

Fond du Lac Cold Storage L.L.C. - Service Response Commitments

	Request Type	Data Source / Notes	Response Time
1	ETA Request – via phone	Via Phone (live Caller)	Immediate
2	ETA Request – via phone	Via Phone (Voice Mail)	0 – 30 Minutes
3	ETA Request – via e-mail	Via E-Mail	0 – 30 Minutes
4	Physical Inventory	Procedure: <ul style="list-style-type: none"> • CSR Submits Physical Inventory request by COB • Inventory counted the following morning • Report inventory results 	1 – 10 lines: 24 hours or next business day 11 lines or more: 48 hours
5	POD Request – via Phone	Via Phone (live Caller) Source - Wise	0 – 1 hours
6	POD Request – via Phone	Via Phone (Voice Mail) Source – Wise	0 – 1 hours
7	POD Request – via e-mail	Via E-Mail Source – Wise	0 – 1 hours
8	POD Request – via Phone or E-Mail	Via Phone or E-Mail Source – Hard Copy	24 hours
9	POD Request – Missing Signature	Missing Signature Procedure: <ul style="list-style-type: none"> • CSR submits request to dispatch. • Dispatch directs Driver to return to customer. • Driver procures signature. • If Customer does not provide signature, CRS and Distributor negotiate. Future: <ul style="list-style-type: none"> • Add signature feature to Wise Application. • Customer signs phone. 	72 hours
10	COD Request	COD from Wise Scan	0 – 1 hours
11	COD Request – Hard Copy	COD from Scanned Hard Copies	24 hours
12	COD – Error Resolution	COD Error Resolution: <ul style="list-style-type: none"> • Missing Check • Wrong Amount 	72 hours

13	COD – Status Change	COD Status Change: <ul style="list-style-type: none"> • Not on COD Anymore • If yes... Distributor must modify COD designation in the Flat file to prevent future issues. 	0 – 15 minutes
14	Damaged Freight	Freight Delivered Damaged – Procure: <ul style="list-style-type: none"> • Driver notes damage on Invoice. • Customer signs for shipment with damage. • Driver takes picture of damaged freight and un-damaged freight • Driver calls dispatch to report issue. • Dispatch updates Distributor about damaged delivery • CRS credits Distributor 	0 – 1 hour for initial notification 48 hours required to process the credit and adjust inventory.
15	Equipment Breakdown	Equipment Breakdown / Accident – <ul style="list-style-type: none"> • Distributors with customers on the driver's route will receive notifications about the delay. 	0 – 1 hour
16	Special Event Notification:	Special Event Notification – <ul style="list-style-type: none"> • Examples: Road Closure, Super Bowl, Snow Event, United Nations in Session, etc. 	24 – 72 hours prior to event
17	Inbound Department	Inbound Department Receiving Completion Requests	0 – 1 hours