



Waffles, Pancakes, and French Toast  
Homemade in the U.S.A.™

---

**US Waffle Shipping Hours:**

**Liberty**

**Address: 7240 Moorefield Memorial HWY  
Liberty, SC 29657**

Monday – Friday 7:30am-3pm (last appointment time at 2pm)

If the driver is going to be late, we will need to be notified ahead of time. Depending on other appointments, we will then let you know if we can load the truck or if the appointment will need to be rescheduled for another day. This is to ensure that everyone who has an appointment can be loaded as scheduled.

We will make every effort to work in a missed appointment, as long as it falls between the hours of 8:00am and 2:00pm and will not jeopardize another appointment.

The best way to avoid loading delays is to communicate with our shipping department. We highly recommend the driver contact our shipping department within an hour of their appointment to confirm their arrival. If they expect to be delayed, they need to call immediately to confirm whether we will be able to work them in or the appointment will need to be rescheduled.

With that in mind, please contact us as follows:

1. Rhonda (Call 864 546-4451 Office or 864 346-3363 Cell). If there is no answer, our main no. is 864 546-3470.
2. Send TEXT Messages to 864 346-3363.
3. Send an email to [Rhonda.Thomas@USWaffle.com](mailto:Rhonda.Thomas@USWaffle.com).

**IMPORTANT:**

All trailers must be at 15 degrees upon arriving at our docks. All refrigeration units should be set to -10 degrees and can only be loaded if the trailer is at 15 degrees or lower. If a trailer is not at 15 degrees or lower, the driver will have one hour to get the trailer temperature down to 15 degrees. If the trailer temperature does not get to 15 degrees or lower within this timeframe, there is likely an issue with the refrigeration unit and the pickup will need to be rescheduled.

Once a truck is loaded and the doors have been closed, the truck will be held until the trailer temperature is at 10 degrees or lower. This will need to be verified by our shipping personnel.

Please contact me should you have any questions.



Waffles, Pancakes, and French Toast  
Homemade in the U.S.A.™

---

See instructions below for making an appointment.

**Please follow these steps to create an Opendock account to schedule an appointment with US Waffle:**

- Visit <https://carrier.opendock.com>
- If you don't have an Opendock account yet, click Register
- Fill out the registration form and click the verification link in the confirmation email
- Sign into your Opendock account at <https://carrier.opendock.com>
- Search for "US Waffle Company Liberty" and click the "Schedule" button
- Select the load type for your shipment, pick an appointment time, fill out the carrier information form, then click "Finalize Appointment"
- [Click here](#) to download the Opendock carrier user guide for more information

Make drivers aware that trailer set point is -10 degrees F. and will need to come with trailer cooled down to 15 degrees F. or below, free of debris and odor. If trailer is not clean upon arrival, they will be asked to get trailer washed out. At that point driver will become a work-in, if trailer is not ready to be loaded at their appointment time. We will do our best to get them loaded but if not, appointment will need to be reschedule to the following day.

Thank you,

**Rhonda Thomas**  
**U.S. Waffle Company**



Waffles, Pancakes, and French Toast  
Homemade in the U.S.A.™

---