

Load Information

What do I do if I receive conflicting or incomplete information?

- Contact operations or your driver manager immediately.

What information should I receive concerning my load?

- The following information should be included on all loads:
 - Pick Up #
 - Trailer #
 - Destination
 - Delivery Appointment time or #

What if I do not get directions or the directions do not make sense?

- Contact dispatch and/or your driver manager
- Also check a map for the most efficient & direct route from pick up point to delivery point.

When should I leave to pick up or deliver a load?

- Leave so that you arrive at your appointed destination safely and on time.
- Allow extra time for weather, road conditions and/or possible break downs.

What do I do after I arrive/deliver my load?

- Submit the appropriate macros in a timely fashion

What if I do not know what Macros to use?

- Refer to the Garner – Qualcomm Quick Reference Guide

What do I do if I do not receive my next dispatch when done with my assigned delivery?

- Call dispatch or your driver manager immediately.
- DO NOT take it upon yourself to start driving and/or heading in a certain direction
 - You MUST get instructions from dispatch and/or your driver manager!

Messaging/Macros

What do I need to know?

- Must be submitted accurately and timely – submit arrival and departures time in real time!
 - Send arrival when you actually arrive
 - Send departure/empty when you are done
- Information goes directly to the customer as well as Garner and if information is inaccurate – i.e. shows you arrived late – the operations department has to spend time researching and proving to the customer you arrived on-time and as scheduled, etc.

Driver Load Sheet

Am I required to use a Driver Load Sheet?

No

Why would I use a Driver Load Sheet?

- It is a helpful tool so that you have the following information at your finger tips:
 - Load #
 - Trailer #
 - Point of Origin
 - Destination
 - Pick Up Date
 - Delivery Date

Where do I get additional Driver Load Sheets?

- Operations/Dispatch
- Driver Desk in the Shop

Late Loads

What if I am late for a pick up or delivery?

- Contact dispatch and/or your driver manager as soon as you realize the load may be late.
 - **COMMUNICATION IS KEY!**
- If the late load was your error, you will receive a write up.

How many late loads can I receive before I lose my job?

- If you have four (4) late loads within one (1) year, your employment with Garner Trucking, Inc will be terminated.
- See the Associate Policy Handbook, Section 3, Page 23, Safety and Performance Bonus, and Section 4, Page 1, Attendance and Punctuality, for complete details.

Fuel Purchases

How do I purchase fuel?

- You will be assigned an EFS Card for fuel purchases

Do I choose where I purchase fuel?

- No
- You will be given a fuel solution
 - Always follow your fuel solution

What If...?

- **I don't receive a fuel solution in a timely manner (10 Minutes)?**
 - Contact Dispatch/Driver Manager prior to leaving and heading to your next destination.
- **The fuel solution doesn't make sense?**
 - Contact Dispatch/Driver Manager prior to leaving and heading to your next destination.
- **I don't need to stop as I have enough fuel to get back to the yard and fuel there?**
 - Contact Dispatch/Driver Manager prior to leaving and heading to your next destination.

EFS Card/Checks

You will be provided an EFS card as well as EFS checks to pay for job related services such as fuel, hiring a lumper, scales, showers, etc.

- **PRIOR APPROVAL Required:**
 - Must get approval for purchases, other than fuel, prior to issuing an EFS check or using the EFS card.
 - Must have check available, in hand, when calling for approval if a check is necessary for payment.
- **RECEIPTS:**
 - Are required and **MUST** be submitted to accounting for all purchases
 - Failure to provide receipts for all pertinent charges on your assigned EFS Card, Driver/Associate will be charged the amount that was advanced, plus a transaction fee of \$11.75.
- **ADVANCES:**
 - Will be charged the amount of advance, plus a transaction fee of \$11.75.

Lumper Service

What do I do if I need a lumper service?

- Call Dispatch/Driver Manager for approval before hiring a Lumper.
- Call Dispatch/Driver Manager back, once lumper is done, to get EFS check.
- Note on your Payroll Sheet

Tolls

May I use toll roads at my discretion?

- No
- You must get permission from Dispatch/Driver Manager to use the following toll roads:
 - Ohio
 - Indiana
 - Pennsylvania

What information is needed if permission is granted to use the above toll roads?

- You MUST document on your Payroll Sheet the following information:
 - Dispatcher's Name who authorized use of the above toll road(s)
 - Date Permission Given
 - Load #
- Tolls must Match Logs

What if permission is not granted?

- You will be charged for the cost of the toll
- BestPass toll charges will be deducted from your pay if permission is not given and/or if the above the procedures are not followed

Weights

What are the axel weights?

- Front = 12,000
- Drives = 34,000
- Trailer = 34,000

Scales

Should I scale all my loads?

- You will need to scale every load because you will be held responsible for any tickets/fines if you receive a violation.

Do I pay to scale the load?

- No
- Garner will always pay for the cost to scale a load.

Do I need a receipt?

- Yes

What do I do with the receipts?

- Submit to accounting through CamScanner.

What happens if I choose not to scale the load?

- If you get a ticket for the load being overweight, you will pay the fine assessed.

Is there a Cat Scale App?

- Yes
- Garner allows you to use the “Cat Scale” App to make scaling and paying for it faster and simpler.

Overages, Shortages, & Damages (OS&D)

What do I do if I have an OS&D?

- Call Dispatch/Driver Manager Immediately – At the Consignee
 - Do NOT leave dock until Dispatch/Driver Manager gives you directions/instructions
 - Dispatch will need information to complete paperwork on the OS&D
- Dispatch will determine where product needs to go
 - Product may NOT work with planned back haul
- Take pictures of damage product
 - Email to garner@garnertrucking.com and note Load Number in the Subject Line

DETENTION

What do I do If I encounter the possibility of detention?

1. Call dispatch/driver manager after (one) 1 hour from your appointment time so that Garner can be alerted to a potential detention time situation.
2. After a two (2) hour wait from your appointment time, call dispatch/driver manager again, even if it is a broker load. Dispatch will contact broker.
3. Once loaded/unloaded (if detention applies) **BEFORE** you leave the customer location call dispatch again to let them know you are loaded/unloaded.
4. Document time(s) on the Payroll Sheet
 - a. Time In: Arrival Time
 - b. Appointment Time
 - c. Time Out: Completion Time
 - d. D for Detention in the last column
5. Document time(s) on the Bill of Lading
 - a. Time In: Arrival Time
 - b. Appointment Time
 - c. Time Out: Completion Time
 - d. Trailer Number
6. The Bill of Lading notation must then be signed by the shipper or consignee representative.
7. The Driver must complete the final step to this process. Send in the Detention Time Macro #34 with the time filled in so that Garner has a hard copy to attach to the load.
8. The Driver must be on time in-order-to collect detention pay.

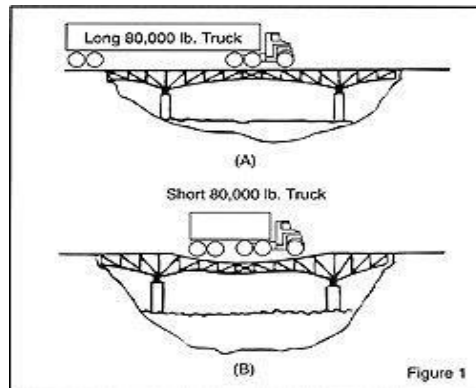
What is the pay for detention?

- \$20.00 per hour after a two (2) hour wait from the scheduled appointment time

Bridge Laws

Why is a bridge law?

- Bridge laws were created to protect our nations bridges from too much weight being put on a single section of a bridge deck (see example 1 below).



Example 1

Do I have to follow a bridge law?

- Yes

Why must I follow a bridge law?

- Because it protects our nations bridges
- If you fail to follow a bridge law, you may receive a citation/ticket
- The driver is responsible for paying the ticket/citation
 - "I didn't think they were a big deal," said the driver with the \$417.50 ticket.

How do I know where to set my tandems?

- The following formula (see example 2) is available to use to calculate where the tandems should be set

$$W = 500 \left[\frac{LN}{N-1} + 12N + 36 \right]$$

Example 2

- Use a measuring tape and measure from the kingpin, NOT the front of the trailer, to the point of reference of each state you will be travelling through
 - For point of reference, see the **Standard 5 Axle Semi: Kingpin to Trailer Axles Max Distance Reference Guide** located on the next page

I was told to count holes! Should I?

- No, you need to measure

Why do I need to measure?

- Different manufacturers, models and years have different size holes and spacing.
- The only true way to know where to set your tandems is to use a measuring tape.