October 3, 1973

STANDARD OPERATING PROCEDURE

FOR SHIPMENTS OF

FREEZABLE COMMODITIES

IMPORTANT OPERATIONS	KEY POINTS
1. Bill of Lading must state KEEP FROM FREEZING maintain temp. above 40°F Protective Service Required.	1. Check B/L - if this is not typed in, write it in.
2. Keep From Freezing Labels	2. Place keep from freezing labels on top and side of all drums or packages.
3. Routing	3. Use preselected carrier who provides direct service. Do not allow for interline or carrier transfer.
4. Freezable Letter	4. Carrier must be on distribution list for yearly freezable letter from Borden Inc.
5. Alert Carrier	5. Call carrier for pick-up and inform the carrier dispatcher of the freezable shipment.
6. Timing	6. Do not make freezable shipments if shipment will be in transit over weekend unless truckload volume of continuous long haul with maximum protection. Do not make freezable LTL shipments on Friday or day preceding a holiday.
7. Freezable Statement	7. One copy of "Protection of Water Based Products During Freezing Weather" to accompany customer invoice.
8. Inspect Inbound	8. a. Sample b. Note exceptions on delivery c. Initiate claim