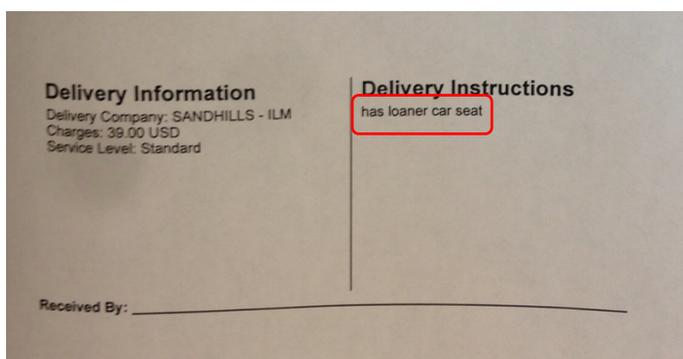


Guidelines for Delivery of Luggage

Proper delivery and documentation of passengers luggage is the primary focus of your role as a subcontractor. The driver is responsible for making each delivery as quick as possible within the timeframes of both a “Standard” Delivery and “Special Delivery”. Making the delivery within the contracted time frames is critical and should be the primary focus for all deliveries. This starts with making contact with the passenger within 1 hour of the BDO being created (for sites where drivers only show up at sweep times, this should be done within 30 min of picking up bags from the BSO.)

Delivery time frames can be found by reviewing the WMS App. All deliveries should be done in order of closest to furthest to insure each delivery is done in the shortest amount of time. All special instructions on the BDO must be followed. (Note: The driver should review the BDO for any special delivery instructions.)

GSOUS0002181114
LITTLE
8000 Piedmont Triad Parkway
Greensboro, North Carolina 27409
United States
OF BAGS: 1
ZONE: A
DELIVERY BY: 01/28/2015 7:30 PM



If instructions are unclear, driver should contact the BSO agent and/or his/her District Manager for direction. Delivery should occur to the address on the BDO. If the Consignee requests delivery to another location, the driver will note the correct address on the BDO and update it on

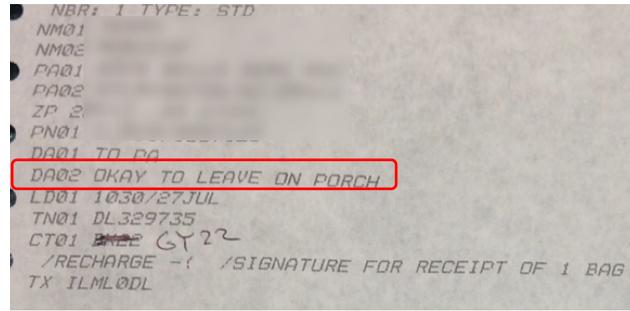
the WMS APP. If the address change exceeds the Service Area (meaning the price will increase because the delivery location being requested), the BSO must be contacted for approval to either deliver or return to the BSO.

There are 6 approved methods for delivery of passenger luggage.

- 1) **Passenger Signs for Luggage.** Passenger signs for luggage (driver should get printed name, signature and document date and time of delivery)
- 2) **BDO Authorization.** When the passenger gives the BSO agent authorization to leave the luggage without a signature, they will document



this on the BDO. This is the drivers' authorization to leave the luggage without a signature



3) **Passenger leaves NOTE.** When the passenger leaves a note on the door of a residence indicating where to leave luggage along with his/her signature authorizing luggage to be left. This note should be retrieved at the time of delivery and stapled to the BDO before filing in cabinet.

4) **Signature is "WAIVED" on WMS.**

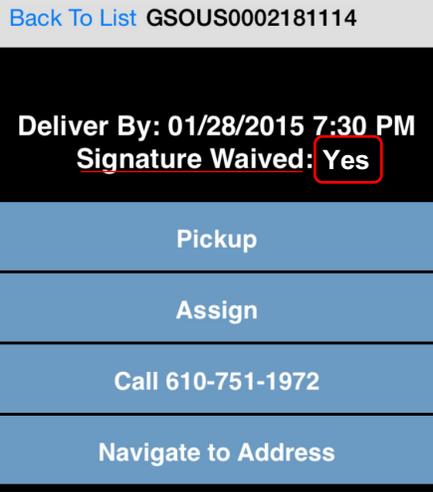
The passenger can sign on to the "Wheres My Suitcase" website and provide authorization to leave luggage without a signature. When doing this, it will appear on the WMS App

5) **TEXT or Voice Mail.** If the passenger is not home and they can't get to a computer to waive their signature using the WMS website, they should either leave a VM on your phone or text you with instructions to leave luggage in a specific location. In either case, the VM or Text should be kept on your phone for 21 days and the BDO should be documented indicating you received VM or Text authorization to leave luggage.

6) **Obtaining someone other than the passenger's signature.**

When making a delivery to someone other than the passenger, (e.g. neighbor, front desk clerk, leasing office, university, military base, etc), you must leave a voicemail with the passenger indicating the time of delivery and who signed for it.

It is the responsibility of the driver to secure one of the 6 approved delivery methods above before making the delivery. If you get to the delivery location and the passenger is not there, hasn't left a note, waived signature on WMS, left you a text or voice mail and no one approved by the passenger can/will sign for the bag, the driver should close out the delivery as "delivery attempted" and return the luggage to the BSO. Contact your district manager so he/she is aware that you are returning the luggage. If the BSO approves another delivery attempt, the district manager will create a 2nd delivery for the next driver that attempts delivery.



In the event you deliver the luggage to the wrong address, it is your responsibility to fix the mistake. Contacting all passengers involved immediately is the responsibility of the driver to insure luggage can be retrieved immediately and delivered to the right location. (Note: Always verify you are at the right location and delivering the right luggage before leaving a delivery location. Hotel Clerks, Neighbors, and notes don't tell you the luggage you are leaving is correct!!!). The Driver shall ensure that all luggage in their possession remains safe. If you stop to use a restroom, lock your car. Do not leave luggage unattended at any time while in the airport. Once you sign for the luggage, you are responsible for any damages and/or stolen luggage. Always remember you have someone else's possessions and you should take care to insure you return them to the passenger safely. The driver should never smoke in his/her car while luggage is on board nor should they have unapproved passengers or pets in the car while delivering luggage. Drivers shall be courteous and polite at all times. **Drivers must have photo identification with their company name and driver's name visible at all times that the driver is performing Services in support of this Agreement. Drivers must wear a type of uniform with Vendor's company name on it.** Each driver must have an enclosed, well-maintained, and clean vehicle for the purpose of transporting luggage to passengers. Reference to HSD and/or any Client or the type of service being rendered shall not be displayed on the vehicle at any time. Vehicles shall be equipped with two-way communication (Smart Phone) capable of providing communication between drivers and his/her district manager. All vehicles shall be properly insured according to state law and the law of the jurisdiction(s) in which driver is providing Services.