

Complete & Accurate Dispatch Checklist

Don't Assume. Be Thorough! It Really Works!!

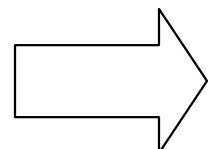
START HERE – SECURE AVAILABLE LOAD INFORMATION

Obtain ALL necessary information from your customer:

- Make SAFETY** the number one priority on each and every dispatch!
- Billing information:** name, complete address, phone # and contact name.
- Verify customer credit:** either through our TMS system or ask the manager
- Pickup information:** shipper name, contact name, phone #, complete address & directions, type of trailer requested, live loading or dropped trailer, numbers needed to release freight, plus time & date of pickup. Complete information for **each** pickup, when multiple pickups are scheduled.
- Freight description:** commodity (know what we are hauling), hazmat, high value (know value of freight), high risk (follow high risk procedure), weight, dimensions & number of pieces.
- Make sure you understand your Customer's **Special Instructions** or **Requirements** and always get the specifics. Ex: check calls, operator labor, lumper, tarp, straps, load locks, ramps, serial #, model #, number of pieces, stops, exclusive use, expedited service, unloading, etc. **THE BEST SURPRISE IS NO SURPRISE!**
- Consignee information:** consignee name, complete address, phone #, contact name, directions, specific delivery instructions, date & time of delivery. If more than one delivery is to be made, the information for each stop must be complete.
- Verify rate and total miles:** determine rate using proper pricing schedule, contract, tender, or obtain a signed rate confirmation. Calculate miles; be sure to include additional miles related to extra pickups and deliveries.
- Verify account numbers:** All accounts must be set up in your customer database before order entry can be completed.

Remember that **Complete & Accurate Information** will reduce late pickups & deliveries, thefts, claims, accidents, operator conflicts and help keep your customers satisfied!

DISPATCH LOAD ON PAGE TWO



BEGIN PAGE 2 - DISPATCH LOAD

- A Sincere Safety Message** should be included in every dispatch. Ex: “Thank you for driving safely!”
- Verify operator/truck has **correct trailer type** and all **necessary equipment** to haul the load.
- Verify operator(s) has hours of service available** to meet pickup & delivery times.
Verify equipment being used on the load is compliant.
- Communicate all load details:** rate, correct total miles (be sure to account for miles of stops), fuel surcharge, all accessorials, operator labor, unloading, tarp, lumper, stops, exclusive use, expedited service, permits, etc. Be sure the operator understands the rate. **Ask them to repeat load details back to you.**
- Give operator complete load pickup information:** shipper name, contact name & phone #, complete address, numbers needed to release freight, time & date of pickup.
- Give operator freight description:** commodity (what is to be picked up), hazmat, value of freight, high risk, weight, dimensions & number of pieces. If freight is not taking up full trailer, discuss with operator options for loading additional freight.
- Go over special instructions/requirements:** Be specific! Ex: check calls, operator labor, lumper, tarp, straps, load locks, ramps, serial #, model #, number of pieces, stops, exclusive use, expedited service, unloading, etc. If high risk follow high risk procedure. **THE BEST SURPRISE IS NO SURPRISE!**
- Give operator complete consignee information:** name, contact name, phone #, complete address & directions, specific delivery instructions, date & time of delivery. It is suggested that the agent schedule each delivery for the load. All loads need a delivery date & time.
- Secure at least one**, preferably two, **forms of communication** from the operator.
- Maintain control of your load:** set up expected communication of key events with operator. Key events **will be** when the freight is loaded, in-transit check call, freight is delivered, and anything else that you or your customer deem as a key event.
REMIND CARRIER THEY ARE REQUIRED TO REPORT EMPTY ON EVERY LOAD.
- Load Variances:** Instruct operator to contact you immediately should they find any variance from what you have dispatched.
- Load Number #:** complete TMS order entry process in a timely manner prior to the load being picked up and issue freight bill # for the load.
- Questions:** Verify operator has all information and understands all requirements. **Time spent here could save you time and hassle in the end!**

Remind operator that their freight bill #, unit # and name should be legible on ALL paperwork for each load .

Any

EXCEPTIONS

- Late pickup/delivery or delay:** Operator **MUST** notify your office &/or Customer Service immediately
- Damage:** Contact MANAGEMENT TEAM ASAP
- Claims:** Contact MANAGEMENT TEAM ASAP

FINISH HERE!