



Glossary of Terms

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Proprietary Information

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A

WORD/PHRASE	DEFINITION
Abandon	When consignee or shipper relinquishes damaged freight to a carrier.
Acceptance	Receipt by the consignee of a shipment. This terminates the common carrier contract for transportation.
Accessorial Service	See Special Service
Actions	Actions are the actual steps we perform in order to accomplish a certain work detail. Actions are numbered individually. For clarification they can break out into parts and alphabetized. For example, when entering a new customer into the Phone file form the actions are expressed: <ol style="list-style-type: none"> 1) Customer Code: A code will be automatically generated <ol style="list-style-type: none"> a. If the code is acceptable, the cursor will move to the next field. b. If the code is a duplicate, you will receive a warning. If so...
Act of God	An irresistible superhuman cause, such as no reasonable human foresight, prudence, diligence and care can anticipate and/or prevent.
Adjustment	A change in the warehouse inventory record without the receipt or transfer of product. Examples of when this is needed include data entry errors, cancelled orders, and shipping errors.
Advance	A partial prepayment of freight charges issued through a financial clearinghouse for the purpose of assisting the trucker with road expenses. They are issued for predetermined amounts. A fee for service is assessed when credit is taken at the time of settlement.
Affidavit	A written statement sworn to before a Notary Public.
Agent	A person authorized to transact business for and in the name of another.
Aggregated Shipments	Several shipments from one or more different shippers to one consignee that are consolidated and treated as single consignment.
Agreed Valuation	Freight value mutually agreed upon by shipper and carrier as a basis for transportation charges. It also may represent an agreed maximum amount that can be recovered in case of loss or damage.
Agreed Weight	A weight set and agreed upon by carrier and shipper as a basis for charges.
Allowance	<ul style="list-style-type: none"> • A sum granted as a reimbursement or repayment. • A deduction from the gross weight or value of goods.
Alternative Rate	The rate employed where tariffs provide for the use of more than one published rate on some particular traffic.
Alternative Tariff	A tariff containing two or more rates from and to the same points, on the same goods, with authority to use the one which produces the lowest charge.
Ambiguous	Open to several interpretations.
Amendment	A change or correction.
Analysis	The process of reviewing information to identify problems and opportunities, and to inform continuous improvement of the business.
Any Quantity Rate (AQ Rate)	A rate applicable to an article regardless of how much is to be transported.
Approved Supplier	See Supplier.
Arbitrary	<ul style="list-style-type: none"> • A fixed amount which a transportation line agrees to accept in dividing joint rates. • A fixed amount added to or deducted from a rate to or from one point to make a rate to or from another point.

Archives	Dated records which are not currently in use.
Area	An area is the secondary organization of points. Each area falls within a single region and a single route. The size of the region is determined the number of pickups and deliveries within the region and the distance form those points to the pickups and deliveries within the adjacent regions. A driver should be able to make pickups and deliveries within one region on one day and pickups and deliveries in any adjacent region and meet hours of service requirements. Areas are three digit numbers. The first is the region, the second is route and the third is the area.
Arrival Notice	A notice furnished to a shipper, consignee or broker of the arrival of freight or a notification with the projected arrival and availability of freight for pickup.
As Is	A term indicating that goods offered for sale are without warranty or guarantee. The purchaser has no recourse to the vendor for quality of the goods.
Assign	The transfer of property to another, frequently for the benefit of creditors.
Assignee	One to whom a right or property is transferred.
Assignor	One by whom a right or property is transferred.
Astray Freight	Freight bearing marks indicating origin and destination, but separated from the waybill. (SEE OVER FREIGHT)
Audit	<ul style="list-style-type: none"> • A methodical examination and review. Often refers to formal examination of an organization's accounts or financial situation. • A quality audit is the on-site verification activity, such as inspection or examination, of a process or quality system, to ensure compliance to requirements. A quality audit can apply to an entire organization or might be specific to a function, process or production step. At Trademark, we have internal and external audits of our Quality and Business Management System to evaluate suitability, effectiveness, and adequacy, as well as compliance to the requirements of the system and the International Standard ISO 9001:2008.
Audit of Freight Bills	The process of verifying the correctness of the transportation charges shown on the carrier's freight bill.
Auditee	The individual interviewed and observed by an auditor.
Auditor	The individual charged with auditing a system, practice, or records. In an internal quality audit, the auditor is an employee who has been appointed by management and trained in this role, and may not audit his/her own process.
Axle Weight	Amount of weight transmitted to the highway by one axle.

B

Background Information	An element of our business strategies, process and procedures that includes the history, rationale, logic used to get where we are.
Back Haul	Back Haul refers to traffic moving along a route with lower than average volume. It applies in situations when there is a greater volume of traffic in one direction (Head Haul) than the opposite direction (Back Haul).
Back Order	That portion of an order that cannot be delivered at the scheduled time, but will be delivered at a later date.
Basing Point	A point upon which through rates to another destination are computed: For example, a rate from Louisville, Ky. to a point near Jacksonville, Fla. is computed as follows: The rate from Louisville to Jacksonville, plus the local rate from Jacksonville to the nearby point. Jacksonville, in this case, is a basing point.
Basing Rate	(SEE PROPORTIONAL RATE)
Bill of Lading (B/L or BOL)	The written transportation contract between shipper and carrier (or their agents). It identifies the freight, who is to receive it and the place of delivery and gives the terms of the agreement. All goods going to a receiver at one destination in a single shipment or on one truck must be on a single bill of lading. The straight bill of lading provides that freight be delivered to the receiver shown on the bill. It is non-negotiable. Surrender of this type of bill of lading is not required except when it is necessary for the receiver to identify himself. This might be necessary, for example, for certain bonded goods as liquor. Always printed on white paper. The order bill of lading is negotiable. Its purpose is to enable a shipper to collect for the shipment before it reaches its destination. The shipper sends an original bill of lading and a draft for the charges through a bank. The receiver pays the carrier's agent the amount of the draft and then can receive the goods. With this method, the shipper customarily consigns the shipment to himself. The person or company to be notified at destination is specified. The shipment may be released to the receiver only upon the order of the shipper. The order bill of lading must be surrendered with delivery of the freight. Always printed on yellow paper. Either straight or order bills of lading may be designated as "through." A through bill of lading covers shipment by more than one transportation company at a fixed rate for the entire service. More than one type of transportation company (as truck and rail) may be utilized.
Bill of Sale	A contract for the sale of goods.
Billed Weight	The weight shown in a freight bill.
Blanket Rate	<ul style="list-style-type: none"> • A rate applicable from and/or to a group of points. • A special rate applicable on several different articles in a single shipment.
Blocking	Supports used to prevent shipments from shifting during transportation.
Bob Tail	Tractor operating without a trailer. Also a straight truck.
Bona Fide	In good faith; authentic, genuine.
Bond of Indemnity	An agreement made with a transportation line relieving it from liability for which it would otherwise be liable.
Bonded Warehouse	A warehouse owned by persons approved by the Treasury Department. Under bond or guarantee for the strict observance of the revenue laws, they are utilized for storing goods until duties are paid or goods are otherwise properly released.
Booking	The act of recording arrangements for the movement of goods.
Bracing	See Blocking
Brand Promise	We promise to take good care of your product and you by our mastery of the details. (Also known as the Quality Policy).
Break Bulk	To separate a composite load into individual shipments and route to different destinations.

Break Bulk Point	A place where a composite load is separated into individual shipments and routed to different destinations.
Breakdown (handling product)	The height of the pallet is reduced to meet the receiver's specifications. This normally applies to pallet loads of single items. This requires the least amount of work of the three categories.
Brokerage	When a person or business, authorized by the Federal Motor Carrier Safety Administration, engages in the business of arranging for the transportation of persons or property in interstate commerce by motor carrier. This is the secondary role in which Trademark conducts business.
Bulk Freight	Freight not in packages or containers.
Burden of Proof	The obligation to prove disputed facts at issue in a legal proceeding. For instance, the Interstate Commerce Act provides that the burden of proof is upon the carriers to show that change in rates, rules, etc., are reasonable.
Business Model	The business model consists of three parts: Personnel, Process, Structure and Infrastructure., It is the basic framework or architecture to the business.
Business Plan	The business plan consists of three components: Corporate Objectives, Brand Promise and Guiding Principles
Business Planning & Review	Regularly scheduled review of information to ensure continuing suitability, adequacy, and effectiveness of the Quality and Business Management System, to assess opportunities for improvement and the need for any changes to the system, and to manage resources. Information reviewed comes from audits, customer feedback, process measures, records of nonconformities and corrective action, changes in the business, and recommendations for improvement.
Business Strategies (Core Business Strategies)	There are nine core business strategies. In order of development, they are: Transportation <ul style="list-style-type: none"> • Marketing • General Business • Route • Shipping and warehouse • Staff development • Long term business development • Financial • Technology

C

Cab	Driver's compartment of a truck or tractor-trailer.
Cab Over - Engine Motor Truck or Truck Tractor	Motor truck or truck tractor with a substantial part of its engine located under the cab.
Cargo	The freight carried by a vehicle.
Carmack Amendment	An amendment to the Interstate Commerce Act which specifies carrier legal liability in connection with the bill of lading. (Section 20 of the Act)
Carrier	An individual, partnership, or corporation engaged in the business of transporting goods or persons. Although when we are acting as a Freight Forwarder we are the primary Carrier to the shipper in the transaction, we refer to the actual company we hire to perform pickup and delivery, the Underlying Carrier, as the Motor Carrier. When acting as a Broker, we are performing as an agent for the Carrier.
Carrier's Lien	Carrier's claim on property if has transported as security for charges.
Cartage (Local)	Hauling between locations in the same town, city or commercial zone.
Certificate of Weight	An authoritative statement of the weight of a shipment prepared by a weigh master.
Charges (Payment of Transportation Charges)	Ordinarily, unless specific arrangements have been made, no carrier is permitted to deliver or relinquish possession at destination of any freight transported by it until all tariff rates and charges thereon have been paid. Carriers upon taking precaution deemed to be sufficient to assure payment of tariff charges may relinquish possession of freight in advance of payment of tariff charges and may extend credit in the amount of such charges for a period of seven days.
Chassis	A special trailer or undercarriage on which containers are moved over the road.
Chimney Block	The process of loading pallets by putting one in straight and one in turned, and altering that, to make the most of the space.
Circuitous Route	An indirect route.
Claim	<ul style="list-style-type: none"> • A demand made upon a transportation line for payment on account of loss or damage alleged to have occurred while shipment was in possession of carrier. • A demand upon a transportation company for refund of an overcharge. (SEE OVERCHARGE)
Claim Agent	An employee who adjusts or settles claims made against his company.
Claimant	Person or company filing a claim.
Class and Commodity Tariff	A tariff containing both class and commodity rates.
Class Rate	A transportation charge set for a group of commodities. Unless an article is given a special freight rate, it is grouped with others of a similar nature into a class. A transportation charge is set for the class. This charge or rate applies to each type of article in the class. See CLASSIFICATION RATING for further explanation.
Class Tariff	A published schedule of rates that contains only class rates.
Classification	A publication containing a list of articles and the classes to which they are assigned for the purpose of applying class rates, together with governing rules and regulations. (SEE CLASSIFICATION RATING)
Classification Rating	The class to which an article is assigned for the purpose of applying transportation charges. The rating expresses the mathematical relationship of the freight rate for the group to a base rate, called the first class rate. The class ratings are expressed as percentages of first class if they are less than the first class rate. If higher than the first class rate, they are called multiples. For example, a class 70 rate would be 70 percent of first class. A rate of 150 would be 1.5 times the first class rate.

Clean Bill of Lading	A bill of lading signed by the carrier for receipt of merchandise in good condition (no damage, loss, etc. apparent), and which does not bear such notation as "shipper's load and count."
Clearing House	An organization set up to process and collect bills for participating trucking companies.
Collect Shipment	A shipment where the payment of freight charges is made at the destination either by the buyer, an agent of the buyer or the receiver.
Combination	Motor truck or truck tractor coupled to one or more trailers (including semi-trailers).
Combination Rate	A rate made by combining two or more rates published in different tariffs.
Commercial Zone	A set of contiguous municipalities such as the Twin Cities.
Commodity	Any article of commerce. Goods shipped.
Commodity Rate	A special rate on a specific type of goods. A commodity rate replaces a class rate for the goods, except when the tariff specifies the alternative use of class and commodity rates.
Commodity Tariff	A tariff containing only commodity rates.
Common Carrier	A transportation business that offers service to the general public.
Common Law	That system of law which does not rest for its authority upon any express statute, but derives its force and authority from consent, custom and usage. It is derived from law brought to the United States from England.
Complainant	One who makes a legal complaint; a plaintiff of prosecutor.
Complaint	A statement of injury or grievance. Customer Complaints are nonconformities and are managed by the use of a Customer Complaint Form.
Concealed Damage	A damage to the contents of a package which is apparently in good condition externally.
Concealed Loss	Loss or damage that cannot be determined until the package is opened.
Concurrence (Tariff)	A document filed with the Interstate Commerce Commission by which a transportation line agrees to be a party to a joint tariff.
Confidentiality Policy	The corporate directive that prohibits the unauthorized disclosure of information belonging to Trademark and our customers. Protected information includes but is not limited to: trade secrets, plans, proposals, financial statements, vendor/customer/employee lists, or any other information pertaining to the business of Trademark or any of its customers, consultants, licensees, or affiliates.
Connecting Carrier	A carrier which has a direct physical connection with another for interchange of cargo.
Consign	To send or address goods to another.
Consignee	One to whom something is shipped.
Consignment	A shipment.
Consignor	The person by whom articles are shipped.

Consolidation	<p>A term we use to describe the pickup and positioning of inbound freight. Our Consolidation Service involves arranging for all or part of the inbound transportation requirement of receivers. Receivers are companies typically shipping to a single location from many points of origin. Food service companies, retailers and wholesalers are regular users of this service. It is designed to provide organization, scheduling and logistical support to the buyer. The customer sends us orders and tells us when they need them; we arrange the pickups and have them at our dock for pickup or delivered to their dock. The various services include:</p> <ul style="list-style-type: none"> • Gathering together small, widely scattered shipments, positioning and optimizing for pickup. • Pickup and pooling individual shipments including delivery to receiver’s dock. • Multiple stop truckload or partial load pickup and delivery. • Picking up multiple shipments at one vendor for a receiver, and delivering to multiple locations.
Container	Anything in which articles are packed.
Container (Van Body Type)	A truck or trailer body provided with means for ready removal from and attachment to a vehicle.
Container Yard	A location for parking trailers awaiting further movement.
Continuous Seals	A term denoting that the seals on a truck remained intact during the movement of the truck from origin to destination; or, if broken in transit, that it was done by proper authority and without opportunity for loss to occur before new seals were applied.
Continuous Service	An ongoing series of movements under a dedicated service agreement.
Contract	An agreement between two or more competent persons to perform or not to perform a specific act or acts. May be verbal or written. (a purchase order, when accepted by a vendor, becomes a contract.)
Corporate Action	The comprehensive set of systematic, predictable and repeatable systems, processes, procedures and work instructions to support and execute our business plan and objectives.
Corporate Direction	<p>Corporate Direction consists of several documents and information about our unique, proprietary approach to business. It includes the Trademark:</p> <ul style="list-style-type: none"> • Vision, Mission and Values • Purpose, Promise and Principles • Business Strategies • Guidelines, Rules To Work By and Trademark Way • Customer Experience
Corrective Action	Action taken to eliminate the cause of a Critical Situation or nonconformity, and to prevent recurrence. This is done through the implementation of either the Addressing Critical Situations procedure or the Making Improvements procedure. The procedure for Addressing Critical Situations is used when there is a problem, the stakes are high, and the time to act is short. The Making Improvements procedure is used either when action is needed but does not need to be immediate, or when further action is needed following the implementation of Addressing Critical Situations. These two procedures complement each other and structure the prioritization and timing of corrective action. Corrective action is a critical part of continuous improvement of our business and service to customers.
Cost Plus	A pricing method whereby the purchaser agrees to pay the vendor an amount determined by the costs incurred by the vendor to produce the goods or services purchased, plus a fixed percentage of that cost for profit.
Credit	In accounting, a credit adds the amount of a transaction into an account. A customer credit reduces our accounts receivable and their liability. A supplier credit reduces our accounts payable and our liability.
Critical Situation	An occurrence involving an incident or threat where something is wrong, the stakes are high and the time to act upon it is short. Critical Situations have direct, serious, and imminent implications upon a) the Customer Experience, including on-time service, intact delivery, and up-to-date and on-going customer communication, b) people and property, and c) business operations including operating costs and productivity.

Critical Success Factors	<p>Extensive business research conducted in 2000 revealed eight requirements of a company in our business category, four are considered necessary to survival and four are considered necessary to compete effectively:</p> <ul style="list-style-type: none"> • "Tickets to entry" <ul style="list-style-type: none"> – On time service and product care – Driver and labor pool development and management – Cost control and productivity – Customer communication • "Keys to standing apart" <ul style="list-style-type: none"> – Professional image and appearance – Technology development and maximization – Flexibility in service – Customer service
Crossdock	<p>Crossdock refers to the movement of goods through a terminal or warehouse facility while in transit. Trademark provides crossdock at no charge for a) through-service from pickup to delivery, b) LTL consolidation or c) LTL distribution. Trademark also provides crossdock on a fee for service basis for a) reworking or repositioning freight on a vehicle and b) transferring freight from one vehicle to another, with a set hold over period.</p>
Cubic Capacity	<p>The carrying capacity of a truck measured in cubic feet.</p>
Cubic Foot	<p>A common measure of capacity in length, breadth and height.</p>
Customer	<p>The businesses and people we serve and benefit by the Customer Experience. Generally, when we speak of customers, we mean external customers, who are the shippers and receivers to whom we sell our services. Our internal customers are our co-workers and other business processes and procedures that rely on us for their inputs. The outputs of most procedures become the inputs for another procedure.</p>
Customer Experience	<p>It is a time-phased, step-by-step map detailing what we do, how we do it and what the customer gets. Each of our processes and procedures are organized around it. Every employee has either a direct role or supports a particular phase of the experience. When we do our part and work well together at a consistent, sustained, high level of performance, we can predict what the customer's reactions, and subsequent responses, will be, every step of the way, from their very first impression to a long lasting, ongoing business relationship.</p>

D

Data	Factual information used as a basis for reasoning, discussion, or validation. Data is recorded on forms, both paper and digital, which then become records. Data from a set of records is compiled on a report for analysis.
Dead Head	A trip with an empty vehicle.
Deduction	Amount of payment reduced.
Delivering Carrier	The transportation line that delivers a shipment.
Delivery	The act of transferring possession, such as the transfer of property from consignor to carrier, one carrier to another or carrier to consignee.
Demurrage	See Detention
Density	The weight of an article per cubic foot. The ratio of mass to bulk or volume.
Destination	The place to which a shipment is to be delivered.
Details	Details are what "Driving the Details" is all about. They summarize a set of individual, step-by-step actions that when combined together make up a given work instruction. Enter the new customer into the Phone file is a Detail.
Detention	A penalty charge assessed by a carrier for the delay of equipment, by shippers or receivers of freight beyond a specified free time.
Dispatch	The scheduling and control of traffic during pickup, movement and delivery.
Distance Rate	Charge made on basis of miles traveled, often used as one component of a freight rate.
Distribution	Distribution is loosely defined as the act of forwarding less than truckload shipments for delivery. Trademark's Distribution Service specifically involves arranging for all or part of the outbound transportation requirements of shippers. Shippers are companies typically shipping from a single point of origin to multiple destinations. Manufacturers, distributors and warehouses are regular users of this service.
Diversion	A change made in the route of a shipment in transit.
Divert	To change the route of a shipment in transit. (See Reconsignment)
Division	The apportionment by carriers of revenue received from joint traffic.
Dock	A platform where trucks load and unload.
Document Change Request	The form used to initiate the creation of a new controlled document or the revision or replacement of an existing controlled document.
Document Control	See Document Management.
Document Control Number	The unique, identifying code assigned to each controlled document. In our Document Control system, Document Control Numbers include the following three elements: two letters to identify the Business System and Process that own the document, a code for the document type, and a three-digit number for unique identification.
Document Management	The process that has been established to control all documents and records required by the Quality and Business Management System. This process ensures that documents are approved prior to use, that revisions are made and recorded as needed and with approval, and that current documents are available and identifiable, while obsolete documents are secured.

Documents	<p>Documents consist of digital files in either a word processing, spreadsheet and data format. All documents are controlled and managed by a procedure for Controlling Documents. Printed copies are uncontrolled and are for reference only. Documents include:</p> <ul style="list-style-type: none"> • Background Information • Forms • Guidelines • Information • Materials (informational & Promotional) • Records • Reports
Driver	<p>An individual who works for a Carrier and operates the motor vehicle to perform the pick-up and delivery service. While we contract our service to Motor Carriers, it is the Driver who is the essential participant in the Customer Experience.</p>
Driver Classifications	<p>These are classifications for drivers and their ability to deliver on our quality objectives (on time, intact, no surprises):</p> <ol style="list-style-type: none"> 1. Highly reliable and cooperative. 2. Unpredictable, has performed well at times, but have had OS&Ds, service failures and/or communication problems. 3. Unknown ability or ongoing problems and challenges with supporting our quality objectives.
Due Bill	<p>Bill rendered by carrier for undercharges.</p>
Duty	<p>A tax levied by a government on the import, export and consumption of goods.</p>

E

Embargo	An order prohibiting the acceptance and/or handling of freight at certain points or via certain routes due to emergencies, congestion, strikes, etc.
Eminent Domain	The sovereign power to take property for a necessary public use, with reasonable compensation.
En route	On the way.
Entry (Customs)	A statement of the kinds, quantities and values of goods imported together with duties due, if any, declared before a customs office or designated officer.
Estimated Weight	The weight specifically stated in tariffs for goods shipped in specified packages, or in a specific manner.
Et Cetera (etc.)	And other things; and so forth.
Evidence	An outward sign or indication; something that furnishes proof. In a quality audit, the evidence found is compared against requirements.
Ex Dock	The buyer takes title to the goods only when they are unloaded on his/her dock.
Ex Factory	Buyer takes title to the goods when they leave the vendor's dock.
Exceptions to Classification	A publication containing classification ratings and rules different from the classification ratings and rules contained in a major classification.
Exclusive Use of Truck	A request made by a shipper on the bill of lading for the complete use of a vehicle.
Expediting	To accelerate a process. Expedited freight service is usually superior to normal service. Dispatching less than truckload quantities on a single truck for quick delivery is an example of expedited service. Such service frequently necessitates payment of "exclusive use of vehicle" freight charges.
Export	To send goods to a foreign country.
External Audit	Audit conducted by a third party, such as a consultant, customer, or individual authorized by the ISO registrar, such as an ISO auditor.
External Customer	See Customer.

F

Fields	Fields are the individual placeholders on a form for single, informational data points.
Fifth Wheel	A device used to connect a truck tractor to a semitrailer.
Final	Last stop and conclusion of a route.
Fixed Charges	Carrier costs that do not vary with all increase or decrease in traffic. An accounting classification. Sometimes called fixed operating costs.
Flammable Liquids	Liquids that give off vapors capable of burning.
Flat-Bed	A semi-trailer with no sides.
Flat Rate	An all-inclusive, set amount to be paid for a service, as opposed to itemized charges for service. Flat prices, however, always have some basis for the charge which requires verification prior to billing or payment to prevent over or under charges.
FOB	See Free on Board .
Forms	Forms are intended for completion. They are used for recording data and information. When completed they become Records.
Foreign or Free Trade Zones (FTZ)	Secured areas legally outside a nation's customary territory. Their purpose is to attract and promote international trade and commerce.
Fork Lift	A machine used to move goods loaded on pallets or skids.
Free Time	The amount of time allowed by the carriers for the loading or unloading of freight at the expiration of which demurrage or detention charges will accrue.
Free Astray	A shipment that has been mishandled and sent to the wrong location and forwarded free of charge to the correct location.
Free on Board (FOB)	The term is a crucial part of a sales agreement. An understanding between the seller and buyer where the ownership of goods changes hands. "FOB Origin" means that the ownership of goods changes hands upon loading the goods. "FOB Destination" means the ownership of goods changes hands upon delivery of the goods. Ownership can also occur at other, designated points as well. It is important information to a carrier.
Freight	Anything being transported.
Freight Bill	Document for a common carrier shipment. Gives a description of the freight, its weight, amount of charges, the rate for charges, taxes and whether collect or prepaid. If the charges are paid in advance or are to be collected at the origin, it is called a prepaid freight bill. If the charges are to be collected at the destination from the consignee or another party, it is called a collect freight bill.
Freight Charge	Payment due for freight transportation.
Freight Claim	(SEE CLAIM)
Freight Classification	(SEE CLASSIFICATION RATING)
Freight Forwarder	A person engaged in the business of assembling, collecting, consolidating, shipping and distributing less-than-carload or less-than-truckload freight; also a person acting as agent in the transshipping of freight to or from foreign countries and the clearing of freight through Customs. Forwarders send these consolidated shipments to a station where they are disassembled and routed to the proper destinations. These stations are called terminals, cross docks or break bulk stations. Forwarders try to make up a full truck or car load shipment to take advantage of the better rate for a full load. Trademark operates primarily as a Freight Forwarder. When Trademark operates as a Freight Forwarder, Trademark is the Carrier relative to the transaction with the Shipper, but authority, license, and insurance rest with the Underlying Carrier, who holds legal liability.

Fuel Surcharge (FSC)	An additional charge assessed for the excessive cost in diesel fuel. The charge is a percentage of the base line haul charges on shipments rated per hundred pounds and a rate per mile for shipments rated for per mile. The surcharge is based based upon the US National Average Diesel Fuel Index. The fuel surcharge will remain in effect as long as the national average exceeds a benchmark of \$1.15 per gallon.
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G

Goals	Strategic outcome statements.
Goods	Merchandise.
Gross Weight	<ul style="list-style-type: none"> • As applied to a shipment, the weight of an article together with the weight of its container and the material used in packing. Commonly it does not include additional weight such as pallets. • To determine the actual weight of a shipment, the weight of the pallets and any loose material (dunnage) used to support and protect the article should be included. • As applied to a truck, the weight of a truck together with the weight of its entire contents.
Guarantee	A pledge or assurance that something will be done as specified, such as payment of a debt within a set timeframe. Also a form used in Accounts Receivable.
Guaranty	A pledge or security for another's debt or obligation. Accounts Receivable may require this to support customer credit arrangements. The Guarantee form includes a guaranty section.
Guidelines	Guidelines describe the approach to take when doing things. They include best practices, rules of thumb and rules to work by.

H

Handling (Freight)	Movement of freight beyond normal loading or unloading, normally more of an issue at the receiving end. This could include breaking down pallets, moving freight from the shipper's pallets to the receiver's pallets or sorting and segregating freight where all or most of the cases are touched.
Handling (Warehouse)	Warehouse handling includes any or all of the following: receiving inbound into the warehouse, processing goods for storage and inventory, processing warehouse releases for shipment and shipping orders.
Head Haul	Head Haul refers to traffic moving along a route with greater than average volume. It applies in situations when there is a greater volume of traffic in one direction (Head Haul) than the opposite direction (Back Haul).
High Cube	A body with above average cubic content. Usually constructed with low floors and thin walls.
High Density	The compression of flat or standard bales of cotton to high density of approximately 32 pounds per cubic foot. This compression usually applies to cotton exported or shipped coast to coast.
Highly Sensitive Situation	Any situation requiring special attention to deliver on our promises to a customer. These include shipments of extraordinary: <ul style="list-style-type: none"> • Products and/or temperature requirements • Receivers and/or receiving conditions • Shippers and/or shipping conditions • Customer status, including new or otherwise sensitive customers • Pickup or delivery timing • Situations involving special service commitments Failure to properly acknowledge, communicate and act upon Highly Sensitive Situations run a high risk of jeopardizing our service and standing with the customer. Furthermore, the cost of correction often runs very high.
Hot Load	Emergency shipment of cargo needed in a hurry.

I

Identification (of Product)	The naming and/or marking of product to enable traceability. Data and informational records are also identified. This is especially important in our business.
Icing Charge	A charge made for icing perishable freight.
Import	To bring in goods from a foreign country.
Improvement	Enhancing value or excellence. Our Quality and Business Management System has been established to direct continuous improvement of our systems and the Customer Experience.
In Bond	Goods on which a duty or tax is due are "in bond" when placed in the custody of government or bonded warehouse or are traveling by a bonded carrier. Bonding guarantees that the duty will be paid.
Infrastructure	The underlying foundation or basic framework of the business. Infrastructure includes buildings, workspace, associated utilities, process equipment (hardware and software), and supporting services.
Information	Information is necessary for reference, understanding and decision making. Useful and correct information is factual, first hand and written. It includes the logic used for decisions made in the past. Information is dynamic and changes with time and circumstances. Background Information is an accumulation of what we know about a given topic in a single document.
Internal Audit	Audit conducted by representatives of the audited organization. At Trademark, employees are appointed to the Internal Audit Team by management. This team includes representatives of all departments to ensure that no auditor will audit his/her own process. Internal audits are conducted according to the management procedure Performing Internal Audits.
Internal Customer	See Customer.
Initial Carrier	The transportation line that picks up a shipment from the shipper.
Initial Point	The point at which a shipment originates.
Initiatives	Specific department activities to support strategic goals
Inter	Between.
Interchange	Transfer of freight from one carrier to another.
Interchange Points	A terminal where freight is transferred from one transportation line to another.
Interline	When freight moves from point of origin to destination over the lines of two or more transportation companies.
Intermediate Carrier	A transportation line hauling a shipment between the originating and the delivering carrier.
Intermediate Point	A point located between two other points specifically named.
Interstate	Between states.
Interstate Commerce	The Interstate Commerce Act defines interstate commerce as transportation from one state or territory of the United States or the District of Columbia to any other, or from any place in the United States through a Foreign Country to any other place in the United States, or from a foreign country, but only insofar as such transportation takes place within the United States.
Interstate Traffic	(SEE INTERSTATE COMMERCE)
Intervene	To take action and participate in proceedings that have been instituted by others.
Intra	Within.
Intrastate	Within a state.

Intrastate Traffic	Traffic having origin, destination and entire transportation within the same state.
Inventory	Stored goods, or an itemized list of such goods.
Invoice	A list of goods or services rendered, stating prices and payment terms.

J

Job	There are many costs associated with any given load. There is the base price of the truck and driver. In addition there are connecting carriers that will handle deliveries for us along the way. For example, due to timing constraints, our truck might only be able to allow four hours time in the Buffalo, NY area before moving on. But, we have more deliveries than time would allow. So, we will "interline" some shipments with another carrier. We still want that cost reflected on that load so we assign them the same "job" number. A "job" then is all of the costs associated with making all our deliveries on any given load.
Joint Rate	A rate for hauling a single shipment over two or more independent transportation lines, which cooperate to offer through service. The shipment travels on one bill of lading.
Joint Routes	Route established by two or more connecting carriers for the continuous through movement of traffic over their lines.
Joint Through Rate	(SEE JOINT RATE)
Joint Traffic	Traffic moving between stations located on one transportation line and stations located on another transportation line.
Jurisdiction	The power of a court or other tribunal to consider and decide a question. For example, the Interstate Commerce Commission has jurisdiction over rates, rules and regulations.

K

Knocked Down	A term denoting that an article is partially or entirely taken apart (not set up).
Known Damage	Damage discovered before or at the time of delivery of a shipment.
Known Loss	Loss discovered before or at the time of delivery of a shipment.

L

Lading	That which constitutes a load. The freight in a vehicle.
Landed Price	A supplier's price that includes all his costs related to the sale.
Layover Time	The non-working time that a road driver spends away from his home terminal before being dispatched to some other destination.
Legal Weight	The weight of the goods and interior packing but not the container.
Less Than Truckload (LTL)	See LTL
Less than Truckload Rate	A rate applicable to a less than truckload shipment.
Letter of Credit	<p>A form letter issued by a bank indicating that a purchaser in a foreign country has established credit in a specified amount in the seller's favor and that payment will be made upon presentation of draft together with certain specified documents. Three major items to look for: Is it workable, is it within the granted lines of credit, is the application signed by an authorized signer? What are the discrepancies? When documents do not comply to the terms of the L/C and they must be approved by the applicant before a bank will make the payment. What parties are usually involved in a L/C? The seller, the buyer, the issuing bank, the advising bank, the confirming bank and the negotiating bank.</p> <ul style="list-style-type: none"> • Irrevocable Letter of Credit - All concerned parties have to agree on any modification or cancellation once it has been established. • Stand-by Letter of Credit - A guarantee by the issuing bank that a customer's bill will be paid. The letter is generally not supported by money on deposit with the bank, because that bank does not expect to pay it and then collect the money from the customer.
Lien	A legal claim upon goods for the satisfaction of some debt or duty.
Lift Tail Gate	A power-operated tail gate capable of lifting a load from street level to the truck or trailer floor.
Line Haul	Movement of freight in bulk between cities or terminals. Line haul generally does not include pickup and delivery service.
Load	It refers to a) a truckload and, or b) any number of shipments which we combine together to move on a single truck for our exclusive use, between set points, over a certain route, to meet a specified timetable.
Load Coordination	See Dispatch
Load Coordinator	The individual Traffic Coordinator responsible for a given load.
Load Information Sheet	A weekly rolling record of scheduled loads, including routes, timing, status, and driver assignments.
Local Cartage Carrier	A company that transports property entirely within the commercial zone of a municipality (or contiguous cities). This may be pickup and delivery service for a line haul carrier.
Local Rate	A rate applying between stations located on the same transportation line.
Local Tariff	A tariff containing rates applicable only between terminals located on the same transportation line.
Log Book	A book carried by truck drivers. They contain daily records of hours, routes, etc. They are required by Interstate Commerce Commission regulations.
Logistics	Logistics is a process of supply; moving things from one place to another, from one step to another, in the most direct, efficient, cost effective way possible.
Loose	Not packed.

LTL	Means Less Than Truckload. Any quantity of freight that can be a) combined with one or more shipments, b) shipped on LTL schedules and c) transported profitably via LTL terminals. LTL quantities typically range from a 1000# minimum to 20000# or up to 50% of truckload capacity. Our most basic LTL schedule is to pick up one week and to deliver by the end of the next week.
Lumper	A person who hires himself out to a truck driver at a shipping or receiving location to perform loading and unloading services for a fee from the driver. This person is not an employee of the shipper or receiver. Lumpers are generally independent contractors.

M

Management Responsibility	Specific actions, policies, planning, and communication that must be performed or established by corporate management within the Quality System. These include: management commitment, customer focus, quality policy and objectives, quality management system planning, internal communication, and having a management representative responsible for the quality system.
Management Review	See Business Planning & Review.
Manifest	A document describing a shipment or the contents of a vehicle or shipment.
Marks	Letters, numbers and characters put on a package for identification.
Master Document	A file kept in a tightly controlled location to back up a controlled document and facilitate revisions. In many cases, controlled documents are made available as PDFs which cannot be changed, and which are created from a master document in another program, such as Word or Excel. While master documents are tightly controlled, many other documents are controlled by use and editing rights system-wide.
Materials	Materials are informational pieces designed for external use. They include sales pieces, promotional fliers, recruitment pieces and things like job announcements.
Maximum Rate	The highest lawful rate that may be charged.
Measurement	Specific data collected for analysis of trends and performance in a particular area. Measurements are identified and taken to evaluate business processes in terms of achievement of planned results, continual improvement, and areas of opportunity.
Memorandum Bill of lading	A duplicate copy of a bill of lading.
Mile	5,280 feet.
Mileage	Distance in miles.
Mileage Rate	Rates applied according to distance.
Mileage Tariff	A tariff containing rates applied according to distance.
Minimum Charge	The least charge for which a shipment will be handled.
Minimum Rate	The lowest lawful rate that may be charged.
Minimum Truckload Weight	The weight at which a shipment is handled at a truckload rate.
Mission Statement	See Vision, Mission, Values
Mitigate	To make less harsh, hostile, painful or severe. It is the initial action taken when addressing Critical Situations to eliminate a serious, immediate threat to a) the customer experience including on-time service, intact delivery, up-to-date and on-going customer communication, b) people and property, and c) business operations including operating costs and productivity.
Mixed Truckload	A truckload of different articles in a single shipment.
Mixed Truckload Rate	A rate applicable to a truckload of different articles in a single consignment.
Mixing privileges	Provides for the mixing of truckload freight according to various combinations and alternatives. The rate is calculated as if each of the articles comprising the mixed truckload were shipped as truck loads.
Mode	Frequently used to refer to the basic divisions of the transportation industry. The principal modes of transportation are truck, rail, air and water.

Motor Carrier	Also see Carrier . By definition, a motor carrier is a carrier. However, when we are acting as a Freight Forwarder we are the primary Carrier to the shipper in the transaction. We refer to the actual company we hire to perform pick-up and delivery, the underlying carrier, as the Motor Carrier. They carry their own operating authority and insurance.
Motor Carrier Status	<p>There are the status ratings we use at Trademark:</p> <ul style="list-style-type: none"> • A: These are our primary service providers. They operate in continuous, dedicated service to us under our Motor Carrier Guidelines. • B: These are regular service providers who handle one-way or round-trip moves within 3% of our par rates. They are referred to as the "bench." • C: These are irregular service providers which handle one-way or round-trip moves at high rates and are used only when all other means are exhausted. • NQ: Means not qualified • DQ: Means disqualified • Bad: Refers to a bad record
Motor Carrier Types	<p>There are three types of Motor Carriers serving us:</p> <ul style="list-style-type: none"> • Small Fleets: Trucking companies with between five and thirty trucks with their own operating authority and insurance. • Independents: Trucking companies with 1-4 trucks with their own operating authority and insurance. • Owner Operators: Drivers who own their own tractor and/or trailer and lease to Alpha Omega Line.
Motor Carrier Types of Service	<p>There are three types of service we purchase from the Motor Carriers that support our operations:</p> <ul style="list-style-type: none"> • Continuous: An ongoing series of movements under a dedicated service agreement • Round-Trip: A single string of movements linked together with a set start and finish • One-Way: A single load in a single direction • Interline: When freight moves from point of origin to destination over the lines of two or more transportation companies

N

Negligence	Failure to exercise the degree of care the situation demands.
Nested	Packed one within another.
Net Cash	Payment for goods sold usually within a short period of time with no deduction allowed from the invoice price.
Net Price	Price after all discounts, rebates, etc., have been allowed.
Net Weight	<ul style="list-style-type: none"> • As applied to a shipment, the weight of an article clear of packing and container. • As applied to a truckload, the weight of the entire contents of the truck.
No Show	Freight that has been booked to a ship, but has not physically arrived in time to be loaded to that ship.
Nonconformity	Also see Critical Situation . Anything that does not meet specifications or requirements.

O

Objectives	Precise, measurable, time phased results that support initiatives.
One-Way	A single load in a single direction.
Operating Expense	The cost of handling traffic.
Operating Ratio	The relationship of total expenses to total operating revenue.
Opportunity	Any action or change that could improve the Customer Experience, enhance our resources or improve our business. Everyone in the company has the ability to identify opportunities and initiate action on them. The way to do this is to complete an Improvement Worksheet form. Submission of this form will initiate the procedure for Making Improvements.
Order Bill of Lading	(SEE INITIAL CARRIER)
Organization	A group of people identified by a shared interest or purpose. In the supply chain, the organization receives goods and services from a supplier and transforms them into intermediate or finished products for use by the customer.
Origin Carrier	(SEE INITIAL CARRIER)
OSHA	Occupational Safety and Health Act.
OSHA Certification	This is a government regulation that requires a person to go through a program of safety information and training to operate a forklift or other pieces of equipment. Some receivers require this of anyone who uses their forklift, pallet jacks or only one of these. Receivers may enforce other OSHA requirements.
Over Short and Damage (OS&D)	Discrepancies between freight on hand and freight shown on the bill. Freight not covered by billing is "over." If some is missing it is "short." Freight received in bad condition is "damaged." Freight agents file an OS&D report showing these discrepancies.
Over the Road (OTR)	Intercity. Over the Road (OTR) Department is concerned with intercity operation (as contrasted to pickup and delivery service).
Overage	An excess over the quantity believed to have been shipped or more than the quantity shown on a shipping document.
Overcharge	To charge more than the amount provided in the proper tariff.

P

Packing List	A detailed specification of packed goods.
Pallet	A portable platform for holding material for storage or transportation. GMA or grocery pallets measure 40" wide by 48" long. They are designed for a forklift to handle from all four sides and for a pallet jack to pick up on two sides (40" side).
Pallet Pattern	(also Tie-high) This refers to the specific layout of product on a pallet relative to the carton sizes when all of the product on the pallet is the same item. Product is placed onto the pallet in a certain way to maximize the length and width of a pallet. The pattern remains the same from one layer to the next. However, it rotates 180 degrees from one layer to the next. Thus, the boxes overlap from one layer to the next instead of sitting directly on top of one another. This helps prevent product from shifting. Since the footprint of a pallet is fixed and the case size of a given item is fixed, the patterns are relatively fixed. For example, an 8 tie will generally have the identical look from one pallet to the next. <ul style="list-style-type: none"> • "Tie" or "block" refers to the number of cases per layer. A 10 'tie' means 10 cases per layer. "High" refers to the number of layers per pallet. This refers to the number of cases. A 5 'high' means 5 layers per pallet. In this example, the configuration comes to 50 cases per pallet.
Palletized	Stacked on pallets.
Panel Body	Small, fully enclosed truck body. Frequently used for small package delivery.
Partial	Partial shipments fall in between LTL and truckload. They can be combined with one or more shipments. However, they a) ship on an LTL schedule or an expedited LTL schedule, not a truckload schedule and b) are rated for the purpose of providing the customer an incentive over truckload thus making it necessary for us to move the shipment(s) in the most direct way possible. Partial shipments generally range in size from 20000# to 30000# or 50-70% of truckload capacity.
Peddle Run	Truck run with multiple deliveries en route.
Per Annum	By the year.
Per Centum (CWT)	By the hundred.
Per Se	By and of itself.
Perishable Freight	Freight subject to decay or deterioration.
Permits	<ul style="list-style-type: none"> • Authority granted by Interstate Commerce Commission to allow motor carriers to operate in interstate commerce. • Permission granted to carriers by states to transport freight which exceeds legal weight and size limits.
Pickup or Delivery Allowance	An allowance made by a carrier to a consignor (or owner of goods) for bringing freight to carrier's terminal. The allowance is made in lieu of carrier pickup of the freight. Delivery allowance is for consignee (or owner) pickup of goods in lieu of carrier delivery.
Piggyback	Transportation of a highway trailer on a rail flat car. There are five basic piggyback plans. Plan I is transportation on a trucking company owned trailer on a rail flatcar, for which the trucking company pays a negotiated rate. In Plan II, the railroad furnishes both trailer and flatcar. In plan III, a shipper or freight forwarder owns the trailer. Plan IV is like plan III but the shipper or forwarder also owns the flatcar. Under Plan V, the trucking company and railroad cooperate to offer a joint rate. A trucking company trailer is used.
Point of Origin	The terminal at which a shipment is received by a transportation line from the shipper.
Prepaid Shipment	A shipment where the payment of freight charges is made at the point of origin either by the shipper, seller or their agent.
Prepay	To pay before or in advance.

Preventive Action	Action taken to eliminate the cause of an incident or threat that is resulting or could result in a Critical Situation or nonconformity. This is done through the implementation of either the Addressing Critical Situations procedure or the Making Improvements procedure. The procedure for Addressing Critical Situations is used when there is an imminent threat, the stakes are high, and the time to act is short. The Making Improvements procedure is used either when action is needed but does not need to be immediate, or when further action is needed following the implementation of Addressing Critical Situations. These two procedures complement each other and structure the prioritization and timing of preventive action. Preventive action is a critical part of continuous improvement of our business and service to customers.
Private Carrier	A company not primarily engaged in the transportation business that hauls its own property in its own vehicles.
Pro Number	Pro is the abbreviation of the word progressive "Pro" is usually prefixed to freight bill numbers.
Pro Rata	In proportion.
Problem	Any adverse situation or condition that could be a nonconformity or Critical Situation. Everyone in the company has the responsibility to be alert to problems and report them. If you notice something that is causing harm to the Customer Experience, people, property, financial resources or business operations, you must report the problem by completing either a Critical Situation Form or an Improvement Worksheet and submitting it to the process manager. In so doing, you will be initiating either the Addressing Critical Situations procedure or the Making Improvements procedure, respectively.
Procedure	A procedure is any set of interrelated or interacting activities which transforms inputs (resources) to outputs (products). Meeting opportunities is a Customer Service procedure. The inputs consist of the seven critical elements and all their parts. The output is the order with an ETA and order acknowledgement.
Procedure Overview	Each procedure consists of work instructions, which are time-phased steps and decisions. These work instructions are described in procedure overviews. When a procedure is in development, work instructions and other critical information (purpose, inputs, outputs, records, threats, and vulnerabilities) are recorded on a procedure overview form. Once the procedure is approved, all of this information is transferred to the appropriate process document, in which the applicable section is still called a procedure overview.
Process	A process is a functional component of a given business system. For example, the Customer Service Process, a part of the Marketing System, is a separate and distinct from Sales.
Process Document	The primary document for processes in the Quality and Business Management System. Process documents include the following key elements: identification of the process manager, statement of purpose, terms, forms, critical measurements, and procedure overviews. Procedure overviews include purpose statements, inputs, outputs, records, threats and vulnerabilities, and work instructions. Each process document includes a record of changes which details changes made to the document and the rationale for the changes.
Process Manager	The manager or executive with ultimate responsibility and authority in a business process.
Procurement Lead Time	The time required by the buyer to select a supplier and to place and obtain a commitment for specific quantities of material at specified times.
Product Protection (Program)	The comprehensive program of practices that protect our customers' products every step of the way in the Shipping and Warehouse Experience. With direction from this program, Trademark employees and the motor carriers and drivers who supply transportation services to us work well together to consistently protect customer product, ensuring that it arrives on time and intact.
Product Realization	The processes involved in bringing a product into being. Each product begins as an idea, and a set of processes are required to realize the product, whether it is a good or service. Also see Service Realization
Proof of Delivery	Carrier establishes proof of delivery from deliver receipt copy of freight bill signed by consignee at time of delivery. This is legal proof of delivery.

Proportional Rate	A rate specifically published to be used only as a factor in making a combination through rate. A rate from New York to Chicago published to apply only on traffic destined to points beyond Chicago would be a proportional rate.
Proportional Tariff	A tariff containing only proportional rates.
Proposal	Procedure initiated by shippers or carriers to change rates, charges or rules or regulations.
Prorate	To divide or distribute proportionally.
Public Service Commission	A name sometimes given to the state agency that regulates public utilities and transportation companies. They are sometimes called the Public Utility Commission.
Publication	Making public tariffs, circulars, billing instructions, guide books, territorial directories, classifications, exception sheets. This must be done in the manner required by the Interstate Commerce Act or state law.
Purchase Order	A purchaser's written offer to a supplier formally stating all terms and conditions of a proposed transaction.
Purpose, Promise, Principle	<ul style="list-style-type: none"> • Our purpose is to attend to what really matters most and meet real customer needs • Our promise to take good care of your products and you by our mastery of the details • Our guiding principle is we each do our part and work well together

Q

Quality Assurance	<p>Systematic monitoring and evaluation of the various aspects and processes of service provision to ensure that quality standards are being met. Quality Assurance at Trademark is done by every employee at set times in procedures when we pause and ask one of the following questions:</p> <ul style="list-style-type: none"> • Are Things As They Should Be? • Are Things Going As Planned? <p>If the answer to either of these questions is no, we are guided in our reactions by the Corporate Process.</p> <p>In addition to this daily, integrated approach to Quality Assurance, the Trademark Transportation Quality & Business Management System also includes periodic reviews to inspect and test the system itself. These reviews include Departmental Reviews, Internal Audits, and Business Planning & Review.</p>
Quality & Business Management System	<p>The name we give to our business system expressed by the Business System Overview. It is the combination of two things. One is a specific Quality Management System designed around the ISO 9001-2000 quality principles and standard. The other is a broader Business Management System designed around our Mission, Vision and Values and the business model, plans, strategies and processes to deliver them.</p>
Quality Management	<p>All the activities carried out by managers to implement the quality policy, including Business Planning & Review, Developing & Revising Procedures, and Planning & Coordination.</p>
Quality Manual	<p>The primary document in the Quality and Business Management System, which provides guidance and direction for the implementation of the Quality Policy and achievement of the Quality Objectives. This document details the structure and provision of Quality Management at Trademark, and states how Trademark meets the requirements of the ISO 9000:2001 Standard.</p>
Quality Objectives	<p>On-Time. Intact. No-Surprises.</p>
Quality Policy	<p>We promise to take good care of your products and you by our mastery of the details. (Also known as the Brand Promise.)</p>
Quotation Expiration Date	<p>The date beyond which a quotation is not valid.</p>

R

Ramp	Railroad location where containers are loaded to/from rail flat-cars.
Rate	The charge for transporting freight.
Rate Basis	A formula containing the specific factors used in making a rate.
Rate Breaking Point	One of the places used in constructing a rate; or a place where a rate is divided.
Rate Bureau	(SEE MOTOR FREIGHT ASSOCIATION)
Rate Scale	A table of rates graduated according to distance or zones.
Rating	(SEE CLASSIFICATION RATING)
Ratio, Current	(SEE CURRENT RATIO)
Ratio, Operating	(SEE OPERATING RATIO)
Reciprocity	The granting of privileges by a state to vehicles or vehicle owners from another state in return for similar privileges. These privileges may be complete exemption from the payment of all fees and motor vehicle taxes or partial exemption.
Records	Records consist of factual, historical data and information to be preserved in written or other digital form. Records are static. They are essentially maintained in their original form. Written records include things like completed forms and correspondence. This type of record does not change. When updated they are kept as new, separate records. Computer records are completed forms, such as a single order. These records sometimes allow for estimates to be used in certain fields when they are first created. If so, they require status to be maintained and strict rules for modification.
Reefer	A refrigerated trailer.
Refund	An amount returned to the consignor or consignee as a result of the carrier having collected charges in excess of the legally applicable charges.
Region	A region is the primary and broadest organization of points. There are nine regions in the US. They are loosely organized by the first number of the zip codes within the region. 1) North East 2) Mid Atlantic 3) South East 4) Central States 5) Upper Midwest 6) Midwest 7) South Central 8) Southwest 9) Northwest
Reimbursement	Payment for an expense incurred on another's behalf. If an employee makes an authorized purchase on behalf of Trademark, s/he must request reimbursement on a Purchase or Work Order form submitted to Accounts Payable.
Released Rate or Valuation	A condition limiting the carrier's liability for loss or damage to a special low rate agreed upon by shipper and carrier.
Repalletize	The product is removed from the pallets it is shipped on and put onto other pallets. This would be for one of a couple reasons. Either the "tie-high" differs from the receiver's specifications or the receiver's pallets are a different size than what the product was shipped on. In the later case, this is where the term 'small wood' comes from. In either case all of the product must be handled.
Report	A summary of records compiled for interpretation, analysis, and decision-making.

Requirement	<ul style="list-style-type: none"> • Something required, wanted, or needed; something essential to the existence or occurrence of something else. • Supplier requirements include specifications of goods, service details, and timing of delivery. • Customer requirements are the details we drive in each transaction, including: <ul style="list-style-type: none"> – Specific requirements communicated by our customers. – Requirements we identified based on our experience with a particular product, route, or service. – Whatever we know it will take to deliver on our Product Protection Program, Quality Policy, and Quality Objectives.
Reshipment	Goods sent to another destination under conditions which do not make the act subject to reconsignment rules and charges of the carrier. (SEE RECONSIGNMENT)
Resources	<ul style="list-style-type: none"> • A source of supply or support or an available means, including finances and information. • More specifically, what’s needed to operate the Quality and Business Management System, including: <ul style="list-style-type: none"> – Facilities & Equipment (Infrastructure) – People (Human Resources) – Suppliers – Systems <p>Provision of these resources is a management responsibility, and is done through a number of procedures. See section 6.0 of the Quality Manual for more information.</p>
Restricted Articles	Commodities that cannot be handled at all or may be handled under certain specific conditions.
Retroactive	Extending to effect matters that occurred in the past.
Return or Return Haul	See Back Haul .
Root Cause	The single, underlying cause of a problem, threat, nonconformity or Critical Situation. The Root Cause is the object of Corrective and Preventive Actions by the procedure for Making Improvements.
Round-Trip	A single string of movements linked together with a set start and finish.
Route	A route is a shipping lane. They are representative of typical inbound and outbound movements, to and from our terminals. They are dynamic in nature. They will change over time as the business volume and concentration of pickups and deliveries change. They are organized largely by asking which points will pick up and deliver on the same truck over the time allowed for the route. They are more specifically delineated by asking which points will not pickup and deliver on the same truck over the time allowed. Route numbers consist of two digits. The initial digit represents the region. The second is the route number. Routes are generally numbered from north to south and from east to west.

S

Seal	A device for fastening or locking the doors of containers, which is usually numbered and which, in fact, provides proof that a container has not been opened since the seal was applied.
Seller's Market	Exists when goods cannot easily be secured and when the economic forces of business tend to cause goods to be priced at the vendor's estimate of value.
Semi-trailer	Truck trailer equipped with one or more axles and constructed so that the front end rests upon a truck tractor. A substantial part of the weight of both trailer and load rest on the tractor.
Service Realization	The processes involved in bringing services to the customer. Each service begins as an idea, and a set of processes are required to provide the service to the customer. Also see Product Realization
Set Up	A term denoting that an article is put together in its complete state. Not knocked down.
Seven Critical Order Details (Magnificent Seven)	They are the "details" we promise to master in the Brand Promise and to "drive" on our tag line. Every shipment consists of these: <ul style="list-style-type: none"> • People (shipper, consignee, bill to) • Places (origin, destination, waypoints in transit) • Products (product classification, description, packaging, temperature, temperature tolerance, cube, weight per pallet position) • Price (rate table, minimum quantities, unit of measure, rate, additional variables based upon order type) • Timing (available date, desired ship date, pickup appointment, actual ship date, deliver no later than, desired delivery date, estimated time of arrival, delivery appointment, actual delivery) • Quantity (piece count, pallet count, pallet positions, cube, dimensions, weight) • Type (type of service ie consolidation and distribution, special services ie inside delivery)
Shipment	Any quantity of product to be transported from any one point of origin to any one point of destination. There are seven critical details essential for us to manage in order to meet our brand promise: People, places, product(s), price, quantity, timing and type.
Shipper's Export Declaration	A form required by the Treasury Department and filled out by a shipper showing the value, weight, consignee, destination., of shipments to be exported. Also referred to as SED or EXDEC. It is submitted to U.S Customs by the carrier.
Shipper's Load and Count	A term denoting that the contents of a container were loaded and counted by the shipper and not checked or verified by the transportation line.
Shipping Order	Instructions to carrier for transportation of a shipment. Usually it is a copy of the bill of lading. Used also as a record by the freight agent at origin.
Shipping Papers	Papers used in connection with movement of freight.
Shortage	When quantity actually received is less than that shown on the waybill.
Skid	A portable platform on which heavy articles or packaged goods are placed to permit handling by freight handling equipment. Pallets are also referred to as skids.
Sort and segregate	When multiple items are shipped on a single pallet many receivers will require the driver to handle the product and place each item on a separate pallet. The amount of handling required correlates to the number of items shipped on the pallet.
Special Service	These are: a) services rendered in addition to ordinary pickup, positioning, crossdock, distribution and delivery such as making extra stops in transit, unloading or handling; and b) specific service promises or commitments we make to any of the seven critical order details such as delivering at certain times outside a normal operating schedule and tolerance time. Special services add extra value to the customer and require extra care on our part. They result in extra time and expense which are subject to additional charges.

Split Pickup or Delivery	An accessorial service of picking up or delivering portions of volume shipments at more than one place within origin or destination point boundaries.
Standard Rate	A rate established for direct routes from one point to another. Rates via other routes between the same points are set in relation to the standard rate.
Standard Route	The carrier or carriers having a direct route between two points.
Start	The point at which something begins. It is commonly used to refer to the beginning of a route or a specific load.
Stated Refrigeration Charge	A fixed charge per truckload, per package, per 100 pounds or per ton of freight, for providing refrigeration service from shipping point to destination or for a portion of the trip.
Statute of Limitation	A law limiting the time in which claims or suits may be instituted.
Stopping in Transit to Finish Loading or Unloading	An accessorial service of halting volume shipments to finish loading or do partial unloading at points between origin and final destination.
Storage	When products placed into a warehouse for an unspecified period of time by a customer pending the sale, exchange of ownership or movement to another point along the supply chain.
Store Door Delivery	Movement of goods to an outside, ground floor entryway to a consignee's place of business.
Straight Bill of Lading	See Bill of Lading
Straight Truck	A truck with the body and engine mounted on the same chassis. (As contrasted to a combination unit such as a tractor-semitrailer)
Strategies	Broad, overall corporate priorities
Supplement (Tariff)	A publication containing additions or changes in a tariff.
Supplier	The source of goods and services used by an organization to produce a product. Trademark's primary suppliers are our Motor Carriers, who are recruited, reviewed, and evaluated according to procedures in the Transportation System. Other Suppliers are Reviewed and Evaluated according to a Management procedure. Through this procedure, we maintain a list of Approved Suppliers.
Supply Chain	Network of facilities and transportation links that perform the functions of procurement of raw materials, transforming materials from suppliers into intermediate and finished products by an organization and distribution of these finished products to the user or customer. There are three primary parties to the supply chain. A Supplier , and Organization and a Customer .
Supply Chain Management	The coordination and administration of the supply chain. This includes the synchronization and movement of materials, information, funds, resources within and among organizations.
Surcharge	A charge above the usual or customary charge.
Systems (Business systems)	A system is a group of interdependent processes and people that together perform a common mission. Marketing is a business system. Their common bond is "Getting Freight, Building Volume and Market Share." There are nine business systems. They are: Administration Corporate Executive Management Marketing Operations (consisting of Traffic, Warehouse and Cross dock) Transportation

T

Tactics	Specific, key steps and actions to achieve departmental initiatives, process and procedural results
Tailgate delivery	This is a term that means that a pallet of freight is situated somewhere in the trailer, but must be moved to the back edge of the trailer for unloading purposes. We expect our dedicated drivers to do tailgate deliveries with their own pallet jack, with one supplied by the receiver or to have the product situated at the tail of the truck at a prior stop.
Tandem Axle	An assembly of two axles, either of which may be powered.
Tare Weight	<ul style="list-style-type: none"> • The weight of a container and the material used for packing. • As applied to a loaded truck, the weight of the truck exclusive of its contents.
Tariff	A schedule of rates charged, together with governing rules and regulations.
Template	A template contains all the design elements for a form, document or manual. Templates need to be protected and are located in a secure corporate materials folder.
Tender	To offer.
Terminal	A building for the handling and temporary storage of freight as it is transferred between trucks (from a city pickup to an intercity truck, for example).
Third Structure Tax	Registration fees and gasoline taxes are called the first two structures of highway user taxation. Any other type of tax is called a third structure tax.
Threat	Any adverse situation or condition that could lead to a nonconformity or Critical Situation. Everyone in the company has the responsibility to be alert to potential problems and report the threats that could cause them. If you notice something that could cause future harm to the Customer Experience, people, property, financial resources or business operations, you must report the threat by completing an Improvement Worksheet form and submitting it to the process manager. Submission of this form will implement the Making Improvements procedure.
Through Bill of Lading	(SEE BILL OF LADING)
Through Rate	A rate applicable for transportation all the way from point of origin to destination. A through rate may be either a joint rate or a combination of two or more rates.
Tolerance	The amount of variation allowed from a standard.
Toll	A charge made for the use of a facility such as a bridge or turnpike.
Trace	To check the movement of a shipment. A tracer is: <ul style="list-style-type: none"> • A request upon a transportation line to trace a shipment for the purpose of expediting its movement or establishing delivery • A request for an answer to a communication, or for advice concerning the status of a subject.
Traceability	A requirement of the Quality and Business Management System for the ability to identify and trace our services and our customers' product while it is in our care. See section 7.5.3 of the Quality Manual for more information.
Tractor	The motor vehicle to transport truck trailers.
Trademark Way	An all encompassing term for broad Guiding Principles to specific actions
Traffic	Property (or persons) carried by transportation lines
Trailer	A container on a chassis pulled by a motor vehicle to transport freight.
Trailer Interchange	Transfer of trailer with or without load from one transportation line to another.
Trailer on Flatcar	Also known as TOFC (See Piggyback)

Transportation	The movement of traffic from one place to another.
Transportation Model	A delivery system of transportation to support the Trademark Customer Experience
Truck Mile Earnings	Determined by dividing the gross freight revenue by miles operated.
Trucker – Trucking Company	We have used these terms in lieu of Carrier or Motor Carrier, which we need to be cautious to not do anymore. Carrier and Motor Carrier are legal terms. Truckers and Trucking Companies can work for and under the authority of a Carrier or Motor Carrier. It is important to differentiate between Trademark and the independent companies that we purchase from to supply transportation service for our customers.
Truckload	A truckload is generally considered to be a) quantity of freight that will fill a truck or b) a quantity of freight weighing the maximum legal amount for a particular type of truck. However, truckloads also include c) any quantity of freight that when rated results in a truckload price and d) any quantity of freight moved directly from origin to destination due to transit time requirements. Truckload transit requirements are generally 600 miles per day plus loading and unloading time.
Turn Around	Truck run in which the driver returns to the origin point immediately after his vehicle is unloaded and re-loaded.

U

Unclaimed Freight	Freight which has not been called for by the consignee or owner, or freight that cannot be delivered.
Undercharge	To charge less than the proper amount.
Underlying Carrier	Also see Carrier and Motor Carrier.
Unloading (Loading)	Moving and positioning freight onto the truck, toward the end of the truck or immediately off of the truck to make accessible for the receiver. Usually can be done with pallet jacks and does not require breaking down the freight or handling the cases.

V

Validation	<p>In terms of service realization, this means the verification of our outputs. The best way to validate our work is at set points during our procedures. We do this by asking two key questions:</p> <ul style="list-style-type: none"> • Are Things As They Should Be? • Are Things Going As Planned? <p>We also validate our outputs by following record-keeping requirements and taking critical measurements. Validation helps us ensure that we meet all of our Quality Objectives for every customer on each order.</p>
Valuation, Actual	Actual value of goods required to be shown on bill of lading by shipper, when rate to be applied is dependent on that fact.
Value added Tax (VAT)	Some countries such as Canada have VAT on all imported goods. Importation value is figured on commercial invoice amount, tax, and duty figured on final total.
Version Number	The number recorded on each controlled document to indicate the week that it became effective. Version numbers are generally found in the lower left-hand corner of the page. To verify whether a printed document is current, check its version number against the version number of the same document found on the intranet.
Vision, Mission, Values	To be distinctive, to do the significant and to do it well.
Volume	See Partial.

W

Warehouse Receipt	A receipt given for goods placed in a warehouse (may be issued as a negotiable or non-negotiable document).
Warehouse Release	A shipping order supplied by the owner to move product from storage.
Warehousing	See Storage
What We Do	<ul style="list-style-type: none"> • Our field of business is: Logistics • Our primary line of business is: Transportation • Our primary services are: Consolidation, Crossdock & Distribution • Our secondary line of business is: Warehousing • Our secondary services are: Storage & Handling
Who We Are	We are people, doing our part and working well together, at a particular process (Quality & Business Management System), for a particular purpose (Brand Promise), to a particular end (Logistics Supply).
Work Instructions	The critical parts of a procedure, sequential time-phased steps and decisions. Entering Orders is an example of a work instruction; it is part of the Meeting Opportunities procedure.

Z

Zone	A zone is the tertiary organization of points. One type of zone is a commercial zone such as the Twin Cities or Chicago. Another type of zone represents extreme points in an area that do not necessarily fit with the main grouping of points in an area.
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