



Standard Terms & Conditions

1. Services Overview. AFS Logistics, L.L.C. (“AFS”), 330 Marshall Street, 4th Floor, Shreveport, LA 71101, agrees to provide services as selected by Customer in the attached Order Form (the “Services”) for the duration of the Term set forth in the Order Form in a professional manner in accordance with industry standards. Additional details are set forth in this Standard Terms & Conditions as well as any additional Service details that may be attached (if applicable). The Services include Freight Audit and/or Parcel Audit (“Audit Services”), Freight Payment and/or Parcel Payment (“Payment Services”), LTL Cost Management and/or Parcel Cost Management (“CM Services”), and pulseBI, pulseTMS, Routing Guide, pulseOSD, Imaging, and/or Data Storage (“Technology Services”).

2. Service, Service Fees and Payments. Customer shall pay AFS for the Services as indicated on the Order Form. In the event Customer selects Audit Services, AFS will receive Customer’s carrier invoices, perform a pre-audit, and process the Customer’s carrier invoices on a weekly basis (“Weekly Processing Period”). Upon completion of each Weekly Processing Period, AFS will forward to Customer for approval an invoice, summary of charges, general ledger allocation, and detail of all bills processed. Upon Customer’s approval, Customer will forward payments via wire transfer to AFS. In the event Customer selects Payment Services, upon receipt of Customer’s wire transfer, AFS will disburse monies on Customer’s behalf to the Customer’s carriers for the applicable Weekly Processing Period.

3. Relationship of the Parties. AFS is a proven, transparent, long-term partner who increases Customers’ profitability and effectiveness through specialized transportation cost management and technology. AFS is not a carrier, associated with any carrier, and does not accept fees or reimbursements from any carrier or outside entity. AFS represents only you, the Customer, for our mutual benefit of cost reduction. AFS is an independent contractor of Customer. Customer’s execution of the Order Form authorizes AFS to act as Customer’s agent, to act on Customer’s behalf, and to take any and all actions necessary to perform the Services. As applicable to the Services selected by Customer on the Order Form, Customer authorizes AFS, without limitation, to: (a) use software and information systems to track packages tendered by or for Customer to each carrier for delivery; (b) contact and collect information from any carrier with respect to Customer’s shipments, contracts, invoices, and general history with such carrier; and (c) take any other actions necessary with respect to the performance of this Agreement. Customer agrees to make available to AFS any and all shipping information which AFS deems necessary in order to perform the Services.

4. Customer Software Obligations. Customer agrees that neither it, nor its employees, agents, or independent contractors, will undertake any action, directly or indirectly, to (i) reproduce, alter, modify, in whole or in part, any AFS software Customer is provided or granted access to by AFS, including software that AFS licenses from third party vendors (“AFS Software”); (ii) reverse engineer, in whole or in part, or otherwise attempt to discover the source code, interfaces, or any part of AFS’ Software; (iii) sale, grant access to, distribute or transmit, by any means, in whole or in part, AFS’ Software; (iv) modify, install or operate AFS’ Software other than for the purposes set forth in the Order Form; or (v) use AFS’ Software, in whole or in part, to design or develop any software that competes, in whole or in part, with AFS’ Software. Customer agrees that neither it, nor its employees, agents, or independent contractors will share AFS’ Software with any carriers or competitors of AFS or any other third party.

In the event the services (including but not limited to Audit Services, Payment Services, and/or CM Services) selected by Customer include rights to access AFS’ Software, Customer will have a non-exclusive, non-assignable, and non-ownership right to use AFS’ Software as set forth in the applicable Service Details, subject to the terms and conditions set forth in this agreement, which encompasses the Order Form, Terms & Conditions, Service Details, and any additional addenda attached hereto (“Agreement”).

5. Term; Termination. Either party may terminate Audit Services upon thirty (30) days written notice to the other party. If Customer has chosen to receive CM Services, the term and termination for those services shall be as set forth in the Order Form and applicable Service Detail page(s). If Customer has chosen to receive Payment Services and/or Technology Services, the term for those services shall be as set forth in the Order Form and may not be terminated by Customer until the end of the Term other than for a breach by AFS that AFS was unable to cure within thirty (30) days of Customer’s written notice of such breach. If Customer attempts to terminate the Payment Services and/or Technology Services prior to the end of their applicable Term, other than for breach as set forth herein, all amounts due to AFS during the remainder of the applicable Term shall be accelerated and shall become immediately due and payable to AFS. The accelerated payment amounts shall be calculated and billed based upon the greater of either; (1) the average fees for the three months immediately preceding the termination, or (2) if three months of billing is not available, the average fees for the period of time immediately preceding termination. Any notifications or correspondence related to this section shall be sent via Certified Mail to AFS, Logistics, L.L.C., Attn: [Pete Zanmiller](mailto:Pete.Zanmiller), P.O. Box 18170, Shreveport, LA 71138-1170 or via e-mail to pzanmiller@afs.net (Email notification becomes valid upon confirmed return receipt by Pete Zanmiller) with the subject line “Service Termination Request.” Upon termination, all invoices and fees owed to AFS by the Customer will be immediately due and payable.

6. Confidentiality. Each party agrees to not disclose any confidential information of the other party, including information with respect to such party’s business, financial results and projections, trade secrets, proprietary rights, methods, programs, vendors, suppliers, customers, employees or any other similar aspects of the present or future business of such party (“Confidential Information”). Customer’s Confidential Information includes, without limitation, Customer’s requests for proposals and any non-public information obtained by AFS while performing the Services. AFS’ Confidential Information includes, without limitation, carrier pricing, proprietary data analysis tools, sales and operational processes, benchmark and gain-share processes, AFS’ Software, and AFS’ web related services. Each party agrees to



use the Confidential Information solely and exclusively in connection with the Services set forth herein. In the event that the receiving party is required by law, regulation or court order to disclose any Confidential Information, the receiving party agrees to promptly notify the disclosing party of such demand prior to such disclosure and to give the disclosing party a reasonable opportunity to contest such disclosure. Such disclosed information shall remain Confidential Information. Upon the termination of Services herein, each party agrees, upon written request, to promptly return all tangible items containing or relating to the Confidential Information to the disclosing party.

7. Limitations on Liability; Disclaimers. Customer and AFS shall not be liable to each other or to any other party with respect to the performance of Services provided hereunder for loss of profits, business, data, interruption of business, or for any indirect, special, incidental, or consequential damages arising out of, or in connection with, the performance of this agreement. AFS hereby disclaims and shall not be liable to Customer as to the status of the future relationship between Customer and any carrier.

8. Other Considerations. The Order Form, the Standard Terms & Conditions, and any attached Service Details, or any other documents expressly referred to herein, including any additional addenda that may subsequently become attached hereto, embody the complete agreement and understanding among the parties and supersede and preempt any prior understandings, agreements, or representations by or among the parties, written or oral, which may have related to the Services subject matter hereof in any way. No change, modification or waiver of this Agreement shall be valid unless it is in writing and signed by both parties. This Agreement and the rights and obligations hereunder shall not be assignable, in whole or in part, by Customer without AFS' prior written consent. If any provisions of this Agreement shall be held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Agreement shall remain in full force and effect. This Agreement shall be governed by and construed and interpreted in accordance with the laws of the State of Louisiana, without giving effect to its conflict laws. This Agreement may be executed in counterparts, each of which shall constitute an original, and all of which shall constitute one and the same instrument.