



**Delivery and Logistics Work Instruction
TRI009 - 9009 - Third Coast Terminals – Friendswood
Requirements**

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Address: Third Coast Terminals – Friendswood - 18410 Dace Road, Alvin TX 77511

Document Requirements

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| OXEA's BOL & COA | BOL & COA (electronic or paper) will be required for entry. <i>No exceptions.</i> |
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Scheduling Requirements

| | |
|---------------------|---|
| Loading appointment | <p>Appointments must be scheduled at least 48 hours before the carrier arrives. Tel: 281.997.5087 FWDPlantOperations@thirdcoast.com</p> <p>Email the following litrejo@thirdcoast.com baviles@thirdcoast.com gherrin@thirdcoast.com fwdplantoperations@thirdcoast.com</p> <p>Use the OXEA order number when scheduling the appointment.</p> <p>Third Coast will provide a specific pick-up number that the driver must present on the day of the appointment.</p> <p>Carriers arriving early may gain access depending on plant traffic and activity but may have to wait until their scheduled appointment time for loading or unloading.</p> <p>Carriers arriving late (more than 1 hour after the scheduled appointment time) will be assessed a late fee and may be worked into the schedule depending on plant traffic and activity. Arrival outside of operating hours may also require Overtime Fees.</p> <p>Carriers without the proper paperwork, appointments (as required), and/or notification to Third Coast prior to arrival will not be allowed entry into the plant.</p> |
| Loading Hours | <p>FCL: Full load customer pick-ups 8am-5pm cst Monday – Friday (Driver must be checked in at operations window by the appointment time to avoid late fees)</p> <p>LTL: LTL load customer picks-ups 10a-4pm cst Monday - Friday (Driver must be checked in at the operations window by 4pm to avoid any late fees)</p> <p>See Exhibit A</p> |
| Drop & Swaps | <p>For Drop/Swaps (empty containers): Third Coast Plant Ops must be notified what day the container will arrive (Appointments are not necessary, but the day of arrival must be indicated).</p> <p>For Dropped Bulk (for production/blending/reaction): Third Coast CSR must be notified what day the material will arrive (Appointments are not necessary, but the day of arrival must be indicated).</p> |



Extra Fees

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| Fees Assessed by Third Coast | Please note - Third Coast assesses the following fees: Rush Fees – Applied if the appointment is made with less than 48-hour notice. Late Fees – Applied if the carrier arrives late for the appointment. No Show Fees – Applied if the carrier does not show up for the scheduled appointment. |
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Exhibit A



PACKAGED PRODUCT SHIPMENTS

EFFECTIVE DATE: July 13, 2015

RECEIVING/SHIPPING HOURS: 7:30AM to 5:00PM (CST)

BUSINESS DAY: Monday – Friday, excluding Holidays, during Receiving/Shipping Hours

CUSTOMERS ARE RESPONSIBLE FOR CONTACTING THEIR CARRIER TO ARRANGE ALL FREIGHT SHIPMENTS.

If the Carrier does not arrive within 30 minutes of the start of the appointment time, TCT will notify the Customer as soon as reasonably possible. Late or unscheduled arrivals will be loaded as time permits, and TCT is not responsible for any demurrage charges. All Fees will apply. Next Day and Same Day Orders will not be processed for a customer who has previously refused to pay a rush or overtime fees.

FULL SHIPMENTS – PACKAGED LIVE LOAD - SHIPMENTS OF 41-80 DRUMS OR 9-20 TOTES WHERE DRIVER REMAINS ON SITE WHILE SHIPMENT IS LOADED

Pickup Hours – by appointment on a Business Day (Monday – Friday, excluding Holidays, 7:30 AM to 5:00 PM CST)

Appointments – Appointments are available on a first-come-first served basis, and are not held open pending the Carrier confirmation.

Normal Orders – The Carrier confirms appointment **date and time** and receives TCT pickup number on or before the second business day before the appointment date.

Normal Orders - The chart below displays the timeline for Normal Orders. Carrier is to confirm during normal Receiving/Shipping Business Hours Monday - Friday from 7:30 AM - 5:00 PM CST (excluding Holidays).

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday & Sunday | Monday | Tuesday |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------|---------------|---------------|
| Confirmation by Carrier | | Shipment Date | | | | | |
| | Confirmation by Carrier | | Shipment Date | | | | |
| | | Confirmation by Carrier | | Shipment Date | | | |
| | | | Confirmation by Carrier | | | Shipment Date | |
| | | | | Confirmation by Carrier | | | Shipment Date |

Next Day Orders – \$300 Fee – The Carrier confirms appointment **date and time** and receives TCT pickup number by 3:00 PM CST on the Business Day before the appointment date. **Same Day** Fees will apply to all orders received after 3:00 PM CST. Overtime is included in the

Next Day Orders - The chart below displays the timeline for Next Day Orders. Carrier is to confirm during normal Receiving/Shipping Business Hours Monday - Friday from 7:30 AM - 5:00 PM CST (excluding Holidays).

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday & Sunday | Monday |
|--|--|--|--|--|-------------------|---------------|
| Confirmation by Carrier by 3:00 PM CST | Shipment Date | | | | | |
| | Confirmation by Carrier by 3:00 PM CST | Shipment Date | | | | |
| | | Confirmation by Carrier by 3:00 PM CST | Shipment Date | | | |
| | | | Confirmation by Carrier by 3:00 PM CST | Shipment Date | | |
| | | | | Confirmation by Carrier by 3:00 PM CST | | Shipment Date |

Same Day Orders – \$870 Fee – The Carrier confirms appointment **date and time** and receives TCT pickup number on the same Business Day as the appointment **date**. Pickup hours will be extended to 8:00 PM CST, and overtime is included in the fee.

Same Day Orders - The chart below displays the timeline for Same Day Orders. Carrier is to confirm during normal Receiving/Shipping Business Hours Monday - Friday from 7:30 AM - 5:00 PM CST (excluding Holidays).

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|--|--|--|--|
| Confirmation by Carrier on Shipment Date | Confirmation by Carrier on Shipment Date | Confirmation by Carrier on Shipment Date | Confirmation by Carrier on Shipment Date | Confirmation by Carrier on Shipment Date |

Late Fee – \$300 Fee – Charged if the Carrier arrives more than one hour after the start of the appointment **date and time**, but arrives and loads the same business day, and overtime is included in the fee.

No Show – \$350 Fee – Charged if the Carrier does not arrive the same **business date** as their appointment. Overtime is included in the fee. Restocking will be charged in addition to the No Show Fee if order is not loaded on or before the first business day after the appointment date. Customer must contact TCT Receiving/Shipping to reschedule appointment.

Restocking – \$4.00 per drum & \$16.00 per IBC (with \$100 minimum) – Charged when order is not loaded on or before the first business day after the appointment date