

## SERVICE GUIDELINES

### Pricing

All special courier prices are calculated by the mileage traveled between destination points. Pricing is further determined by the requested time of service. Custom pricing available upon request.  
All scheduled courier prices calculated by mileage/frequency per week.

### Service Rates

Exclusive = Reserved Services (No Other Stops)  
Direct = Within 1-2 Hours  
Rush = Within 2-3 Hours  
Regular = Within 3-5 Hours

### Round Trip Service

Calculated at 2.0 times the posted rate.

### Waiting Time

Calculated at \$24.00/hour after 10 minute grace period.

### Weight Charges

Calculated at \$0.20 per pound after 25 pounds.  
\$50 min. oversized shipments (truck/van required)

### Overtime Charges

#### Monday through Friday

Established rates apply between 8:00 am and 6:00pm

#### After Hours

1.5 times established rate between 6:00pm and 10:00pm  
2:0 times established rate between 10:00 pm and 8:00am

#### Weekends

2.0 times established posted rate

### Advance Fees

Fees advance on pre-approved, case by case basis.  
10% fee charge

### Incidental Costs

Additional costs including postage, photocopy etc.

### Additional Features

Uniformed Employees. Employee Identification. Nextel two-way radio communication. In-vehicle locking storage boxes. Waterproof, bank deposit and inter-office locking pouches.

#### LOS ANGELES

1111 West Sixth Street, Suite 111, California 90017

TEL: (213) 481-8100 FAX: (213)481-8299

#### ORANGE COUNTY

17885 Sky Park Circle, Suite J, Irvine, CA 92614

TEL: (949) 251-1777 FAX: (949) 955-2357

#### SAN DIEGO COUNTY

9484 Chesapeake Dr. Suite 803, San Diego, CA 92123

TEL: (858) 874-0710 FAX: (858) 874-0705

ON-LINE @ <http://www.procourier.com> TOLL FREE: (800)834-7579