TLM Rate Quote Process

The following is a simple, step by step process for obtaining rate quotes, as set forth in the “5 Easy Steps Process”:

1. **Instruct your vendor to “unbundle” the freight cost from the cost of the item(s) you are purchasing.** This will provide the opportunity to compare your vendor’s freight charges with those that you will obtain through TLM.

2. **Email or fax your quote request to Michael Fen at michael@tlmlogistics.com.** If possible, please include the following:
   a. General information about the item being purchased or a copy of the original request that was sent to the vendor.
   b. Include the origin zip code (ship from) and the destination zip code (ship to) if known.
   c. Include a contact name and phone for the vendor.
   d. Include any special delivery requirements that may be necessary, including appointment, lift gate, inside delivery, etc. **If the vendor’s freight cost is known, include that in your quote request.**

   TLM will:
   - Obtain all necessary information from the vendor, unless provided, to ensure you get an accurate, comparative rate quote:
     - Including the actual freight description to determine class, weight, to and from zip codes and whether the freight is oversized, perishable or requires special handling equipment.
   - TLM will email or fax your rate quote, based on agreed to procedure, along with the quote number. The quote will also be available on our On-line System by assigned quote number.

3. **Advise TLM when a quote has been accepted by emailing us a copy of the final P.O. or by emailing us your approval.**

   TLM handles the rest, from completing the paperwork and Bill of Lading, coordinating the pickup from your vendor, dispatching the carrier, verifying pickup, tracing shipment daily and verifying the delivery.