



## ON DEMAND SERVICES INFORMATION

### STANDARDS AND CRITERIA

#### CAR & VAN SERVICES LOOP ZONE

- 1. LOOP DIRECT** ASAP no stops in between
- 2. LOOP 60** within 1 hour
- 3. LOOP 90** within 90 minutes

- All services listed above must both pick up and deliver within loop zone
- Our loop zone is defined by 1200 N, 1200 S, 1200 W and the Lake
- Deliveries with multiple packages or weight may require additional time
- The Emergency Service (5) is also available within the loop zone for deliveries under 2 hours

#### CAR & VAN SERVICES

- 4. DIRECT** ASAP no stops in between
- 5. EMERGENCY** within 2 hours
- 6. SPECIAL** within 4 hours
- 7. ECONOMY** within 6 hours

- All Car/Van service times are good for up to 30 miles
- For deliveries over 30 miles 3 minutes per mile are added to the due time
- For deliveries over 50 miles only Emergency and Direct Service are available.
- Pickups over 30 miles from downtown Chicago may require additional time
- Special Service unavailable after 1pm
- Economy Service unavailable after 11am
- Round Trips are not available on Economy service
- Deliveries with multiple packages or weight may require additional time

#### LOOP ZONE BIKE SERVICES

- BIKE 1 DIRECT** ASAP
- BIKE 2** within 45 minutes
- BIKE 3** within 1 hour
- BIKE 4** within 75 minutes
- BIKE 5** within 2 hours

- Bike Services are only available 8am-5:30pm, Mon-Fri only
- Bike Services are only available within loop zone
- Our loop zone is defined by 1200 N, 1200 S, 1200 W and the Lake
- Bike 5 Service unavailable after 3pm

#### ADDITIONAL SERVICE INFORMATION

**Dry Runs:** The charge for a Dry Run depends on how far the dispatched driver has travelled. There is no charge for canceling a non-dispatched run.

**Weight:** 10 lbs maximum for bike deliveries and \$.05 after 50 lbs on car, van, or truck deliveries.

**Declared Value:** All packages are insured for \$100 at no additional cost. Additional protection can be purchased for 50 cents per \$100.00 of declared value. All claims must be filed within 24 hours of the transaction.

#### Vehicle Surcharges:

- Mini -Van \$25.00
- Cargo Van \$35.00
- 16ft Box Truck - Call for Quote
- 24ft Straight Truck - Call for Quote

**Court Filings:** \$10 surcharge—Waiting time applies after 14 minutes

**Helper Fee:** \$36.00 per hour (30 minute minimum)

**Add Stop Charges:** \$6.06 - \$32.50 will apply to multiple deliveries within the same building or zip code

**Waiting Time:** First 14 minutes are free. Additional time charged at .80 cents per minute

**Hold Over & Warehousing Fee:** Call for a Quote

**Round Trip:** Double the rate of single run rate. Round trips not available on Economy Service.

#### STRAIGHT TIME/OVERTIME CHARGES

##### Monday - Friday

0000 - 0559	Double Time
0600 - 0759	1.5 Time
0800 - 1630	Straight Time
1631 - 2059	1.5 Time
2100 - 0559	Double Time

##### Saturday

0000 - 0559	Double Time
0600 - 1659	1.5 Time
1700 - 2359	Double Time

##### Sunday & Holidays

0000 - 2359	Double Time
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Please call our customer service line at

**866-788-0600**

with questions or concerns