

Effective Date: 03/18/20

ITEM 571-5

Issue Date: 03/18/20

Item Title: COVID-19 PICKUP AND DELIVERY GUIDELINES

US Special Delivery is abiding by the federal guidelines established by the Centers for Disease Control (CDC) regarding “Social Distancing” to protect employees and others from potential exposure to the Coronavirus (Covid-19). This will be in effect until the CDC changes its “Social Distancing” guidelines that were issued on March 18, 2020. The guidelines establish a safe social distance of 6 to 10 feet between individuals. In lieu of signed bill of lading and delivery receipt our drivers will be logging the name of the representative of the shipper or consignee, the date, time and any visible damage, shortage or other exception on bill of lading or delivery receipt. The driver will leave a copy of the bill of lading. The driver will place a copy of the delivery receipt on top of the delivered freight. The driver will also enter the name, date, time and upload a photograph of any damaged shipment in the US Special Delivery’s Maven Delivery system. US Special Delivery will verify delivery locations by GPS tracking. US Special Delivery will continue this process until the Centers for Disease Control (CDC) changes its “Social Distancing” guidelines.

This process will establish chain of custody regarding pickup and delivery of the freight. Any freight claims filed regarding shortage or damage will only be honored based upon the notation(s) made at time of pickup or delivery. Any claim filed for non-delivery or with additional notation(s) added after the fact will not be honored by the US Special Delivery.