



# Dedicated Contract Services and Final Mile Services Customer Advisory

In furtherance of our efforts to protect J.B. Hunt's employees and outsourced delivery teams during the COVID-19 (coronavirus) pandemic, J.B. Hunt has implemented the following screening and delivery procedures for all deliveries made to consumers' homes until further notice.

When scheduling deliveries, consumers will be given an opportunity to request curbside or door delivery as an alternative to in-home delivery. Consumers may also request that a curbside or door delivery be unattended. Consumers who do not request an unattended delivery will be asked to delay their delivery date by at least 14 days or to accept an unattended delivery if any of the following circumstances apply:

- Within the past 14 days, the consumer or anyone living in their household, an intimate partner, or someone the consumer is caring for has been diagnosed with COVID-19 (also known as coronavirus);
- Within the past 14 days, the consumer or anyone living in their household had close contact (within 6 feet) with a person who, in the past 14 days, has a confirmed case of COVID-19 or has been quarantined due to a suspected case of COVID-19;
- Within the past 14 days, the consumer or anyone living in their household, an intimate partner, or someone the consumer is caring for has returned from a [CDC Warning Level 3](#) area or country, including any cruise ship travel;
- The consumer or anyone living in the consumer's household currently has, or has had within the past 24 hours, any flu-like or COVID-19 symptoms (i.e., a fever greater than 100.4° or chills combined with a cough, shortness of breath, sore throat, headache, runny nose, aches, etc.).

Consumers will not be asked to disclose any confidential, personal medical or health information.

On the day prior to a scheduled delivery (or on the Friday before a delivery scheduled for Monday), consumers will receive a delivery confirmation call in which the consumer will be given another opportunity to delay their scheduled delivery if any of the above circumstances apply to them.

Where possible, at the time of delivery consumers will be given the option to sign the paper bill of lading to indicate proof-of-delivery, in lieu of providing their electronic signature on the device used by the delivery team. A photo of the signed bill of lading will be provided to the customer as J.B. Hunt's electronic proof of delivery. If a consumer has requested an unattended delivery or is uncomfortable signing the paper bill of lading or handling the electronic device used by the delivery team, the delivery team will take a photo of the delivered and/or installed product and note the reason for the absence of the consumer's signature.

For more information, please visit J.B. Hunt's [COVID-19 customer resource page](#) to find answers to frequently asked questions and to access a copy of the FMCSA's emergency declaration. Due to the fluidity of this situation, J.B. Hunt will continue to update its response as conditions warrant. We will continue to work with you to meet your supply chain needs.