

Knichel Logistics

Knichel Rating Guidelines for the OTR Department.

1. Receive COMPLETE rate request via fax/email/or phone.
If rate is called in fill out rate sheet.
2. Request rate from carriers. Note carriers on rate sheet for future reference.
When the new rate table is implemented we will be able to search that lane and have immediate access to carriers who have called in and hauled the lane for quicker reference.
3. Upon receipt of rates from carriers, note carrier rates on rate sheet and figure rate to customer.
4. Notify customer of rate via email or phone of rate as soon as possible.
When the new rate table is implemented we will be able to combine steps 4,5, & 8. We will enter the rate into the system and fax it immediately to the customer and sales rep. We will then only need to complete 5 & 7.
5. Print out Knichel Rate Quote.
6. Fax or email rate quote to customer and sales rep. (If house account no sales rep notification necessary)
7. Copy rate quote and attach to OTR rate request for OTR files.
8. Original Rate quote to be forwarded to Sales Dept. (Robert Willment)
9. File copy signed by customer in customer folder with original rate quote.

This must be completed by the end of each day for each rate request.

***If carriers have not responded / have no availability then each unfinished rate must have a response sent via email/call to the sales rep and customer letting them know that we are still working on the request at the end of each day. ***

On the second day if no carriers are interested use Landstar or large coast-to-coast carrier to base rate and respond to customer and sales rep with the notation that we will continue to work on a lower rate.
We are working on negotiating with carriers for quicker response time for rating so that this step will slowly phase out as our carrier base builds and the rating table grows.

I have attached a Rate Request Form that is to be used as a guideline for useful load information.

The OTR department is not able to process rate requests with incomplete information.

The minimum information requirements for a complete rate request are:

This information excluding customer and sales rep is what the carriers require to complete rate requests from us. With complete information they are able to rate loads/lanes much quicker.

Customer

Sales Rep

Pick up location

Delivery location

Size AND type of Equipment required (If container must have size and steamship line)

Weight

Commodity

Estimated Ship Date.

One time or Volumes (we will consider it a one-time move unless otherwise noted. We try to find carriers who will cover the load each time it is available if we know shipment volumes)

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The OTR requests we have been receiving are simply pick up and delv city and states. This does not provide enough information to the carriers and we spend 1-2 days researching the information just to obtain carrier rates. If you have any question on the status of a rate request feel free to call, email, or instant message Justin or I for updates on status.

OTR dispatch information for rating:

Please provide the following information when requesting rates for OTR lanes.

The more information provided expedites the rating process.

- Rate Request is for OTR
- Request RAIL also

CUSTOMER:		RATE TO CUSTOMER	
Contact:		Sales Rep:	
Phone/fax		Target rate if avail:	
Email			
Pick up location (city state and zip)		Destination location (city state and zip)	
Truck load or LTL		Equipment requirements If container Steamship REQ (48/53/Reefer/Flat/ van etc) If reefer chilled/froz REQ	
Weight/cubic feet		Volumes or One time move.	
Value of load (*Required if over \$100,000*)		Commodity (dry, frozen, chilled, food/retail etc)	
Floor load or Palletized		Hazmat or NOT	
Additional requirements ONLY IF NECESSARY (Tarps/load locks/ blankets/ driver assist/ driver unload or count/ extra stops/lumpers/ pallet exchange etc)			
Carrier Info 1	Carrier Info 2	Carrier Info 3	Carrier Info 4