

A.T.A - Actual time of arrival. This is the actual timestamp of the delivery of a shipment.

A.T.D - Actual time of departure. This is the actual timestamp of the departure of the consignment.

Aboard - Referring to cargo being put, or laden, onto a means of conveyance.

Accessibility - A carrier's ability to provide service between an origin and a destination.

Advance Shipment Notice / Notification (ASN) - A document transmitted (by courier, fax, email or a TMS) to a consignee in advance of delivery detailing the contents and particulars of a shipment. The particulars may include such items as shipment date, method of transport, carrier, expected date and time of arrival and a full listing of contents.

Agent

Aggregate Shipment - Numerous shipments from different shippers to one consignee that are consolidated and treated as a single consignment

Air Cargo - Freight that is moved by air transportation.

Air Carrier - An enterprise, Contractor or an Agent that offers transportation service via air.

Air freight - The transportation of goods by air.

AIR WAYBILL (AWB) - An Air Waybill is not a title document, it is not negotiable. An Air Waybill is a document which has the same importance in airfreight as a Bill of Lading has in sea freight, but, whereas a B/L is a title document, (i.e. it is a document which proves ownership of the goods mentioned in the B/L, and which can be bought and sold, entitling the buyer to ownership of the goods), an AWB cannot be used in this way.

Booking - Arrangements with a carrier for the acceptance and carriage of freight; i.e., a space reservation. The act of requesting space and equipment aboard a vessel for cargo which is to be transported.

Booking Number – Reservation number used to secure equipment and act as a control number prior to completion of a B/L. The number assigned to a certain space reservation by the carrier or the carrier's agent.

Break Bulk – To unload and distribute A portion or all of the contents of A rail car, container, or trailer. The separation of a consolidated bulk load into smaller individual shipments for delivery to the ultimate consignee. The freight may be moved intact inside the trailer, or it may be interchanged and re-handled to connecting carriers.

Brokerage – Freight forwarder/broker compensation as specified by transport tariff or a contract.

Barcode – “A barcode is an optical machine-readable representation of data relating to the object to which it is attached. Originally barcodes systematically represented data by varying the widths and spacing of parallel lines, and may be referred to as linear or one-dimensional (1D). Later they evolved into rectangles, dots, hexagons and other geometric patterns in two dimensions (2D). Although 2D systems use a variety of symbols, they are generally referred to as barcodes as well.”

Barcode Scanner – Is an electronic device for reading printed barcodes. Like a flatbed scanner, it consists of a light source, a lens and a light sensor translating optical impulses into electrical ones. Additionally, nearly all barcode readers contain decoder circuitry analyzing the barcode's image data provided by the sensor and sending the barcode's content to the scanner's output port. Our LogiNext Driver Mobile app has built in functionality to facilitate barcode scanning of the Orders.

Batch Optimization – With batch optimization, orders and their associated pick-up/delivery date and times are either known in advance through master routes and/or placed throughout the day in dynamic environments. Typically route planning for the next day is then done by sending all the work in batch to the route optimization system. Our Route Planning module is

designed to facilitate this

Bill of Lading (BOL) – Bill of lading works as a receipt of freight services, a contract between a freight carrier and shipper and a document of title. The bill of lading is a legally binding document providing the driver and the carrier all the details needed to process the freight shipment and invoice it correctly

Automated data collection – Systems of hardware and software used to process transactions in warehouses and manufacturing operations. Data collection systems may consist of fixed terminals, portable terminals and computers, Radio frequency (RF) terminals, and various types of bar code scanners. a.k.a. Automated data capture, AIDC, Automatic identification & data collection Read my article ADC Basics.

Clearance – The size beyond which cars or loads cannot use Limits bridges, tunnels, etc.A document stating that a shipment is free to be imported into the country after all legal requirements have been met.

Automated guided vehicle system (AGVS) – Describes systems of vehicles that can be programmed to automatically drive to designated points and perform preprogrammed functions. Guidance system may consist of a wire embedded in the floor, optical system or other types of guidance. Automated guided vehicle (AGV) More info on Automated Equipment Pics Page. A computer-controlled materials handling system consisting of small vehicles (carts) that move along a guideway.

Business Logistics – The process of planning, implementing, and controlling the efficient, effective flow and storage of goods, services, and related information from the point of origin to the point of consumption for the purpose of conforming to customer requirements / expectations.

Buyer – An enterprise that arranges for the acquisition of goods or services and agrees to payment terms for such goods or services.

Booking - The act of recording arrangements for the movement of goods by vessels, roads or air.

Broker - A company that arranges for the truck transportation of cargo belonging to others, utilizing for-hire carriers to provide the actual truck transportation. However, the Broker does not assume responsibility for the cargo and usually does not take possession of the cargo.

Brokerage - A business whose main responsibility is to be an intermediary that puts buyers and sellers together in order to facilitate a transaction. Brokerage companies are compensated via commission after the transaction has been successfully completed. In Logistics, these are generally the intermediaries providing transportation services.

Collect Freight - Freight payable to the carrier at the port of discharge or ultimate destination. The consignee does not pay the freight charge if the cargo does not arrive at the destination.

Cargo - Goods or produce transported by ship, aircraft, or other intermodal vehicles such as trains, vans or trucks.

Consignee - In a contract of carriage, the consignee is the entity who is financially responsible (the buyer) for the receipt of a shipment. Generally, but not always, the consignee is the same as the receiver.

Contract Delivery Agents - Contract Delivery Agents are independent contractors who provide service on specific routes.

Cold Chain - A temperature-controlled supply chain. An unbroken cold chain is an uninterrupted series of storage and distribution activities which maintain a given temperature range. It is used to help extend and ensure the shelf life of products such as fresh agricultural produce, seafood, frozen food, photographic film, chemicals and pharmaceutical drugs

Consolidation - "Cargo shipping method in which a freight forwarder at the port of origin

combines several individual consignments to make up a full container load. This arrangement allows the goods to be shipped as containerized-cargo that offers greater security at lower shipping rates. At the port of destination, the consolidated shipment is separated (deconsolidated or ungrouped) back into the original individual consignments for delivery to their respective consignees.

Cross Dock – A practice in logistics of unloading materials from an incoming semi-trailer truck or railroad car and loading these materials directly into outbound trucks, trailers, or rail cars, with little or no storage in between.

Cross docking – The immediate transfer of cargo from one transport vehicle to another, eliminating the intervening steps of receiving and shipping, thus facilitating the flow of product and reducing costs.

Curbside Deliveries -These are LTL deliveries to be dropped off outside the location. A standard freight service will offer curbside delivery. Also can be called “basic delivery”

Dangerous Goods – Are solids, liquids, or gases that can harm people, other living organisms, property, or the environment. They are often subject to chemical regulations. Dangerous goods include materials that are radioactive, flammable, explosive, corrosive, oxidizing, asphyxiating, biohazardous, toxic, pathogenic, or allergenic. Also included are physical conditions such as compressed gases and liquids or hot materials, including all goods containing such materials or chemicals, or may have other characteristics that render them hazardous in specific circumstances.

Delivery Experience Management (DEM) – Is the art of proactively ensuring that your customers get their orders how and when they expect, taking intelligent action to correct issues along the way and continuously communicating to uphold brand promises. It empowers shippers to have visibility and insights into disparate shipping data and gives them ability to take action when a problem occurs. Successful DEM results in actionable insights,

more efficient transportation, and happier customers. Our Products are centered around enhancing this Delivery Experience Management only.

EDI – Abbreviation for “Electronic Data Interface.” Generic term for transmission of transactional data between computer systems. EDI is typically via a batched transmission, usually conforming to consistent standards.

Common Carrier – A transportation company which provides services to the general public at published rates for-hire carrier that holds itself out to transport goods and serve the general public at reasonable rates and without discrimination.

Declared Value for Carriage – The value of the goods, declared by the shipper on a bill of lading, for the purpose of determining a freight rate or the limit of the carrier’s liability.

Carrier Code – This is the 4-digit SCAC (Standard Carrier Alpha Code) code of the carrier.

Deconsolidation Point – Place where loose or other non-containerized cargo is ungrouped for delivery. These are mostly the fulfilment centers, branches or hubs

Deconsolidator – An enterprise that provides services to un-group shipments, orders, goods, etc., to facilitate distribution.

Demurrage – a) The detention of a freight car or ship by the shipper beyond time permitted (grace period) for loading or unloading; b) The extra charges a shipper pays for detaining a freight car or ship beyond the time permitted for loading or unloading.

Dispatch – A procedure for assigning workers or vehicles to customers. With vehicle dispatching, clients are matched to vehicles according to the order in which clients called and the proximity of vehicles to each client’s pick-up location. With home or commercial service dispatching, customers usually schedule services in advance and the dispatching occurs the morning of the scheduled service. Depending on the type of service, workers are dispatched individually or in teams of two or more. Dispatchers have to coordinate worker availability,

skill, travel time and availability of parts. The skills required of a dispatcher are greatly enhanced with the use of computer dispatching software like LogiNext Mile

Distributor – A person or company that supplies stores or businesses with goods.

E-commerce: Is a type of industry where the buying and selling of products or services is conducted over electronic systems such as the Internet and other computer networks. Electronic commerce draws on technologies such as mobile commerce, electronic funds transfer, supply chain management, Internet marketing, online transaction processing, electronic data interchange (EDI), inventory management systems, and automated data collection systems.

Enroute – A term used for goods in transit or on the way to a destination. This is referred to as In-Transit across LogiNext Products

Consignment – One or more items that a carrier has accepted for shipment at a given time. A stock of merchandise advanced to a dealer and located at his place of business, but with title remaining in the source of supply. It is the shipment of goods to a consignee.

Despatch – An incentive payment paid to a carrier to loading and unloading the cargo faster than agreed. Usually negotiated only in charter parties

Destination – the place where carrier actually turns over cargo to consignee or his agent. The location designated as a receipt point for goods/shipment.

Direct to Customer (DTC or D2C) – This is when a retailer/brand ships directly to their customer (consignee), instead of using a vendor as a third-party seller or shipper.

Distribution Center (DC) – A distribution center can also be called a warehouse, a DC, a fulfillment center, a cross-dock facility, a bulk break center, and a package handling center. Suppliers ship truckloads of products to the distribution center, which stores the product until needed by the retail location and ships the proper quantity.

Drop Ship – A supply chain management method in which the retailer does not keep goods in stock but instead transfers the customer orders and shipment details to either the manufacturer, another retailer, or a wholesaler, who then ships the goods directly to the customer.

Dunnage – Supplies like air bags or bubble wrap that help protect products during transit.

Estimated Delivery Date (EDD) – A date that carriers transmit to retailers/end-customers as to when the shipment will arrive. EDD can be updated in-transit as exceptions occur. This date may change in transit.

Consolidation – The combination of two or more consignments to create a more economical freight solution. Combining two or more shipments in order to realize lower transportation rates. Inbound consolidation from vendors is called makebulk consolidation; outbound consolidation to customers is called breakbulk consolidation.

Consolidation Center – A warehouse or distribution centre in which goods are assembled into larger units for onward distribution.

Consolidation Point – The location where consolidation takes place. Collecting smaller shipments to form a larger quantity in order to realize lower transportation rates.

Consolidator – A person or firm performing a consolidation service for others. The consolidator takes advantage of lower full carload (FCL) rates, and savings are passed on to shippers. An enterprise that provides services to group shipments, orders, and/or goods to facilitate movement.

Dimensional weight – Formula used to determine freight charges when the minimum weight to volume ratio has not been met. Actual weight and dim weight are compared, and the larger weight is used for the freight calculation. Dim weight is calculated by $\text{Dim weight} = (\text{Length} \times \text{Width} \times \text{Height}) / 194$. All dimensional measurements are in inches. A.k.a. Dim weight

Direct ship – Direct shipping and drop shipping are two terms generally used interchangeably. They describe a process whereby three parties interact with the sales transaction (the buyer, the seller, and the supplier). The buyer initiates a purchase from the seller, who then arranges with the supplier to ship the product directly to the buyer. The seller does not carry inventory of the product and the supplier does not have any direct communication with the buyer. The buyer pays the seller and the seller pays the supplier.

Sometimes the term drop ship also describes the process of shipping to any location that is different from the customer's normal shipping location. This subtle distinction is sometimes evident in the terminology used in software documentation. Direct shipment, Drop shipment.

Consumer Goods – Products sold to non-business end users. Clothing, food, Music CDs, are examples of consumer goods.

Consumer Packaged Goods – Describes inventory that is in such a form that is ready for sale to consumers (end-users).

Container – This term is associated with more than one definition: 1) anything in which goods are packed 2) a single rigid receptacle without wheels that is used for the transport of goods (a type of carrier equipment into which freight is loaded). A truck trailer body that can be detached from the chassis for loading into a vessel, a rail car or stacked in a container depot. Containers may be ventilated, insulated, refrigerated, flat rack, vehicle rack, open top, bulk liquid or equipped with interior devices. A container may be 20 feet, 40 feet, 45 feet, 48 feet or 53 feet in length, 8'0" or 8'6" in width, and 8'6" or 9'6" in height

Dispatching – The carrier activities involved with controlling equipment; involves arranging for fuel, drivers, crews, equipment, and terminal space.

Distribution – The process of storing and transporting finished goods between the end of the production line and the final customer.

Describes the process of storing, shipping, and transporting goods. Also describes the

facilities (distribution operations, distribution centers) that conduct these activities.

Distribution centre (DC) – A facility that accepts inbound consignments of raw materials, components or finished goods, divides and then recombines them in different ways into outbound shipments. Many DCs also contain specialised handling/storage equipment and IT systems and also serve as warehouses. Also regional DC (or RDC), national DC (or NDC) and international DC (or IDC). These are referred to as ‘Branches’ across LogiNext Systems

Container Load – A load sufficient in size to fill a container either by cubic measurement or by weight.

Container Manifest – Document showing contents and loading sequence of a container.

Contraband – Cargo that is prohibited.

Contract – A legally binding agreement between two or more persons/organizations to carry out reciprocal obligations or value.

First Mile (FM) – The first step in an order’s transportation journey, where the order is first picked up from the pickup location and brought to a hub.

Freight Class – Freight classes are designed to help you get common standardized freight pricing for your shipment when working with different carriers, warehouses and brokers. The (NMFC) system is a standardized method designed to give consumers a uniform pricing structure when transporting freight. There are 11 classes that a shipped package may fall under with class 60 being the least expensive, to class 400 as the most expensive. The number assigned to an item is important to freight carriers in determining the tariffs, which in turn determine the price charged to the customer.

Handling Charge – Charge for handling a shipment from a warehouse to the customer.

Flatbed – Is a type of trailer on a truck that consists of a floor and no sides or roof.

Contract Carrier – Any person not a common carrier who, under special and individual

contracts or agreements, transports passengers or property for compensation. A for-hire carrier that does not serve the general public but serves shippers with whom the carrier has a continuing contract. The contract carrier must secure a permit to operate.

Contract logistics – The process of outsourcing product flow management, storage and related information transfer services, usually under long-term contract, with the objective of increasing efficiency and control.

Contract warehouse – A contract warehouse is a business that handles shipping, receiving, and storage of products on a contract basis. Contract warehouses will generally require a client to commit to a specific period of time (generally in years) for the services. Contracts may or may not require clients to purchase or subsidize storage and material-handling equipment. Fees for contract warehouses may be transaction and storage based, fixed, cost plus, or any combination. Also read about Public Warehouses and 3PL.

Control Tower – To clarify what a control tower is, we will start with a brief summary of what it is not:

- It is not actually a tower
- It is not in direct communication with truck drivers, captains or pilots
- It does not control the production, storage, replenishment and order process
- It is not a synonym for a 4PL

The essence of the control tower concept is to provide supply chain visibility across divisions, countries and modalities. The heart of the control tower is an information hub supported by a set of detailed decision-making rules and a trained team of operators. The big advantage of this central information hub is that it gathers and integrates data from a variety of sources and subsequently distributes it in a consistent format. This integrated overview allows the

control tower operator to detect risks or opportunities at an earlier stage.

The actual scope of a control tower differs from one company to another, ranging from the orchestration of raw material supplies to a factory to an end-to-end control center. Checkout the Control Tower in LogiNext Mile for real time insight into your operations.

Cost and Freight (C & F) – The seller quotes a price that includes the cost of transportation to a specific point. The buyer assumes responsibility for loss and damage and pays for the insurance of the shipment.

Driving time regulations – Mostly referred to as the maximum time a driver is permitted to drive the vehicles. U.S. Department of Transportation rules that limit the maximum time a driver may drive in interstate commerce; the rules prescribe both daily and weekly maximums.

Courier Service – A fast, door-to-door service for high-valued goods and documents; firms usually limit service to shipments weighing fifty pounds or less.

Duty – A tax imposed by a government on merchandise imported from another country.

Last Updated – A date and time stamp that is recorded when a field or record was last modified by the user.

Cube utilization – In warehousing and logistics, cube utilization refers to the use of space within storage area, trailer, or container. Cube utilization is generally calculated as a percentage of total space or of total “usable” space.

Cubed out – Describes a condition where all space in a trailer or container has been completely filled. The term “cubed out” is often used when you have completely filled the trailer or container but are still below the weight capacity.

Leg – A leg has an origin, destination, and carrier and is composed of all consecutive segments of a route booked through the same carrier. Also called Bookable Leg.

Less than Truck Load (LTL) – The same as Less than Container Load, but in reference to trucks instead of containers.

Transportation term that describes shipments that are less than a trailer load in size. LTL also is used to describe the carriers that handle these loads. LTL carriers generally use strategically placed hubs to sort and consolidate LTL shipments into full-truck-load shipments.

Cut-Off Time – The latest time cargo may be delivered to a terminal for loading to a scheduled train or ship.

Gross Weight – Entire weight of goods, packaging and freight car or container, ready for shipment. Generally, 80,000 pounds maximum container, cargo and tractor for highway transport. The total weight of the vehicle and the payload of freight or passengers.

Line item – A single detail record. The term line item is most commonly used to describe the detail (each line that reflects an item and a quantity) on sales orders or purchase orders. For example, if a customer orders 20 red pens, 50 black pens, and 10 green pens, this equates to an order with three line items. For more clarity on this please refer to the crates-line items hierarchy in the LogiNext Systems

Link – The transportation method a company uses to connect nodes (plants, warehouses) in a logistics system. These are referred to as Routes in Haul and Mile E2E.

Load factor – A measure of operating efficiency used by air carriers to determine a plane's utilized capacity percentage or the number of passengers divided by the total number of seats.

Load Ratio – The ratio of loaded miles to empty miles.

Manifest – Originated and popularly used in Cargo shipping through sea. Its a document that lists in detail all the bills of lading issued by a carrier or its agent or master for a specific

voyage. A detailed summary of the total cargo of a vessel. Used principally for Customs purposes.

Last Mile – The movement of a delivery from a final hub of transportation, such as a DC or warehouse, to the end-consumer. Most commonly referred to as LM across LogiNext Products

Middle Mile – Anything that travels from port to DC, DC to DC, or DC to store; end-customers are never the receiver of middle mile deliveries. Mile E2E provides middlemile movement capabilities, most commonly referred to as MM across LogiNext systems

National Motor Freight Classification (NMFC) – National Motor Freight Classification numbers are codes that classify all commodity types and establish levels of rating for a freight shipment.

Order Management System (OMS) – Order management systems are the IT Infrastructure that allow companies to manage products bought by customers and store the SKU & customer-level details

Outbound Shipment – When a shipment is being sent to the consignee.

PRO Number (PRO #) – PRO Numbers are freight tracking numbers.

Standard Carrier Alpha Code (SCAC) – A privately controlled US code used to identify road transport companies. It is typically two to four letters long. The National Motor Freight Traffic Association developed the SCAC code in the 1960s to help road transport companies computerize data and records.

Stock Keeping Unit (SKU) – A number assigned to a product by the company for stock-keeping purposes and internal operations.

Tender – The offer of goods for transportation or the offer to place cars or containers for loading or unloading. When a shipment is tendered, notice is sent to a service provider with an offer to carry the shipment. For example, this happens when FedEx passes off the

shipment to the USPS, but prior to it being “out for delivery.”

Third-Party Logistics (3PL) – Outsourced management of supply chain functions. Provides services such as carrier procurement and management, warehouse management and order fulfillment, multimodal consolidation and optimization, information technology build out and management, and performance management.

Transportation Management System (TMS) – A transportation management system (TMS) is a subset of supply chain management concerning transportation operations and may be part of an enterprise resource planning system. A TMS usually “sits” between an ERP or legacy order processing and warehouse/distribution module.

Warehouse Management System (WMS) – A warehouse management system (WMS) is software and processes that allow organizations to control and administer warehouse operations from the time goods or materials enter a warehouse until they move out. Operations in a warehouse include inventory management, picking processes and auditing.

WISMO – WISMO stands for “Where Is My Order?” calls to customer service. They can make up 70-80% of all customer inquiries during the holidays, which sucks up a lot of resources. The good news is, there are many things you can do to reduce the volume of WISMO calls – like using the LogiNext Product suite for your logistics operations.

White Glove Delivery – White Glove deliveries are shipments that require special attention which the LTL carrier does not offer. With White Glove couriers, the shipment will be professionally packaged, strapped to the truck to minimize damage, and delivered to the location to where the shipment needs to go, i.e. inside the residence in a specific room. A White Glove service can also install the freight in many instances. Whiteglove can include: room of choice, setup/intall, debris removal (including removal of replaced product like old mattress or old washer/dryer).

Free on Board (FOB) – Meaning that the buyer pays for transportation of the goods.

Specific terms of the agreement can vary widely, in particular which party (buyer or seller) pays for which shipment and loading costs, and/or where responsibility for the goods is transferred. The last distinction is important for determining liability or risk of loss for goods lost or damaged in transit from the seller to the buyer. International shipments typically use “FOB” as defined by the Incoterm standards, where it always stands for ‘Free On Board

Freight Forwarder (FF) – A freight forwarder, forwarder, or forwarding agent, is a person or company that organizes shipments for individuals or corporations to get goods from the manufacturer or producer to a market, customer or final point of distribution. Forwarders contract with a carrier to move the goods. A forwarder does not move the goods but acts as an expert in supply chain management. A forwarder contracts with carriers to move cargo ranging from raw agricultural products to manufactured goods. Freight can be booked on a variety of shipping providers, including ships, airplanes, trucks, and railroads. It is not unusual for a single shipment to move on multiple carrier types

Fulfillment – It is the term used to describe the complete process used by a company from the point of sale onward to the delivery of a product to a customer.

Handling Costs – Costs related to moving, transferring, or preparing inventory for shipment, but not the shipping charges themselves

In-transit – Of or relating to something in transit – on the way. Also referred to as En-Route

Logistics Service Provider (LSP) – A company that provides management over the flow of goods and materials between points of origin to end-use destination. The provider will often handle shipping, inventory, warehousing, packaging, and security functions for shipments.

Multimodal – Is the transportation of goods under a single contract, but performed with at least two different means of transport; the carrier is liable (in a legal sense) for the entire carriage, even though it is performed by several different modes of transport (i.e. air, rail, sea, or road/land).

Proof of Delivery (POD) – Information provided to payor containing name of person who signed for the package with the date and time of delivery.

Radio Frequency Identification (RFID) – A small integrated circuit (microprocessor) connected to an antenna, which can respond to an interrogating radio frequency (RF) signal with simple identifying information, or with more complex information depending on the size and complexity of the integrated circuit. Unlike barcodes which assign a number to a product or package, RFID tags attach a unique electronic code to each product, carton of products, pallet or shipping container.

Return to Origin (RTO) – When orders are picked up from customers and delivered back to the branch.

Return to Merchant (RTM) – When orders are returned to the merchant from the branch.

Returned Goods Handling – Processes involved with returning goods from the customer to the manufacturer. Products may be returned because of performance problems or simply because the customer doesn't like the product.

Scan – A computer term referring to the action of scanning bar codes or RF tags.

Scorecard – A report that gives information about the status, condition, or success of someone or something. Watch out for Delivery Associate Performance Reports in Mile.

Tracking – A carrier's system of recording movement intervals of shipments from origin to destination. With the advent of the IT Systems like LogiNext Mile, the Traditional tracking practices are replaced with real-time GPS Tracking capabilities.

Transit Time – The total time that elapses between a shipment's pickup and delivery.

Transportation Planning – The process of defining an integrated supply chain transportation plan and maintaining the information which characterizes total supply chain transportation requirements, and the management of transporters, both inter- and intra-

company.

Visibility – The ability to access or view pertinent data or information as it relates to logistics and the supply chain, regardless of the point in the chain where the data exists.

Waybill – Is a document issued by a carrier giving details and instructions relating to the shipment of a consignment of goods. Typically it will show the names of the consignor and consignee, the point of origin of the consignment, its destination, and route. Most freight forwarders and trucking companies use an in-house waybill called a house bill. These typically contain “conditions of contract of carriage” terms on the back of the form. These terms cover limits to liability and other terms and conditions.

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