



Customer Pick-up Freight Procedure

The procedure and process outlined in this document detail the procedures and responsibilities of the customer, customer's carrier and Amcor to ensure onsite safety and on time deliveries. This set of guidelines will apply to customers within continental North America. Certain customers that are sourced from Amcor's other business areas along with international freight may have some variations due to terms and conditions and will be addressed on an as needed basis.

CPU definition and notification

When a customer elects to go Customer Pick up (CPU), it assumes responsibility for appointing its own freight carriers and coordinating of all costs and management associated with its shipments from Amcor facilities. Coordination includes scheduling and arranging pick-up of all loads to the scheduled dock time and returning dunnage.

A customer needs to give Amcor at least 30 days notice of its intention to go CPU.

Operating Procedure

1. Weekly orders are to be communicated to the Amcor Facility and carrier by the customer no later than the close of business Wednesday for the following week's orders. These orders should run Monday through Sunday to accommodate the weekend delivery schedules and include the customer's PO number (which may become the pick-up reference when a driver reports in for loading).
2. No order changes will be accepted within a 24 hour window without written approval from the Amcor source plant. All changes must be submitted and agreed to in writing by the Amcor facility. Changes can be submitted between 7AM and 3PM Monday through Friday. The plant will not accommodate last minute changes inside the 24 hour window, on weekends or holidays without mutual agreement in writing from both parties.
3. A restocking fee of \$250.00 will be assessed to the customer for any changes to loads inside the 24 hour window only with written agreement by the source Amcor facility. Preloaded trailers at Amcor locations or those already in transit will be honored at the Amcor source facility's discretion and subject to the listed charges.
4. The customer will be advised of a scheduled dock time to accommodate their order timing, calculated using a lane dispatch time plus 2 hours. The customer is responsible for scheduling trucks to pick up their products at the scheduled dock time provided. Each Amcor site will advise the customer of its ability to accommodate preload or drop trailers for loading along with their specific dock schedule.
5. All trucks will need to be dispatched in a timely manner to meet their scheduled dock time and ensure on time delivery to a customer's filling site. It is the carrier's responsibility to notify the customer of late arrivals, missed deliveries or if its equipment is rejected for loading.
6. Trucks should arrive no later than 1 hour prior to the scheduled pick up time to ensure proper dock flow. Any trucks that arrive earlier than 1 hour may be worked into the schedule at the Amcor plant's discretion. Amcor will not be responsible for paying detention fees for trucks that arrive outside the schedule.
7. Upon arriving at an Amcor site, the driver must sign in and complete the check in process as required by the plant. While on site all carriers are required to abide by Amcor's Safety and Operational guidelines which can be access via the website at www.amcor.com. A driver will be asked to leave an Amcor site if it fails to acknowledge or follow Amcor's operating and safety guidelines.
8. All Amcor plants have a designated area for drivers. Drivers are not allowed outside these designated areas while on-site. There is also no overnight parking allowed at the facilities unless previously authorized.

9. Drivers are responsible to seal the trailer and sign a statement on the BOL that they have sealed the trailer. It is the driver's responsibility to inspect the load for good condition before closing the doors and sealing the trailer.
10. Amcor freight terms for CPU will be indicated on the BOL as 'Collect' and FOB Origin. FOB Origin (Freight on Board at the Origin). The customer and their designated carrier will assume title at the property line of the Amcor facility and any damages incurred in transit will be the responsibility of the customer and its carrier as outlined in the terms of FOB Origin.
11. Dunnage returns will be at the customers cost, unless other commercial agreements or term conditions exist, and all BOL's will be marked as PPD and FOB Destination (Freight on Board at Destination). Incoming dunnage will need to be scheduled at the source Amcor plant, Monday to Friday from 7AM to 3PM. Any return dunnage that has shifted in transit or has incorrect freight terms marked on the BOL's will be declined by Amcor and rejected as return to sender. Unscheduled dunnage returns will be refused.
12. Some Amcor plants may require that the carrier assist in spotting of the trailers to accommodate preloading or dunnage transfers. These requirements will be dictated by the Amcor facility on a one on one basis.
13. Amcor will supply a full contact list for the facility to the customer and will require the same in return. List should include all contact name and numbers along with after hour and weekend/holiday contacts.

Equipment Requirements

1. All Carriers are required to use trailers that are 53' in length, 102" minimum width and 110" height with swing doors. No refrigerated (reefer) unit's, roll up doors, undersized trailers, Translucent roofing or any other type equipment will be loaded unless approved by the Amcor facility in advance. Exceptions may include the use of 57' trailers, roller bed, plate trailers or high cubes that are requested by the customer in advance.
2. All trailers are required to arrive on site in food grade condition. This is defined as trailers that are clean, free of odors, contamination and leaks and in general good condition for the transfer of food grade products in accordance with FCD-0013. This document can be accessed at www.amcor.com. Amcor reserves the right to reject any equipment that does not meet these standards and will not be held responsible for late or missed loads due to faulty or sub standard equipment.
3. Facilities do NOT have the capacity for drivers to sweep or clean out on site. Equipment is to arrive in a state ready to load. All cleaning and wash fees are the responsibility of the carrier and will not be paid by Amcor.

Claims

Any issues or claims involving a carrier are strictly the responsibility of the customer. Amcor will not accept responsibility (or returns) for any of the following carrier issues:

- Seals not applied or missing from trailers
- Damage to pallets/bins caused in transit
- Late loads due to mechanical failures
- Late loads due to trailer rejection at the loading point
- Late loads due to trailer contamination after the trailer has been initially sealed
- Late loads due to driver error or actions
- Loss of materials due to in transit issues (truck roll over or accident)
- Dunnage loss due to damage while in transit back to Amcor