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1.0 Introduction
Lanter Delivery Systems, Inc. is a leader in time-sensitive delivery of parts, products and documents from coast to coast.

Ford Motor Company, a global automotive industry leader based in Michigan, manufactures or distributes automobiles across six continents.

LDS is providing delivery services for Ford beginning in Kansas City with end points in Iowa, Kansas, Missouri, Nebraska and North Dakota. The area includes service for Classic and DDS Routes.

- Monday through Friday, LDS receives freight at its Cross Dock in Kansas City from Ford’s HCC/LVLC in Memphis and National PDC in Lithonia, Mich. via Memphis, and freight from Ford’s HVC in Kansas City directly at the HVC Dock
- As freight is received at both locations, LDS scans and sorts the freight by route
- Line haul drivers pick up the Classic Route freight at the Cross Dock and/or the HVC and transport it to designated terminals where delivery drivers receive, and then transport and deliver the freight to Ford dealers by 0800, Tuesday through Saturday
- LDS transports the HVC freight for DDS Routes to the Cross Dock
- Delivery drivers pick up the DDS freight at the Cross Dock, and then transport and deliver it to Ford dealers by 0800, Tuesday through Saturday
- When making a delivery, delivery drivers pick up empties and returns, and return them to their designated terminal or Cross Dock, and terminals send all empties and returns to Cross Dock
- LDS processes returns, and then sends all empties and returns back to the designated Ford origin
- Process repeats accordingly

LDS has created a resource tool, which will ensure smooth deliveries of Kansas City Ford parts. This document is a step-by-step guide to the process, as well as a source for instructions or documents that may be needed along the way.

2.0 Receiving

2.1 HVC
- Arrive at scheduled time
- Sign in as Ford visitor
- Go to designated area
- Receive empties from Cross Dock
- Stage empties in their designated areas
- Stage empties for sorting, such as containers, carts and pallets
- Receive initial piece count from Ford personnel
- Turn on computer
- Log in to computer
- Retrieve Sprint Card from locked cabinet
- Plug Sprint Card into computer’s UBS Drive
Click on Sprint icon on computer’s home screen
Click on “connect” in Sprint SmartView box
Open OMS Program
Receive freight
  - Packages, such as boxes, totes and loose pieces (V3, V4, V7, V8 and V9)
  - Cages (VA, VB, VC, VD, VE and VF)
If issued any hazardous materials for packages, such as boxes, totes and loose pieces (V3, V4, V7, V8 and V9), take it to Ford personnel for processing
Receive hazardous materials back along with coordinating hazmat paperwork from Ford personnel
Receive cage paperwork from Ford personnel
  - Cage Tally Sheet (list of cages and codes as released)
  - Cage Manifests (one in each cage)
  - Hazardous materials paperwork, if any
Obtain scanner from designated area (reference 7.1 HVC for scanning instructions)
Scan freight as it is dispatched by Ford personnel
  - Packages, such as boxes, totes and loose piece – scan Customer/Dealer Number and then the Carton Number for each package, box, tote or loose piece
  - Cages (Ford personnel scan and load freight into cages, and when an order is complete for a dealer, Ford personnel will secure cage and notify LDS personnel when cages are ready) – scan Customer/Dealer Number and then the Cage Number for each cage
Mark a line through each package’s Shipping Label, such as boxes, totes and loose pieces with a marker as they are scanned, thus noting it has been scanned (use different color marker per sorter)
Mark a line through each Cage Number on corresponding Cage Tally Sheet as that cage is scanned to verify all pieces are received (use different color marker per sorter)
Transmit scanned data frequently to OMS
Once all freight has been received from Ford and scanned, make sure all scanned data has been sent to OMS
Receive final piece count from Ford Personnel

2.2 Cross Dock
Arrive at scheduled time
Receive freight
  - Memphis – HCC/LVLC and HVC (referrals) and Livonia National PDC
  - Kansas City – HVC
Receive corresponding paperwork from drivers
  - Memphis – HCC/LVLC, HVC and Livonia NPD
    - Bill of Ladings/Manifests (Ford and/or carrier, if applicable)
    - Hazardous materials paperwork, if applicable
  - Kansas City – HVC
    - Three KANSAS CITY HVC Bill of Ladings (V3 and V4, V7 and V8 and V9)
    - Hazardous materials paperwork, if applicable
    - Last trailer will also bring additional paperwork
      - KANSAS CITY HVC Count Report (with truck departure times)
      - KANSAS CITY HVC Daily Report
      - OMS Line Haul Manifests
• OMS Damaged Parts Log
• OMS Delivery Manifests, if applicable
• Provide paperwork to designated dock personnel
• File all incoming paperwork for LDS records
• Unload freight
• If receive LTL freight for Classic routes, such as an engine, notify supervisor to ship via Vitran
  o Place LTL freight in designated area
  o Fill out LTL Shipping Bill of Lading – Vitran (carrier for Ford Kansas City)
  o Place LTL Bill of Lading with corresponding freight
  o Place LTL Shipping pro #’s on LTL Bill of Lading and on freight
  o After driver signs LTL Bill of Lading, make three copies of LTL Bill of Lading
  o Send original copy of LTL Bill of Lading to designated Kansas City HVC personnel
  o Give copy one of LTL Bill of Lading to driver
  o Give copy two of Bill of Lading to designated Kansas City Cross Dock personnel
• Obtain scanner from designated area (reference 7.2 Cross Dock for scanning instructions)
• Scan freight from Memphis HCC/LVLC and HVC, Livonia NPD, and ONLY molding in cages from Kansas City HVC
• Transmit scanned data frequently to OMS
• Mark a line through each package’s Shipping Label with a marker as they are scanned, thus noting it has been scanned (use different color marker per sorter)
• If a piece of freight is visibly damaged, mark a large and visible “X” on it using a piece of chalk
• Once all freight has been received, make sure all scanned data has been sent to OMS
• Break down any empty containers, such as baby blues and 6x9s
• Stage empties in designated areas
• Receive faxed Dealer Return Claim Forms from dealers to authorize return pickups for DDS routes (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)
• Make two copies of each Dealer Return Claim Form
• File original copy of each Dealer Return Claim Form for LDS records
• Place the two copies of each Dealer Return Claim Form in corresponding DDS Route Packet

2.3 Line Haul
• Arrive at scheduled time
• Pick up freight for your designated stop(s)
• Receive corresponding paperwork
  o Delivery Manifests
  o Hazardous materials paperwork, if applicable

2.4 Terminal
• Arrive at scheduled time
• Receive freight
• Receive corresponding paperwork from line haul driver
  o Delivery Manifests
  o Hazardous materials paperwork, if applicable
• Provide paperwork to designated dock personnel
• Unload freight
2.5 Delivery Driver

- Arrive at terminal/meet point at scheduled time
- Pick up freight from your designated route area

Classic Routes:

- Receive needed items from dispatch/supervisor
  - Route keys/codes
  - Route Summary and/or Route Sheet
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Contacts
  - Instructions
  - Communication Reports
  - Applicable Emergency Response Paperwork

DDS Routes:

- Retrieve scanner from designated area (reference 7.3 Delivery Driver for scanner instructions)
- Receive Route Packet from dispatch/supervisor
  - Route keys/codes
  - Route Summary (Route Sheet may be obtained by supervisor)
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Communication Reports
  - Contacts
  - Instructions
  - Applicable Emergency Response Paperwork
  - Two copies of each Dealer Return Claim Form listing returns to pick up (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)

3.0 Sorting

3.1 HVC

- Sort freight, such as boxes, totes and loose freight by designated shuttle or line haul route
- Place freight in designated areas, and/or into designated container or cart, or onto designated pallet
- Once all freight received and scanned, view OMS scanning totals on computer
- Verify Ford numbers match OMS scanning totals for each route code for boxes, totes and loose pieces (V3, V4, V7, V8 and V9)
• Verify number of cages received matches Cage Tally Sheet numbers from Ford Personnel
• Report any OS&Ds or missorts to Ford personnel
• If there is a variance in numbers, receive approval from Ford personnel to release freight
• Secure freight with shrink-wrap, if applicable
• Secure placard with route codes/route destination on each set of packed freight
• Stage freight in designated areas

3.2 Cross Dock
• Sort freight by route
• Place freight in designated areas (except bumpers), and/or into designated containers or carts or onto designated pallets, baby blues or 6x9s
  o Set bumpers in designated bumper areas, also staged by route
• Once all freight is received and scanned, and after all shipment manifest transmitted to ESR, view ESR and OMS scanning totals on computer for each route code
• Print OMS Inbound Parts Report and OMS Damaged Parts Report
• Print ESR Cross Dock Unload Equipment Tally Sheet Report
• Verify ESR numbers match OMS numbers for each route code
• Report any OS&Ds or missorts to supervisor
• Update freight counts in ESR, accounting for any OS&Ds for inbound freight, such as those reported by Cross Dock by completing an ESR Cross Dock Inbound Unload OS&D Report
• Secure freight with shrink-wrap, if applicable
• Stage freight in route designated areas

3.3 Terminal
• Sort freight by route
• Verify freight matches Delivery Manifests
• Report any OS&Ds or missorts to LDS Kansas City Customer Service
• Stage freight in route designated areas

3.4 Delivery Driver
• Sort freight per dealer and address, care must be taken as dealer may have more than one location
• Verify freight against Delivery Manifest
• Report all OS&Ds and missorts to supervisor
• Record all OS&Ds and missorts on corresponding Delivery Manifest and Route Sheet

4.0 Loading

4.1 HVC
• Load freight onto designated vehicles
• Use load bars and/or carts to secure freight to minimize damage during transportation
• Complete three KANSAS CITY HVC Bill of Lading forms (V3 and V4, V7 and V8 and V9)
  o Record date and number of pieces for each category on each
• Complete KANSAS CITY HVC Count Report
  o Record counts for each category, date and truck departure times
- Complete KANSAS CITY HVC Daily Report
  - Record count totals for cages and loose pieces
- Provide drivers with a corresponding KANSAS CITY HVC Bill of Ladings, along with paperwork for hazardous materials (emergency response paperwork and hazardous materials paperwork/Straight Bill for Lading for coordinating hazardous materials piece) and cages (every cage has a coordinating piece of paperwork in it)
  - Put Truck #7 Tulsa paperwork on back of trailer
- Print one copy of OMS Damages Log
- Print two copies of OMS Line Haul Manifests
- Send KANSAS CITY HVC Count Report, one copy of OMS Line Haul Manifest and OMS Damages Log on last trailer to designated Cross Dock personnel
- Provide one copy of OMS Line Haul Manifest to designated Ford staff member on HVC dock
- Notify Cross Dock when last truck has departed
- When finished for the day, close all programs and turn off the computer
- Lock Sprint Card in file cabinet
- Sign out as Ford visitor

4.2 Cross Dock
- Print Delivery Manifests from ESR and OMS
- Provide all drivers with corresponding paperwork and necessary items

Line Hauls:

- Provide Delivery Manifests and hazardous materials paperwork

Classic Routes:

- Provide needed route information and materials
  - Route keys/codes
  - Route Sheet and/or Route Summary
  - Dealer Profiles
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable
  - Contacts
  - Instructions
  - Communication Reports
  - Applicable Emergency Response Paperwork

**DDS Routes:**

- Provide DDS drivers with Route Packet with corresponding route information and needed items
  - Route keys/codes
  - Route Summary
  - Dealer Profiles
  - Delivery Manifests
Hazardous materials paperwork, if applicable
Communication Reports
Contacts
Instructions
Applicable Emergency Response Paperwork
Two copies of each Dealer Return Claim Form, listing returns to pick up (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)

• Provide DDS drivers with a scanner

4.3 Terminal
  • Provide all drivers with corresponding paperwork and necessary items

Classic Routes:
  • Provide needed route information and materials
    o Route keys/codes
    o Route Sheet and/or Route Summary
    o Dealer Profiles
    o Delivery Manifests
    o Hazardous materials paperwork, if applicable
    o Contacts
    o Instructions
    o Communication Reports
    o Applicable Emergency Response Paperwork

DDS Routes:
  • Provide DDS drivers with Route Packet with corresponding route information and needed items
    o Route keys/codes
    o Route Summary
    o Dealer Profiles
    o Delivery Manifests
    o Hazardous materials paperwork, if applicable
    o Communication Reports
    o Contacts
    o Instructions
    o Applicable Emergency Response Paperwork
    o Two copies of each Dealer Return Claim Form, listing returns to pick up (dealer to fax in Dealer Return Claim Form to Cross Dock by 1500 hours CST to authorize pick up, and driver will be provided with two copies of each)
  • Provide DDS drivers with a scanner
4.4 Delivery Driver
- Load freight beginning with last delivery first and first delivery last
- Secure freight to minimize damage during transportation

5.0 Delivering

5.1 Line Haul
- Transport freight to designated terminals and/or stops
- Provide corresponding paperwork
  - Delivery Manifests
  - Hazardous materials paperwork, if applicable

5.2 Delivery Driver
- Transport freight from Cross Dock or terminal to dealer
- Unless otherwise noted, deliver freight by 0800 hours
- Use profile sheet to gain access to dealer
- Unless otherwise directed, do not leave freight outside
- If lock box, obtain key from lock box (reference 12.21 Lock Box for instructions)

**DDS ONLY**
- **Scan**
  - Scan the On-Site Bar Code at the facility (reference 7.3 Delivery Driver for scanning instructions)
  - Scan each item to be delivered to the facility as noted below
    - **Cage**
      - Scan Dealer/Customer Bar Code
      - Scan Cage Bar Code
    - **Tote**
      - Scan Dealer/Customer Bar Code
      - Scan Carton Bar Code
    - **Loose parts**
      - Scan Dealer/Customer Bar Code
      - Scan Carton Bar Code
  - Transmit scanned data frequently to OMS
- Place freight in designated area
- Stack freight neatly and carefully
- Sign and date Delivery Manifest
- Leave Delivery Manifest, and any other paperwork for dealer in appropriate location

**DDS ONLY**
• **OMS-DDS Delivery Manifest**
  - Sign and date Delivery Manifest
  - Verify piece count on Delivery Manifest
  - Leave Delivery Manifest for dealer

• **ESR Delivery Manifest**
  - Sign and date Delivery Manifest
  - Verify piece count on Delivery Manifest
  - Leave two copies (white and yellow) for dealer
  - Keep pink copy for LDS Records

• Record delivery data on Route Sheet
  - Time
  - Number of pieces delivered
  - Signature
    - If unattended delivery, driver signs and dates
    - If dealer personnel present, obtain a signature and date from dealer employee

• Call in delivery times to Customer Service by 0600 hours daily to 1-800-526-8371

**Additional items to note:**

• Do not drag, drop or throw freight
• Do not open packages/totes
• Stack freight heavy to light – arrows up
• If possible, park vehicle where it can be observed by you
• Keep vehicle locked at all times

Additionally, contact your supervisor during your route if:

• Delivery is going to be after scheduled committed delivery time (vehicle breaks down, inclement weather, traffic, etc.)
• Customer door is not locked upon arrival
• Package(s) damaged on route
• Missing a package
• Find a package that has been loaded in error
• Any property damage occurs (building, fence, other vehicle, etc.)
• There is not room on your vehicle to transport all empties (cages, totes, etc.)

**Suggested items to bring on your route:**

• Flashlight
• Cell phone
• Lock deicer
• Clip board, pens or pencils
• Spare key to vehicle
• Load lock/straps
• Pallet jack/two wheeler

6.0 Returns

6.1 HVC
• Give returns and Dealer Return Claim Forms to designated Ford personnel
• Claims Processor will match the paperwork with the claims
• Claims Processor will sign the bottom of the Dealer Return Claim Forms as proof that it arrived at the HVC

6.2 Cross Dock
• Collect paperwork from previous days DDS routes, such as Delivery Manifests signed and dated by dealer, Communications Reports, as well as empties, any undelivered freight, scanners and Route Packets daily
• Collect returns with Return Label affixed and corresponding Dealer Return Claim Forms
• Verify dealer’s returns against corresponding Dealer Return Claim Forms, if discrepancy notify supervisor
• Sign and date Dealer Return Claim Forms
• Make a copy of signed Dealer Return Claim Forms
• Save one copy of each Dealer Return Claim Form for LDS records
• Keep original Dealer Return Claim Form with corresponding return
• Scan all Return Label bar codes (completed by the supervisor, and NOT with the DDS scanner)
• Upload return data to Ford Web site
  o Open Word Document
  o Plug in scan gun and leg gun to unload numbers (do not plug in scanner until cursor is on page)
  o Manually enter any numbers that were turned in that would not scan (remember to add 0001 to the end of each number manually entered)
  o Open Web site www.covisint.com
  o Log in under Automotive by entering user name and password
  o Click on Ford Supplier Portal
  o Click Application tab
  o Click on Ford Customer Service Purchasing
  o New screen will pop up, enter https://web.cqc.ford.com in the address line
  o Click on psc claims tab
  o After new box appears, copy and paste claims numbers in the box
  o Save document
  o Close out of screen
  o Log out
  o Clear all data stored in scanner
• Place returns in designated area
• Put small returns in designated bins
  1. Kansas City HVC
  2. Memphis HVC
  3. Memphis HCC
  4. Memphis LVLC
  5. Memphis Livonia National PDC
• Put large returns in designated areas
  1. Kansas City HVC
  2. Memphis HVC, HCC and LVLC, and Livonia National PDC
• Put small Visible Damage or “VD” returns in “BE” bin
• Put large Visible Damage returns in designated area
• Sort returns in bins and areas by FCSD guidelines or Reason/Claim Codes (located on Return Label)
  • Restock Claim Codes: EA, FA, FD, FG, FH, GA, GI, GJ and GG
  • Scrap Claim Codes: BA, BC, BD, BE, CD, CF and GB
• Record each containers data on an Outbound Regional Return Claims Summary Listing
  • Ship date
  • Return location
  • Claim number
  • Shipping container number
  • Claims process date
  • Dealer code
  • Route code
  • Number of pieces
• Attach Outbound Regional Return Claims Summary Listing to each bin
• Make one copy of Outbound Regional Return Claims Summary Listing
• File one copy of Outbound Regional Return Claims Summary Listing for LDS records
• Send one copy of Outbound Regional Return Claims Summary Listing copy to Kansas City’s Ford Traffic Manager
• Send returns with corresponding Dealer Return Claim Forms back to origin
  • Transport Kansas City HVC returns with corresponding Dealer Return Claim Forms daily to Kansas City HVC
  • Send Memphis HVC, HCC, LVLC and Livonia National PDC returns with corresponding Dealer Claim Forms back to Memphis with empties going back to Memphis when the designated trailer is full
• Hold VD returns until inspected by Ford Traffic Manager, and then place in designated return location
• Shuttle empties back to HVC daily
  • Send Cross Dock Bill of Lading with empties, noting number of pieces and type of empties on trailer
*Any caged material that ends up at the freight terminal must have the claim number manually entered in the Ford Web Site at https://web.cqc.ford.com/website

6.3 Line Haul
• Pick up returns with corresponding Dealer Return Claim Forms and empties from terminals
• Transport all returns with corresponding Dealer Return Claim Forms and empties to Cross Dock
• Place all returns with corresponding Dealer Return Claim Forms and empties in designated areas at Cross Dock

6.4 Terminal
• Collect empties, returns with corresponding Dealer Return Claim Forms, Communication Reports, Route Sheets and any undelivered freight daily
• Collect paperwork from previous days DDS routes, such as Delivery Manifests signed and dated by dealer, Communications Reports, as well as empties, any undelivered freight, scanners and Route Packets daily
• Send empties and returns with corresponding Dealer Return Claim Forms, as well as any DDS paperwork to Cross Dock daily

6.5 Delivery Driver

**DDS**

• Pick up “signed” paperwork from previous days delivery
  o Delivery Manifests, signed and dated by dealer
• Pick up returns notified of in Route Packet with corresponding Dealer Return Claim Forms if:
  o Return Label is affixed to the carton or on part to be returned
  o Number of pieces matches Dealer Return Claim Form
• Pick up returns if:
  o Ford Return Label is affixed to the carton or on part to be returned
  o Number of pieces matches Dealer Return Claim Forms (Dealer to leave two copies of Dealer Return Claim Form)
  o Dealer Return Claim Form is signed and dated by dealer
• If any of the above is NOT correct, fill out a Communications Report indicating why return was not picked up
  o Leave one copy of Communications Report for Dealer
  o Take one copy of Communications Report for LDS records
• If all of the above is correct, sign and date both Dealer Return Claim Forms
  o Leave one copy of Dealer Return Claim Form for the dealer
  o Take one copy of Dealer Return Claim Form for LDS records
• Note any damage to carton on both the Dealer Claim Form and Route Sheet
• If no carton or not packaged, note that on both the Dealer Return Claim Form and Route Sheet
• Pick up empties, such as totes and cages (only if empty and open, do not open closed container)
• Record return data on Route Sheet
  o Number of pieces picked up as returns
• A brief description of each return or empty, such as “one loose piece”
• Record any issue making deliver to dealership by filling out a Communication Report
  o For example, if there is no room on vehicle to load empties or returns, explain in the report, and leave one copy of it for the dealer and take one copy for LDS records
• Relock door(s), set alarm (as applicable after completing delivery)
• If lock box, return key to lock box and close box
• Verify that keys have not been left in customer’s door
• Secure freight at each stop to keep loads from shifting
• When finished with route, drop off empties, returns with corresponding Dealer Return Claim Form, Communication Reports, Route Sheets and any undelivered freight to designated terminal daily

**DDS ONLY**

• Drop off signed paperwork picked up from previous days delivery, such as Delivery Manifests, signed and dated by dealer, and Communications Reports, returns with matching Dealer Return Claim Forms, empties, any undelivered freight and Route Packets at designated terminal (or Cross Dock) on a daily basis, and place each item in their designated area
• Return scanner to designated area (reference 7.3 Delivery Driver for scanning instructions)

*All loose material needs to have a bar code in order for the driver to pick up the material. If the loose material does not have a bar code the driver must cross off the corresponding part number on the Dealer Materials Claim Form and adjust the pick-up number prior to signing.

### 7.0 Scanning

#### 7.1 HVC

Dockworker Scanning Instructions:

1. Turn on the scanner by pressing the “Red Phone” button located in the upper right hand corner of the keyboard
2. Click once on the Lanter “DDS Scanning” button on the screen
3. Once screen reads, “All data updated successfully,” click the “Done” button on the screen
   a. If you get a message “Data updated, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button on the screen (cellular signal needed to update data)
   b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
4. Click on “Ford” from the list of customers on the screen
5. Click on the “Dockworker” button on the screen
6. Click on the correct “type of scan” button on the screen (what type of inbound freight will you be scanning?)
   a. Inbound Freight
   b. Inbound Tote
   c. Inbound Cage

7. Scan each package as follows (until all packages under scan type are scanned):
   a. Scan the Ford Customer/Dealer Number
      i. If the dealer’s number is not in the systems, then a pop up window will show informing you either enter the dealer’s number or scan a different number
   b. Select the correct “Damage” description from the options presented on the screen
      i. If the box is NOT DAMAGED, leave as the default choice “No Damage”
      ii. If the box is damaged, select the type of damaged from the drop down list box
         1. Crushed
         2. Torn
         3. Box Bent/Dented
   c. Scan the Ford Carton/Cage Number

8. When finished scanning all packages under that “type of scan,” click the “Done” button on the screen

9. To continue scanning, click on a “type of scan” and continue scanning, or to send data or exit program, click the “Back” button on the screen

10. To send data click, the “Send Data” button on the screen, or to exit the program, click the “Exit” button on the screen
    a. If you get a message “Data sent, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button (cellular signal needed to send data)
    b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard

11. Once the screen reads, “All data sent successfully,” click the “Done” button on the screen

12. To continue scanning, repeat steps beginning with step 4, or if finished scanning, move to step 13

13. Click the “Exit” button on the screen and return to home page

14. Return scanner to designated area

15. Place scanner back in power cradle/charger

Additional scanning instructions:
- To open the scanner program and send data, the device requires good cellular signal (2 to 4 bars) – NOT required for scanning
- Send scanned data frequently to OMS (Online Management System)
• Report scanning malfunctions and/or damages to your supervisor immediately
• Scan 6 inches from bar codes
• Avoid scanning at angles
• Check battery level
• Replace with spare battery if at or less than full
• Place depleted batteries in charger unit
• Press the “Green Phone” button to call customer service
• Press 911 for emergencies
• Do not leave scanners unattended
• Return device to scanning table if you are not using it
• Return all equipment the way you received it
• You are responsible for scanner equipment you use

7.2 Cross Dock
Dockworker Scanning Instructions:

1. Turn on the scanner by pressing the “Red Phone” button located in the upper right hand corner of the keyboard
2. Click once on the Lanter “DDS Scanning” button on the screen
3. Once screen reads, “All data updated successfully,” click the “Done” button on the screen
   a. If you get a message “Data updated, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button on the screen (cellular signal needed to update data)
   b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
4. Click on “Ford” from the list of customers on the screen
5. Click on the “Dockworker” button on the screen
6. Click on the correct “type of scan” button on the screen (what type of inbound freight will you be scanning?)
   a. Inbound Freight
   b. Inbound Tote
   c. Inbound Cage
7. Scan each package as follows (until all packages under scan type are scanned):
   a. Scan the Ford Customer/Dealer Number
      i. If the dealer’s number is not in the systems, then a pop up window will show informing you either enter the dealer’s number or scan a different number
   b. Select the correct “Damage” description from the options presented on the screen
      i. If the box is NOT DAMAGED, leave as the default choice “No Damage”
ii. If the box is damaged, select the type of damaged from the drop down list box
   1. Crushed
   2. Torn
   3. Box Bent/Dented
   c. Scan the Ford Carton/Cage Number

8. When finished scanning all packages under that “type of scan,” click the “Done” button on the screen
9. To continue scanning, click on a “type of scan” and continue scanning, or to send data or exit program, click the “Back” button on the screen
10. To send data click, the “Send Data” button on the screen, or to exit the program, click the “Exit” button on the screen
   a. If you get a message “Data sent, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button (cellular signal needed to send data)
   b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard

11. Once the screen reads, “All data sent successfully,” click the “Done” button on the screen
12. To continue scanning, repeat steps beginning with step 4, or if finished scanning, move to step 13
13. Click the “Exit” button on the screen and return to home page
14. Return scanner to designated area
15. Place scanner back in power cradle/charger

Additional scanning instructions:
- To open the scanner program and send data, the device requires good cellular signal (2 to 4 bars) – NOT required for scanning
- Send scanned data frequently to OMS (Online Management System)
- Report scanning malfunctions and/or damages to your supervisor immediately
- Scan 6 inches from bar codes
- Avoid scanning at angles
- Check battery level
- Replace with spare battery if at or less than full
- Place depleted batteries in charger unit
- Press the “Green Phone” button to call customer service
- Press 911 for emergencies
- Do not leave scanners unattended
- Return device to scanning table if you are not using it
- Return all equipment the way you received it
- You are responsible for scanner equipment you use
7.3 Delivery Driver

**DDS ONLY**

Delivery Driver Scanning Instructions:

1. Turn on the scanner by pressing the “Red Phone” button located in the upper right hand corner of the keyboard
2. Click once on the Lanter “DDS Scanning” button on the screen
3. Once screen reads, “All data updated successfully,” click the “Done” button on the screen
   a. If you get a message “Data updated, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button on the screen (cellular signal needed to update data)
   b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard
4. Click on “Ford” from the list of customers on the screen
5. Click on the “Delivery Driver” button on the screen
6. Click on the correct “type of scan” button on the screen
   a. “Delivery” – scanning freight for delivery
   b. “Misroute Exception” – scanning freight loaded on the wrong truck
7. Scan On-Site Bar/Stop Bar Code
   a. If the On-Site Bar Code is missing, damaged, etc., click the “Override” button
8. Scan each package at that delivery stop as follows (until all packages are scanned):
   a. Scan the Ford Customer/Dealer Number
      i. If the dealer’s number is not in the systems, then a pop up window will show informing you either enter the dealer’s number or scan a different number
   b. Select correct “Damage” description from the options presented on the screen:
      i. If the box is NOT DAMAGED, leave as the default choice “No Damage”
      ii. If the box is damaged, select the type of damaged from the drop down list box
         1. Crushed
         2. Torn
         3. Box Bent/Dented
   c. Scan the Ford Carton/Cage Number
9. When finished scanning all items for that stop, click the “Done” button on the screen
10. To continue scanning at the next stop go back to step 6, or to send data or exit the program, click the “Back” button on the screen
11. To send data, click the “Send Data” button on the screen, or to exit the program, click the “Exit” button on the screen
   a. If you get a message “Data sent, but with (one or more) errors” or “Weak signal, please try again later,” click the “Retry” button (cellular signal needed to send data)
b. If after 5 attempts you continue to get error message, call customer service by pressing the “Green Phone” button located in the upper left hand corner of the keyboard.

12. Once the screen reads, “All data sent successfully,” click the “Done” button.

13. To continue scanning, repeat steps beginning with step 2, or if finished scanning, move to step 14.

14. Return scanner to designated area at terminal daily when finished with route.

15. Place scanner back in power cradle/charger.

Additional scanning instructions:
- To open the scanner program and send data, the device requires good cellular signal (2 to 4 bars) – NOT required for scanning.
- Send scanned data frequently to OMS (Online Management System).
- Report scanning malfunctions and/or damages to your supervisor immediately.
- Scan 6 inches from bar codes.
- Avoid scanning at angles.
- Check battery level.
- Replace with spare battery if at or less than full.
- Place depleted batteries in charger unit.
- Press the “Green Phone” button to call customer service.
- Press 911 for emergencies.
- Do not leave scanners unattended.
- Return all equipment the way you received it.
- You are responsible for scanner equipment you use.

8.0 Reporting

8.1 LDS Kansas City Customer Service
- Use incoming Delivery Manifests to update freight counts in ESR and account for any OS&Ds for outbound freight, such as those reported by a delivery driver or a dealer by completing the ESR Cross Dock Out-bound Load OS&D Report for discrepancies reported by drivers and the ESR Cross Dock Out-bound Delivery OS&D Report for discrepancies reported by dealer.
- Complete reports daily:
  - Ford Kansas City DDS OS&D Report
  - Ford Kansas City DDS DPA Report
  - Ford Kansas City Classic OS&D Report
  - Ford Kansas City Classic COB Report
  - Ford Kansas City Classic Daily Report
    - Damage Report
    - Piece Count Report
    - Refused Shipment Report
    - Tote Count Report
  - Ford Kansas City HVC and Freight Terminal Tracking Sheet
- Save all reports daily to computer desktop by date.
• E-mail the reports to those listed on the corresponding report distribution lists daily
• Enter LTL Bill of Lading information into ESR to identify any shortages, because freight shipped LTL

*If the designated report day falls on a holiday, then all required reports for that day will be sent by the required time
9.0 Locations and Maps

9.1 Ford Livonia National PDC
11871 MiddleBelt Road
Livonia, MI 48151

9.1.1 Ford Livonia National PDC Map 1
9.1.2 Ford Livonia National PDC Map 2
9.2 Ford Memphis LVLC and HCC
5345 Hickory Hill Road
Memphis, TN 38141

9.2.1 Ford Memphis LVLC and HCC Map 1
9.2.2 Ford Memphis LVLC and HCC Map 2
9.3 Ford Memphis HVC
4880 Tuggle Road
Memphis, TN 38118

9.3.1 Ford Memphis HVC Map 1
9.3.2 Ford Memphis HVC Map 2
9.4 Ford Kansas City HVC
8515 Hedgeline Terrace
Shawnee, KS 66227

9.4.1 Ford Kansas City HVC Map 1
9.4.2 Ford Kansas City HVC Map 2
9.5 LDS Kansas City Cross Dock
9900 Pflumm Road
Unit 42
Lenexa, KS 66215

9.5.1 LDS Kansas City Cross Dock Map 1
9.5.2 LDS Kansas City Cross Dock Map 2
10.0 Glossary

10.1 6x9
• A 6x9 rack used to transport freight

10.2 Baby Blue
• A 6x8 rack used to transport freight

10.3 Classic Route
• An original route
• No scanning of freight at delivery point

10.4 COB Report
• Close of Business Report
• It includes customer id, route id and dealer id, along with dealer name, city, state, scheduled arrival time and actual arrival time
• The summary report includes date, total dealers, number of late and on-time deliveries and reasons (late grid, volume, HVC printer, dealer, CCD, driver, accident, weather/road closed/traffic/equipment, dealer issues, routing issues and/or HCC late arrival)
• A report recorded, saved and distributed to the COB Report Distribution List daily by LDS Kansas City Customer Service team

10.5 Cross Dock
• A practice in logistics of unloading materials from an incoming commercial vehicle and loading these materials directly into outbound truck with little or no storage in between. This may be done to change type of conveyance, to sort material intended for different destinations, or to combine material from different origins into transport vehicles with the same, or similar destination

10.6 Daily Report
• Record of totes, pieces, refused shipments, damages and each truck’s arrival/departure times at Cross Dock and HVC
• A report recorded, saved and distributed to the Daily Report Distribution List daily by LDS Kansas City Customer Service team

10.7 Damage Report
• A report recording parts and/or cartons that show damage
• A report recorded, saved and distributed to the as part of the Daily Ford Report

10.8 DDS
• Dedicated Delivery Service
10.9 Delivery Manifest
- A document which denotes the scanned shipments per dealer location
- It includes dealer code, address along with part numbers, carton numbers, tote number and total pieces
- It is printed by Cross Dock and distributed to drivers
- It is delivered with parts

10.10 Distribution List
- List of contacts to receive specific information or reports

10.11 DPA Report
- A report recording daily delivery activity
- It includes date, customer id, route id, dealer code, dealer name, city and address, as well as actual arrival times, unattended, absolute on-time reason code, DPA on-time reason code and comments
- A report recorded, saved and distributed to the DDS DPA Report Distribution List daily by the Kansas City Customer Service team

10.12 FCSD
- Ford Customer Service Division

10.13 Ford Shipping Label
- A label on Ford package, tote or loose piece
- It includes origin (from), destination (to), route code, beyond code, customer bar code and carton bar code
- Colors of label represents origin of freight
  - Gold (yellow) = HVC Memphis
  - Baby Blue = HCC Memphis
  - Purple = LVLC Memphis
  - Green = National PDC Livonia
  - Pink = HVC Kansas City

10.14 Freight Terminal Tracking Report
- A report recording departures and volumes out of the HVC and Freight Terminal (Cross Dock)
- It includes route, scheduled grid time, actual grid time, and variance; begin load/tally verification, end load, tally sheet correct time, scheduled departure, departure variance and volumes for each by location and type of freight, such as piece, cage, loose tote or pallet, etc.
- It is recorded, saved and distributed to the Freight Terminal Tracking Report Distribution List daily by the HVC

10.15 HCC
- High Cube Center
• A facility used by Ford to distribute parts to its dealers, specifically large parts, such as sheet metal and bumpers

10.16 HVC
• High Velocity Center
• A facility used by Ford to distribute parts to its dealers, specifically small, high-volume parts

10.17 LTL
• Less than truckload
• Typically larger freight, such as transmissions, not able to fit on existing route, and are thus transported by other carriers
• LTL shipments typically weigh between 151 and 20,000 lbs.
• LTL carriers collect freight from various shippers and consolidate that freight onto enclosed trailers for line haul to the delivering terminal or to a hub terminal where the freight will be further sorted and consolidated for additional line hauls

10.18 LVLC
• Low Volume Low Cube
• A facility used by Ford to distribute parts to its dealers, specifically small, low-volume parts

10.19 NPDC
• National Parts Distribution Center, also known as the National PDC
• A facility used by Ford to distribute parts to its dealers

10.20 OMS
• Online Management System
• A system used to record data collected by scanner

10.21 Origin
• The location where the freight originated
• It is the first digit of the carton number
• Kansas City HVC = Origin 92
• Memphis HVC = Origin 04
• Memphis HCC = Origin 07
• Livonia NPD = Origin 11

10.22 OS&D
• Overages, Shortages and Damages

10.23 OS&D Report
• A report recording all overages, shortages and damages for an individual dealer (one for DDS and one for non-DDS)
• It includes carton number, dealer code, dealer name, city, state, whether it is over, short, damaged or misrouted, number of pieces and disposition
• A report recorded, saved and distributed to the respective OS&D Distribution List daily by LDS Kansas City Customer Service team

10.24 Outbound Regional Return Claims Summary Listing
• A form provided by Ford to record returns
• It includes trailer number, type of stock, name of return carrier, claim return ship date, return location, claim number, claim type, shipping container number, claim process date, dealer code, route code and quantity of loose pieces
• Cross Dock records such data on Outbound Regional Return Claims Summary Listing per return container
• Cross Dock keeps one copy for records and sends one copy with returns and returning container

10.25 Piece Count Report
• A report recording parts coming from Origin’s: HVC Origin 04 Memphis; HCC Origin 07 Memphis; NPD Origin 11 Livonia; HVC Origin 92 Kansas City; and Daily Totals
• A report recorded, saved and distributed to the as part of the Daily Ford Report

10.26 Profile Sheet
• A document recording a specific dealer’s information from the dealer visit conducted by a LDS associate
• It includes dealer code, route code, estimated delivery time, dealer name, address, city and zip, phone number, fax number, e-mail, contacts, security, keys/codes, delivery directions and information on where and how to deliver freight

10.27 RCRC
• Regional Core Recovery Center
• A Ford Motor Company Center for core recoveries

10.28 RCPC
• Regional Claims Processing Center
• A Ford Motor Company Center for claims processing

10.29 Refused Shipment Report
• A report recording parts refused
• It includes date, carton number, Ford shipping number, part description, customer name and city, and reason refused
• A report recorded, saved and distributed as part of the Daily Ford Report

10.30 Route Sheet
• A document utilized by the delivery driver to record delivery information
• It provides driver with information about each delivery stop, such as customer name, address, telephone number and scheduled delivery time
• It provides areas for delivery driver to document data for each delivery, such as number of pieces delivered, actual delivery time, signature, date and comments
• It is to be provided to delivery driver by their supervisor, and used by the delivery driver daily, and returned by the driver to their designated terminal daily

10.31 Tote Count Report
• A report recording quantities of totes inbound and outbound
• A report recorded, saved and distributed to the as part of the Daily Ford Report

10.32 VD
• Visible Damage
• A piece of freight that has visible damage
• BE is a damage and it is visible
• BD is a damage but it is not visible

11.0 Contacts

11.1 Ford

11.1.1 Traffic Manager
Jim Johnson
Office: 913-667-1224
Mobile: (913)-915-3954
Fax: 913-667-1296
jjohn249@ford.com

11.2 LDS

11.2.1 Director of Sales and Marketing
Michelle Morio
Office: 800-610-1121 Ext. 1101
Cell: 618-531-7913
mmorio@lanterdeliverysystems.com

11.2.2 Account Manager
Kent Meyers
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11.2.3 Illinois and West District Manager
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11.2.4 West District Operations Manager
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Fax: 913-495-9771
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11.2.5 Kansas City HVC Dock Supervisor
Rodney Landers
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11.2.6 Kansas City Cross Dock Supervisor
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reisenhower@lanterdeliverysystems.com

11.2.7 Kansas City Customer Service
Susan Camarillo
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Fax: 913-495-9771

Brenda Jones
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Fax: 913-495-9771

11.3 Ford Kansas City DDS OS&D Report Distribution List
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11.4 Ford Kansas City DDS DPA Report Distribution List
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11.5 Ford Kansas City Classic OS&D Report Distribution List
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office@apexdelivery.omhcoxmail.com

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11.6 Ford Kansas City Classic COB Report Distribution List

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Susan Camarillo
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lindaf@laniertrucking.com

maricelag@laniertrucking.com

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johnc249@ford.com

jwoda@ford.com

sthiele8@ford.com

11.7 Ford Kansas City Classic Daily Report Distribution List
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Ted Ketman
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Curtis Lee
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Heather Simons
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11.8 Ford Kansas City HVC and Freight Terminal Report Distribution List

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aterrel6@ford.com

dbates39@ford.com

fthoma59@ford.com

srichm12@ford.com
12.0 Appendix

12.1 Ford Shipping Label
12.2 Ford Cage Label

Dealer/Customer Bar Code

Cage Bar Code
## 12.3 HVC Load Plan

<table>
<thead>
<tr>
<th>Truck #</th>
<th>Route #</th>
<th>Door #</th>
<th>Truck</th>
<th>Current Times</th>
<th>Ford Latest Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>V7 and V8</td>
<td>12</td>
<td>Straight</td>
<td>1900/1915</td>
<td></td>
</tr>
<tr>
<td>2*</td>
<td>V9</td>
<td>11</td>
<td>Straight</td>
<td>1930</td>
<td></td>
</tr>
<tr>
<td>4*</td>
<td>V3 and V4</td>
<td>11/12</td>
<td>Straight</td>
<td>2000/2015</td>
<td>2100</td>
</tr>
<tr>
<td>3</td>
<td>VA and VB</td>
<td>5</td>
<td>T/T</td>
<td>1930/1945</td>
<td>2015</td>
</tr>
<tr>
<td>5*</td>
<td>VC</td>
<td>7</td>
<td>T/T</td>
<td>2045</td>
<td>2130</td>
</tr>
<tr>
<td>6</td>
<td>VD and VE</td>
<td>5/7</td>
<td>T/T</td>
<td>2130</td>
<td>2230</td>
</tr>
<tr>
<td>7</td>
<td>VF</td>
<td>9</td>
<td>T/T</td>
<td>2200</td>
<td>2315</td>
</tr>
</tbody>
</table>

*Add additional freight to trucks if there is room*

- **Truck #2**
  - Add any V3 or V4 containers ready for loading
  - If additional room remains, add any molding cages VA or VB ready for loading
- **Truck #4**
  - Add any cages from VA or VB and/or VC (molding cages first)
- **Truck #5**
  - If any D and/or E cages ready
12.4 Kansas City HVC Straight Bill of Lading

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Length</th>
<th>Width</th>
<th>Height</th>
<th>Wgt</th>
</tr>
</thead>
<tbody>
<tr>
<td>542</td>
<td>LOOSE PARTS</td>
<td>68</td>
<td>6</td>
<td></td>
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<td></td>
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<td></td>
<td>PAPER WORK</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**SHANT BLACK**

**SHIP FROM:**
FORD HVC - 92  
8515 Hedgeline Terrace  
Shawnee, KS 66227

**SHIP TO:**
LANTER DELIVERY SYSTEMS  
9900 Pflumm Road #42  
Lenexa, KS 66215

**DATE:** 9.16.2011
Curtissa Ellington

**PRO NUMBER:**
0

**NOTES:**
- Motor Vehicle parts, components, materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

**RECEIVED BY LANTER DELIVERY SYSTEMS**

**DEPART TIME:** 8:00 AM
TIME AND DATE RECEIVED

**PLEASE CONTACT:** LANTER DELIVERY SYSTEMS - WITH QUESTIONS 800-526-8371
### 12.5 Kansas City HVC Count Report

<table>
<thead>
<tr>
<th></th>
<th>Totes</th>
<th>Total Cartons</th>
<th>Depart Time</th>
</tr>
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<tbody>
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<td>V3</td>
<td></td>
<td>940</td>
<td>8:00</td>
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<tr>
<td>V4</td>
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<td>95</td>
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<td>V5</td>
<td></td>
<td>100</td>
<td>8:00</td>
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<tr>
<td>V7</td>
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<td>120</td>
<td>8:00</td>
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</tbody>
</table>

**Note:**
- Date: 2021-03-16
- At the bottom right, there is a signature that appears to be "[Signature]".
### Lanter Delivery Systems - Daily Report

**9/13/2011**

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<th>04</th>
<th>07</th>
<th>11</th>
<th>Sub</th>
</tr>
</thead>
<tbody>
<tr>
<td>V 3</td>
<td>32</td>
<td>26</td>
<td>7</td>
<td>33</td>
</tr>
<tr>
<td>V 4</td>
<td>3</td>
<td>13</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td>V 7</td>
<td>26</td>
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<td>10</td>
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<td>V 8</td>
<td>15</td>
<td>32</td>
<td>7</td>
<td>39</td>
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<tr>
<td>V 9</td>
<td>16</td>
<td>18</td>
<td>5</td>
<td>23</td>
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<td>32</td>
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<td>74</td>
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<td>V B</td>
<td>15</td>
<td>1</td>
<td>4</td>
<td>5</td>
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<tr>
<td>V C</td>
<td>70</td>
<td>19</td>
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<td>28</td>
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<td>V D</td>
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**Total**

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<tr>
<th>OS&amp;D</th>
<th>DAMAGE</th>
<th>SHORT</th>
<th>OVER</th>
<th>RETURN</th>
<th>RECYCLE</th>
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**RETURN - RECYCLE**
12.7 Emergency Response Paperwork

12.7.1 Side 1
ATTENTION SHIPPERS!

FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS HANDED COLOURED.

SRAIGHT BILL OF LADING

Page(s) of

Page 1 of 1

Lanter Delivery

(Name of Company)

99208339

Shipper No.

913-541-9889

Center No.

09/26/2011

Date

TO:

Ford Motor Company

9251 Hodge Lane Terrace

City, State, Zip Code: Shrewsbury, MO 65277

Clerk/Ship准备

1-800-424-9363

R.E.

JENSEN INC

1665 E. CENTER

City, State, Zip Code: MARSHALLTON, IA 50158

Route

No. of Units & Container Type

HM

RADIO DESCRIPTION

TOTAL QUANTITY

WEIGHT

CHARGES

1200004040483

2

2

1. Matches pretreatment, 95, UN3289, III, KX-2004040483

2. Hazmat shipping name: Sodium Hydroxide, Rds. 9.1, UN3289, III, KX-2004040483

3. Description: 95% Sodium Hydroxide

4. Quantity: 2200.00 lbs

5. Weight: 2200.00 lbs

6. Value: $10000.00

7. Type of PLACARD:

8. PLACARD TENDERED: YES

9. HMF CODE:

10. CODE:

11. UNCYLCEPTIVE CODE:

12. TRUCK LOAD:

13. TOTAL DANGERS:

14. SHIPPER: Ford Motor Company

15. CARRIER: Lanter Delivery

16. PER:

17. DATE: 9-26-11

LDS SOP Ford Kansas City Page 53
Lanter Linehaul Manifest

**Ship Date:** 9/26/2011

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<th>Dealer Code</th>
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Page: 1 of 1
### LDS FREIGHT TERMINAL – DAMAGE PARTS LOG

**SHIP DATE:** Monday, September 26, 2011

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<td>07167</td>
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<tr>
<td>V7</td>
<td>03373</td>
<td>41235407</td>
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### 12.11 ESR Cross Dock Unload Equipment Tally Sheet Report

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<td>08631</td>
<td>5A301 102542017</td>
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12.13 Carrier Bill of Lading – Heartland Express
## 12.15 Route Sheet

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<th>Customer</th>
<th>Special Instructions</th>
<th>Sch Arv</th>
<th>Manifest Po</th>
<th>Signature or Where Left</th>
<th>Printed Name</th>
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<tr>
<td>Linnet</td>
<td>PU Scanner, log in</td>
<td></td>
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<td>9600 Pflumm #42</td>
<td>get route sheet</td>
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<td>drop Lincoln, Nebr, woodhouse or rusty suck omaha</td>
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<td>8366 S 16th St</td>
<td>pu returns</td>
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<td>Omaha, Nebr 68127</td>
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<td>Ashley Ford</td>
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<tr>
<td>3633 n 72nd</td>
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<td>Omaha, Nebr 68134</td>
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<td>Blair, Nebr 68098</td>
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<td>18506 California</td>
<td>scan each piece</td>
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<td>east side, by elect box</td>
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## 12.16 Dealer Profile

### DEALER VISIT CHECKLIST

**INFORMATION PROFILE**

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**DEALER NAME:** EDWARDS COUNTY MTRS

**DEALER ADDRESS:** 51 S MAIN

**DEALER CITY, STATE, & ZIP:** ALEICN, IL 62805

**DEALER TELEPHONE:** 618-446-4022

**DEALER FAX:** 618-446-2947

**DEALER EMAIL:** cmford@yahoo.com

**ALARM CODE:** YES

**LOCATION OF ALARM:** NA

**CONTACT:**

- Phil Roosevelt, Parts Manager

**DEALER SECOND CONTACT:** Lynette Kemper (Secretary, Tnance)

**KEY BOX LOCATION:** on red shed, South side of

**DEALER ENTRY POINT:**

**DELIVERY INFORMATION:**

- Lock box will be on red shed, place parts through door on main overhead garage door. Watch out, must step over bottom lever of door. Parts on floor. This is a walk through door. Set into the large overhead door, South side of building. Drive through on west side of building. Will not be delivered to red shed, the main shed.

**DELIVERY MAP:**

[Map diagram image]
FORD KANSAS CITY
Delivery Manifest
Wednesday, July 13, 2011

00110
KEAST FLM INC
2101 23RD ST
HARLAN, IA 51537

Loose Pieces
01204353
21353731

Inbound Totes
23363732

Total Pieces: 3

LANTER
REGULAR
DELIVERY
MANIFEST
### Delivery Manifest

**FORD KANSAS CITY**  
**Wednesday, July 13, 2011**

<table>
<thead>
<tr>
<th>Origin</th>
<th>Actual Shipping Device</th>
<th>Actual Freight Pieces</th>
<th>Driver Count Freight Pieces</th>
<th>Dealer Count Freight Pieces</th>
<th>OS&amp;D</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Pieces</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>92</td>
<td>Pieces</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>92</td>
<td>Totes</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Freight Pieces:** 3

Driver Signature: ____________________________  
Date: ______  Time: ______

Received By: ____________________________  
Date: ______  Time: ______

Attended Shipment: YES  NO

---

*LANTER DDS DELIVERY MANIFEST*
## 12.19 ESR Delivery Manifest

**View In-Transit Shipments**

<table>
<thead>
<tr>
<th>Origin</th>
<th>Customer Shipment Number</th>
<th>Actual Freight Pieces</th>
<th>Dealer Count Freight Pieces</th>
<th>Driver Count Freight Pieces</th>
<th>CSAD (Indicate Carton &amp; Parts Initial)</th>
</tr>
</thead>
<tbody>
<tr>
<td>04</td>
<td>024003883</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>026700452</td>
<td>1</td>
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<td></td>
</tr>
<tr>
<td>02</td>
<td>02179228</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>02</td>
<td>02179228</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Freight Pieces:** 11

**Driver Signature:** __________________________  **Date:** ______  **Time:** ______

**Received By:** __________________________  **Date:** ______  **Time:** ______

**Attended Shipment:** YES  NO

**Part One-Carrier Copy:** Part Two-Consignee Copy: Part Three-Unattended Delivery Sign-off Copy

For Customer Service Call: Kansas City XDoork LAC - X4: Phone: 888-215-6008

---

**Print Date/Time:** 07/11/2011 23:09

**Receiver:** Delivery Receipt

**Route:** VE46

**Manifest Route:** VE46

**Expected Delivery Date:** 07/12/2011

**Facility Name:** Kansas City XDoork LAC - X4

**Service Provider Name:** LANTER DELIVERY SYSTEMS

**Outbound SLJ #:** Y279558

**Outbound Equipment ID:**

**Carrier Pro Number:** 08198

**Shipment Destination:** METRO FD INC

2980 S MOLAND RD
INDEPENDENCE, MO 64055

---

**ESR DELIVERY MANIFEST**
<table>
<thead>
<tr>
<th>Condition</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door found unlocked / open</td>
<td>Chain was down or difficult to handle</td>
</tr>
<tr>
<td>Parts Delivery Door:</td>
<td>Suspicious persons / vehicles on premises</td>
</tr>
<tr>
<td>- In poor condition</td>
<td><strong>Driver: Contact police if necessary, note vehicle license</strong></td>
</tr>
<tr>
<td>- Not operable</td>
<td>Space limitations on truck - Unable to p / u cages</td>
</tr>
<tr>
<td>Parts Storage Area</td>
<td>No authorization for return - Contact Traffic Department</td>
</tr>
<tr>
<td>- Poorly Accessible</td>
<td>Delivery receipt not signed for previous delivery</td>
</tr>
<tr>
<td>- Not accessible</td>
<td></td>
</tr>
<tr>
<td>Driveway blocked by cars</td>
<td></td>
</tr>
<tr>
<td>Alarm malfunctioning or not at all</td>
<td></td>
</tr>
<tr>
<td>Lighting was inadequate</td>
<td></td>
</tr>
</tbody>
</table>

**Specific Remarks regarding checked boxes:**

1. 
2. 
3. 
4. 

**Other conditions encountered not stated above**

1. 
2. 
3. 
4.
12.21 Lock Box
GE Security KeySafe Pro5 – Instructions

Opening and Closing your KeySafe

• To open box, hit clear, enter the numbers of your combination in order, press the open button and open box.
• If you have entered an incorrect combination, slide down the CLEAR button to return the buttons to their original settings.
• To relock the box, hit clear, enter your combination in order, hit open and close box. Make sure it is closed tightly and locked.

12.22 On-Site Bar Code
12.23 Ford Return Label
### Dealer Return Claim Form

**DEALER RETURN CLAIM FORM**

<table>
<thead>
<tr>
<th>CLAIM NUMBER</th>
<th>PART NUMBER</th>
<th>CARTON NUMBER</th>
<th>SHIPMENT NUMBER</th>
<th>REASON CODE</th>
<th>PLEASE CHECK BOX RETURNED</th>
<th>DEALER COUNT</th>
<th>DRIVER COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Dealer Count:**
- Total Loose: 
- Total Cages: 

**Driver Count:**
- Total Shipping Containers Rolled Up: 
- Driver Signature: 
- PU Date: 
- PU Time: 
- Dock Count: 

**MVC Count:**
- Total Shipping Containers Counted: 

**Total Shipping Containers Received:**
- Receiving Signature: 
- Recv Date: 

**Seal #:**
FROM: Lanter Delivery, Lenexa KS

DATE: 09/22/11

<table>
<thead>
<tr>
<th>Carton Number</th>
<th>Dealer Code</th>
<th>Dealer Name</th>
<th>City</th>
<th>State</th>
<th>Over, Short, Damage or Missort</th>
<th># of Pieces</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>41231956</td>
<td>Thorough</td>
<td>Kansas City</td>
<td>MO</td>
<td>missort</td>
<td>1</td>
<td>loading</td>
<td>shipment</td>
</tr>
</tbody>
</table>
### DPA Delivery Daily Activity Log

#### Ford Kansas City DDS DPA Report

<table>
<thead>
<tr>
<th>Date</th>
<th>Code</th>
<th>Contact</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Stockcode</th>
<th>Actual Order Time (pm)</th>
<th>Stockcode</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/26</td>
<td>F</td>
<td>0398</td>
<td>WILLY INC</td>
<td>Kansas City</td>
<td>MO</td>
<td>07/26</td>
<td>3:00 PM</td>
<td>3:00 PM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0311</td>
<td>RON MILLER INC</td>
<td>Kansas City</td>
<td>MO</td>
<td>07/26</td>
<td>3:00 PM</td>
<td>3:00 PM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0317</td>
<td>HOFFERTY INC</td>
<td>BOONE</td>
<td>IA</td>
<td>07/26</td>
<td>1:15 AM</td>
<td>1:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0357</td>
<td>GRANDER INC</td>
<td>GRANDER</td>
<td>IA</td>
<td>07/26</td>
<td>12:15 AM</td>
<td>12:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0740</td>
<td>LEE SAFFOLD</td>
<td>ASHLAND</td>
<td>NE</td>
<td>07/26</td>
<td>3:00 AM</td>
<td>3:00 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0725</td>
<td>SMITH FORD</td>
<td>DERE</td>
<td>NE</td>
<td>07/26</td>
<td>3:00 AM</td>
<td>3:00 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>1171</td>
<td>DEYRA INC</td>
<td>PARISH</td>
<td>NE</td>
<td>07/26</td>
<td>4:15 AM</td>
<td>4:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0010</td>
<td>STEVENS FORD</td>
<td>AUGUSTA</td>
<td>KS</td>
<td>07/26</td>
<td>4:45 AM</td>
<td>4:45 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0517</td>
<td>JOHN NORTH FORD</td>
<td>WICHITA</td>
<td>KS</td>
<td>07/26</td>
<td>11:15 PM</td>
<td>11:15 PM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0573</td>
<td>DECKEY FORD</td>
<td>LAWRENCE</td>
<td>KS</td>
<td>07/26</td>
<td>5:15 AM</td>
<td>5:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0634</td>
<td>ANDERSON FORD</td>
<td>LINCOLN</td>
<td>NE</td>
<td>07/26</td>
<td>4:45 AM</td>
<td>4:45 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0155</td>
<td>TROTTER MINING</td>
<td>PLATTSBURGH</td>
<td>NE</td>
<td>07/26</td>
<td>2:45 AM</td>
<td>2:45 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0144</td>
<td>LANDON PARKER</td>
<td>REFINING</td>
<td>WA</td>
<td>07/26</td>
<td>3:20 AM</td>
<td>3:20 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0142</td>
<td>ANDERSON FORD</td>
<td>ST JOSEPH</td>
<td>MO</td>
<td>07/26</td>
<td>4:15 AM</td>
<td>4:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0070</td>
<td>WOODHOUSE INC</td>
<td>Omaha</td>
<td>NE</td>
<td>07/26</td>
<td>2:45 AM</td>
<td>2:45 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0577</td>
<td>BARTLETT FORD</td>
<td>Omaha</td>
<td>NE</td>
<td>07/26</td>
<td>2:15 AM</td>
<td>2:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0736</td>
<td>ANDERSON FORD</td>
<td>Omaha</td>
<td>NE</td>
<td>07/26</td>
<td>1:45 AM</td>
<td>1:45 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0522</td>
<td>WOODHOUSE INC</td>
<td>BLAIR</td>
<td>NE</td>
<td>07/26</td>
<td>2:15 AM</td>
<td>2:15 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0971</td>
<td>RUDY ELD FORD</td>
<td>Omaha</td>
<td>NE</td>
<td>07/26</td>
<td>2:25 AM</td>
<td>2:25 AM</td>
<td></td>
</tr>
<tr>
<td>12/26</td>
<td>F</td>
<td>0785</td>
<td>ANDERSON FORD</td>
<td>LINCOLN</td>
<td>NE</td>
<td>07/26</td>
<td>5:00 AM</td>
<td>5:00 AM</td>
<td></td>
</tr>
</tbody>
</table>
**SUBJECT:** Ford Kansas City Daily OS & D Report  

**FROM:** Lanter Delivery, Lenexa KS  

**DATE:** 9/7/11  

<table>
<thead>
<tr>
<th>Carton Number</th>
<th>Dealer Code</th>
<th>Dealer Name</th>
<th>City</th>
<th>State</th>
<th>Over, Short, Damage or Missort</th>
<th># of Pieces</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>21474984</td>
<td>08028</td>
<td>Morlan Shell Ford</td>
<td>West Plains</td>
<td>MO</td>
<td>missort</td>
<td>1</td>
<td>missort KC will del with 9/7 shipment delivered</td>
</tr>
<tr>
<td>21414393</td>
<td>07113</td>
<td>Frontier Ford</td>
<td>Hastings</td>
<td>NE</td>
<td>missort</td>
<td>1</td>
<td>missort KC will del with 9/7 shipment delivered</td>
</tr>
<tr>
<td>21474594</td>
<td>03764</td>
<td>Sid Dillon Ford</td>
<td>Crete</td>
<td>NE</td>
<td>missort</td>
<td>1</td>
<td>missort KC will del with 9/7 shipment delivered</td>
</tr>
<tr>
<td>41191566</td>
<td>20218</td>
<td>Junge Ford</td>
<td>Center Pointe</td>
<td>IA</td>
<td>short</td>
<td>1</td>
<td>short</td>
</tr>
<tr>
<td>61861108</td>
<td>20218</td>
<td>Junge Ford</td>
<td>Center Pointe</td>
<td>IA</td>
<td>short</td>
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<td>short</td>
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<td>23474778</td>
<td>20218</td>
<td>Junge Ford</td>
<td>Center Pointe</td>
<td>IA</td>
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<td>1</td>
<td>short</td>
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<tr>
<td>41193586</td>
<td>02798</td>
<td>Greeter Ford</td>
<td>Washington</td>
<td>IA</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
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<tr>
<td>41193467</td>
<td>03456</td>
<td>Nile Motors</td>
<td>Albia</td>
<td>IA</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
</tr>
<tr>
<td>41194282</td>
<td>03477</td>
<td>Mooser Motor</td>
<td>Sioux Center</td>
<td>IA</td>
<td>damage</td>
<td>1</td>
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<tr>
<td>41194388</td>
<td>03373</td>
<td>Jansan Inc</td>
<td>Marshalltown</td>
<td>IA</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
</tr>
<tr>
<td>41194437</td>
<td>07223</td>
<td>Courtesy Ford</td>
<td>Norfolk</td>
<td>NE</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
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<tr>
<td>41194790</td>
<td>07175</td>
<td>Ainsworth Motors</td>
<td>Ainsworth</td>
<td>NE</td>
<td>damage</td>
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<td>41195199</td>
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<td>Kanesaw Motors</td>
<td>Kanesaw</td>
<td>NE</td>
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<td>Mc Miller Ford</td>
<td>Council Bluffs</td>
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<td>1</td>
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<td>41192576</td>
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<td>Barry</td>
<td>IL</td>
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<td>41192963</td>
<td>08033</td>
<td>Sam City Ford</td>
<td>Quincy</td>
<td>IL</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
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<tr>
<td>41194256</td>
<td>05190</td>
<td>Quality Motors</td>
<td>Independence</td>
<td>KS</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
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<td>41194987</td>
<td>09194</td>
<td>Danny Ford</td>
<td>Rota</td>
<td>MO</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
</tr>
<tr>
<td>41195012</td>
<td>08140</td>
<td>Moberly Motors</td>
<td>Moberly</td>
<td>MO</td>
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<td>1</td>
<td>box torn/crushed/bent</td>
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<tr>
<td>41195013</td>
<td>08140</td>
<td>Moberly Motors</td>
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<td>MO</td>
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<td>Wahr Ford</td>
<td>Mt Grove</td>
<td>MO</td>
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<tr>
<td>41195267</td>
<td>05114</td>
<td>Lewis Ford</td>
<td>Hays</td>
<td>KS</td>
<td>damage</td>
<td>1</td>
<td>box torn/crushed/bent</td>
</tr>
<tr>
<td>41195268</td>
<td>05114</td>
<td>Lewis Ford</td>
<td>Hays</td>
<td>KS</td>
<td>damage</td>
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<td>box torn/crushed/bent</td>
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<tr>
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<td>08075</td>
<td>Hutcheson Ford</td>
<td>St James</td>
<td>MO</td>
<td>oversize</td>
<td>1</td>
<td>sent Vitran</td>
</tr>
<tr>
<td>41192962</td>
<td>05667</td>
<td>Midway Motors</td>
<td>Kansas City</td>
<td>MO</td>
<td>oversize</td>
<td>1</td>
<td>sent Vitran</td>
</tr>
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<td>61868163</td>
<td>06005</td>
<td>Keen Ford</td>
<td>Fulton</td>
<td>MO</td>
<td>missort</td>
<td>1</td>
<td>missort to STL will del with 9/8 shipment</td>
</tr>
<tr>
<td>21479722</td>
<td>03285</td>
<td>Tom Boland Ford</td>
<td>Hannibal</td>
<td>MO</td>
<td>missort</td>
<td>1</td>
<td>missort Ford will del with 9/8 shipment</td>
</tr>
<tr>
<td>21479740</td>
<td>05671</td>
<td>Lubbers Ford</td>
<td>Cherrv</td>
<td>KS</td>
<td>short</td>
<td>1</td>
<td>short</td>
</tr>
<tr>
<td>21479722</td>
<td>03456</td>
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12.28 Ford Kansas City Classic Daily Report

12.28.1 Refused Shipment Report

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**Kansas City Daily Piece Count Report**

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### 12.28.4 Tote Count Report

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## 12.29 Ford Kansas City Classic COB Report

### 12.29.1 Delivery Metric Report

---

**Legend for Customer ID**

- F - Ford
- G - GM
- M - Mazda
- V - Volvo
- L - Land Rover
- J - Jaguar
- H - Honda
- T - Toyota
- X - TBD

**Reason Codes**

1. Late grid
2. Volume
3. HVC - printer/cpu
4. Dealer access restricted
5. CCD - printer/cpu
6. Driver
7. Accident
8. Weather / Road closure
9. Traffic
10. Equipment
11. Dealer issues
12. Routing issues
13. HCC Late Arrival

---

### Dedicated Delivery Service

**Daily Delivery Metric**

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LDS SOP Ford Kansas City  
Page 74
## 12.29.2 Summary Report

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<th>2) Volume</th>
<th>3) HVC - Printer</th>
<th>4) Dealer</th>
<th>5) CCD</th>
<th>6) Driver</th>
<th>7) Accident</th>
<th>8) Traffic</th>
<th>9) Weather/Rd Closure</th>
<th>10) Equipment</th>
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# 12.30 Ford Kansas City HVC and Freight Terminal Tracking Report

## Daily Lines

<table>
<thead>
<tr>
<th>Date</th>
<th>Total HVC Lines</th>
<th>HVC Lines</th>
<th>FedEx Lines</th>
<th>Other Carrier Lines</th>
<th>ON TIME</th>
<th>LATE</th>
<th>LATE %</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/13/11</td>
<td>62</td>
<td>59</td>
<td>0</td>
<td>3</td>
<td>95</td>
<td>5</td>
<td>0%</td>
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</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Total HVC Lines</th>
<th>HVC Lines</th>
<th>FedEx Lines</th>
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<th>ON TIME</th>
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## Line Volume

<table>
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<tr>
<th>Date</th>
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<th>FedEx Lines</th>
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<th>ON TIME</th>
<th>LATE</th>
<th>LATE %</th>
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</thead>
<tbody>
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<th>Other Carrier Lines</th>
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<td>59</td>
<td>0</td>
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<td>95</td>
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## Comments

- HVC DEPARTURE
- FT DEPARTURE
- 62
- X2 MOMS Screen copy & paste or manually

## Other Carrier Instructions

- LATE
- 5
- LATE %
- 0%
12.31 Kansas City Cross Dock Bill of Lading
### Outbound Regional Return Claims Summary Listing

<table>
<thead>
<tr>
<th>Return Loc Code</th>
<th>Ft Worth HVC</th>
<th>Memphis HCC</th>
<th>Memphis HVC</th>
<th>Memphis LVLC</th>
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<td>Placard Color</td>
<td>FTWHVC</td>
<td>MEMHCC</td>
<td>MEMHVC</td>
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<th>Return Trailer #:</th>
<th>Type of Stock:</th>
<th>Return Carrier:</th>
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<table>
<thead>
<tr>
<th>Claim Return Ship Date (Claim Sent to FCSD Facility)</th>
<th>Return Location</th>
<th>Claim Number</th>
<th>Claim Type</th>
<th>Shipping Container Number</th>
<th>Claim Process Date (Date Claim Scanned &amp; Placed in Return Container)</th>
<th>Dealer Code</th>
<th>Route Code</th>
<th>Quantity (# of Loose Pieces)</th>
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12.33 DDS Scanner – Picture