

# Broker / Carrier Expectations:

- 1. Communicate with our Logistics Team through our TMS system, phone, and email in a timely manner.**
- 2. Communicate with customers to schedule delivery appointments, when needed, and update the TMS system.**
- 3. Notify us through the TMS system, phone, or email if there are any issues that may cause the delivery to not make the delivery appointment/window.**
- 4. Process all billing through the TMS system.**
- 5. Provide vehicles that are clean, dry and odor free as well as being safe, roadworthy, and able to handle the harsh conditions needed to transport roll paper. This means:**
  -  Trailers must be in good condition and have a functional I.C.C. bumper.
  -  All trailers must be swept out before loading.
  -  Trailers cannot have any type of debris on the floor.
  -  There can be no moisture in the trailer and no daylight showing through holes or cracks in the walls, ceiling, or floor.
  -  Any nails sticking up out of the floor must be removed before loading can begin.
  -  Tandem axles must be able to function properly.
  -  All interior wear bands and walls must be in good condition and snag-free.
  -  Clamp truck weights are almost 17,000# and roll weights can reach 6,000# for a combined weight of up to 23,000# so all floors must be in good condition without any holes or major defects and should have a 24,000# rating.