



# GARDEWINE GROUP INC.

## *AT YOUR SERVICE*

### Shipping Tips That Can Save You Time and Money

Properly preparing your shipments and documentation for transport is vital to ensuring your goods reach the consignee in a safe and timely manner. A shipment must not only be fit for safe loading into the pickup vehicle, but also be able to withstand the normal rigours of transportation from origin to destination. Taking the time to properly prepare your shipment can save valuable time and money for the shipper, consignee, and carrier and help ensure your customer receives their shipment on time, in the correct condition.

The majority of shipments moved through the Gardewine network are expertly packaged and accompanied by properly completed documentation. However, as part of our Continuous Improvement efforts, some common shipping issues have been identified. We would like to share these with you as they can cost shippers, carriers, or consignees time and money, or possibly jeopardize the safety of the products shipped. By being mindful of the following tips you can help your product move smoothly.

The first set of commonly seen issues relate to the packaging of freight. Some of these issues are:

- Building skids that are too high to fit in the truck
  - This will require the skid to be taken apart prior to loading, which could result in misplaced or damaged freight
- Placing heavy items on top of lighter items on a skid
  - Causing the lighter boxes to eventually collapse and the skid to disintegrate
- Placing a loose box on top of a pre-wrapped skid
  - The box can fall off the skid and become damaged or lost
- Not shrink wrapping skids sufficiently
  - If heavier shipments shift in transit, insufficiently wrapped skids can come apart resulting in damages or delays
- Shipments sent with inadequate packaging material
  - Leaving the shipment easily susceptible to damage

The second set of common issues relates to the documentation sent with shipments. Some of the things to consider when completing documentation are:

- Ensuring all boxes and/or skids are labelled with consignee address
  - If the Bill of Lading is lost or if an unlabelled portion of the shipment becomes separated from the main shipment, it is difficult for a carrier to determine the correct consignee. This greatly increases the possibility that the shipment could be lost, delayed, or delivered to the incorrect consignee.
- Placing Packing Slips in an envelope on the shipment or packaged with the goods
  - This will eliminate the potential for misplacing a Packing Slip that is attached to a Bill of Lading
- Completing the Bill of Lading with all required information
  - Providing complete address information

## OUR MISSION

To grow our business by fostering long-term mutually beneficial relationships with our people and our customers.

### Service Alert

Direct service to summer camps will be ending September 19th. For more details on the changes please contact Gardewine Customer Service or click [here](#) to view our updated points of service.

### General Freight

Handling and transporting freight for clients throughout Manitoba, Saskatchewan, Northern and Northwestern Ontario.

### Perishable Division

Providing the care and attention necessary to maintain product integrity and food safety during transportation.

### Northern Parcel

Providing courier, warehouse and distribution services to clients throughout Manitoba, Ontario and Saskatchewan.

### Northern Deck

Providing LTL and full truckload open-deck services to clients across Canada.

### Northern Logistics

Global third party logistics services provider, utilizing the assets of the Gardewine Group and its service partners.

### Northern Cartage

Providing custom contract hauling within the framework of the Gardewine Group of Companies.

### Northern Bulk

Specializing in the handling and transportation of bulk commodities.

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- Providing contact information for the Consignee
  - This is particularly crucial when a shipment is destined to a construction site
- Providing the correct dimensions, number of pieces, and weight
- Providing any special requirements, such as Saturday Delivery, door number to large complexes, or Hold for Pickup instructions prominently in the body of the Bill of Lading
- Indicating whether the freight charges are to be billed Prepaid or Collect
  - When this is not indicated on the Bill of Lading the consignee is automatically charged, if they do not have an account to which charges can be billed the shipment could be delayed
- Provide required temperature for shipments needing temperature protection
- Completing the Bill of Lading legibly
  - An electronic Bill of Lading is available on the Gardewine website ([www.gardewine.com](http://www.gardewine.com)) to facilitate completing the required paperwork in a legible manner

A “normal” shipment can have a journey which could include:

- A trip distance between 100 km and 2,500 km
- Multiple handlings as LTL shipments are loaded, unloaded and cross docked several times before it reaches the final destination
- Exposure to significant temperature fluctuations (in our Canadian climate it’s not unusual to experience differences of 70 Degrees between the outside temperature and the inside of a truck)
- Movement through several transportation modes, including closed van, open deck, rail, barge, or plane

By combining these tips and Gardewine’s exceptional history in handling freight (Gardewine’s claims ratio in 2009 was less than 1/7th of the industry average of 1.5% ), you can be confident that your shipment will make it intact and on time.

If you would like more tips on how to prepare a shipment or package prior to transportation please call the Gardewine Customer Service Department at 1-800-282-8000 or email [gardewine@gardewine.com](mailto:gardewine@gardewine.com).



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**Did You Know...**  
**Northern Logistics**  
**provides service to**  
**all points in**  
**Canada from**  
**anywhere in the**  
**United States**  
**of America**



## Customer Profile

### Transcontinental Printing

The Gardewine Group has been our preferred transportation partner throughout Manitoba and North Western Ontario for most of the last decade.

Transcontinental Printing Inc is the largest retail printer in western Canada and the products Gardewine transports on our behalf are both time and security sensitive. Since our production facility is located in Calgary we use a third-party to transport our products to Gardewine’s Winnipeg location, this allows us to reduce our service days by one. Shipments are then sorted, cross-docked and distributed to more than 45 locations. To ensure our products move efficiently through these processes we have implemented strict packaging and labelling procedures that ensure product is both easy to handle and secure.

On the rare occasions when shipping issues do arise we can always rely on the resources of the Gardewine Group and their internal processes to correct the problem and meet the needs of our customers. Gardewine’s ability to offer solutions in instances of late arrivals, emergency orders requiring “Hot-Shot” service or routing adjustments has been invaluable to Transcontinental.

I am happy to endorse Gardewine as a transportation partner, particularly when your product or the needs of your customer require additional care and consideration.

Roger Dennis  
 Shipping Supervisor  
 Transcontinental Printing



Transcontinental Printing has grown steadily to become the largest printer in Canada and the fourth-largest in North America. They are active in several key markets including books, magazines, catalogues, newspapers and retail flyers, besides serving a variety of specialty packaging and commercial printing needs.

[www.gardewine.com](http://www.gardewine.com)