



A  company ■ Une entreprise 

Dicom Parcel Rules and Regulations (T100)



May 1, 2020

GLS Logistics Systems Canada Ltd.

SUMMARY OF COMMONLY USED ACCESSORIALS

The following Summary is for illustrative purposes only. For a comprehensive list of Dicom's Rules and Regulations, please refer to the Rules and Regulations T-100 document.

Tariff 100 – Parcel Rules and Regulations Summary			
ADDRESS CORRECTION	\$11.80	per package for Quebec and Ontario	An additional charge will be applied per piece where the Receiver's address is incorrect, incomplete or illegible.
	\$29.45	per package for Western Canada and the Maritimes	
	\$18.00	per piece travelling to the USA	
ADMINISTRATION CHARGE		5% of invoice amount	Payment method other than cheque or direct deposit.
CHAIN OF SIGNATURE	\$11.80	per package for Quebec and Ontario	Chain of Signature service may be used to effect the transportation of certain controlled drugs within Canada.
	\$29.45	per package for Western Canada and the Maritimes	
DANGEROUS GOODS	\$39.75	per shipment for Quebec and Ontario	Ground Service only, service only available within Canada
	\$55.00	per shipment for Western Canada and the Maritimes.	
DECLARED VALUE		3 % of declared value	Customers may declare a value for the Shipment on the Bill of Lading.
DENSITY		Ground shipments subject to: 12.4 lbs per cubic foot at the applicable rate. Air shipments (and ground to/from NL) will be subject to 15 lbs per cubic foot.	12.4 pcf = Length (in) x Width (in) x Height (in) ÷ 1728 x 12.4. If this amount is more than the actual weight of the piece then the cubed weight would apply.
NO PICK UP	\$6.75	Per occurrence.	
FUEL SURCHARGE		Published each Thursday, which take effect the following Monday.	Rates and select value added services are subject to the applicable fuel surcharge in effect at the time and place of shipping.
GREEN INITIATIVE:			
BACK UP		\$0.15/page, minimum \$6.05	Charges apply when customer requests that invoices be accompanied by paper copy of back up documents.
COPIES OF DOCUMENTS		\$0.15/page, minimum \$6.05	When requested
PAPER INVOICE	\$2.25	per paper invoice mailed to the customer	Paper Invoice
CUSTOMIZED REPORT	\$61.25	Per billable hour	Customer requests customized report
INVALID OR MISSING ACCOUNT NUMBER	\$12.85	per shipment	Account number is missing or incorrect on the shipper waybill
MANUAL SHIPPING	\$3.25	per shipment	when using a manual bill of lading
OVER MAX LIMITS	\$175.00	per piece within Dicom's direct network	Size limitations for shipments traveling within Dicom's direct network: Maximum size: 165"; Maximum weight per Piece: 150 lbs; Maximum length per Piece: 120"
PAYMENT		2.5% monthly interest for unpaid balances	
PROTECT FROM FREEZE		15% of the transportation charges per shipment; minimum \$5.10 per shipment	Subject to availability
LOW COMMERCIAL DENSITY / RESIDENTIAL AREA SURCHARGES:			
LOW COMMERCIAL DENSITY /RESIDENTIAL AREA SURCHARGE	\$3.25	per shipment for Quebec and Ontario	An additional charge will be applied if a shipment's destination point is a low commercial density or residential area.
	\$11.85	per shipment for Western Canada and the Maritimes	
	\$4.75	per shipment travelling to the USA	
SIGNATURE REQUIRED	\$4.05	additional cost per shipment if signature is required.	
GIRTH	\$50.00	per piece	
OVERWEIGHT	\$50.00	per piece	
	\$65.00	per shipment	
SERVICE SWITCH-OVER	\$35.75	per shipment	This charge will be added to shipments tendered to Dicom Freight and, upon customer's request, switched to the Dicom Parcel network and vice versa
SATURDAY DELIVERY	\$29.95	Flat rate weekend surcharge or flat rate plus \$1.50 per km to select locations	Select services and locations
SECOND DELIVERY	\$6.95	per additional return trips for Quebec and Ontario	Address error or absence of consignee requiring a second or more return trips to complete the delivery
	\$14.30	per additional return trips for Western Canada and the Maritimes	
ADDITIONAL HANDLING:			
LARGE PACKAGE (GIRTH)	\$22.90	per piece	A surcharge will be applied to each package when its length plus girth [(2 x width) + (2 x height)] combined exceeds 130 inches, but does not exceed the maximum Dicom size of 165 inches. Large Packages are subject to a minimum billable weight of 90 pounds in addition to the Large Package Surcharge.
	\$113.50	per piece travelling to the USA	
NON-CONVEYABLE	\$12.45	per piece	Articles not fully encased in corrugated cardboard or in Dicom-approved packaging
	\$22.90	per piece travelling to the USA	
OVER 36 INCHES	\$12.45	per piece	Pieces that have one dimension that exceeds 36 in (approx. 91 cm) but does not exceed 44 in
	\$22.90	per piece travelling to the USA	
OVER 44 INCHES	\$22.90	per piece	Have one dimension that exceeds 44 in (approx. 111 cm);
OVERWEIGHT	\$39.20	per shipment.	Applicable for a total shipment weight exceeding 280 lbs.
	\$25.65	per piece.	Applicable for a single piece weight exceeding 70 lbs
SHIPMENT CONTAINING MORE THAN 4 PCS	\$1.95	per piece, applicable as of the 5th piece	More than 4 pieces per shipment (consolidated billing applies)
STORAGE		\$1.15/piece/day; minimum \$5.55	
TRADE SHOW	\$85.00	per shipment delivered to a trade show	
UNDELIVERABLE PACKAGE RETURN		Regular ground charges apply	
WAITING TIME	\$22.00	per 15 minutes increment	Driver is required to wait more than fifteen minutes for the pick-up or delivery of a shipment.
SCHEDULED DETENTION CHARGE	\$22.00	per 15 minutes increment	Driver is required to wait more than fifteen minutes for the pick-up or delivery of a scheduled shipment.
WEEKLY MINIMUM INVOICE	\$22.70	per week	
BEYOND LOCATION SURCHARGES		Dicom reserves the right to assess additional charges when the destination or origin of a shipment falls within a beyond location.	

Items marked with an asterisk () are new for 2020. Rates subject to change without notice. Last Updated: May 2020 Effective date: December 30, 2019

IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which
Tariff 100 – Parcel Rules and Regulations

ADDRESS CORRECTION	<p>\$11.80 per package for Quebec and Ontario \$29.45 per package for Western Canada and the Maritimes \$18.00 per piece travelling to the USA</p> <p>An additional charge will be applied per piece where the Receiver's address is incorrect, incomplete or illegible.</p>
ADMINISTRATION CHARGE	<p>5% of invoice amount</p> <p>This charge is applicable when the payment method is anything other than cheque or direct deposit.</p>
CONFIDENTIALITY CLAUSE	<p>Except as otherwise provided herein, "Confidential Information" means all non-public, confidential or proprietary information disclosed by Dicom to the other party (the "Receiving Party") or its affiliates, or to any of such Receiving Party's or its affiliates' directors, officers, employees, agents, contractors, consultants, attorneys, advisors or representatives (collectively, "Representatives") in any manner, directly or indirectly. The Receiving Party and its Representatives shall at all times comply with all laws and regulations applicable to their receipt, custody and use of Confidential Information including, but not limited to, export control laws and all laws relating to the privacy of personal information.</p>
COMMODITIES ACCEPTED THROUGH CONTRACTUAL EXCEPTION	<p>The following items will be accepted into Dicom's network under contractual agreement or written consent approving the articles for transport. These items are transported at the Shipper's risk of damage or loss. Dicom shall have no liability whatsoever for transit delay, loss or damage to any such article listed below, even if a Declared Value is indicated on the Bill of Lading. This list is not all inclusive and is subject to change without notice.</p> <ul style="list-style-type: none"> • Alcohol • Glass, ceramics, crystal, pottery and similar fragile material • Animal products including meat, poultry, fish and furs • Live plants or cut flowers • Antiques, collector's items or original artwork • Jewelry and precious metal • Perishable Items and food commodities • Tobacco and electronic cigarettes • Biological Substances Category B and exempt human or animal specimens • Confectionery products, such as potato chips in any form; chocolate in any form; pastries and baked goods in any form • Firearms regulated for transport • Electronics and televisions • Dangerous goods • Marijuana/Cannabis for medical purposes, as defined by the Canada Access to Cannabis for Medical Purposes Regulations (SOR/2016-230) • Replica or inert explosives or weapons that bear an appearance to actual explosives or weapons • Personal, refurbished or used items (see section below) • Shipments that are not adequately packaged for transport
CHAIN OF SIGNATURE (COS)	<p>\$11.80 per package for Quebec and Ontario \$29.45 per package for Western Canada and the Maritimes</p> <p>Chain of Signature service may be used to affect the transportation of certain controlled drugs within Canada. As COS Shipments travel through Dicom's distribution and sorting system, authorized Dicom employees sign the COS Bill of Lading at each point through the system. Only pre-authorized Customers may send COS Shipments. In addition, Shippers must identify COS Shipments to Dicom before they are tendered to Dicom. A COS Bill of Lading displaying a full description of the contents of the Shipment and a COS Service Identifier must be applied to the Shipment by the Shipper. The COS service is not available with Saturday Service or to delivery points that are deemed by Dicom to be remote, where such points are not serviced directly by Dicom.</p>
CIRCUMSTANCES BEYOND DICOM'S CONTROL	<p>Dicom is not liable if a shipment is lost, damaged, delayed, or mis-delivered or fails to deliver because of circumstances beyond Dicom's control. Including and without limitation to, any act, default or omission of the Shipper, owner, receiver or any party having an interest in the shipment, defects to do with the nature of the shipment, incorrect or inadequate packaging or markings or address even if known to us when we accepted it, "Acts of God" (e.g. earthquake, cyclone, storm, flood), "Force majeure" (e.g. war, terrorism, plane crash or embargo), disruptions in national or local air or ground transportation, Civil unrest, disruption or failure of communication and information systems, strikes or labour disruptions. Dicom is also not liable for electrical or magnetic damage to, or erasure of, electronic or photographic images or recordings.</p>
CURRENCY	<p>Unless otherwise noted, all dollar amounts noted in this item are in Canadian funds. In the event that billing is required in U.S. funds, the current rate of exchange will be applied. Dicom, at its sole discretion, reserves the right to modify the rates, without notice, due to financial market fluctuations.</p>
DANGEROUS GOODS	<p>\$39.75 per shipment for Quebec and Ontario \$55.00 per shipment for Western Canada and the Maritimes (offered only for ground service)</p> <p>Dicom will accept certain dangerous goods (hazardous materials) for carriage provided that they are properly packaged to ensure safe carriage in accordance with all applicable laws including, without limitation, the Transportation of Dangerous Goods Act (Canada) and the regulations promulgated thereunder. Dicom reserves the right to refuse dangerous goods for carriage where they cannot be accepted in accordance with applicable laws. Dicom shall not accept shipments of fully regulated dangerous goods, as described in regulations promulgated under the Transportation of Dangerous Goods Act (Canada) regulations, unless it is from an authorized client. No dangerous goods will be accepted for destinations outside of Canada</p> <p>The additional charge that is applied to each Shipment containing dangerous goods is non-refundable.</p>

IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which

Tariff 100 – Parcel Rules and Regulations

DANGEROUS GOODS, TENDERING OF	<p>Prior to tendering any dangerous goods to Dicom for carriage, a Shipper must:</p> <ul style="list-style-type: none"> (i) know the appropriate classification of the dangerous goods; (ii) ensure proper packaging in accordance with applicable laws; (iii) provide proper marking and labeling of each piece in accordance with applicable laws; (iv) provide the appropriate documentation and retain such documentation in accordance with applicable laws; (v) supply the appropriate placards (for external identification of dangerous goods on Dicom vehicles) as required by applicable laws; (vi) identify the appropriate dangerous goods option on the Bill of Lading and provide all statements required by applicable laws in the "description" field of the Bill of Lading; (vii) be trained, including holding a training certificate where applicable, to perform any activities relating to dangerous goods in accordance with applicable laws, including packaging and preparation for carriage. <p>Dangerous goods may only be tendered to a Dicom facility or driver. Tendering a Shipment containing dangerous goods to Dicom does not mean it has been "accepted for carriage" by Dicom. A Shipment containing dangerous goods is only accepted once a Dicom Dangerous Goods Specialist has verified the shipment at a Dicom facility.</p> <p>Dangerous goods will travel in accordance with the terms and conditions applicable to the selected service and once accepted by Dicom .</p>
DECLARED VALUE	<p>3 % of declared value</p> <p>Customers may declare a value for the Shipment on the Bill of Lading.</p> <p>If a value is declared:</p> <p>A surcharge of 3.00% of the amount of the declared value will be applied to all shipments with a declared value exceeding C\$100; Customers must declare a value for the Shipment on the Bill of Lading in order to be entitled to submit a claim for the declared value of the Shipment. For the maximum valuation of a claim for loss or damage to a Shipment for which a Customer has declared a value, see "Valuation of Claim for Loss or Damage". In no event shall Dicom pay a claim for a declared value that exceeds the actual value of the lost or damaged Shipment. For greater certainty, the declared value surcharge does not constitute insurance but rather an increase of Dicom 's limitation on liability. Shipments that contain prohibited items or items accepted under contractual exception that are inadvertently accepted by Dicom will travel at the Shipper's risk on a no-value basis. Dicom will not accept liability for any costs or penalties arising from late deliveries or missed appointments. If a Shipper declares the value of a shipment exceeding \$100.00, then a pre-authorization must be obtained from Dicom Customer Service prior to shipping. A Special Agreement number will be issued and must be visible on the waybill shipping document, label or manifest to validate the declared value liability. Even with said authorization number, Dicom holds the right to refuse shipment at pickup should the driver determine the shipment is at high risk of damage or loss. Declared value will not be accepted on shipments traveling outside of Canada.</p>
DENSITY	<p>Ground shipments will be subject to 12.4 lbs per cubic foot at the applicable rate. Air shipments, or ground to/from NL will be subject to 15 lbs per cubic foot</p> <p>12.4 pcf = Length (in) x Width (in) x Height (in) ÷ 1728 x 12.4. If this amount is more than the actual weight of the piece then the cubed weight would apply.</p>
FUEL SURCHARGE	<p>Published each Thursday, which takes effect the following Monday. Rates and select value added services are subject to the applicable fuel surcharge in effect at the time and place of shipping.</p>
FUTURE CHANGES	<p>Dicom reserves the right to unilaterally modify or amend any portion of the Dicom Rates or Terms and Conditions at any time without prior notice. In the event of a conflict between the Terms and Conditions and an effective customer agreement, these Terms and Conditions shall take precedence.</p>
GREEN INITIATIVE/ BACK UP	<p>\$0.15/page, minimum \$6.05</p> <p>Charges apply when customer requests that invoices be accompanied by paper copy of backup documents, including (but not limited to) bills of lading.</p>
GREEN INITIATIVE/ COPIES OF DOCUMENTS	<p>\$0.15/page, minimum \$6.05</p> <p>This fee is payable when requested by the customer (ie. Bills of Lading or Proofs of Delivery). An exemption applies on shipments when there is a known service exception or pending claim.</p>
GREEN INITIATIVE/ PAPER INVOICE	<p>\$2.25 per paper invoice mailed to the customer</p> <p>Charge applies to every paper invoice provided to a customer in lieu of, or in addition to, an online invoice.</p>
CUSTOMIZED REPORT	<p>\$61.25 Per billable hour</p> <p>Any customer requesting a customized report will incur a fee, billable per hour. Customer must acknowledge and accept charges in writing prior to the commencing of the work.</p>

IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which

Tariff 100 – Parcel Rules and Regulations

HOLD FOR PICKUP		<p>A Shipper may request that the shipment be held at an authorized Dicom location for in-person pickup (in lieu of having the shipment delivered to the delivery address indicated on the Bill of Lading) by ensuring that a "Hold For Pickup" Service Identifier is on the Shipment. Dicom will notify the Receiver by telephone when the Shipment is available for pickup. Where a Receiver is not available to accept a delivery attempt by Dicom, the Shipment will be held at the closest Dicom terminal for in-person pickup. Shipments held for pickup will be held at the terminal for a maximum of five business days. If the Receiver fails to pick up the Shipment during this time, Dicom may return the Shipment to the Shipper at the Shipper's expense. The following conditions apply when picking up a "Hold For Pickup" Shipment:</p> <p>(i) If the Receiver is an individual, the Receiver must present a valid piece of government-issued photo identification.</p> <p>(ii) If the Receiver is a company, an individual authorized by the Receiver must present a valid piece of government-issued photo identification and a signed letter of authorization printed on the receiving company's letterhead.</p> <p>(iii) If the Receiver (whether an individual or company) authorizes a third party to pick up the Shipment on the Receiver's behalf, such third party must present a valid piece of government-issued photo identification and a signed letter from the Receiver, which references the Shipment's package identification number and authorizes Dicom to release the Shipment to such party. Dicom may also release a Shipment to a third party that lives at the same address as the Receiver, provided that such third party presents a valid piece of government-issued photo identification that shows they live at the same address as the Receiver. Notwithstanding the foregoing, Dicom may, in its sole discretion, refuse to release a Shipment to anyone other than the Receiver of the Shipment named on the Bill of Lading. When picking up a Hold For Pickup Shipment that was sent using Dicom's collect service or third party billing service, the Receiver (or authorized third party) will be required to pay all Shipment charges at the time of pickup if such Receiver (or authorized third party) does not have a valid Dicom account.</p>
INTERLINE/SUBCONTRACT		Dicom reserves the right to interline or subcontract shipments when required to meet service requirements.
INVALID OR MISSING ACCOUNT NUMBER	\$12.85	<p>per shipment</p> <p>An additional charge will apply when the account number is missing or an incorrect account number is entered on the waybill by the Shipper.</p>
LIABILITY		<p>Dicom shall not be liable for any special, indirect, incidental, consequential or punitive damages including, but not limited to, loss of income, profits, interests, utility or loss of market incurred by Shipper, Receiver or Third Party (or any other person or company) as a result of Dicom's (or Dicom's agents or independent contractors) acts or omissions including, but not limited to, gross negligence, negligence causing damage, failure to deliver, loss, theft of or damage to the shipment, or late or delayed shipment. If a Shipper, Receiver or Third Party has an extremely time sensitive package, the loss or delay of which may result in consequential damages, the Shipper must contact his own insurance agent or broker to insure against such risks, as Dicom does not assume such liabilities. Dicom does not provide and will not arrange for such insurance.</p>
LIMITATIONS OF LIABILITY FOR LOSS OR DAMAGE		<p>Dicom will take responsibility of confirmed loss or damage when an intent to claim is filed within 60 days of the ship date. Claim settlement is subject to Dicom's Terms and Conditions of transport. If no declared value is indicated on the completed and signed Bill of Lading, Dicom's maximum liability is the lesser of: (1) \$4.41 per kilogram (\$2.00 per pound) per shipment; (2) the cost invoice value at origin of the articles that were lost or damaged. Absolute Maximum liability for a shipment regardless of weight or declared value is \$5,000. The shipment's invoice must be paid in full prior to filing a claim. It is in the best interest of the customer to file an intent to claim immediately after damage is reported at delivery with supporting photos. Dicom may decide to inspect damages prior to approving a claim, therefore it is the responsibility of the customer to hold damaged goods in the state in which they were delivered until otherwise confirmed.</p>
MANUAL SHIPPING	\$3.25	<p>per shipment done using a manual Bill of Lading</p> <p>An additional charge will be applied to Parcel shipments if a customer uses a manual Bill of Lading or if the Bill of Lading must be manually processed by Dicom.</p>
OVER MAX LIMITS	\$175.00 \$945.00	<p>per piece within Dicom's direct network per piece travelling outside of Dicom's direct network</p> <p>The following size limitations apply to all Parcel Shipments traveling within Canada:</p> <ul style="list-style-type: none"> • Maximum size: 165" (approx. 419 cm) (See Special Handling/Large Shipments for details) • Maximum weight per piece: 150 lbs (approx. 68 kg) • Maximum length per piece: 120" (approx. 304 cm) (108" to the US) <p>Over Max Limits shipments will not be accepted for destinations outside of Dicom's direct network, nor to international destinations. Dicom reserves the right to refuse shipments deemed too bulky for its parcel network.</p>
*MAXIMUM DIMENSIONS - INTERNATIONAL SHIPMENTS		<p>Shipments traveling to Europe are subject to the following package size restrictions:</p> <ul style="list-style-type: none"> • Maximum size: 118" (approx. 300 cm) (See Special Handling/Large Shipments for details) • Maximum weight per piece: 88 lbs (approx. 40 kg) • Maximum length per piece: 78" (approx. 200 cm) • Maximum height per piece: 23" (approx. 60 cm)
PACKAGING REQUIREMENTS AND CONCEALED DAMAGE		<p>Shipments must be properly packaged to ensure safe transportation with proper casing or packaging. The exterior packaging must withstand typical handling through the Dicom network, including stacking, shifting and passing through an electronic conveyor system. Shipments that are not adequately packaged per Dicom's standards will be transported at the Shipper's risk for damage or loss.</p> <p>Dicom is liable for damage that is the result of obvious mishandling in transit. Examples include dents, punctures or tears to the exterior packaging. Damage must be indicated by the Consignee at delivery prior to taking possession of the package. When the Consignee signs for the parcel at delivery, they are confirming that the shipment was received in acceptable condition. Any concealed damage, defined as damage to the content of the parcel with no indication of damage to the outer packaging, will be an indication of inadequate packaging and therefore the responsibility of the Shipper.</p>

IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which

Tariff 100 – Parcel Rules and Regulations

PAYMENT		Invoices are due upon reception. Unpaid balances are subject to a charge of 2.5% per month. Customer is permitted ninety (90) calendar days from the date of the invoice to dispute invoiced charges. If Dicom does not receive a written dispute within the allowable ninety (90) calendar days, the customer waives any right to dispute invoices.
CASH ON DELIVERY (COD)		Cash on Delivery (COD) is not accepted.
PEAK SEASON SURCHARGE		Peak surcharges can apply to certain packages travelling to the USA, when tendered during a peak period
PERSONAL EFFECTS		Defined as shipments intended for personal use rather than for distribution, business, maintenance, retail or wholesale. Examples include new or used goods such as clothing, furniture, furnishings and other articles typically found in a residence. Such shipments will be accepted at the Owner's risk of damage and Dicom will have no liability whatsoever for loss or damage even if Declared Value is indicated on the Bill of Lading
PROHIBITED ITEMS		<p>Dicom will not transport any shipment that is prohibited by law to transporting and is inadequately or improperly prepared for ordinary transport. Dicom will refuse and return any shipment that is considered unsafe or unlawful to transport and reserves the right to open and inspect any package tendered for transportation. The following list summarizes restricted commodities not accepted by Dicom for transport. Should these items be inadvertently carried by Dicom despite their prohibition, Dicom shall have no liability whatsoever for their loss or damage. This list is not all inclusive and is subject to change without notice.</p> <ul style="list-style-type: none"> • Live animals, insects, or fish • Cash, bonds, stocks or other negotiable instruments • Postage stamps • Human remains in any form • Drugs prohibited by law • Firearms*, fireworks, explosives and weapons or parts thereof • Unset precious stones or industrial diamonds • Water Reactive substances (Class 4.3) Packing Group 1 • Radioactive (Class 7), other than exempted items • Items restricted by IATA or ICAO (International Civil Aviation Organization) • Items which Dicom determines, in its sole discretion, that it cannot transport safely or legally • Any shipment that Dicom determines could cause damage or delay to equipment, personnel or other shipments.
PROTECT FROM FREEZE		<p>15% of the transportation charges per shipment; minimum \$5.10 per shipment</p> <p>An additional charge will be applied where a shipment needs the protect from freeze service. Subject to availability.</p>
RATE QUOTE		If a customer is given a rate quote for a shipment and the shipment particulars differ from the details used to provide the quote (i.e. weight, destination, dimensions, etc), then the rate quote is no longer valid. The particulars of the actual shipment will be used to determine the actual transportation charges.
LOW COMMERCIAL DENSITY /RESIDENTIAL AREA	<p>\$3.25 per shipment for Quebec and Ontario</p> <p>\$11.85 per shipment for Western Canada and the Maritimes</p> <p>\$4.75 per shipment travelling to the USA</p>	An additional charge will be applied if a shipment's destination point is a low commercial density or residential area.
LOW COMMERCIAL DENSITY /RESIDENTIAL AREA SIGNATURE REQUIRED	\$4.05	<p>additional cost per shipment if signature is required.</p> <p>When a shipment is destined for delivery to a low commercial density / residential area and the Shipper requests a signature, the shipment will be subject to a signature required charge in addition to the low commercial density/residential area surcharge.</p>
LOW COMMERCIAL DENSITY /RESIDENTIAL AREA GIRTH	\$50.00	<p>per piece</p> <p>When a shipment is destined for delivery to a low commercial density / residential area and it meets this document's definition of Girth, the shipment will be subject to a low commercial density / residential area Girth charge in addition to the low commercial density / residential area surcharge.</p>
LOW COMMERCIAL DENSITY /RESIDENTIAL AREA OVERWEIGHT	<p>\$50.00 per piece</p> <p>\$65.00 per shipment</p>	When a shipment is destined for delivery to a low commercial density / residential area and it meets this document's definition of overweight, the shipment will be subject to a low commercial density / residential area overweight charge in addition to the low commercial density / residential area surcharge
REWEIGH		At any time during the transport, notwithstanding that a weight may be declared on the Bill of Lading, Dicom may reweigh or cube any shipments and assess additional transportation charges based on the IATA volumetric standard. Reweighing is done utilizing scales approved by Weights & Measures Canada. Dicom may, in its sole discretion, increase or adjust charges based on the results of a reweigh or cube assessment. If the shipment weight is not declared on the Bill of Lading, Dicom will assume a default weight of 15 lbs and charges will apply accordingly.
REWEIGHING OF SHIPMENT		Shipments are subject to reweigh using Weight and Measure Canada approved scales.
RIGHT TO REFUSE SHIPMENTS		Dicom reserves the right to refuse to accept (in whole or in part) any shipment which Dicom determines, in its sole discretion, may result in damage or delay to other shipments, equipment or personnel, or when the carriage of the shipment is prohibited by law. Dicom reserves the right to refuse service, in its sole discretion for any shipment that may soil, taint or otherwise damage other merchandise or equipment, or which is economically or operationally impractical to transport, or which is improperly prepared, packaged or wrapped for transport. Dicom reserves the right to refuse to provide service when the account of the person or entity responsible for payment is not in good standing.
ROUNDING MEASURES		Package weights must be rounded up to the next whole pound or kilogram. Package dimensions must be rounded off to the closest whole inch or centimeter.

IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which
Tariff 100 – Parcel Rules and Regulations

SERVICE SWITCH-OVER	\$35.75	per shipment This charge will be added to shipments tendered to Dicom Freight and, upon customer's request, switched to the Dicom Parcel network and vice versa
CONSOLIDATED BILLING		Shipments tendered online or through a shipping system, leaving the same address, going to the same address, on the same date will be consolidated into a single shipment for billing purposes. This is applicable to Prepaid shipments only. Not applicable to third-party shipments nor collect.
SATURDAY DELIVERY	\$29.95 \$29.95	flat-rate weekend surcharge for Bagotville, Baie-Comeau, Chambly, Chicoutimi, Drummondville, Kingston, Mont-Joli, Metropolitan Montreal, Ottawa, Quebec, Riviere-du-Loup, Rouyn-Noranda, Sherbrooke, Greater Toronto Area, Trois-Rivieres flat-rate weekend surcharge plus \$1.50 per kilometre for all other destinations serviced directly by Dicom Parcel in the provinces of Quebec and Ontario For select Dicom services and select destinations this optional Saturday delivery service is available. The Saturday delivery option must be selected and indicated in the designated area on the waybill at the origin pickup location. The applicable fuel surcharge in effect at the time of shipping will also apply to this service. The customer must contact Customer Experience to make arrangements and a Saturday sticker must be affixed to the shipment. Saturday delivery is not available outside Dicom's direct service network.
SECOND DELIVERY	\$6.95 \$14.30	per additional return trips for Quebec and Ontario per additional return trips for Western Canada and the Maritimes Address error or absence of Consignee requiring a second or more return trips to complete the delivery. Charges are applicable for each delivery attempt
SIGNATURE NOT REQUIRED (SNR)		Shippers and Receivers may request that Dicom obtain a signed proof of delivery for Shipments. <ul style="list-style-type: none"> • Any Parcel Shipment destined for delivery in a low commercial density/ residential area travels as a Signature Not Required (SNR) shipment unless otherwise requested. Charges may apply should a signature be requested • Any Parcel Shipment destined for delivery in Canada (other than in a low commercial density/residential area) travels as a Shipment requiring a signature at no additional charge. The SNR service will override a Shipper's request for a signature. Notwithstanding the foregoing, the following services will always travel as a Shipment requiring a signature and are not eligible for the SNR service: <ul style="list-style-type: none"> • Dangerous Goods Shipments, including limited quantities/ consumer commodities; In circumstances where a Dicom driver is of the opinion that a Shipment will be at risk of loss or damage if left SNR, the driver may elect (in his/her own discretion) not to leave the Shipment without obtaining a signature notwithstanding that an SNR election has been made. In such cases, the Shipment will be treated as a Hold For Pickup Shipment .
ADDITIONAL HANDLING/ LARGE PACKAGE (GIRTH)	\$22.90 \$113.50	per piece per piece travelling to the USA A surcharge will be applied to each package when its length plus girth [(2 x width) + (2 x height)] combined exceeds 130 inches, but does not exceed the maximum Dicom size of 165 inches. Large Packages are subject to a minimum billable weight of 90 pounds in addition to the Large Package Surcharge. Height and width are considered being the 2 smallest dimensions.
ADDITIONAL HANDLING/ NON-CONVEYABLE	\$12.45 \$22.90	per piece per piece travelling to the USA Any article that is not fully encased in corrugated cardboard or in Dicom-approved packaging, including but not limited to metal, wood, hard plastic, soft plastic, or expanded polystyrene foam (e.g., Styrofoam). Any cylindrical-like item, such as a barrel, drum, liquids, glass, pail or tire, that is not fully encased in a corrugated cardboard shipping container. Shipments not tendered in Dicom-approved packaging will be transported at Customer's risk and liability, thus Dicom reserves the right to automatically refuse any claim(s) related to such shipments.
ADDITIONAL HANDLING/ OVER 36 INCHES	\$12.45 \$22.90	per piece per piece travelling to the USA Pieces that have one dimension that exceeds 36 in (approx. 91 cm), but does not exceed 44 in.
ADDITIONAL HANDLING/ OVER 44 INCHES	\$22.90	per piece Pieces that have one dimension that exceeds 44 in (approx. 111 cm).
ADDITIONAL HANDLING/ OVERWEIGHT	\$40.00 \$25.65	per shipment. Applicable for a total shipment weight exceeding 280 lbs. per piece. Applicable for a single piece weight exceeding 70 lbs. If one piece exceeds 70 lbs, the overweight surcharge will be billed per piece and the surcharge per shipment will not be applicable.
ADDITIONAL HANDLING/ SHIPMENT CONTAINING MORE THAN 4 PCS	\$1.95	per piece, applicable as of the 5th piece An additional charge will be applied where more than 4 pieces are sent on the same day and at the same time from one Shipper to one receiver at one address under a single Bill of Lading, and the charges are billed to a single customer.
STORAGE		\$1.15/piece/day; minimum \$5.55 If after 3 days, we are unable to deliver or redeliver the package storage charges will apply.
TAXES		All rates are subject to applicable taxes
TRADE SHOW	\$85.00	per shipment delivered to a trade show An additional charge will be applied to any shipment originating from, or destined to, a trade show.
UNDELIVERABLE PACKAGE RETURN		Regular ground charges apply.
WAITING TIME	\$22.00	per 15 minute increment, rounded up to the next 15 minutes. An additional charge may be applied by Dicom, at its sole discretion, in the event that a driver is required to wait more than fifteen minutes for the pickup or delivery of a shipment.

IMPORTANT NOTICE

The transportation services of Carrier are subject to the rules and regulations set out hereafter which are an integral part of each and every contract of carriage to which
Tariff 100 – Parcel Rules and Regulations

SCHEDULED DETENTION CHARGE	\$22.00	per 15 minute increment, rounded up to the next 15 minutes. An additional charge may be applied by Dicom, at its sole discretion, in the event that a driver is required to wait more than fifteen minutes for the pick-up or delivery of a shipment for scheduled pickups or deliveries.
WEEKLY MINIMUM INVOICE	\$22.70	per week When customer has preferred rates, a minimum amount of weekly shipments are expected. Should the customer not meet the minimum weekly volume, the weekly minimum invoice charge will be applied. This charge does not apply if there is no shipment activity during a given week. A week is defined as Monday through the following Sunday.
BEYOND LOCATION SURCHARGES	\$56.65 \$163.70	Surcharge applicable to shipments going to/from La Romaine Hydro Electric sites. Surcharge applicable to shipments going to/from Nemiscau QC. Minimum \$48.95 0-10lbs and \$0.36/lbs. Surcharge applicable to shipments to/from Doucetteville, NB Minimum \$48.95 0-2lbs and \$1.56/lbs. Surcharge applicable to all shipments to/from the following cities: Battle Harbour, Esker, Hebron Fiord, Henley Harbour, Mile 224, Muskrat Falls, Pinsets Arm, Pinware, Twin Falls NL. Dicom reserves the right to assess additional charges when the destination or origin of a shipment falls within a Beyond Location.
BILL OF LADING		The Bill of Lading information affixed to the shipment will be considered as binding. Any subsequent email or fax alterations to the shipment shall not be considered binding.
NO PICK UP	\$6.75	This charge is applied when we have attempted to pick up and one of the following happens: <ul style="list-style-type: none"> • Shipper requests we pick up at another time; • No answer at Shipper's place of business; • Access to loading area at time of pickup was restricted; • No notification to cancel the shipment is made at least 8 hours prior to the pickup.
ADMINISTRATIVE CHARGE (NSF)	\$21.70	per payment made with nonsufficient funds (NSF)

Items marked with an asterisk () are new for 2020

This list of charges is an integral part of your rate agreement
Rates subject to change without notice.

Beyond Surcharges



CANADA

Zone	Base Charge	Base Weight	Per add lbs
CAS001	\$18.75	Flat	
CAS002	\$24.30	Flat	
CAS003	\$69.15	Flat	
CAS031	\$63.05	5 Lbs	\$0.78
CAS032	\$55.00	5 Lbs	\$4.25
CAS033	\$77.25	5 Lbs	\$3.02
CAS034	\$42.80	5 Lbs	\$1.72
CAS035	\$56.70	5 Lbs	\$1.77
CAS036	\$84.80	5 Lbs	\$2.14
CAS051	\$9.10	5 Lbs	\$0.21
CAS052	\$9.90	5 Lbs	\$0.21
CAS053	\$15.95	5 Lbs	\$0.36
CAS054	\$28.65	5 Lbs	\$0.39
CAS055	\$34.40	Flat	
CAS081	\$58.70	5 Lbs	\$0.79
CAS082	\$89.35	5 Lbs	\$2.07
CAS091	\$171.35	5 Lbs	\$5.35
CAS101	\$5.10	1 Lbs	\$0.34
CAS102	\$6.75	1 Lbs	\$0.45
CAS103	\$11.05	1 Lbs	\$1.69
CAS104	\$13.45	1 Lbs	\$2.07
CAS105	\$12.75	1 Lbs	\$2.06
CAS106	\$15.30	1 Lbs	\$2.64
CAS107	\$19.55	1 Lbs	\$5.28
CAS108	\$131.30	1 Lbs	\$3.49
CAS201	\$6.90	5 Lbs	\$0.09
CAS202	\$154.75	5 Lbs	\$5.28
CAS203	\$223.55	5 Lbs	\$5.33
CAS204	\$49.10	2 Lbs	\$1.64
CAS205	\$49.10	10 Lbs	\$0.41

United States

USDAS	\$4.75	Flat	
EXTDAS	\$17.25	Flat	