



Tracking and Retrieval Program

Program Definition:

Pallet Systems of America (PSA) offers our customers (the Owner) the option of a tracking and retrieval program that protects their investment and ensures a ready supply of reusable pallets. Pallets are tracked by proprietary software using barcoded labels that are permanently affixed to units.

Program Objective:

The Pallet Retrieval Program monitors and manages the movements of pallets as they ship in a closed-loop delivery system; i.e., between Owner facilities or from Owner facilities to their customers and back.

Program Mechanics:

- All PSA units are labeled with a permanently affixed label containing company contact information, inventory information and a barcode. This barcode receives a serial number when it is assigned to an Owner. For example, if a steel service center contracts with PSA for 300 skids over a 60-month period, the skids will arrive tagged with serial numbers 1-301.
- When units are shipped away from an Owner, the Bill of Lading that accompanies them lists their serial numbers.
- When a truck leaves an Owner's loading dock, the Owner's Shipping Department contacts PSA's Tracking Service to communicate pallet serial numbers and their destination.
- PSA Tracking Service records serial numbers and estimated date of arrival at destination.
- On estimated day of arrival, tracking software reminds PSA Tracking to follow up on delivery.
- Bill of Lading is faxed from destination to PSA Tracking. PSA Tracking requests an estimated date for pickup of empty pallets.
- On estimated pickup date, software reminds PSA Tracking to confirm availability of pallets for pickup.
- PSA Tracking makes arrangements to return empty pallets to Owner ASAP.

Program Requirements:

- Participating PSA pallet users (Owners) must procure agreements from their customers to provide the PSA Tracking Service with contact information (point-of-contact name, phone/fax/email, etc.)
- Participating PSA pallet Owners must obtain a formal signed statement from their customers in which customers agree that acceptance of product on a PSA pallet or skid constitutes acceptance of the responsibilities associated with these units, including secured storage and communication between the receiving department and a PSA Pallet Retrieval Customer Service representative.

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