

PACKAGING & LABELING

FREIGHT CLASSIFICATION

A key part of rating shipments moving by truck accurately is the description of the article being shipped. To provide an equitable, consistent standard to identify and rate commodities we transport, we use the National Motor Freight Classification (NMFC). The NMFC provides classes for all articles shipped based on their handling characteristics: loadability, packaging, susceptibility to damage and other factors. Your bill of lading should include the proper NMFC item number(s) for each article shipped. If you are uncertain about a freight classification, please contact our Traffic Department at 800.637.7335 and have the following information available:

- Description of the item to be shipped
- Density of the item
- How the item is used
- How the item is packaged

Cubic feet must be known to determine charges on Puerto Rico shipments.

DETERMINING DENSITY AND CUBIC FEET

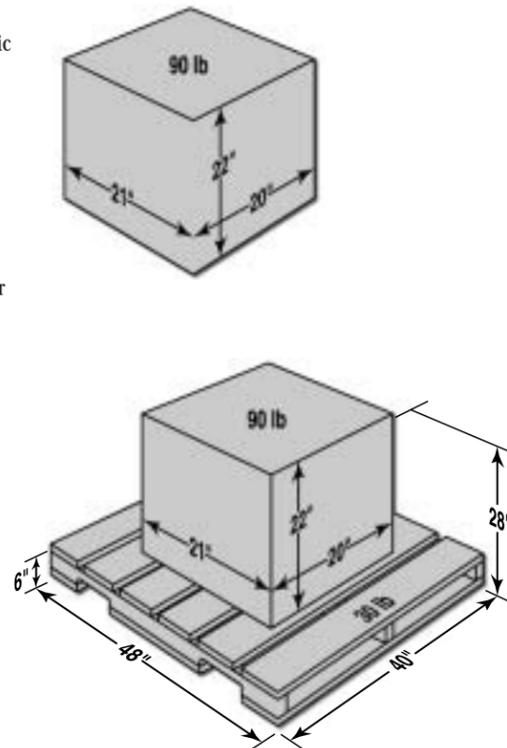
Density is the weight of a commodity per cubic foot. It is used to determine the classification of some products, such as plastic articles. Generally, commodities which are more dense have lower class ratings. Conversely, less dense commodities usually have higher class ratings. The lower the class, the lower the charge per hundredweight.

To determine the density of a shipment, multiply the length, width and height of your shipment, then divide that figure by 1,728 to obtain the cubic feet of the shipment. Dividing the weight by the number of cubic feet produces the shipment's pounds per cubic foot.

If a shipment is palletized, the dimensions and weight of the pallet must be used to determine density. For example, a pallet 6" high plus a 22" carton has a total height of 28". The weight must include the weight of the pallet.

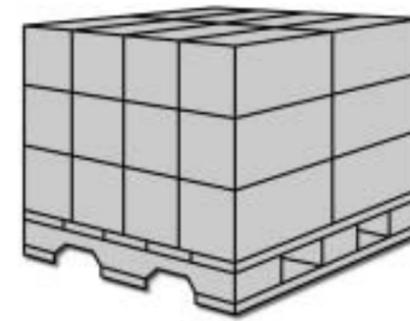
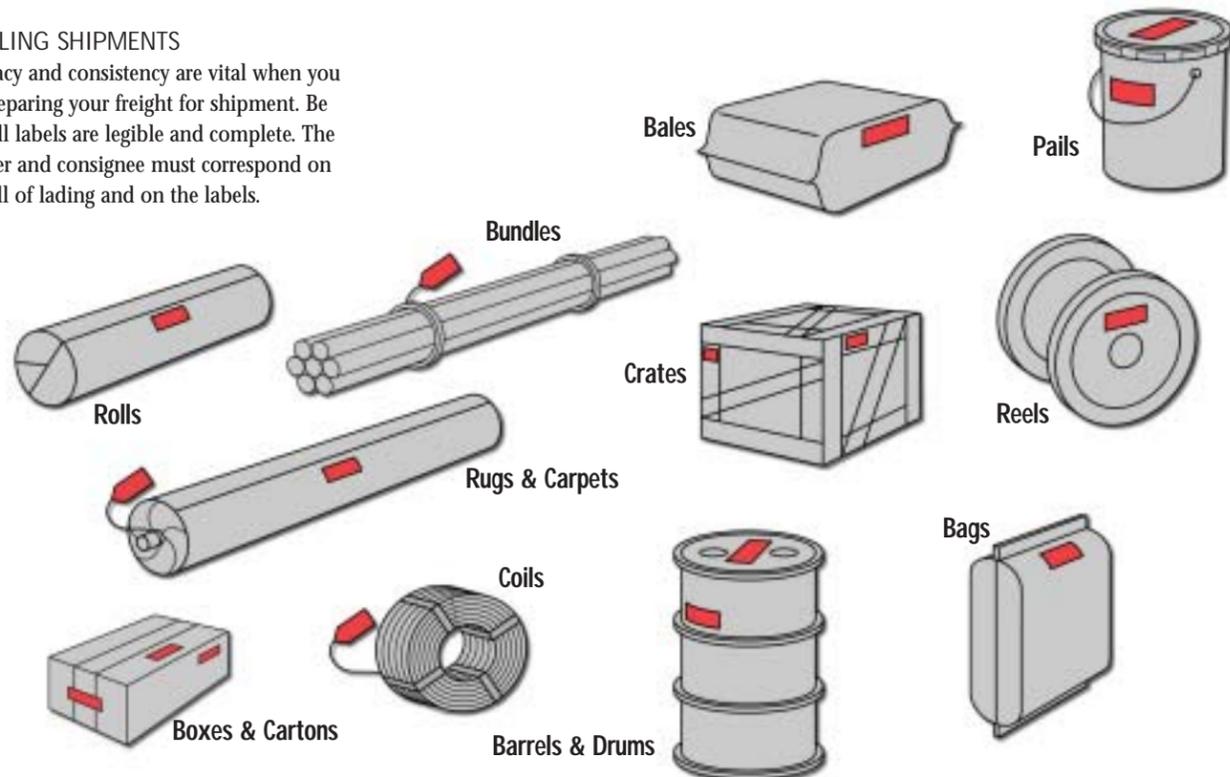
$48 \times 40 \times 28 = 53,760$ cubic inches
 $53,760 \div 1,728 = 31.1$ cubic feet
 $120 \div 31.1 = 3.86$ lb per cubic foot

$21 \times 20 \times 22 = 9,240$ cubic inches
 $9,240 \div 1,728 = 5.35$ cubic feet
 $90 \div 5.35 = 16.82$ lb per cubic foot



LABELING SHIPMENTS

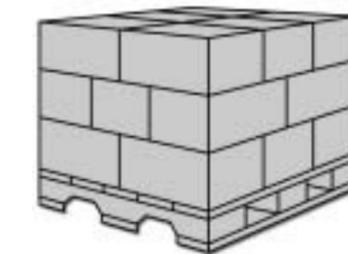
Accuracy and consistency are vital when you are preparing your freight for shipment. Be sure all labels are legible and complete. The shipper and consignee must correspond on the bill of lading and on the labels.



PALLETIZING SHIPMENTS

To palletize a shipment properly, you should always:

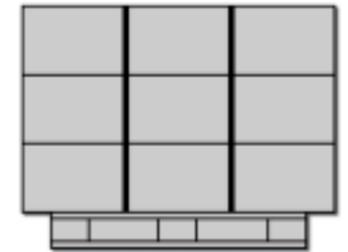
- Vertically align edges of boxes.
- Make sure the top is flat and level.
- Secure freight with shrink film, stretch wrap or banding.
- Use quality lumber in pallet.
- Never nail into end grain.



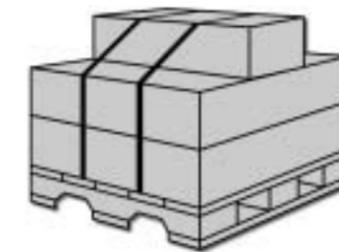
Avoid interlocking, which can reduce the carton's top-to-bottom compression strength by up to 50%.



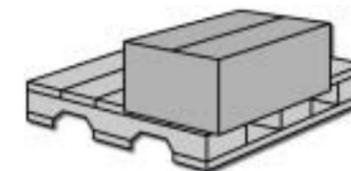
Avoid misalignment, which can reduce compression strength by up to 30%.



Avoid extending freight beyond the pallet, because there is no support for the overhanging freight.



Avoid pyramiding, since the top packages can be easily damaged.



Avoid pallet overhang, which can reduce compression strength by up to 32%.

FILING A CARGO CLAIM

Our goal is to handle every shipment in such a way that you never need to file a claim. However, should filing a claim be necessary, we'll process it in a prompt and courteous manner.

Southeastern Freight Lines acknowledges all claims within 30 days. In fact, we resolve 98% of all claims within 30 days. Should you

Visit www.sefl.com to obtain a claim form or file a claim online. Certificates of Insurance also are available under "Customer Forms" on the site.

need to make a claim, please either mail your claim forms to Southeastern Freight Lines Claims Department, P.O. Box 1691, Columbia, SC 29202; fax a copy of the claim to 803.739.1540; or file your claim online at www.sefl.com. For the most expeditious service, **only file your claim in one of the above ways.**

"Southeastern Freight Lines was awarded Char-Broil's 2001 LTL carrier of the year award. This award recognizes the carrier that was number one in overall performance in six categories.

"Southeastern was truly outstanding in their performance in the area of claim management. SEFL handled over 13,000 shipments with a claim ratio of 0.82%, well below the industry average of 2.6%.

"Being recognized as 'Best of the Best' emphasizes Southeastern's commitment to continuous improvement. Char-Broil's success depends on carriers such as SEFL and their willingness and desire to build beneficial alliances with their supply chain partners.

"Southeastern, thanks for a job well done."

DAVID ATKINSON, Director of Logistics, Char-Broil