



Please route to:	
<input type="checkbox"/>	Agency Principal
<input type="checkbox"/>	Sales Staff
<input type="checkbox"/>	Warehouse
<input checked="" type="checkbox"/>	Operations/Safety
<input type="checkbox"/>	Finance
<input type="checkbox"/>	Claims
<input type="checkbox"/>	Technology

- Change with effective date of
- New bulletin with effective date of Feb 21, 2006
- Reminder
- Replaces bulletin #

DIVISION/BULLETIN NO: HHGS Operations 11-06

DATE: 02/21/2006

FROM: Domestic Operations Services

TO: All United Domestic and Canadian Agents

SUBJECT: Weighing Procedures

PURPOSE/OBJECTIVE:

To clarify UniGroup's position on weighing shipments

KEY POINTS:

United Operations Bulletin 27-05 (dated June 1, 2005) provided details about UniGroup's updated weighing regulations and announced a Random Reweigh Program, which is intended to promote responsible and accurate weighing practices by all United van operators and agency staff. This action was undertaken to ensure that United is in compliance with the new Federal Motor Carrier Safety Administration (FMCSA) regulations.

We have become involved in several recent incidents where van operators have decided to back-weigh a shipment, rather than securing weights at origin. Van operators are required to weigh at origin!! The only exception stated in the Weighing Rules is that in some cases it may not be practical to obtain weights at origin and the shipment must be back-weighed. This does NOT mean that weighing at origin is optional. UniGroup's Weighing Rules clearly state that on non-binding shipments, the van operator must determine the weight of the shipment transported before the assessment of charges. The rules further state that the customer has the right to be present and view all weighings of the truck. The customer also has the right to request a reweigh if they believe the origin weight may be in question. In cases where the van operator fails to weigh at origin, we are in effect denying the customer these rights.

Origin weights must be obtained on all interstate household goods shipments moving under UniGroup authority. Origin weight tickets should reflect the same date the shipment loaded from residence, and whenever possible, be obtained from the same scale. Weight tickets from shipments loaded or delivered the previous day are not acceptable. If a G-11 occurs, the origin agent must follow the same procedure. Exceptions to this procedure (origin scale not working, or if there is no scale reasonably close to the origin location, etc.) require approval to back-weigh from UniGroup Headquarters. UniGroup Headquarters will document any exceptions granted in memo pad.

ACCOUNTABILITY:

All van operators and agency Operations staff should be advised of this information.

CONSEQUENCES FOR NON-COMPLIANCE:

A van operator who fails to obtain proper origin weight tickets or obtain Headquarters permission to back-weigh a shipment as directed by this procedure will be disqualified from UniGroup service for a 14-day period.

A second incident within one year of the first violation will result in disqualification from UniGroup service for a period of 90 days.

A third incident within one year of the first violation will result in a disqualification from UniGroup service for a period up to 1 year.

ACTION REQUIRED:

Make publication available to all van operators and agency Operations staff.

CONTACT: Questions regarding origin weighing procedures may be referred to your Household Goods Operations manager or director at UniGroup Headquarters.

ATTACHED: None