dealer Return Claim Form and Route Sheet
- Pick up empties, such as totes and cages (only if empty and open, do not open closed container)
- Record return data on Route Sheet
  - Number of pieces picked up as returns

- A brief description of each return or empty, such as “one loose piece”
- Record any issue making deliver to dealership by filling out a Communication Report
  - For example, if there is no room on vehicle to load empties or returns, explain in the report, and leave one copy of it for the dealer and take one copy for LDS records
- Relock door(s), set alarm (as applicable after completing delivery)
- If lock box, return key to lock box and close box
- Verify that keys have not been left in customer’s door
- Secure freight at each stop to keep loads from shifting
- When finished with route, drop off empties, returns with corresponding Dealer Return Claim Form, Communication Reports, Route Sheets and any undelivered freight to designated terminal daily

#### DDS ONLY

- Drop off signed paperwork picked up from previous days delivery, such as Delivery Manifests, signed and dated by dealer, and Communications Reports, returns with matching Dealer Return Claim Forms, empties, any undelivered freight and Route Packets at designated terminal (or Cross Dock) on a daily basis, and place each item in their designated area
- Return scanner to designated area (reference 7.3 Delivery Driver for scanning instructions)

\*All loose material needs to have a bar code in order for the driver to pick up the material. If the loose material does not have a bar code the driver must cross off the corresponding part number on the Dealer Materials Claim Form and adjust the pick-up number prior to signing.

## 7.0 Scanning

### 7.1 HVC

Dockworker Scanning Instructions:

1. Turn on the scanner by pressing the “Red Phone” button located in the upper right hand corner of the keyboard
2. Click once on the Lanter “DDS Scanning” button on the screen
3. Once screen reads, “All data updated successfully,” click the “Done” button on the screen
  - a. If you get a message “Data updated, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button on the screen (cellular signal needed to update data)
  - b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
4. Click on “Ford” from the list of customers on the screen
5. Click on the “Dockworker” button on the screen

6. Click on the correct “type of scan” button on the screen (what type of inbound freight will you be scanning?)
  - a. Inbound Freight
  - b. Inbound Tote
  - c. Inbound Cage
7. Scan each package as follows (until all packages under scan type are scanned):
  - a. Scan the Ford Customer/Dealer Number
    - i. If the dealer’s number is not in the systems, then a pop up window will show informing you either enter the dealer’s number or scan a different number
  - b. Select the correct “Damage” description from the options presented on the screen
    - i. If the box is NOT DAMAGED, leave as the default choice “No Damage”
    - ii. If the box is damaged, select the type of damaged from the drop down list box
      1. Crushed
      2. Torn
      3. Box Bent/Dented
  - c. Scan the Ford Carton/Cage Number
8. When finished scanning all packages under that “type of scan,” click the “Done” button on the screen
9. To continue scanning, click on a “type of scan” and continue scanning, or to send data or exit program, click the “Back” button on the screen
10. To send data click, the “Send Data” button on the screen, or to exit the program, click the “Exit” button on the screen
  - a. If you get a message “Data sent, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button (cellular signal needed to send data)
  - b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
11. Once the screen reads, “All data sent successfully,” click the “Done” button on the screen
12. To continue scanning, repeat steps beginning with step 4, or if finished scanning, move to step 13
13. Click the “Exit” button on the screen and return to home page
14. Return scanner to designated area
15. Place scanner back in power cradle/charger

Additional scanning instructions:

- To open the scanner program and send data, the device requires good cellular signal (2 to 4 bars) – NOT required for scanning
- Send scanned data frequently to OMS (Online Management System)

- Report scanning malfunctions and/or damages to your supervisor immediately
- Scan 6 inches from bar codes
- Avoid scanning at angles
- Check battery level
- Replace with spare battery if at or less than full
- Place depleted batteries in charger unit
- Press the “Green Phone” button to call customer service
- Press 911 for emergencies
- Do not leave scanners unattended
- Return device to scanning table if you are not using it
- Return all equipment the way you received it
- You are responsible for scanner equipment you use

## 7.2 Cross Dock

### Dockworker Scanning Instructions:

1. Turn on the scanner by pressing the “Red Phone” button located in the upper right hand corner of the keyboard
2. Click once on the Lanter “DDS Scanning” button on the screen
3. Once screen reads, “All data updated successfully,” click the “Done” button on the screen
  - a. If you get a message “Data updated, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button on the screen (cellular signal needed to update data)
  - b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
4. Click on “Ford” from the list of customers on the screen
5. Click on the “Dockworker” button on the screen
6. Click on the correct “type of scan” button on the screen (what type of inbound freight will you be scanning?)
  - a. Inbound Freight
  - b. Inbound Tote
  - c. Inbound Cage
7. Scan each package as follows (until all packages under scan type are scanned):
  - a. Scan the Ford Customer/Dealer Number
    - i. If the dealer’s number is not in the systems, then a pop up window will show informing you either enter the dealer’s number or scan a different number
  - b. Select the correct “Damage” description from the options presented on the screen
    - i. If the box is NOT DAMAGED, leave as the default choice “No Damage”

- ii. If the box is damaged, select the type of damaged from the drop down list box
      1. Crushed
      2. Torn
      3. Box Bent/Dented
    - c. Scan the Ford Carton/Cage Number
  8. When finished scanning all packages under that "type of scan," click the "Done" button on the screen
  9. To continue scanning, click on a "type of scan" and continue scanning, or to send data or exit program, click the "Back" button on the screen
  10. To send data click, the "Send Data" button on the screen, or to exit the program, click the "Exit" button on the screen
    - a. If you get a message "Data sent, but with (one or more) errors" or "Weak signal, please try again later," click the "Retry" button (cellular signal needed to send data)
    - b. If after 5 attempts you continue to get error message, call customer service by pressing the "Green Phone" button located in the upper left hand corner of the keyboard
  11. Once the screen reads, "All data sent successfully," click the "Done" button on the screen
  12. To continue scanning, repeat steps beginning with step 4, or if finished scanning, move to step 13
  13. Click the "Exit" button on the screen and return to home page
  14. Return scanner to designated area
  15. Place scanner back in power cradle/charger

Additional scanning instructions:

- To open the scanner program and send data, the device requires good cellular signal (2 to 4 bars) – NOT required for scanning
- Send scanned data frequently to OMS (Online Management System)
- Report scanning malfunctions and/or damages to your supervisor immediately
- Scan 6 inches from bar codes
- Avoid scanning at angles
- Check battery level
- Replace with spare battery if at or less than full
- Place depleted batteries in charger unit
- Press the "Green Phone" button to call customer service
- Press 911 for emergencies
- Do not leave scanners unattended
- Return device to scanning table if you are not using it
- Return all equipment the way you received it
- You are responsible for scanner equipment you use

## 7.3 Delivery Driver

### DDS ONLY

#### Delivery Driver Scanning Instructions:

1. Turn on the scanner by pressing the “Red Phone” button located in the upper right hand corner of the keyboard
2. Click once on the Lanter “DDS Scanning” button on the screen
3. Once screen reads, “All data updated successfully,” click the “Done” button on the screen
  - a. If you get a message “Data updated, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button on the screen (cellular signal needed to update data)
  - b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
4. Click on “Ford” from the list of customers on the screen
5. Click on the “Delivery Driver” button on the screen
6. Click on the correct “type of scan” button on the screen
  - a. “Delivery” – scanning freight for delivery
  - b. “Misroute Exception” – scanning freight loaded on the wrong truck
7. Scan On-Site Bar/Stop Bar Code
  - a. If the On-Site Bar Code is missing, damaged, etc., click the “Override” button
8. Scan each package at that delivery stop as follows (until all packages are scanned):
  - a. Scan the Ford Customer/Dealer Number
    - i. If the dealer’s number is not in the systems, then a pop up window will show informing you either enter the dealer’s number or scan a different number
  - b. Select correct “Damage” description from the options presented on the screen:
    - i. If the box is NOT DAMAGED, leave as the default choice “No Damage”
    - ii. If the box is damaged, select the type of damaged from the drop down list box
      1. Crushed
      2. Torn
      3. Box Bent/Dented
  - c. Scan the Ford Carton/Cage Number
9. When finished scanning all items for that stop, click the “Done” button on the screen
10. To continue scanning at the next stop go back to step 6, or to send data or exit the program, click the “Back” button on the screen
11. To send data, click the “Send Data” button on the screen, or to exit the program, click the “Exit” button on the screen
  - a. If you get a message “Data sent, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button (cellular signal needed to send data)

- b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
- 12. Once the screen reads, “All data sent successfully,” click the “Done” button
- 13. To continue scanning, repeat steps beginning with step 2, or if finished scanning, move to step 14
- 14. Return scanner to designated area at terminal daily when finished with route
- 15. Place scanner back in power cradle/charger

**Additional scanning instructions:**

- To open the scanner program and send data, the device requires good cellular signal (2 to 4 bars) – NOT required for scanning:
- Send scanned data frequently to OMS (Online Management System)
- Report scanning malfunctions and/or damages to your supervisor immediately
- Scan 6 inches from bar codes
- Avoid scanning at angles
- Check battery level
- Replace with spare battery if at or less than full
- Place depleted batteries in charger unit
- Press the “Green Phone” button to call customer service
- Press 911 for emergencies
- Do not leave scanners unattended
- Return all equipment the way you received it
- You are responsible for scanner equipment you use

## **8.0 Reporting**

### **8.1 LDS Kansas City Customer Service**

- Use incoming Delivery Manifests to update freight counts in ESR and account for any OS&Ds for outbound freight, such as those reported by a delivery driver or a dealer by completing the ESR Cross Dock Out-bound Load OS&D Report for discrepancies reported by drivers and the ESR Cross Dock Out-bound Delivery OS&D Report for discrepancies reported by dealer
- Complete reports daily
  - Ford Kansas City DDS OS&D Report
  - Ford Kansas City DDS DPA Report
  - Ford Kansas City Classic OS&D Report
  - Ford Kansas City Classic COB Report
  - Ford Kansas City Classic Daily Report
    - Damage Report
    - Piece Count Report
    - Refused Shipment Report
    - Tote Count Report
  - Ford Kansas City HVC and Freight Terminal Tracking Sheet
- Save all reports daily to computer desktop by date



- E-mail the reports to those listed on the corresponding report distribution lists daily
- Enter LTL Bill of Lading information into ESR to identify any shortages, because freight shipped LTL

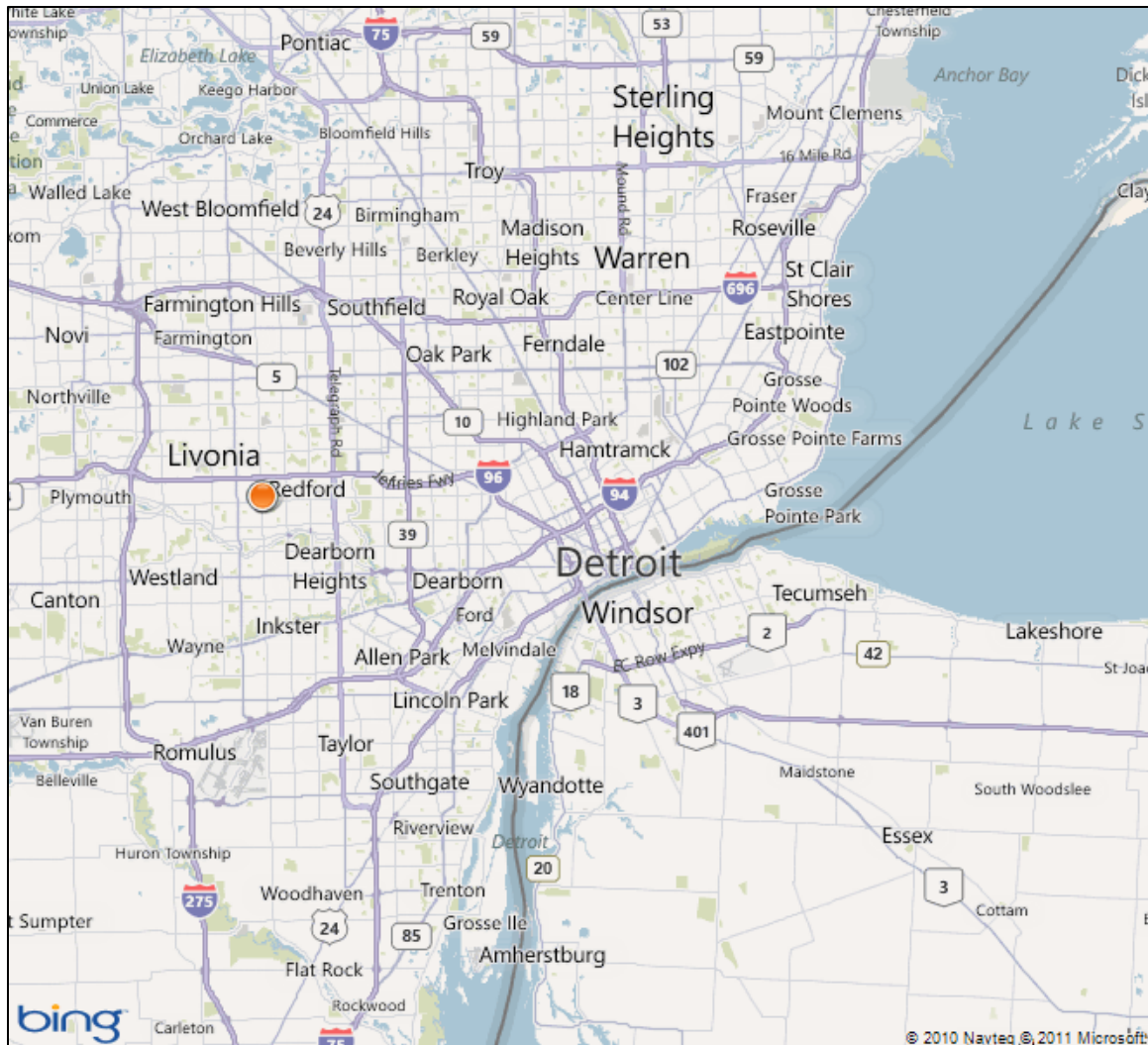
\*If the designated report day falls on a holiday, then all required reports for that day will be sent by the required time

## 9.0 Locations and Maps

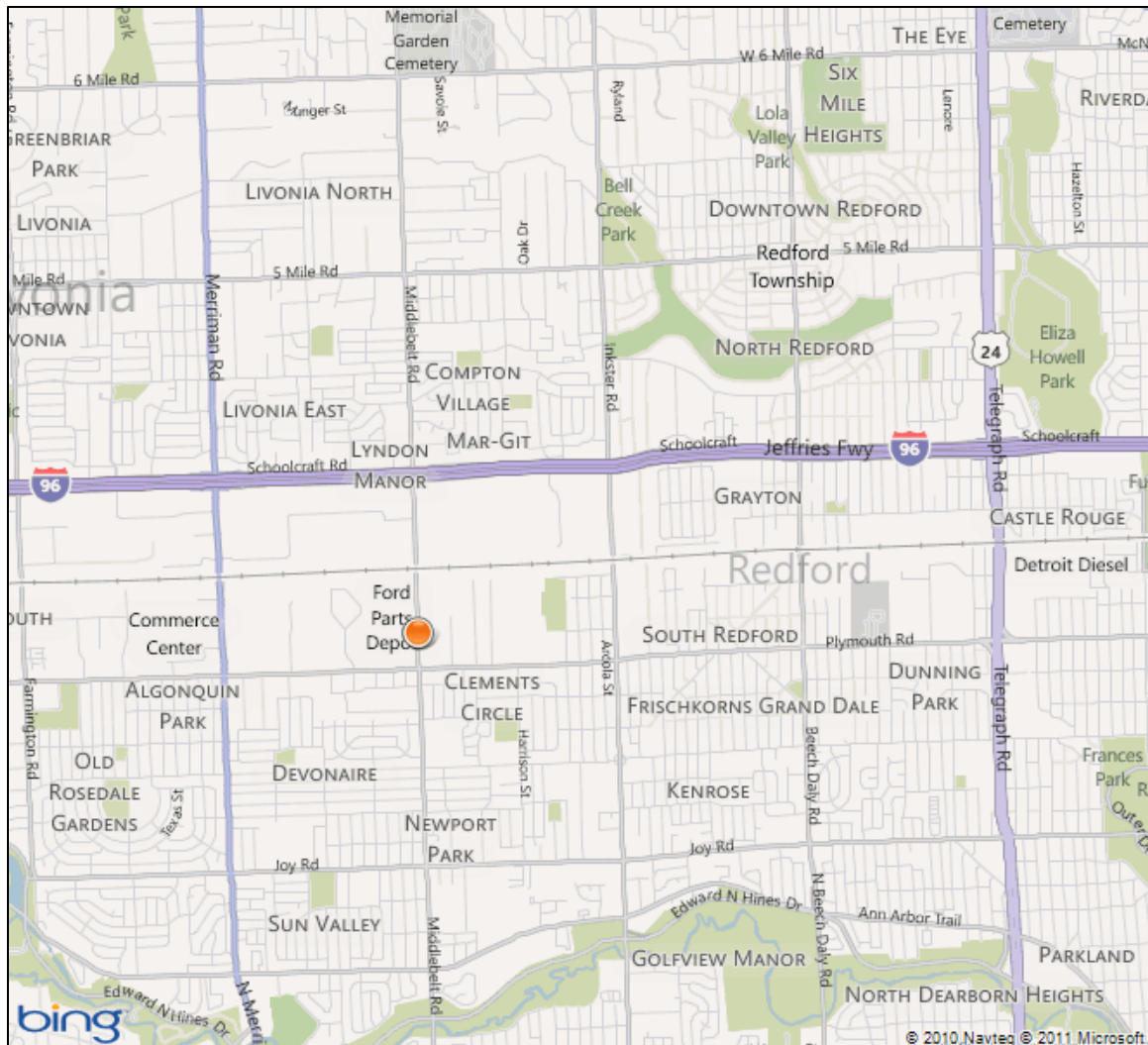
### 9.1 Ford Livonia National PDC

11871 MiddleBelt Road  
Livonia, MI 48151

#### 9.1.1 Ford Livonia National PDC Map 1



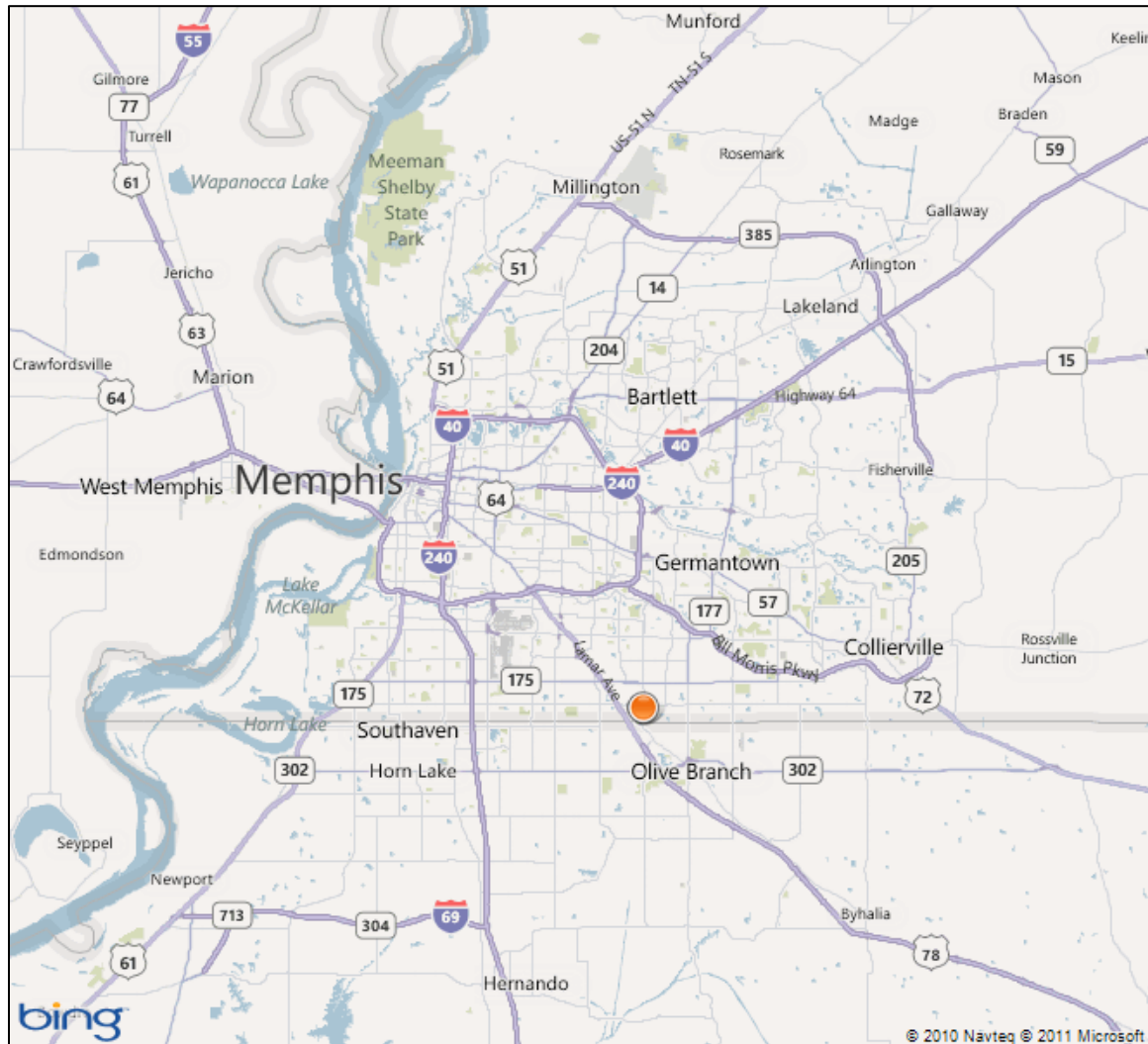
## 9.1.2 Ford Livonia National PDC Map 2



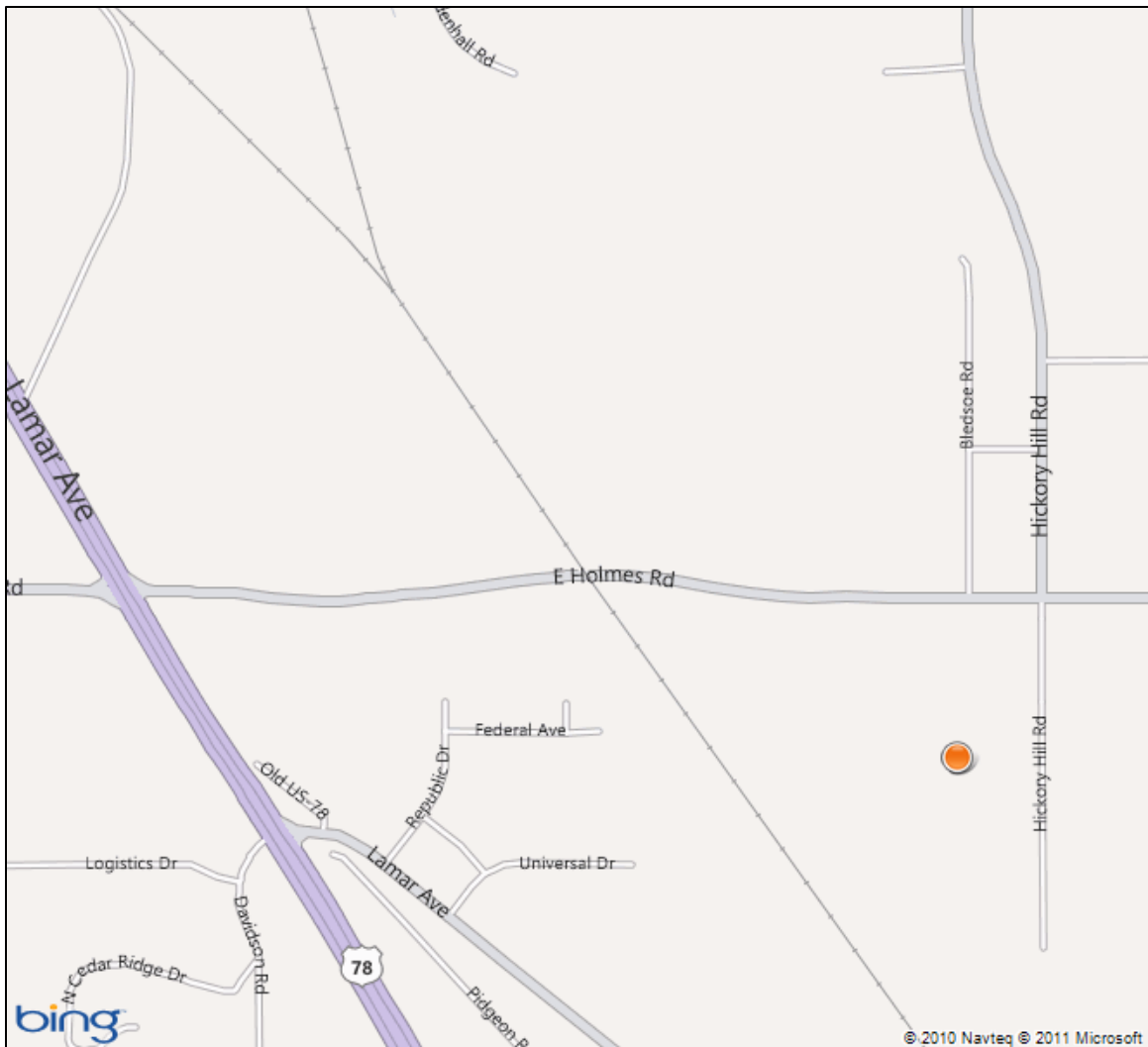
## 9.2 Ford Memphis LVLC and HCC

5345 Hickory Hill Road  
Memphis, TN 38141

### 9.2.1 Ford Memphis LVLC and HCC Map 1



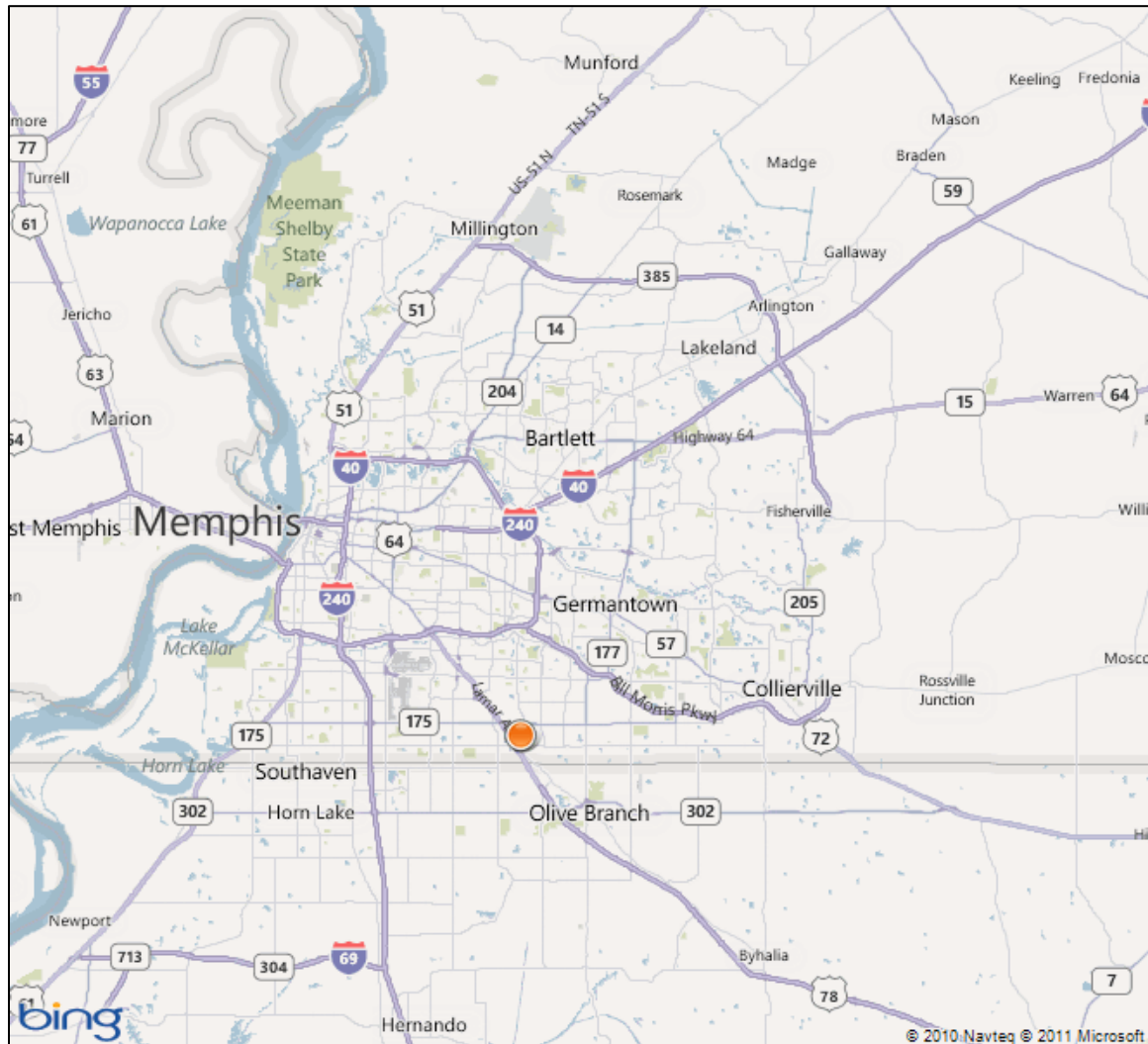
## 9.2.2 Ford Memphis LVLC and HCC Map 2



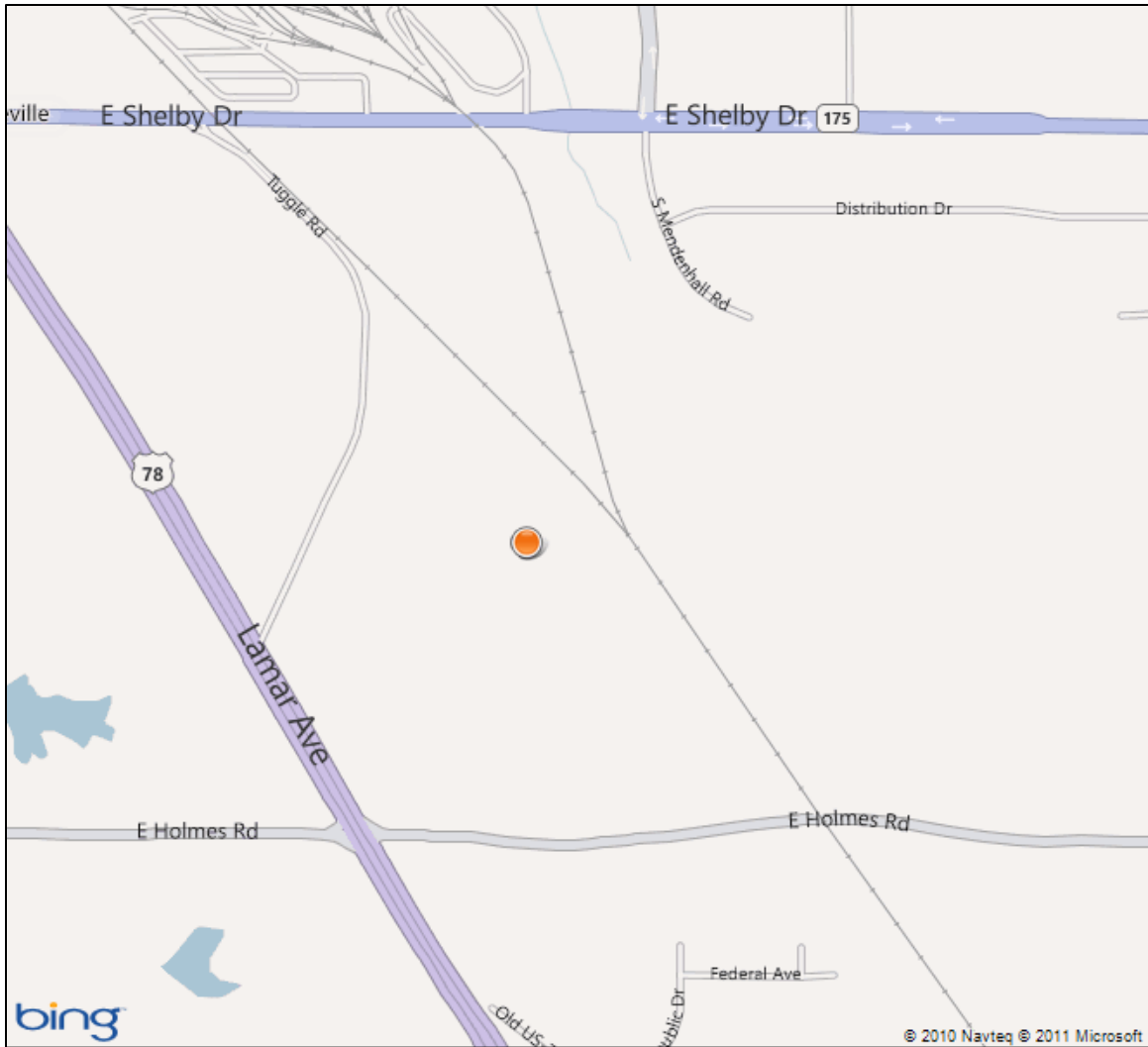
## 9.3 Ford Memphis HVC

4880 Tuggle Road  
Memphis, TN 38118

### 9.3.1 Ford Memphis HVC Map 1



### 9.3.2 Ford Memphis HVC Map 2

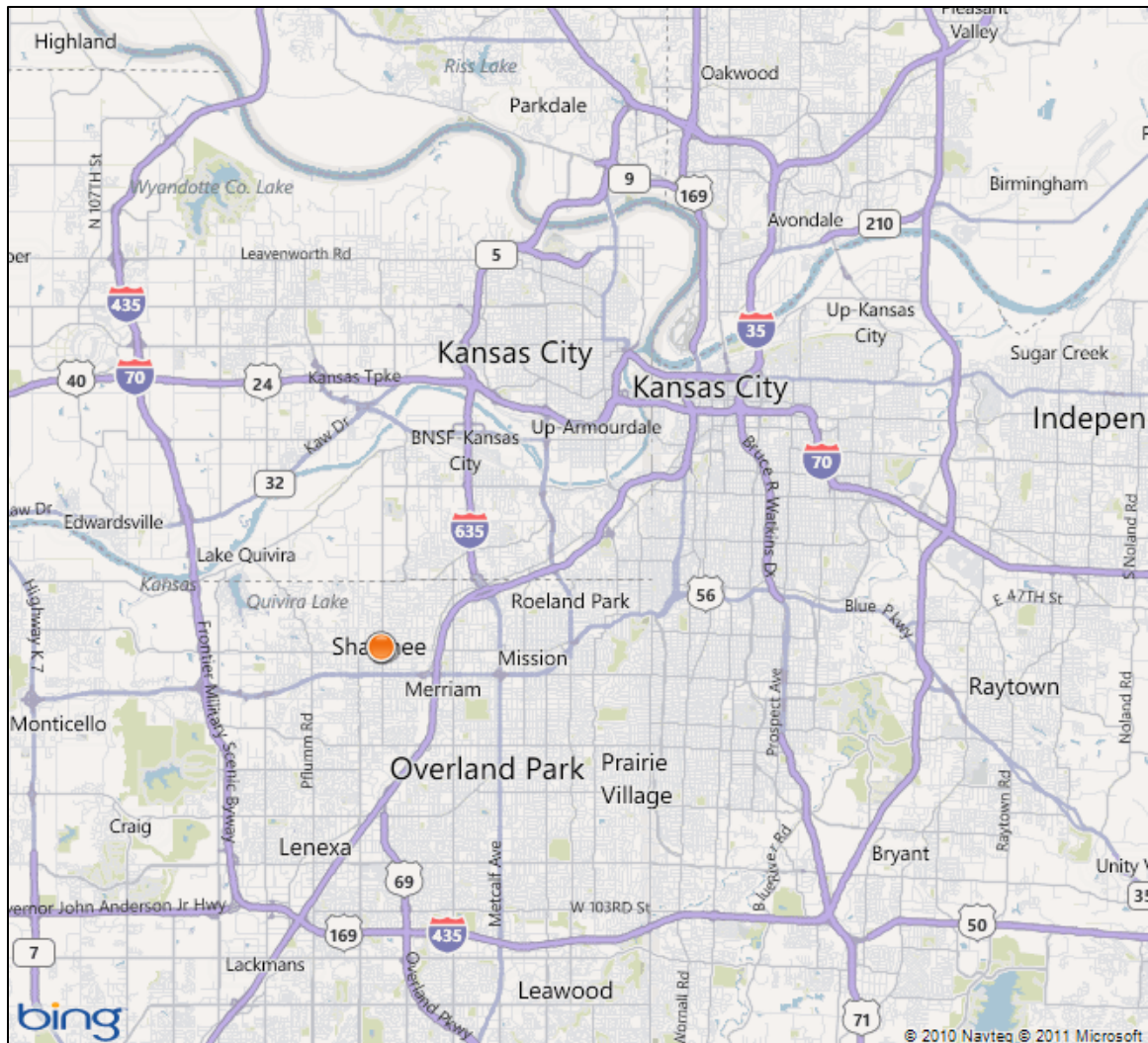




## 9.4 Ford Kansas City HVC

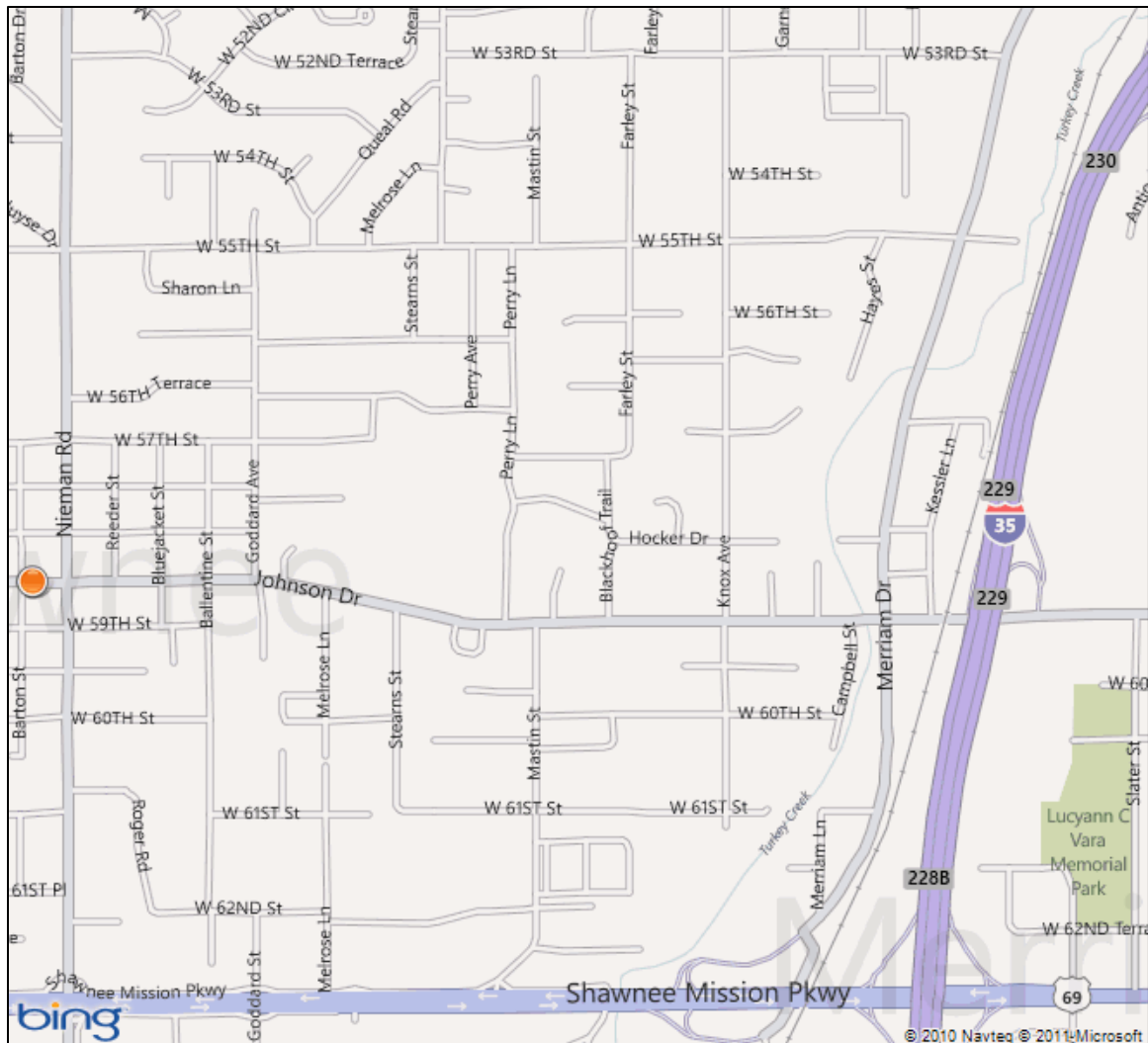
8515 Hedgeline Terrace  
Shawnee, KS 66227

### 9.4.1 Ford Kansas City HVC Map 1





## 9.4.2 Ford Kansas City HVC Map 2



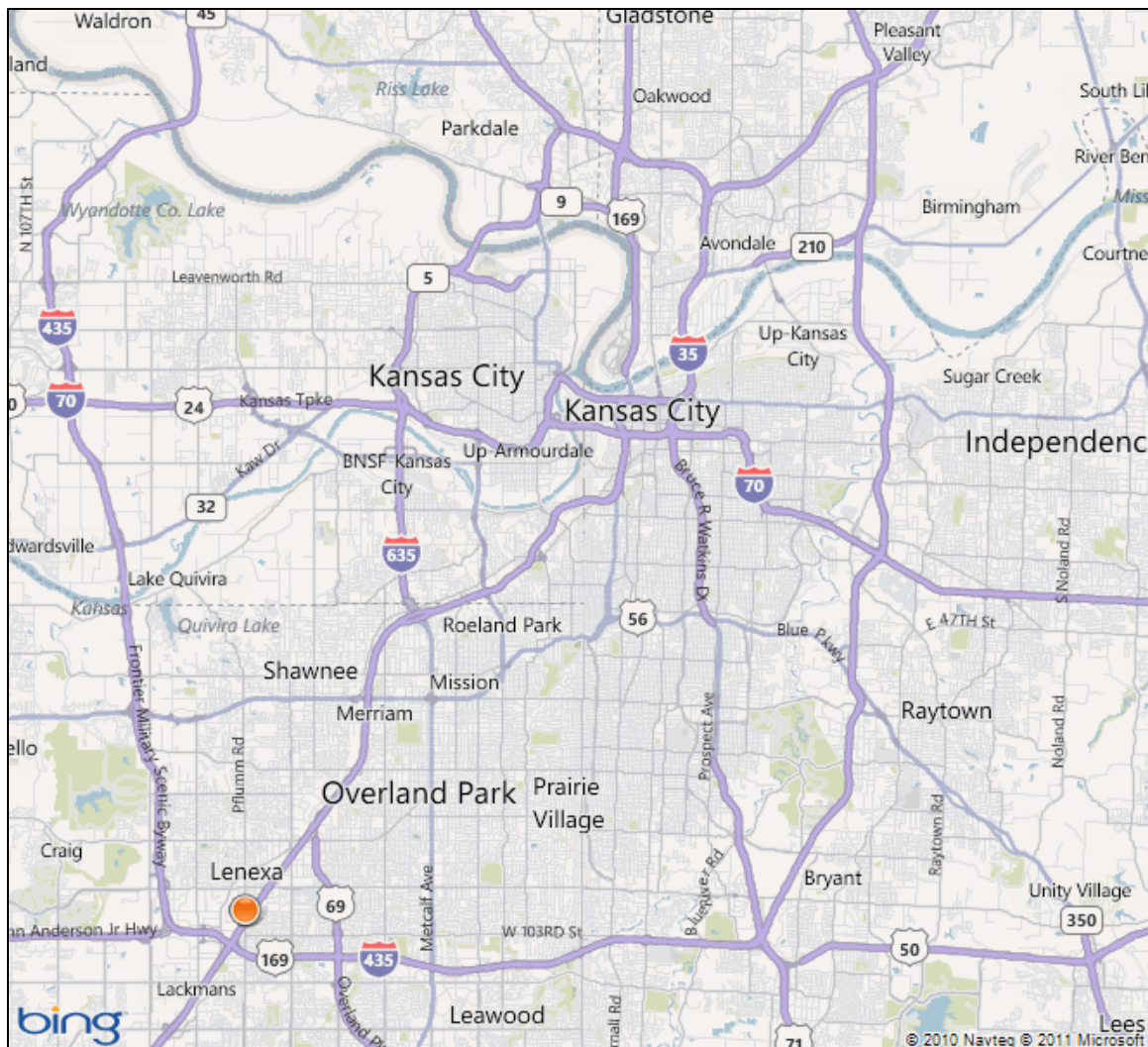
## 9.5 LDS Kansas City Cross Dock

9900 Pflumm Road

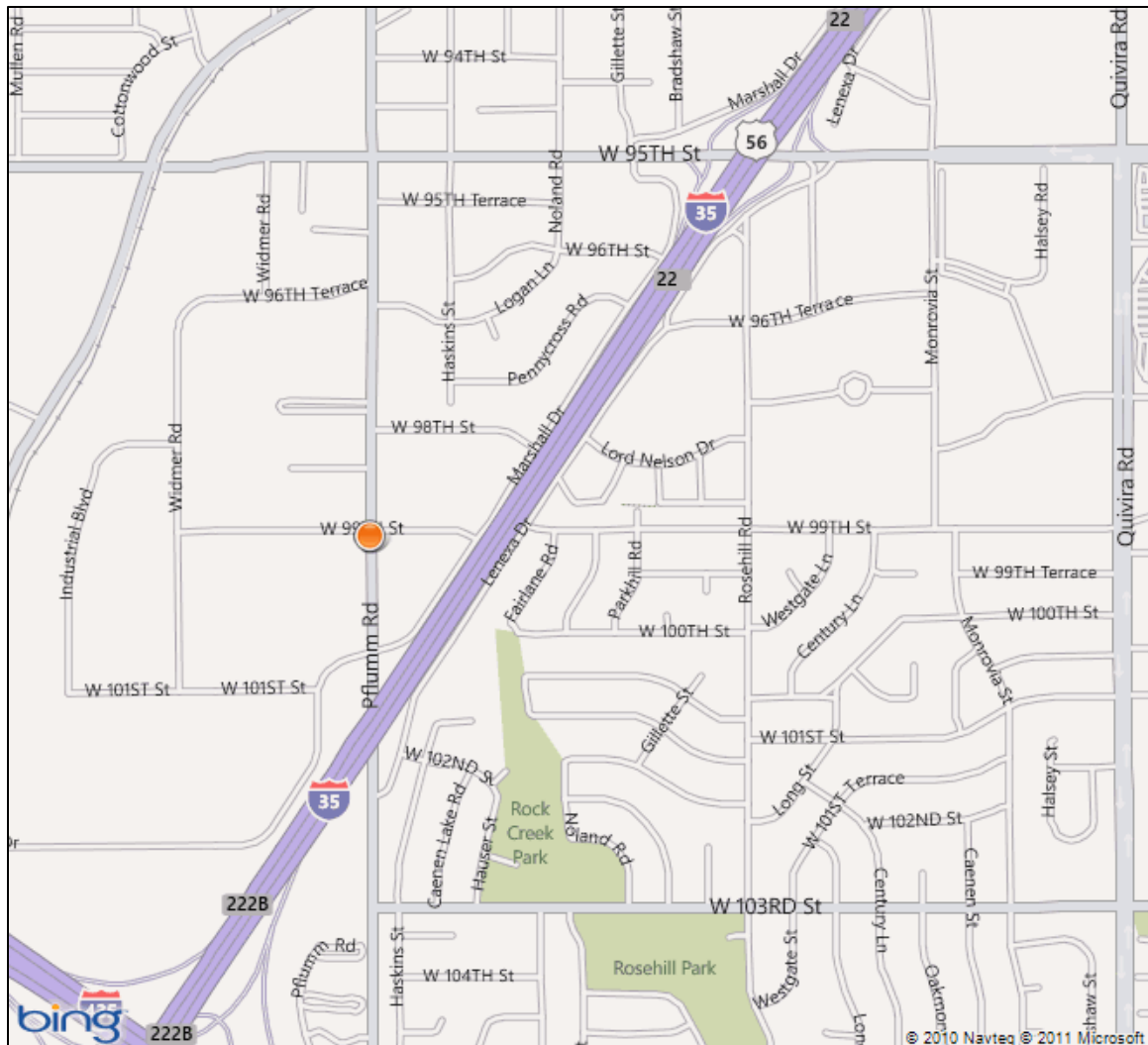
Unit 42

Lenexa, KS 66215

### 9.5.1 LDS Kansas City Cross Dock Map 1



## 9.5.2 LDS Kansas City Cross Dock Map 2



## **10.0 Glossary**

### **10.1 6x9**

- A 6x9 rack used to transport freight

### **10.2 Baby Blue**

- A 6x8 rack used to transport freight

### **10.3 Classic Route**

- An original route
- No scanning of freight at delivery point

### **10.4 COB Report**

- Close of Business Report
- It includes customer id, route id and dealer id, along with dealer name, city, state, scheduled arrival time and actual arrival time
- The summary report includes date, total dealers, number of late and on-time deliveries and reasons (late grid, volume, HVC printer, dealer, CCD, driver, accident, weather/road closed/traffic/equipment, dealer issues, routing issues and/or HCC late arrival)
- A report recorded, saved and distributed to the COB Report Distribution List daily by LDS Kansas City Customer Service team

### **10.5 Cross Dock**

- A practice in logistics of unloading materials from an incoming commercial vehicle and loading these materials directly into outbound truck with little or no storage in between. This may be done to change type of conveyance, to sort material intended for different destinations, or to combine material from different origins into transport vehicles with the same, or similar destination

### **10.6 Daily Report**

- Record of totes, pieces, refused shipments, damages and each truck's arrival/departure times at Cross Dock and HVC
- A report recorded, saved and distributed to the Daily Report Distribution List daily by LDS Kansas City Customer Service team

### **10.7 Damage Report**

- A report recording parts and/or cartons that show damage
- A report recorded, saved and distributed to the as part of the Daily Ford Report

### **10.8 DDS**

- Dedicated Delivery Service

## 10.9 Delivery Manifest

- A document which denotes the scanned shipments per dealer location
- It includes dealer code, address along with part numbers, carton numbers, tote number and total pieces
- It is printed by Cross Dock and distributed to drivers
- It is delivered with parts

## 10.10 Distribution List

- List of contacts to receive specific information or reports

## 10.11 DPA Report

- A report recording daily delivery activity
- It includes date, customer id, route id, dealer code, dealer name, city and address, as well as actual arrival times, unattended, absolute on- time reason code, DPA on-time reason code and comments
- A report recorded, saved and distributed to the DDS DPA Report Distribution List daily by the Kansas City Customer Service team

## 10.12 FCSD

- Ford Customer Service Division

## 10.13 Ford Shipping Label

- A label on Ford package, tote or loose piece
- It includes origin (from), destination (to), route code, beyond code, customer bar code and carton bar code
- Colors of label represents origin of freight
  - Gold (yellow) = HVC Memphis
  - Baby Blue = HCC Memphis
  - Purple = LVLC Memphis
  - Green = National PDC Livonia
  - Pink = HVC Kansas City

## 10.14 Freight Terminal Tracking Report

- A report recording departures and volumes out of the HVC and Freight Terminal (Cross Dock)
- It includes route, scheduled grid time, actual grid time, and variance; begin load/tally verification, end load, tally sheet correct time, scheduled departure, departure variance and volumes for each by location and type of freight, such as piece, cage, loose tote or pallet, etc.
- It is recorded, saved and distributed to the Freight Terminal Tracking Report Distribution List daily by the HVC

## 10.15 HCC

- High Cube Center

- A facility used by Ford to distribute parts to its dealers, specifically large parts, such as sheet metal and bumpers

### **10.16 HVC**

- High Velocity Center
- A facility used by Ford to distribute parts to its dealers, specifically small, high-volume parts

### **10.17 LTL**

- Less than truckload
- Typically larger freight, such as transmissions, not able to fit on existing route, and are thus transported by other carriers
- LTL shipments typically weigh between 151 and 20,000 lbs.
- LTL carriers collect freight from various shippers and consolidate that freight onto enclosed trailers for line haul to the delivering terminal or to a hub terminal where the freight will be further sorted and consolidated for additional line hauls

### **10.18 LVLC**

- Low Volume Low Cube
- A facility used by Ford to distribute parts to its dealers, specifically small, low-volume parts

### **10.19 NPDC**

- National Parts Distribution Center, also known as the National PDC
- A facility used by Ford to distribute parts to its dealers

### **10.20 OMS**

- Online Management System
- A system used to record data collected by scanner

### **10.21 Origin**

- The location where the freight originated
- It is the first digit of the carton number
- Kansas City HVC = Origin 92
- Memphis HVC = Origin 04
- Memphis HCC = Origin 07
- Livonia NPD = Origin 11

### **10.22 OS&D**

- Overages, Shortages and Damages

### **10.23 OS&D Report**

- A report recording all overages, shortages and damages for an individual dealer (one for DDS and one for non-DDS)

- It includes carton number, dealer code, dealer name, city, state, whether it is over, short, damaged or misrouted, number of pieces and disposition
- A report recorded, saved and distributed to the respective OS&D Distribution List daily by LDS Kansas City Customer Service team

#### **10.24 Outbound Regional Return Claims Summary Listing**

- A form provided by Ford to record returns
- It includes trailer number, type of stock, name of return carrier, claim return ship date, return location, claim number, claim type, shipping container number, claim process date, dealer code, route code and quantity of loose pieces
- Cross Dock records such data on Outbound Regional Return Claims Summary Listing per return container
- Cross Dock keeps one copy for records and sends one copy with returns and returning container

#### **10.25 Piece Count Report**

- A report recording parts coming from Origin's: HVC Origin 04 Memphis; HCC Origin 07 Memphis; NPD Origin 11 Livonia; HVC Origin 92 Kansas City; and Daily Totals
- A report recorded, saved and distributed to the as part of the Daily Ford Report

#### **10.26 Profile Sheet**

- A document recording a specific dealer's information from the dealer visit conducted by a LDS associate
- It includes dealer code, route code, estimated delivery time, dealer name, address, city and zip, phone number, fax number, e-mail, contacts, security, keys/codes, delivery directions and information on where and how to deliver freight

#### **10.27 RCRC**

- Regional Core Recovery Center
- A Ford Motor Company Center for core recoveries

#### **10.28 RCPC**

- Regional Claims Processing Center
- A Ford Motor Company Center for claims processing

#### **10.29 Refused Shipment Report**

- A report recording parts refused
- It includes date, carton number, Ford shipping number, part description, customer name and city, and reason refused
- A report recorded, saved and distributed as part of the Daily Ford Report

#### **10.30 Route Sheet**

- A document utilized by the delivery driver to record delivery information



- It provides driver with information about each delivery stop, such as customer name, address, telephone number and scheduled delivery time
- It provides areas for delivery driver to document data for each delivery, such as number of pieces delivered, actual delivery time, signature, date and comments
- It is to be provided to delivery driver by their supervisor, and used by the delivery driver daily, and returned by the driver to their designated terminal daily

### **10.31 Tote Count Report**

- A report recording quantities of totes inbound and outbound
- A report recorded, saved and distributed to the as part of the Daily Ford Report

### **10.32 VD**

- Visible Damage
- A piece of freight that has visible damage
- BE is a damage and it is visible
- BD is a damage but it is not visible

## **11.0 Contacts**

### **11.1 Ford**

#### **11.1.1 Traffic Manager**

Jim Johnson  
Office: 913-667-1224  
Mobile: (913)-915-3954  
Fax: 913-667-1296  
[jjohn249@ford.com](mailto:jjohn249@ford.com)

### **11.2 LDS**

#### **11.2.1 Director of Sales and Marketing**

Michelle Morio  
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[mmorio@lanterdeliverysystems.com](mailto:mmorio@lanterdeliverysystems.com)

#### **11.2.2 Account Manager**

Kent Meyers  
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Cell: 319-551-8866  
[kenmey@lanterdeliverysystems.com](mailto:kenmey@lanterdeliverysystems.com)

#### **11.2.3 Illinois and West District Manager**

Dan Kolb  
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Cell: 618-980-6931  
[dkolb@lanterdeliverysystems.com](mailto:dkolb@lanterdeliverysystems.com)

#### **11.2.4 West District Operations Manager**

Ted Ketman  
Office: 800-526-8371 Ext. 1204  
Cell: 913-905-9466  
Fax: 913-495-9771  
[tketman@lanterdeliverysystems.com](mailto:tketman@lanterdeliverysystems.com)

#### **11.2.5 Kansas City HVC Dock Supervisor**

Rodney Landers  
Cell: 913-530-8722

#### **11.2.6 Kansas City Cross Dock Supervisor**

Ron Eisenhower  
Office: 800-526-8371 Ext.  
Fax: 913-495-9771  
[reisenhower@lanterdeliverysystems.com](mailto:reisenhower@lanterdeliverysystems.com)

#### **11.2.7 Kansas City Customer Service**

Susan Camarillo  
Office: 800-526-8371 Ext. 1203  
Fax: 913-495-9771

Brenda Jones  
Office: 800-526-8371 Ext. 1202  
Fax: 913-495-9771

### **11.3 Ford Kansas City DDS OS&D Report Distribution List**

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## **11.4 Ford Kansas City DDS DPA Report Distribution List**

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[jjohn249@ford.com](mailto:jjohn249@ford.com)

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## **11.5 Ford Kansas City Classic OS&D Report Distribution List**

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[lindaf@lanietrucking.com](mailto:lindaf@lanietrucking.com)

[maricelag@lanietrucking.com](mailto:maricelag@lanietrucking.com)

[kfienhold@apexdelivery.omhcoxmail.com](mailto:kfienhold@apexdelivery.omhcoxmail.com)

[maunspach@utlogistics.com](mailto:maunspach@utlogistics.com)

[office@apexdelivery.omhcoxmail.com](mailto:office@apexdelivery.omhcoxmail.com)

[patrick.simmons@deliverylogistics.com](mailto:patrick.simmons@deliverylogistics.com)

[whse@apexdelivery.omhcoxmail.com](mailto:whse@apexdelivery.omhcoxmail.com)

## **11.6 Ford Kansas City Classic COB Report Distribution List**

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[kmeyer@lanterdeliverysystems.com](mailto:kmeyer@lanterdeliverysystems.com)

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## **11.7 Ford Kansas City Classic Daily Report Distribution List**

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## 11.8 Ford Kansas City HVC and Freight Terminal Report Distribution List

Jim Johnson

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[aterrel6@ford.com](mailto:aterrel6@ford.com)

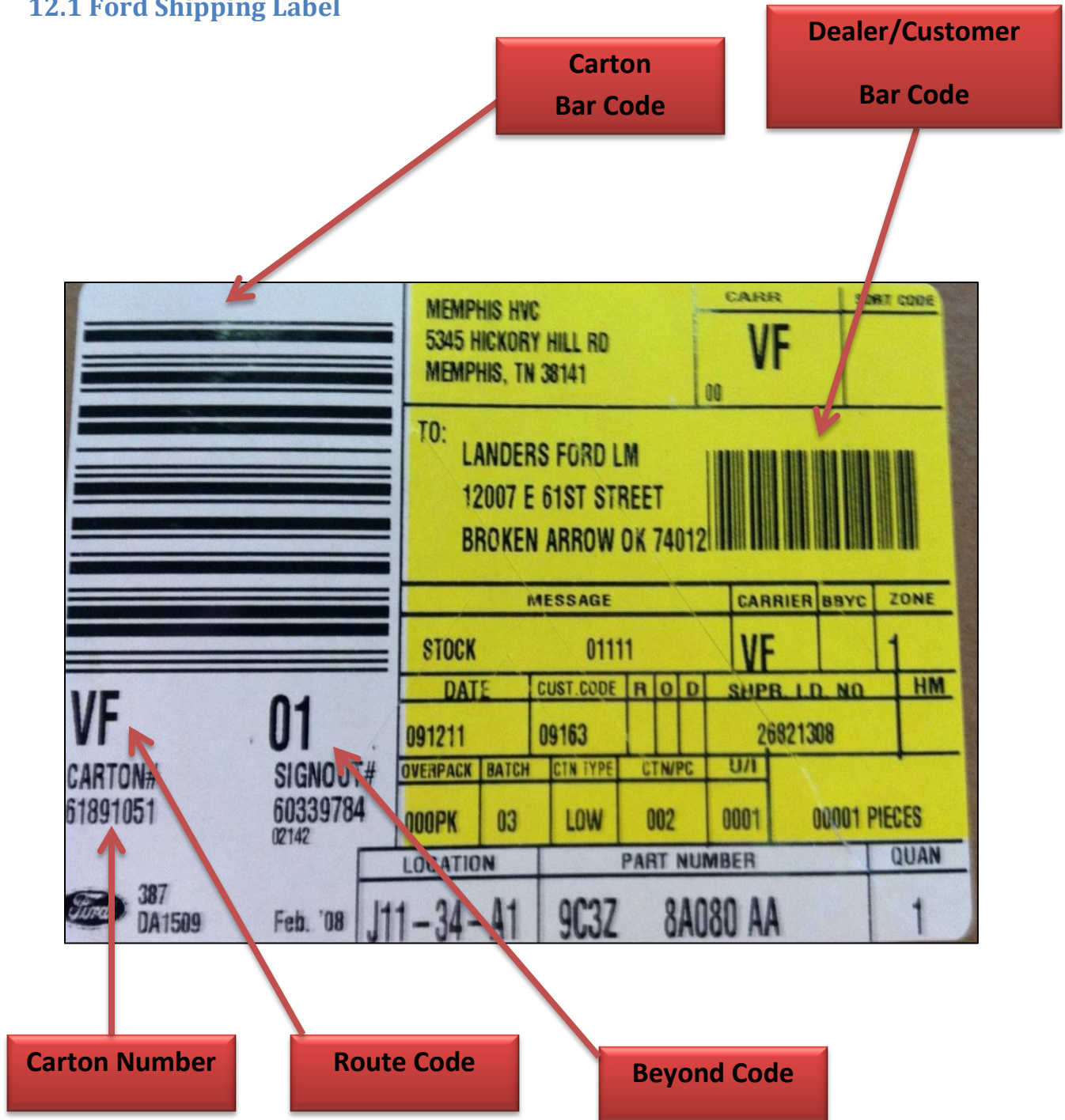
[dbates39@ford.com](mailto:dbates39@ford.com)

[ftthoma59@ford.com](mailto:ftthoma59@ford.com)

[srichm12@ford.com](mailto:srichm12@ford.com)

## 12.0 Appendix

### 12.1 Ford Shipping Label



**Dealer/Customer  
Bar Code**

**12.2 Ford Cage Label**



**Cage Bar Code**



## 12.3 HVC Load Plan


Truck #	Route #	Door #	Truck	Current Times	Ford Latest Times
1	V7 and V8	12	Straight	1900/1915	
2*	V9	11	Straight	1930	
4*	V3 and V4	11/12	Straight	2000/2015	2100
3	VA and VB	5	T/T	1930/1945	2015
5*	VC	7	T/T	2045	2130
6	VD and VE	5/7	T/T	2130	2230
7	VF	9	T/T	2200	2315

\*Add additional freight to trucks if there is room

- Truck #2
  - Add any V3 or V4 containers ready for loading
  - If additional room remains, add any molding cages VA or VB ready for loading
- Truck #4
  - Add any cages from VA or VB and/or VC (molding cages first)
- Truck #5
  - If any D and/or E cages ready



## 12.4 Kansas City HVC Straight Bill of Lading



*Antus v-3-v-4* (Straight bill of lading - Short form - Original - Not negotiable)

<b>SHIP FROM:</b> <b>FORD HVC - 92</b> <b>8515 Hedgeline Terrace</b> <b>Shawnee, KS 66227</b>	<b>SHIP TO:</b> <b>LANTER DELIVERY SYSTEMS</b> <b>9900 Pflumm Road #42</b> <b>Lenexa, KS 66215</b>
<b>DATE:</b> <i>9/18/11</i>  <b>Curtissa Ellington</b>	<b>PRO NUMBER</b>  <b>0</b>

Quantity	Motor Vehicle parts, components, materials are properly classified, described packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.	Length	Width	Height	Wgt
<i>442</i>	<i>v-3</i> LOOSE PARTS <i>v-4</i>	<i>63</i>			
<i>39</i>	TOTES	<i>60</i>			
	CAGES				
	OTHER				
	PAPER WORK				
<b>PIECES</b>					<b>WEIGHT</b>

THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORTATION ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.

**RECEIVED BY LANTER DELIVERY SYSTEMS**

TRAFFIC MANAGER - FORD MOTOR COMPANY

DEPART TIME: *8:40pm*  
 TIME AND DATE RECEIVED

PLEASE CONTACT - LANTER DELIVERY SYSTEMS - WITH QUESTIONS 800-526-8371

## 12.5 Kansas City HVC Count Report

Date:

9/26/11

Attn: Curtis Lee

V3	
Total Cartons	Depart Time
249	8:00
Totes	59

V4	
Total Cartons	Depart Time
103	8:00
Totes	10

V7	
Total Cartons	Depart Time
545	4:04
Totes	105

V8	
Total Cartons	Depart Time
188	4:04
Totes	87

V9	
Total Cartons	Depart Time
182	4:04
Totes	91

Totes In	
141	

## LDS SOP Ford Kansas City

Lanter Delivery Systems - Daily Report				
9/13/2011				
	Origin			
Route	04	07	11	Sub
V 3	32	26	7	33
V 4	3	13	3	16
V 7	26	60	10	70
V8	15	32	7	39
V 9	16	18	5	23
Sub Total	92	149	32	181
V A	74	19	8	27
V B	15	1	4	5
V C	70	19	9	28
V D	49	30	11	41
V E	51	44	18	62
V F	85	8	5	13
V H & V J	0	0	0	0
Sub Total	344	121	55	176
Total	436	270	87	357

Origin - 92	
Cages / Totes	Loose
59	492
	653

OS&D	DAMAGE	SHORT	OVER	RETURN	RECYCLE
	136	11	1		5

## 12.7 Emergency Response Paperwork

### 12.7.1 Side 1

UN3164, Articles, pressurized pneumatic or hydraulic, 2.2	
<b>GUIDE</b> GASES - COMPRESSED OR LIQUEFIED (INCLUDING REFRIGERANT GASES) 126 EFG2004	<b>GUIDE</b> GASES - COMPRESSED OR LIQUEFIED (INCLUDING REFRIGERANT GASES) 126 EFG2004
<b>POTENTIAL HAZARDS</b>	
<b>FIRE OR EXPLOSION</b> <ul style="list-style-type: none"> <li>Some may burn, but none ignite readily.</li> <li>Containers may explode when heated.</li> <li>Refrigerated cylinders may react.</li> </ul>	
<b>HEALTH</b> <ul style="list-style-type: none"> <li>Vapors may cause dizziness or asphyxiation without warning.</li> <li>Vapors from liquefied gas are initially heavier than air and spread along ground.</li> <li>Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite.</li> <li>Fine may produce irritating, corrosive and/or toxic gases.</li> </ul>	
<b>PUBLIC SAFETY</b> <ul style="list-style-type: none"> <li>CALL Emergency Response Telephone Number on Shipping Paper First. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.</li> <li>Assess immediate potential secondary reaction, isolate spill or leak area for at least 100 meters (330 feet) in all directions.</li> <li>Keep unauthorized personnel away.</li> <li>Stay upwind.</li> <li>Many gases are heavier than air and will spread along ground and collect in low or confined areas (sewers, basements, trenches).</li> <li>Keep out of low areas.</li> <li>Ventilate closed spaces before entering.</li> </ul>	
<b>PROTECTIVE CLOTHING</b> <ul style="list-style-type: none"> <li>Wear positive pressure self-contained breathing apparatus (SCBA).</li> <li>Wear chemical protective clothing that is specifically recommended by the manufacturer. It may provide little or no thermal protection.</li> <li>Structural fire fighters' protective clothing will only provide limited protection.</li> </ul>	
<b>EVACUATION</b> <ul style="list-style-type: none"> <li>Large Spill               <ul style="list-style-type: none"> <li>Consider initial downwind evacuation for at least 500 meters (1/2 mile).</li> </ul> </li> <li>Fire               <ul style="list-style-type: none"> <li>If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.</li> </ul> </li> </ul>	
<b>EMERGENCY RESPONSE</b>	
<b>FIRE</b> <ul style="list-style-type: none"> <li>Use extinguishing agent suitable for type of surrounding fire.</li> <li>Small Fires               <ul style="list-style-type: none"> <li>Dry chemical or CO<sub>2</sub>.</li> </ul> </li> <li>Large Fires               <ul style="list-style-type: none"> <li>Water spray, fog or regular foam.</li> <li>Move containers from fire area if you can do it without risk.</li> <li>Damaged cylinders should be handled only by specialists.</li> </ul> </li> <li>Fire Involving Tanks               <ul style="list-style-type: none"> <li>Fight fire from maximum distance or use unmanned hose holders or monitor nozzles.</li> <li>Cool containers with flooding quantities of water until well after fire is out.</li> <li>Do not direct water at source of leak or safety devices, icing may occur.</li> <li>Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.</li> <li>ALWAYS stay away from tanks engulfed in fire.</li> <li>Some of these materials, if spilled, may evaporate leaving a flammable residue.</li> </ul> </li> </ul>	
<b>SPILL OR LEAK</b> <ul style="list-style-type: none"> <li>Do not touch or walk through spilled material.</li> <li>Stop leak if you can do it without risk.</li> <li>Do not direct water at spill or source of leak.</li> <li>Use water spray to reduce vapors or divert vapor cloud drift. Avoid allowing water runoff to contact spilled material.</li> <li>If possible, turn leaking containers so that gas escapes rather than liquid.</li> <li>Prevent entry into sewers, basements or confined areas.</li> <li>Absorb substance to avoid pour.</li> <li>Ventilate the area.</li> </ul>	
<b>FIRST AID</b> <ul style="list-style-type: none"> <li>Move victim to fresh air. • Call 911 for emergency medical services.</li> <li>Give artificial respiration if victim is not breathing.</li> <li>Administer oxygen if breathing is difficult.</li> <li>Remove and isolate contaminated clothing and shoes.</li> <li>In case of contact with liquefied gas, thaw frostbitten parts with lukewarm water.</li> <li>Keep victim warm and quiet.</li> <li>Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.</li> </ul>	

UN3268, Airbag module, 9, PGIII

UN3268, Seat belt pretensioner, 9, PGIII

GUIDE 171		SUBSTANCES (LOW TO MODERATE HAZARD)	ERG2004
FIRE OR EXPLOSION		POTENTIAL HAZARDS	
		<ul style="list-style-type: none"><li>• Some may burn but none ignite readily.</li><li>• Containers may explode when heated.</li><li>• Some may be irrespported hot.</li></ul>	
HEALTH		<ul style="list-style-type: none"><li>• Inhalation of material may be harmful.</li><li>• Contact may cause burns to skin and eyes.</li><li>• Inhalation of Asbestos dust may have a damaging effect on the lungs.</li><li>• Fire may produce irritating, corrosive and/or toxic gases.</li><li>• Some liquids produce vapors that may cause dizziness or asfocation.</li><li>• Runoff from fire control may cause pollution.</li></ul>	
PUBLIC SAFETY		<ul style="list-style-type: none"><li>• CALL Emergency Response Telephone Number on shipping paper first. If shipping paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.</li><li>• As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 23 meters (75 feet) for solids.</li><li>• Keep unauthorized persons away.</li><li>• Stay upwind.</li></ul>	
PROTECTIVE CLOTHING		<ul style="list-style-type: none"><li>• Wear positive pressure self-contained breathing apparatus (SCBA).</li><li>• Structural firefighters' protective clothing will only provide limited protection.</li></ul>	
EVACUATION		<ul style="list-style-type: none"><li>• Spill<ul style="list-style-type: none"><li>• See the table of Initial Isolation and Protective Action Distances for highlighted substances. For non-highlighted substances, if wind direction is known, the isolation distance shown under "PUBLIC SAFETY".</li></ul></li><li>• Fire<ul style="list-style-type: none"><li>• If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 900 meters (1/2 mile) in all directions.</li></ul></li></ul>	
ERG2004		SUBSTANCES (LOW TO MODERATE HAZARD)	GUIDE 171
FIRE		EMERGENCY RESPONSE	
Small Fires		<ul style="list-style-type: none"><li>• Dry chemical, CO<sub>2</sub>, water spray or regular foam.</li></ul>	
Large Fires		<ul style="list-style-type: none"><li>• Water spray, fog or regular foam.</li><li>• Move containers from fire area if you can do it without risk.</li><li>• Do not scatter spilled material with high pressure water streams.</li><li>• Dike fire-control water for later disposal.</li></ul>	
Fire Involving Tanks		<ul style="list-style-type: none"><li>• Cool containers with flooding quantities of water until well after fire is out.</li><li>• Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.</li><li>• ALWAYS stay away from tanks engulfed in fire.</li></ul>	
SPILL OR LEAK		<ul style="list-style-type: none"><li>• Do not touch or walk through spilled material.</li><li>• Stop leak if you can do it without risk.</li><li>• Prevent dust cloud.</li><li>• Avoid inhalation of asbestos dust.</li></ul>	
Small Dry Spills		<ul style="list-style-type: none"><li>• With clean shovel place material into clean, dry container and cover loosely; move into sealed area.</li></ul>	
Small Spills		<ul style="list-style-type: none"><li>• Take up with sand or other non-combustible absorbent material and place into containers for later disposal.</li></ul>	
Large Spills		<ul style="list-style-type: none"><li>• Dike for leaked liquid spill for later disposal.</li><li>• Cover powder spill with plastic sheet or tarp to minimize spreading.</li><li>• Prevent entry into waterways, sewers, basements or confined areas.</li></ul>	
FIRST AID		<ul style="list-style-type: none"><li>• Move victim to fresh air. • Call 911 or emergency medical service.</li><li>• Give artificial respiration if victim is not breathing.</li><li>• Administer oxygen if breathing is difficult.</li><li>• Remove and isolate contaminated clothing and shoes.</li><li>• In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.</li><li>• Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.</li></ul>	

## 12.8 Ford Hazardous Materials Paperwork/Straight Bill of Lading

<b>ATTENTION SHIPPERS!</b>		<b>FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT.</b>	
<b>STRAIGHT BILL OF LADING</b> ORIGINAL — NOT NEGOTIABLE		Shipper No. <u>92208239</u>	Carrier No. <u>913-541-9889</u>
Page <u>1</u> of <u>1</u>	Lanter Delivery	Date <u>09/26/2011</u>	
(Name of carrier)		(SCAC)	
<small>On Collect on Delivery shipments, the letters "COD" must appear before consignee's name or as otherwise provided in Item 430, Sec. 1.</small>			
<b>TO:</b> Consignee <u>JENSEN INC</u> Street <u>2805 S CENTER</u> City, State, Zip Code <u>MARSHALTWN, IA 50158</u>	<b>FROM:</b> <u>Ford Motor Company</u> Street <u>8515 Hedge Lane Terrace</u> City, State, Zip Code <u>Shawnee, Ks 66227</u> Chemtrec <u>1/800/424-9300</u> 24 hr. Emergency Contact Tel. No.		
Route		Vehicle Number	
No. of Units & Container Type <u>1</u>	<b>HM</b>	<b>BASIC DESCRIPTION</b> Proper Shipping Name, Hazard Class or UN or NA Number, Proper Shipping Name, UN or NA Number, Packing Group	<b>TOTAL QUANTITY</b> (Weight, Volume, Gallons, etc.)
1 Fibreboard Box	X	Seat-belt pretensioners, 9, UN3268, III, EX-2004040483	2 kg
			2 kg
<b>PLACARDS TENDERED: YES NO</b>		HEMT C.O.D. TO: ADDRESS	C.O.D. FEE: PREPAID <input type="checkbox"/> COLLECT <input type="checkbox"/> \$
<small>Note — (1) Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property, as follows: "The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding \$____."</small>		COD Amt: \$	TOTAL CHARGES \$
<small>(2) Where the applicable tariff provisions specify a limitation of the carrier's liability absent a release or a value declaration by the shipper and the shipper does not release the carrier's liability or declare a value, the carrier's liability shall be limited to the amount provided by such provision. See FMPC Item 172.</small>		Subject to Section 7 of the conditions, if this shipment is to be delivered to the consignee without recourse on the consignee, the consignee shall sign the following statement:	FREIGHT PREPAID <input type="checkbox"/> CHECK BOX IF CHARGES ARE TO BE COLLECT
<small>(3) Commodities requiring special or additional care or attention in handling or stowage must be so marked and packaged as to insure safe transportation. See Section 21(a) of Item 360, B/Ls of Lading, Freight Bills and Statements of Charges and Section 11(a) of the Contract Terms and Conditions for a full of such shippers.</small>		Signature of Consignor	
<small>RECEIVED, subject to the description and terms, in which on the date of issue of this B/L of Lading, the property described above in apparent good order, except as noted, in the condition of contents of packages, unloading, packing, repacking, and as described as indicated above, which said carrier (the word carrier being understood throughout this bill of lading as meaning any person or corporation in possession of the property and the contract agreed to carry it to the place of delivery of said property, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier at all or any of said property over all or any portion of said route to</small>		<small>destination and as to each party, as any have interest in it or any said property, that every service to be performed hereunder shall be subject to all the B/Ls of Lading terms and conditions in the governing classification on the date of shipment.</small>	
SHIPPER <u>Ford Motor Company</u>		CARRIER <u>Lanter Delivery</u>	
PER <u>[Signature]</u>		PER	
DATE <u>9-26-11</u>		DATE	

STYLE FORM 603 © 2003 LABELMASTER® (800) 621-5808 www.labelmaster.com

## 12.9 OMS Line Haul Manifest

### Lanter Linehaul Manifest



Ship Date: 9/26/2011

Route Code	Destination	Dealer Code	Carton Number
V7			
	04 - Memphis HCC		
		03373	41239407
		03373	41239408
		03373	41239409
		03421	41239400
		03421	41239401
		07105	41239952
		07113	41239800
		07167	41238707
		07168	41238011
		07175	41239965
		07198	41237689
		07198	41237690
		07198	41237691
		07198	41240065
		07223	41240168
		07673	41239370
		08432	41238643
		09919	41240263
		20218	41240304
		20218	41240305
		20218	41240307
		Total Items: 21	
	07 - Memphis HVC		
		00110	61952991
		03292	61952992
		03317	61952983
		03317	61952993
		03457	61952994
		03477	61952995
		03477	61952996
		03477	61952997
		03477	61952998
		03477	61952999
		03477	61983000
		03482	63953001
		03961	61953002
		03961	61953003

Page: 1 of 1

## 12.10 OMS Damaged Parts Log



### LDS FREIGHT TERMINAL – DAMAGE PARTS LOG

**SHIP DATE: Monday, September 26, 2011**

<u>Route Code</u>	<u>Dealer Code</u>	<u>Carton #</u>	<u>Damage Description</u>
V7	07168	41238011	Box Bent/Dented
V7	08432	41238643	Box Bent/Dented
V7	07167	41238707	Box Crushed
V7	03373	41239407	Box Bent/Dented
V7	03373	41239408	Box Bent/Dented
V7	03373	41239409	Box Bent/Dented
V7	07223	41240168	Box Bent/Dented
V7	20218	41240304	Box Bent/Dented
V7	07168	61953018	Box Crushed
V7	07116	91638401	Box Crushed
V7	20049	91638403	Box Torn
V7	20049	91638404	Box Crushed
V7	20049	91638405	Box Crushed
V7	20049	91638406	Box Crushed
V7	20049	93638409	Box Crushed
V8	05567	41238148	Box Bent/Dented
V8	08053	41239801	Box Bent/Dented
V8	08053	61953037	Box Torn
V8	05094	91638416	Box Bent/Dented
V8	05094	91638417	Box Torn
V8	08102	91638420	Box Crushed
V9	05124	41239665	Box Crushed
V9	05114	41240136	Box Bent/Dented
V9	05114	41240137	Box Bent/Dented
V9	05114	91638423	Box Crushed
V9	05768	91638426	Box Torn

A handwritten signature, possibly "Geo", is written inside a hand-drawn oval.



## 12.11 ESR Cross Dock Unload Equipment Tally Sheet Report

Select For Unload - Unload Equipment
Page 2 of 8

Route Label: A3

Rte code	Equip ID	Receiver Code / Name	Origin	Cust Ship Num	Ship Device	Frt Cnt	Pieces Received	Supervisors Initials
5A301	10254017	00831 HALLMARK FD LLC	04	FCSD NPDC - 024258286	Pieces	2	2	NM
5A303	10254017	06534 ESTABROOK MTR CO IN	04	FCSD NPDC - 024258684	Pieces	1	1	NM
5A304	10254017	06086 KIRK AUTO COMPANY	04	FCSD NPDC - 024258734	Pieces	2	2	NM

10/25/2011
10/25/2011

## 12.12 Carrier Bill of Lading - Schneider

Schneider Logistics - HCC Trail Receipt Log													
Receiving Freight Terminal:				KANSAS CITY		Contact:		Sarah Richmond					
Receipt Date:				9/12/2011		Carrier:		Heartland					
Total HCC Pcs				442		Total Referrals Pcs:		302					
Trailer Number	Notes/Comments	Schedule Depart	Actual Depart	Schedule Arrival	Actual Arrival	Utilization %	Arrival Status	Unit Reason	Total Pcs Returned				
16264	FT. pick up	4:30		15:00		75%	14:30		1				
14603		4:45	23:59	17:00		100%	9:10 am		7				
8624		4:45	0:30	17:00		100%	9:55 am		2				
8313		4:45	0:45	8:00		100%	9:05 am		6				
		4:45		8:00					1				
		4:45		18:00									
		4:45		18:00									
		4:45		19:00									
<p>Return report to:</p> <p>aliese@ford.com; jharr249@ford.com; sifordmas@schneider.com;          johnsonm@schneider.com; mullm@schneider.com;          ewener@heartlandexpress.com; spohners@schneider.com;          eterrell@ford.com; sidlm12@ford.com; dbeates39@ford.com</p>													
<p>Trailer Capacity % is Based On Quarter Segments</p> <table border="1"> <tr> <td>25%</td> <td>50%</td> <td>75%</td> <td>100%</td> </tr> </table>										25%	50%	75%	100%
25%	50%	75%	100%										

1616249@ford.com; scdewar@antivedelivsystems.com;  
 bshmons@antivedelivsystems.com;  
 nelsenmover@antivedelivsystems.com;  
 coanillo@antivedelivsystems.com; scamrall@antivedelivsystems.com;  
 keenan@antivedelivsystems.com; Barnes, Eric (T)

Date Issued: 9/29/06  
 Date Revised: 12/28/2009

Originator: Alexis Jones /s/ Alexis Jones  
 Booked (3)

Page 1 of 1

[illegible]

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<p><b>VITRAN</b></p> <p>STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE</p>		<p>www.vitransexpress.com</p> <p>SHIPPER NO. <b>00439033176</b></p> <p>PURCHASE ORDER NO.</p> <p>DATE <b>9/13/11</b></p>	
<p>FROM (SHIPPER): <b>Lanter Delivery Systems PH: (913) 481-0065</b></p> <p>STREET: <b>9900 Plumn Unit 42</b></p> <p>CITY, STATE: <b>Lenexa, KS</b></p> <p>BILL TO: (NAME)</p>		<p>TO (CONSIGNEE): <b>MASCHUSSENS CORP</b></p> <p>STREET: <b>1600 N 2ND ST</b></p> <p>CITY, STATE: <b>CHESTER MO</b></p> <p>ZIP CODE:</p>	
<p>MARK "X" IN ROW COLUMN FOR HAZARDOUS MATERIALS DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS</p>		<p>DIMENSIONS L x W x H</p> <p>NMFC ITEM NO.</p> <p>CLASS</p> <p>U.S. (SUBJECT TO CARR.)</p>	
# PIECES SHIPPED	IN	<p><b>ENGINE</b></p> <p><b>R/N 8C32 6006 D</b></p>	<p><b>721</b></p>
<p>SPECIAL INSTRUCTIONS:</p> <p><b>V7 90 24236828 / 41208357</b></p> <p>NOTE: (1) Where rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding:</p> <p>\$ _____ per _____</p> <p>NOTE: (2) Liability Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C. § 14705 (g) (1) (A) and (B).</p> <p>NOTE: (3) Carrier liability shall be limited to the declaration carrier liability provided in tariffs VTR 125 series and FAK, Inc., Standard Rules and Accessorial Charges Tariff (whichever pricing agreement is made subject to), subject to released values provided in NMFC and VTR 125 series.</p> <p>TO RECEIVE COVERAGE IN EXCESS OF THE MAXIMUM LIABILITY INSERT TOTAL DOLLAR AMOUNT BELOW. There will be a charge for excess liability coverage.</p> <p>\$ _____ excess liability coverage requested.</p>			
<p><b>C.O.D. AMT: \$</b></p> <p>REMIT C.O.D. TO ADDRESS</p>		<p>Subject to Section 7 of the conditions, if this shipment is to be delivered to the consignee without payment on the date, the shipper shall sign the following statement:</p> <p>The carrier shall not make delivery of this shipment without payment of freight less all other landed charges.</p> <p>(Signature of Shipper)</p>	
<p><input type="checkbox"/> C.O. CHECK OK FOR C.O.D.</p>		<p><input type="checkbox"/> C.O.D. FREE PREPAID COLLECT</p>	
<p>Freight Charges are <b>PREPAID</b> unless marked collect. Check Box If Collect <input type="checkbox"/></p>			
<p>RECEIVED, subject to the individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, I acknowledge receipt of the goods described herein, in good condition and in accordance with the bill of lading thereon, and I agree to hold the carrier harmless from all claims, damages, losses, expenses, costs, and charges of whatever nature which may result from the transportation of the goods herein described, and I agree to indemnify the carrier against all such claims, damages, losses, expenses, costs, and charges, and I agree to hold the carrier harmless from all claims, damages, losses, expenses, costs, and charges of whatever nature which may result from the transportation of the goods herein described, and I agree to indemnify the carrier against all such claims, damages, losses, expenses, costs, and charges.</p>			
<p>SHIPPER: <b>LANTER SOLUTIONS</b></p>		<p>DATE: <b>9-13-11</b></p>	


## 12.15 Route Sheet

Route # OMAHA 95600 Date \_\_\_\_\_


Name \_\_\_\_\_


Customer Address/Phone	Special Instructions Bill of Lading/Item #	Sch Arv Act Arv	Manifest Pc Act Pcs	Signature or Where Left Printed Name
Lanter 9900 Pflumm #42 Lenexa, Ks 66215	PU Scanner, log in get route sheet load in reverse order	2030		
APEX Terminal 8936 J Street Omaha, Nebr 68127	drop Lincoln, Nebr, woodhouse or rusty eck omaha pu returns	2455		
Atchley Ford 3633 n 72nd Omaha, Nebr 68134 402-574-2642	code: scan each piece pu returns s side bldg open oh door	119		
Woodhouse Ford 2546 S Hwy 30 Blair, Nebr 68008 402-426-4126	code:7130 scan each piece pu returns ship/rec room	154		
Baxter Ford 18505 Californina Elkhorn, Ne 68022 402-934-5656	code:9512 scan each piece pu returns oh door service area	241		
Tincher F-M 303 Fulton Ave Plattsmouth, Ne 68048 402-296-4411	code:7934 scan each piece pu returns west side///blue door	325		
Larson Motors 1717 Frontage Rd Nebraska City, Ne 68410 402-873-3449	code:8635 scan each piece pu returns east side by elect box	402		

## 12.16 Dealer Profile



**SCHNEIDER LOGISTICS™**  
Technology powered solutions.





### DEALER VISIT CHECKLIST

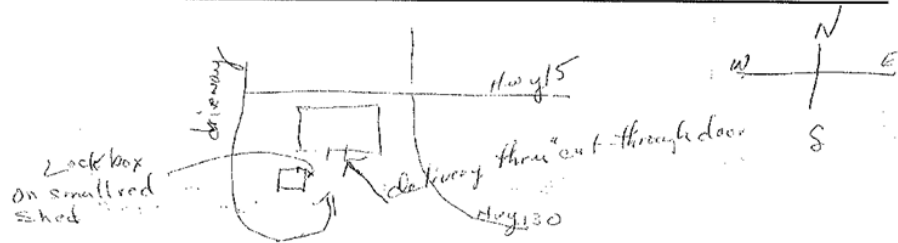
#### INFORMATION PROFILE

**DEALER CODE:** 08129    **ROUTE CODE:** M8    **BEYOND CODE:** EV    **LANTER ROUTE:** 67124  
**ESTIMATED DELIVERY TIME:** 2445    **DELIVERY TIME BAND:** 800


**DEALER NAME:** EDWARDS COUNTY MTRS  
**DEALER ADDRESS:** 51 E MAIN  
**DEALER CITY, STATE, & ZIP:** ALBION    IL    62806  
**DEALER TELEPHONE:** 618-445-4922  
**DEALER FAX:** 618-445-2947  
**DEALER EMAIL:** ecmford@yahoo.com  
**ALARM CODE:** YES ☐ NO ☒  
**LOCATION OF ALARM:** NA

**R CONTACT:** Phil Roosevelt Parts Manager  
**DEALER SECOND CONTACT:** Lynette Kemper (Secretary/Treasurer)  
**KEY BOX LOCATION:** on red shed, south side of bld    **SUPRA KEY CODE:** ~~XXXX~~  
**DEALER ENTRY POINT:** \_\_\_\_\_

**DELIVERY INFORMATION:** lock box will be on red shed, place parts through door on main overhead garage door. "Watch out- must step over bottom ledge of door put parts on floor. This is a walk through door cut into the large overhead door South side of bld. Use driveway on west side of bld. Will not be delivering to red shed, to main bld"

**DELIVERY MAP:**


## 12.17 OMS Classic (Regular) Delivery Manifest



**FORD KANSAS CITY**  
**Delivery Manifest**  
**Wednesday, July 13, 2011**

00110  
KEAST FLM INC  
2101 23RD ST  
HARLAN, IA 51537

Loose Pieces  
91204303  
21353731

Inbound Totes  
23353732

Total Pieces: 3

LANTER  
REGULAR  
DELIVERY  
MANIFEST

## 12.18 OMS DDS Delivery Manifest



FORD KANSAS CITY  
**Delivery Manifest**  
Wednesday, July 13, 2011

00110  
KEAST FLM INC  
2101 23RD ST  
HARLAN, IA 51537

Origin	Actual Shipping Device	Actual Freight Pieces	Driver Count Freight Pieces	Dealer Count Freight Pieces	OS&D
11	Pieces	1			
92	Pieces	1			
92	Totes	1			
Total Freight Pieces:		3			

Driver Signature	_____	Date	_____	Time	_____
Received By	_____	Date	_____	Time	_____

Attended Shipment: YES ☐ NO ☐

LANTER  
DDS  
DELIVERY  
MANIFEST



## 12.19 ESR Delivery Manifest

View In-Transit Shipments
Page 8 of 11

Print Date/Time : 07/11/2011 23:09  
Receiver Delivery Receipt

Route: VE45  
Manifest Route: VE45  
Expected Delivery Date: 7/12/2011  
Facility Name: Kansas City XDock LAC - X4  
Service Provider Name: LANTER DELIVERY SYSTEMS  
Outbound SLI #: YZ79558  
Outbound Equipment ID:  
Carrier Pro Number:  
Receiver:  
Shipment Destination: 05158  
METRO FD INC  
2860 S NOLAND RD  
INDEPENDENCE, MO 64055

2 PART  
DELIVERY  
COPY

Origin	Customer Shipment Number	Actual Shipping Device	Actual Freight Pieces	Driver Count Freight Pieces	Dealer Count Freight Pieces	OS&D (Indicate carton & Part# & initial)
04	FCSD NPDC 024203883	Pieces	4			
07	FCSD NPDC 026724063	Pieces	1			
92	FCSD NPDC 92175628	Cartons	4			
92	FCSD NPDC 92175628	Cages	2			
Total Freight Pieces:			11			

Driver Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Received By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Attended Shipment: YES ☐ NO ☐


Part One-Carrier Copy : Part Two-Consignee Copy : Part Three-Unattended Delivery Sign-off Copy

For Customer Service Call: Kansas City XDock LAC - X4 - Phone: 888-215-6058

ESR  
DELIVERY  
MANIFEST

http://www.esrdelivery.com/secure/CoverDock2.php?VIEW\_SHIPMENTS\_S\_7/11/2011

## 12.20 Communications Report

																							
<b>Dealer Communication Report</b>																							
<b>Date</b>			<b>Time</b>																				
<b>Dealer</b>			<b>Driver</b>																				
Attention Parts Manager																							
In the process of making your delivery, we encountered one or more of the following conditions. (Driver: please check the appropriate boxes and include specific remarks below)																							
<table border="0"> <tr> <td><input type="checkbox"/> Door found unlocked / open</td> <td><input type="checkbox"/> Chain was down or difficult to handle</td> </tr> <tr> <td><input type="checkbox"/> Parts Delivery Door:</td> <td><input type="checkbox"/> Suspicious persons / vehicles on premises</td> </tr> <tr> <td>    <input type="checkbox"/> In poor condition</td> <td><i>Driver: Contact police if necessary, note vehicle license</i></td> </tr> <tr> <td>    <input type="checkbox"/> Not operable</td> <td><input type="checkbox"/> Space limitations on truck - Unable to p / u cages</td> </tr> <tr> <td><input type="checkbox"/> Parts Storage Area</td> <td><input type="checkbox"/> No authorization for return - Contact Traffic Department</td> </tr> <tr> <td>    <input type="checkbox"/> Poorly Accessible</td> <td><input type="checkbox"/> Delivery receipt not signed for previous delivery</td> </tr> <tr> <td>    <input type="checkbox"/> Not accessible</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Driveway blocked by cars</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Alarm malfunctioning or not at all</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Lighting was inadequate</td> <td></td> </tr> </table>				<input type="checkbox"/> Door found unlocked / open	<input type="checkbox"/> Chain was down or difficult to handle	<input type="checkbox"/> Parts Delivery Door:	<input type="checkbox"/> Suspicious persons / vehicles on premises	<input type="checkbox"/> In poor condition	<i>Driver: Contact police if necessary, note vehicle license</i>	<input type="checkbox"/> Not operable	<input type="checkbox"/> Space limitations on truck - Unable to p / u cages	<input type="checkbox"/> Parts Storage Area	<input type="checkbox"/> No authorization for return - Contact Traffic Department	<input type="checkbox"/> Poorly Accessible	<input type="checkbox"/> Delivery receipt not signed for previous delivery	<input type="checkbox"/> Not accessible		<input type="checkbox"/> Driveway blocked by cars		<input type="checkbox"/> Alarm malfunctioning or not at all		<input type="checkbox"/> Lighting was inadequate	
<input type="checkbox"/> Door found unlocked / open	<input type="checkbox"/> Chain was down or difficult to handle																						
<input type="checkbox"/> Parts Delivery Door:	<input type="checkbox"/> Suspicious persons / vehicles on premises																						
<input type="checkbox"/> In poor condition	<i>Driver: Contact police if necessary, note vehicle license</i>																						
<input type="checkbox"/> Not operable	<input type="checkbox"/> Space limitations on truck - Unable to p / u cages																						
<input type="checkbox"/> Parts Storage Area	<input type="checkbox"/> No authorization for return - Contact Traffic Department																						
<input type="checkbox"/> Poorly Accessible	<input type="checkbox"/> Delivery receipt not signed for previous delivery																						
<input type="checkbox"/> Not accessible																							
<input type="checkbox"/> Driveway blocked by cars																							
<input type="checkbox"/> Alarm malfunctioning or not at all																							
<input type="checkbox"/> Lighting was inadequate																							
Specific Remarks regarding checked boxes:																							
Other conditions encountered not stated above																							
Original - Lanter Delivery Systems		Copy - Dealer																					

## 12.21 Lock Box

GE Security KeySafe Pro5 –  
Instructions

Opening and Closing your  
KeySafe

- To open box, hit clear, enter the numbers of your combination in order, press the open button and open box.
- If you have entered an incorrect combination, slide down the CLEAR button to return the buttons to their original settings.
- To relock the box, hit clear, enter your combination in order, hit open and close box. Make sure it is closed tightly and locked.



## 12.22 On-Site Bar Code



## 12.23 Ford Return Label

**Ford Motor Company**      **Date:09-08-2011**  
**ATTN:HVC**  
**Reason Code : GJ**  
**KANSAS CITY FREIGHT TERMINAL**  
**MEMPHIS RCPC**  
**9900 PFLUMN UNIT 42**  
**LENEXA, KS 66215**



**Claim No# 3137905 Line No# 0001**  
**Part: 6S4Z5426413D**  
**Dealer: 01743    Qnty :1**


## 12.24 Dealer Return Claim Form

DEALER RETURN CLAIM FORM									
Original Ship Method (Please check appropriate box):					Date:				
FEDEX	LANTER	LTL	OTHER		Route Code:				
To: LANTER DELIVERY SYSTEMS UNIT 42 9900 PFLUMM LENEXA, KS 66215					Dealer Code:				
					Dealer Name:				
					Address:				
					City:				
					State & Zip:				
FAX THIS FORM TO LANTER BY 3:00 PM CENTRAL TIME - 913-495-9771									
							Driver Use Only:		
CLAIM NUMBER	PART NUMBER		CARTON NUMBER	SHIPMENT NUMBER	REASON CODE	PLEASE CHECK BOX RETURNED:	DEALER COUNT	DRIVER COUNT	
						Product in Cage			
						Product Loose			
						Product in Cage			
						Product Loose			
						Product in Cage			
						Product Loose			
						Product in Cage			
						Product Loose			
						Product in Cage			
						Product Loose			
						Product in Cage			
						Product Loose			
						Product in Cage			
						Product Loose			
Dealer Count -					Total Loose:		Total Cages:		
Total Shipping Containers Returned:					Dealer Signature				
Driver Count -									
Total Shipping Containers Picked Up:					Driver Signature				
PIU Date:		PIU Time:			Dock Count				
HVC Count -					Total shipping Containers Counted:				
Total Shipping Containers Received:					Receiving Signature				
Recv Date:					SEAL #:				

## 12.25 Ford Kansas City DDS OS&D Report

FROM: Lanter Delivery, Lenexa KS							
DATE: 09/22/11							
Carton Number	Dealer Code	Dealer Name	City	State	Over, Short, Damage or Missort	# of Pieces	Disposition
41231956		Throughbred	Kansas City	MO	missort	1	shipment

## 12.26 Ford Kansas City DDS DPA Report



**DPA Delivery Daily Activity Log**

FCSD North American  
TRANSPORTATION

Macro Buttons HELP

7/19/2006

Traffic Mgr  
Summarize  
Comments

Please select Carrier Name below

Please select Depot Name below

**Lanter**

**Kansas City**

Enter PICK Date:

**9/22/2011**

Help with "On Time" categories  
and Reason Codes

Home

Date	Cust ID	Alt/Route ID's	Dr Cd	Name	City	St	Scheduled Arrival Time (AM/PM)	Actual Arrival Time (AM/PM)	On-time	Absolute On Time Reason Code	DPA On Time Reason Code	Comments
9/22/2011	F	V7-24	03399	WILLEY INC	AMES	IA	7:00 AM	4:30 AM				
9/22/2011	F	V7-25	03415	RON WILLEY FD INC	NEVADA	IA	7:00 AM	4:00 AM				
9/22/2011	F	V7-26	03317	MOFFITTS INC	BOONE	IA	7:00 AM	1:15 AM				
9/22/2011	F	V7-27	03507	GRANGER MTR INC	GRANGER	IA	7:00 AM	12:15 AM				
9/22/2011	F	V7-78	07168	LEE SAPP F&I	ASHLAND	NE	7:00 AM	3:00 AM				
9/22/2011	F	V7-79	07126	SWANSON FORD	CERESCO	NE	7:00 AM					no delivery
9/22/2011	F	V7-80	07175	DIERS INC	FREMONT	NE	7:00 AM	4:15 AM				
9/22/2011	F	V9-31	05159	STEVEN F&I AUGUSTA	AUGUSTA	KS	7:00 AM	4:45 AM				
9/22/2011	F	V9-32	05076	JOHN NORTH FORD, INC	EMPORA	KS	7:00 AM	11:30 PM				
9/22/2011	F	V9-55	05072	DICK EDWARDS PLAZA	JCT CITY	KS	7:00 AM	5:35 AM				
9/22/2011	F	V9-80	00834	ANDERSON FORD LMI	LINCOLN	NE	7:00 AM	4:49 AM				
9/22/2011	F	V9-81	01651	TINCHER F&I INC	PLATTS MOUTH	NE	7:00 AM					no delivery
9/22/2011	F	V9-82	07144	LARSON MOTORS INC	NEBRASKA CY	NE	7:00 AM	4:32 AM				
9/22/2011	F	VA-1	01743	ANDERSON F&I ST JOS	ST JOSEPH	MO	7:00 AM	4:37 AM				
9/22/2011	F	VA-4	10670	WOODHOUSE LMI INC	OMAHA	NE	7:00 AM	2:58 AM				
9/22/2011	F	VA-7	05477	BAITER FORD	OMAHA	NE	5:00 AM	2:54 AM				
9/22/2011	F	VA-10	07130	ATCHLEY FORD INC	OMAHA	NE	7:00 AM	1:37 AM				
9/22/2011	F	VA-14	03423	WOODHOUSE FORD INC	BLAIR	NE	5:00 AM	2:16 AM				
9/22/2011	F	VA-17	06771	RUSTY ECK FORD OF OMAHA	OMAHA	NE	5:00 AM	2:27 AM				
9/22/2011	F	VA-63	07192	ANDERSON F&I LINCOLN	LINCOLN	NE	5:00 AM					no delivery

## 12.27 Ford Kansas City Classic OS&D Report

<b>SUBJECT: Ford Kansas Daily OS &amp; D Report</b>							
<b>FROM: Lanter Delivery, Lenexa KS</b>							
<b>DATE: 9/7/11</b>							
Carton Number	Dealer Code	Dealer Name	City	State	Over, Short, Damage or Missort	# of Pieces	Disposition
21474984	08028	Morlan Shell Ford	West Plains	MO	missort	1	missort KC will del with 9/7 shipment- <b>delivered</b>
21414303	07113	Frontier Ford	Hastings	NE	missort	1	missort KC will del with 9/7 shipment- <b>delivered</b>
21474594	03764	Sid Dillion Ford	Crete	NE	missort	1	missort KC will del with 9/7 shipment- <b>delivered</b>
41191566	20218	Junge Ford	Center Pointe	IA	short	1	short
61861108	20218	Junge Ford	Center Pointe	IA	short	1	short
23474778	20218	Junge Ford	Center Pointe	IA	short	1	short
41193086	02798	Gretter Ford	Washington	IA	damage	1	box torn/crushed/bent
41193487	03456	Albia Motors	Albia	IA	damage	1	box torn/crushed/bent
41194282	03477	Mouw Motor	Sioux Center	IA	damage	1	box torn/crushed/bent
41194368	03373	Jensen Inc	Marshalltown	IA	damage	1	box torn/crushed/bent
41194437	07223	Courtesy Ford	Norfolk	NE	damage	1	box torn/crushed/bent
41194760	07175	Ainsworth Motors	Ainsworth	NE	damage	1	box torn/crushed/bent
41195019	07198	Kenesaw Motors	Kenesaw	NE	damage	1	box torn/crushed/bent
41195183	07262	Mc Mullen Ford	Council Bluffs	IA	damage	1	box torn/crushed/bent
41192576	08045	Barry Motor	Barry	IL	damage	1	box torn/crushed/bent
41192963	08053	Gem City Ford	Quincy	IL	damage	1	box torn/crushed/bent
41194256	05190	Quality Motors	Independence	KS	damage	1	box torn/crushed/bent
41194897	08151	Denny Ford	Rolla	MO	damage	1	box torn/crushed/bent
41195012	08140	Moberly Motors	Moberly	MO	damage	1	box torn/crushed/bent
41195013	08140	Moberly Motors	Moberly	MO	damage	1	box torn/crushed/bent
41195409	03089	Wehr Ford	Mt Grove	MO	damage	1	box torn/crushed/bent
41195267	05114	Lewis Ford	Hays	KS	damage	1	box torn/crushed/bent
41195268	05114	Lewis Ford	Hays	KS	damage	1	box torn/crushed/bent
41194147	08265	Hutcheson Ford	St. James	MO	oversize	1	sent Vitran
41192902	05567	Midway Motors	Kansas City	MO	oversize	1	sent Vitran
61868163	08005	Keen Ford	Fullton	MO	missort	1	missort to STL will del with 9/8 shipment
21479722	08285	Tom Boland Ford	Hannibal	MO	missort	1	missort Ford will del with 9/8 shipment
21479740	05071	Lubbers Ford	Cheney	KS	short	1	short
21479122	03456	Ulrich Ford	Pella	IA	short	1	short
21479395_96	05010	Larry Allen Ford	Parsons	KS	short	2	short
61868802	03370	Mc Cormick Motors	Ida Grove	IA	short	1	short
21479094	03451	Carriker Ford	Oskaloose	IA	missort	1	missort Ford will del with 9/8 shipment
21479368	20218	Junge Ford	Center Pointe	IA	missort	1	missort Ford will del with 9/8 shipment



## 12.28 Ford Kansas City Classic Daily Report

### 12.28.1 Refused Shipment Report

Kansas City Refused Shipment Report							
Date	Carton Number	Ford Shipper Number	Part Description	Customer Number	Customer Name	Customer City	Reason of Refusal
9/5/2011	holiday						
9/6/2011	no issues						
9/7/2011	41194147	24233681	engine	08265	Hutcheson Ford	St.James	sent Vitran
	41192902	24233446	roof paanel	05567	Midway Motors	Kansas City	sent Vitran

### 12.28.2 Damage Report

Kansas City Damage Report				
Date	Location	Damage Description	Carton Number	Comments
9/5/2011	Crossdock	holiday		
9/6/2011	Crossdock	box torn/crushed/bent 15 pcs		
9/7/2011	Crossdock	box torn/crushed/bent 17 pcs		
9/8/2011	Crossdock			
9/9/2011	Crossdock			

### 12.28.3 Piece Count Report

Kansas City Daily Piece Count Report					
	Cross Dock			HVC	
Date	HVC Origin 04 Memphis	HCC Origin 07 Memphis	NPD Origin 11 Livonia	HVC Origin 92 Kansas City	Daily Totals
Date					
9/5/2011	0	0	0	0	0
9/6/2011	81	112	37	1478	1708
9/7/2011	112	170	43	904	1229
9/8/2011					0
9/9/2011					0

### 12.28.4 Tote Count Report

Kansas City Tote Count Report								
	OUTBOUND TOTALS				INBOUND TOTALS			
Date	Line Haul Tote Outbound V - 7	Line Haul Tote Outbound V - 8	Line Haul Tote Outbound V - 9	Daily Totals	Line Haul Tote Inbound V - 7	Line Haul Tote Inbound V - 8	Line Haul Tote Inbound V - 9	Daily Totals
01/03/11				0				0
01/04/11				0				0
01/05/11				0				0
01/06/11				0				0
01/07/11				0				0

## 12.29 Ford Kansas City Classic COB Report

### 12.29.1 Delivery Metric Report

Dedicated Delivery Service Daily Delivery Metric							REASON CODES			
<b>Legend for Customer ID</b> F = Ford G = GM M = Mazda V = Volvo L = Land Rover J = Jaguar H = Honda T = Toyota X = TBD Z = TBD							1.) Late grid 2.) Volume 3.) HVC - printer/cpu 4.) Dealer access restricted 5.) CCD - printer/cpu 6.) Driver 7.) Accident 8.) Weather / Road closure 9.) Traffic 10.) Equipment 11.) Dealer issues 12.) Routing Issues 13.) HCC Late Arrival			
<b>8/8/2005 16:49</b> PRESS HERE to Update Date &							<b>FACILITY:</b> KC - Lanter <b>Date:</b> 9/7/2011			
							<b>Absolute On-Time %</b>			
Cust ID	Ford Route ID	DirID	Name	City	State	Arrival Time (yellow unatnd)	Actual Arrival Time	Time Deliv ry Y=	Reason Code	Comments
F	V7	20178	CARTER FORD INC	OXFORD	IA	8:00 AM				
F	V7	20177	CHARLES CAPPER FD IN	WILLIAMSBURG	IA	8:00 AM	8:00 AM	0		
F	V7	20218	JUNGE CENTER POINTE	CENTER POINT	IA	8:00 AM	8:00 AM			
F	V7	03396	STEVE LINK FLM	GRINNELL	IA	8:00 AM	8:00 AM	0		
F	V7	09166	NOBLE FORD OF NEWTON	NEWTON	IA	8:00 AM	8:00 AM	0		
F	V7	03457	ULRICH MOTOR CO	PELLA	IA	8:00 AM	8:00 AM	0		
F	V7	03451	CARRIKER FORD INC	OSKALOOSA	IA	8:00 AM	8:00 AM	0		
F	V7	06284	CLEMONS FLM	OTTUMWA	IA	8:00 AM	8:00 AM	0		
F	V7	20004	FESSLER AUTO MALL	FAIRFIELD	IA	8:00 AM	8:00 AM	0		
F	V7	02798	GRETTER FORD, INC	WASHINGTON	IA	8:00 AM	8:00 AM	0		
F	V7	20131	WAGLER MTR CO INC	SIGOURNEY	IA	10:00 AM	10:00 AM	0		
F	V7	20016	MINCER FORD INC	JCT	IA	8:00 AM	8:00 AM	0		
F	V7	20010	CLINTON FLM, INC	CLINTON	IA	10:00 AM	10:00 AM	0		
F	V7	08432	CRESTON MOTOR CO	CRESTON	IA	8:00 AM	8:00 AM	0		
F	V7	03417	HAWKEYE FORD, INC	RED OAK	IA	8:00 AM	8:00 AM	0		
F	V7	03370	MCCORMICK MOTORS	IDA GROVE	IA	8:00 AM	8:00 AM	0		
F	V7	07227	LARRY BECKMAN MTR IN	ODEBOLT	IA	8:00 AM	8:00 AM	0		
F	V7	03545	RASMUSSEN FORD-MERC	STORM LAKE	IA	8:00 AM	8:00 AM	0		
F	V7	03482	RASMUSSENS CORP	CHEROKEE	IA	8:00 AM	8:00 AM	0		
F	V7	07211	DIRKS MOTOR CO	AKRON	IA	10:00 AM	10:00 AM	0		
F	V7	03456	ALBIA MTR CO INC	ALBIA	IA	8:00 AM	8:00 AM	0		
F	V7	07326	BARRY MOTOR CO	DANBURY	IA	8:00 AM	8:00 AM	0		
F	V7	02961	MACKE FORD INC	COON RAPIDS	IA	8:00 AM	8:00 AM	0		
F	V7	03421	ROST MOTORS	MANSON	IA	8:00 AM				
F	V7	03427	SCHALLAU MOTOR	VAN HOME	IA	8:00 AM				
F	V7	03428	POCAHONTAS FLM	POCAHONTAS	IA	8:00 AM	8:00 AM	0		
F	V7	03466	JEDDELOH INC	SIBLEY	IA	10:00 AM	10:00 AM	0		
F	V7	03477	MOUW MTR CO	SIOUX CENTER	IA	8:00 AM	8:00 AM	0		
F	V7	03961	FRONTIER FORD CENTURY	LAPORTE CITY	IA	10:00 AM	10:00 AM	0		
F	V7	07686	RON DRENKOW MOTORS	SHELDON	IA	8:00 AM	8:00 AM	0		
F	V7	20049	BROWN'S SLS	GUTTENBERG	IA	10:00 AM	10:00 AM	0		
F	V7	20074	F E WELTERLEN MOTORS	EDGEWOOD	IA	10:00 AM				
F	V7	06070	RUNDE FORD	MANCHESTER	IA	8:00 AM	8:00 AM	0		
F	V7	07135	JOHNSON MOTORS	DENISON	IA	8:00 AM	8:00 AM	0		
F	V7	07673	CHAMPION FORD	CARRILL	IA	8:00 AM	8:00 AM	0		
F	V7	00110	KEAST FORD	HARLAN	IA	8:00 AM	8:00 AM	0		
F	V7	07262	MCMULLEN FORD	COUNCIL BLUF	IA	8:00 AM	8:00 AM	0		
F	V7	03292	SIOUX CITY FORD	SIOUX CITY	IA	8:00 AM	8:00 AM	0		
F	V7	00619	LEMARS F-M INC	LEMARS	IA	8:00 AM	8:00 AM	0		
F	V7	03373	JENSEN FORD	MARSHALLTOW	IA	8:00 AM	8:00 AM	0		
F	V7	07113	FRONTIER FLM, INC	HASTINGS	NE	8:00 AM	8:00 AM	0		
F	V7	03465	HULLMAN'S FORD	FALLS CITY	NE	10:00 AM	10:00 AM	0		
F	V7	07287	KASTEN FORD	SYRACUSE	NE	8:00 AM	8:00 AM	0		
F	V7	07885	SID DILLION FORD LM	CRETE	NE	8:00 AM	8:00 AM	0		
F	V7	09926	BEATRICE MOTORS	BEATRICE	NE	8:00 AM	8:00 AM	0		
F	V7	07187	KASS FORD SALES	HEBRON	NE	8:00 AM	8:00 AM	0		
F	V7	07174	CROSSROADS FD INC	KEARNEY	NE	8:00 AM	8:00 AM	0		
F	V7	07150	BIG JOHNS FORD INC	MINDEN	NE	8:00 AM	8:00 AM	0		
F	V7	07198	KENESAW MOTORS	KENESAW	NE	8:00 AM	8:00 AM	0		
F	V7	07142	RANCHLAND FORD	BROKEN BOW	NE	8:00 AM	10:00 AM	F1	10	late due to engine problem
F	V7	07167	ERICSON FD INC	LOUP CITY	NE	8:00 AM	11:30 AM	F1	10	late due to engine problem

### 12.29.2 Summary Report

[illegible]

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LDS SOP Ford Kansas City

Date:09/13/11

Day:Tuesday

Kansas City HVC and Freight Terminal Tracking Sheet

METRIC BASED ON ROUTE REVISION

LINE VOLUME

Total HVC Lines

DOS Lines

FedEx Lines

Other Carrier Lines

HVC Referral Lines

DOS HVC Lines

Other HVC Lines

Daily Lines

Design Lines

% of Total

5,110

4,910

100%

3,359

3,417

100%

79

100

79%

1,485

1,383

100%

0

0

0%

570

237

235%

62

72

88%

444

HVC Operations

Freight Terminal

Volume

DOS ROUTES

SCHEDULED ARRIVAL TIME

ACTUAL ARRIVAL TIME

VAR

BEHIND/LOAD TALLY VARIATION

DRY LOAD

LOAD TIME

TRAILER SHEET CORRECT TIME

SCHEDULED DEPART TIME

ACTUAL DEPART TIME

DEPART VAR

FT LOAD COMPLETE TIME

FT ISCR DEPART TIME

FT ACTUAL DEPART

DEPART VAR

TOTAL CARRIER TIME

TRAILER CODE

TOTAL LABELS

# OF ISCRS DESIGN

# OF ISCRS ACTUAL

HVC LINES - DESIGN

HVC LINES - ACTUAL

HVC LINES - DESIGN

HVC LINES - ACTUAL

HVC PREDES LINES

FT REFERRAL PREDES

FT REFERRAL PREDES

MPD PREDES

HVC CHARGES PREDES

HVC LOOSE PREDES

HVC LOOSE TOTES

HVC PALLETS

COMMENTS

VA

8:15 PM

7:44 PM

31

7:44 PM

8:00 PM

16

8:45 PM

8:20 PM

25

236

7

515

583

38

111

74

22

19

8

12

67

V3

9:00 PM

8:19 PM

41

8:19 PM

8:53 PM

34

9:30 PM

8:53 PM

37

288

44

590

641

28

40

32

24

26

7

233

43

VB

9:00 PM

7:44 PM

76

7:44 PM

8:00 PM

16

8:30 PM

8:20 PM

70

68

2

538

556

18

45

45

2

1

4

4

VC

9:30 PM

8:57 PM

33

8:57 PM

9:15 PM

18

10:00 PM

9:30 PM

40

232

10

746

752

68

115

70

23

19

9

15

48

VA

10:30 PM

9:19 PM

132

9:19 PM

9:53 PM

35

11:00 PM

9:53 PM

127

46

5

110

101

6

3

3

8

13

3

38

6

VD

10:30 PM

9:48 PM

42

9:48 PM

10:30 PM

42

11:00 PM

10:35 PM

25

127

6

388

321

33

52

49

18

30

11

8

24

VE

11:15 PM

10:16 PM

59

10:16 PM

10:30 PM

14

11:45 PM

10:35 PM

70

171

6

584

529

53

50

51

28

44

10

11

41

VF

11:15 PM

9:15 PM

120

9:15 PM

10:40 PM

65

11:45 PM

11:35 PM

10

114

1

485

516

78

182

85

17

8

5

9

41

AVG

67

AVG

33

AVG

51

AVG

0

1302

81

0

3,356

3,589

304

578

379

134

160

65

59

482

49

0

ON TIME

0

ON TIME

0

ON TIME

0

LATE

0

LATE

0

LATE

0

LATE

0

ON TIME PERCENTAGE - DOS Routes

GRD TIMES

HVC DEPARTURE

FT DEPARTURE

100.0%

100.0%

#DIV/0!

OTHER ROUTES

SCHEDULED ARRIVAL TIME

ACTUAL ARRIVAL TIME

VAR

EXPECTED TRAILER ARRIVAL

ACTUAL TRAILER ARRIVAL

VARIANCE

REFERRAL TRAILER NUMBER

SCHEDULED DEPART TIME

ACTUAL DEPART TIME

DEPART VAR

FT LOAD COMPLETE TIME

FT ISCR DEPART TIME

FT ACTUAL DEPART

DEPART VAR

TOTAL CARRIER TIME

TRAILER CODE

TOTAL LABELS

# OF ISCRS DESIGN

# OF ISCRS ACTUAL

HVC LINES - DESIGN

HVC LINES - ACTUAL

HVC LINES - DESIGN

HVC LINES - ACTUAL

HVC PREDES LINES

FT REFERRAL PREDES

FT REFERRAL PREDES

MPD PREDES

HVC CHARGES PREDES

HVC LOOSE PREDES

HVC LOOSE TOTES

HVC PALLETS

COMMENTS

V7

7:30 PM

6:59 PM

1

7:30 PM

7:20 PM

10

377

79

659

778

38

33

26

39

69

10

388

63

V8

7:45 PM

7:09 PM

37

8:00 PM

7:20 PM

40

388

42

419

416

21

14

15

25

32

7

265

33

V9

7:45 PM

7:09 PM

37

8:00 PM

7:20 PM

40

115

26

287

281

21

15

16

19

18

5

88

23

AVG

25

AVG

0

AVG

30

AVG

0

888

147

0

1,444

1,485

72

62

57

63

110

22

0

653

119

0

ON TIME

3

ON TIME

3

ON TIME

0

LATE

0

LATE

0

LATE

0

LATE

0

FedEx Express

FedEx Ground

Expoits

Pieces Shipped

Lines Shipped

Depart

Pieces Shipped

Lines Shipped

Depart

Pieces Shipped

Lines Shipped

Depart

50

62

7:36 PM

18

17

7:48 PM

0

Comments

Comments

Comments

X2 MONS Screen copy & paste or manually

Route Line Count

Copy & Paste Carrier Code

Copy & Paste Line Volume

Carrier Code

Line Count

VF

0

2

Atlanta

0

FG

0

2

Chicago

0

P1

0

10

Danver

0

0

10

Evansville

0

0

10

Fort Worth

0

0

10

GreenSBurn

0

## 12.31 Kansas City Cross Dock Bill of Lading

Bill of Lading		
Bill# _____	Trailer# <u>14807</u>	Date <u>9/13/11</u>
Load # _____	Seal# (If Required) _____	
Driver#/Truck# <u>151</u>		
<b>From:</b> FORD/LDS CROSS DOCK 9900 PLUMM LENEXA, KS. 66215		<b>Consigned to:</b> Memphis Ford HCC 4880 Tuggle Road Memphis, TN 38118
Description of Goods	Number of Pieces	Weight
Empty motor vehicle racks & bins. <u>40 RACKS</u> <u>5 BINS</u> <u>2 UNLABELED PCS</u>	<u>47 PCS</u>	5,000 lbs.
To be completed by shipper		To be completed by carrier/driver
Date Released: <u>9/13/11</u>		Date Departed: _____
Time Released: <u>12:20</u>		Time Departed: _____
Shipper Signature: <u>DAVID GARNICA</u>		Driver signature & Number: _____
Consignee Signature: _____  Date & Time Received: _____  Comments: _____		

Instructions for Outbound Traffic Office: Make a copy for file and send original with driver.

## 12.32 Outbound Regional Returns Claims Summary Listing

Outbound Regional Return Claims Summary Listing									
	Ft Worth HVC	Memphis HCC	Memphis HVC	Memphis LVLC	National				
Return Loc Code	FTWHVC	MEMHCC	MEMHVC	MEMLVLC	NPDC				
Placard Color	Pink	BabyBlue	Gold	Purple	Green				
Return Trailer #:	Type of Stock:		Return Carrier:		Exel				
	(i.e. "Restock or "Scrap)								
Claim Return Ship Date (Date Claim Sent to FCSD Facility)	Return Location	Claim Number	Claim Type	Shipping Container Number	Claim Process Date (Date Claim Scanned & Placed in Return Container)	Dealer Code	Route Code	Quantity (# of Loose Pieces)	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									

### 12.33 DDS Scanner – Picture

