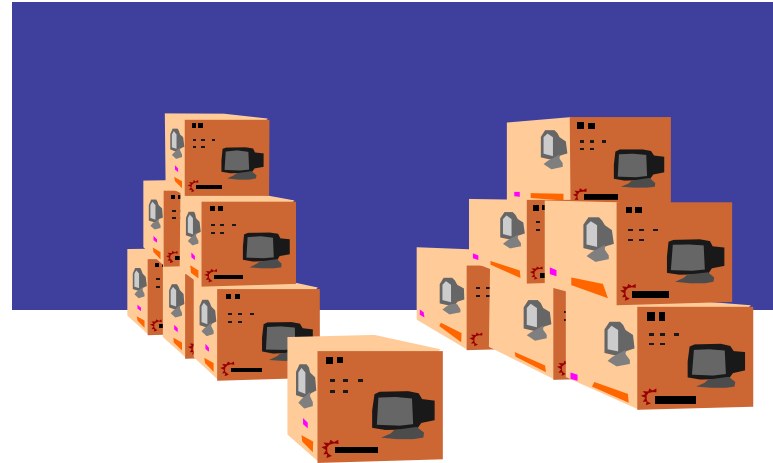


What is a missed Pick-Up???



A pick-up called in on a specific date that has not been made, no matter what the reason, is

MISSED!!

PICK – UPS & DISPATCHING

An Overview

AUTO & MANUAL DISPATCH

Auto Dispatch

CSR enters pick-up into database. When CSR clicks the "Save" button, pick-up is sent automatically electronically to pick-up terminal.

Auto-Dispatch Terminals:

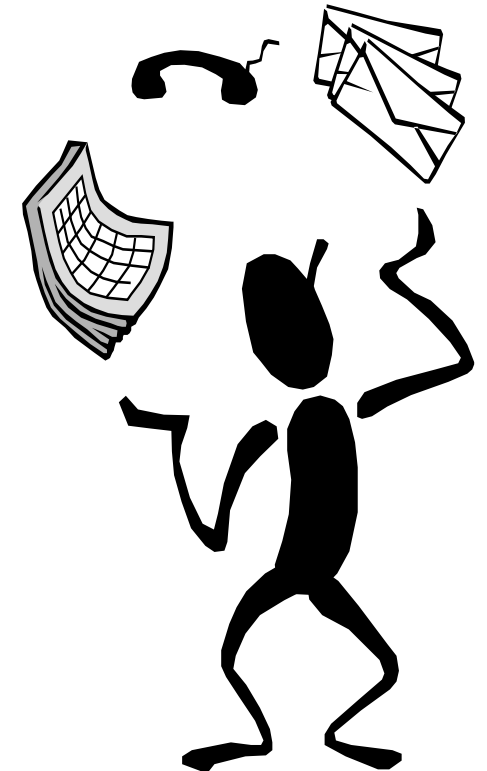
- BOS – Cape Cod Express, Boston, Mass. – New England (+3 Hours)
- CHM – Quality Cartage – Metro Chicago, IL – 50 mile radius (+2 Hours)
- EWR – Daylight Transport – NJ, CT, Staten Island, NY & some southeast NY (+3 Hours)
- MIA – Sun Logistics – Metro Miami, FL (+3 Hours)
- NYC – Sun Logistics – New York City, Brooklyn, Long Island (+3 Hours)

Manual Dispatch

CSR enters pick-up into database. Operations then calls individual terminals to schedule pick-up.

Manual Dispatch Terminals:

- BIR – AAA Cooper – The South - AL, GA, MS, TN (+2-3 Hours)
- CDA – Robert Trucking - Canada – Ontario / Quebec (+3 Hours)
- CHB – Mid-States Express – Great Lakes Area & some of Mid-West – MN, WI, IA, IL, IN, MI, OH, KY (+2-3 Hours)
- DFW – Southwestern Motor Freight – South-West – TX, OK, AR, LA, NM (+2 Hours)
- GSO – Wilson Trucking – South-East – NC, SC, MD, TN, VA (+3 Hours)
- JAX – Super Transport - Florida (+3 Hours)
- PDX – Oak Harbor Freight Lines – Pacific North-West – OR, WA, BC
- PHX – SAIA Motor Freight – South/West – AZ, NV, NM (+1 Hour)
- UCA – Walsh Trucking – Up-State NY (+ 3 Hours)
- WSH – Pitt-Ohio – PA, DE, WV (+3 Hours)



Missed Pick – Up

A pick-up is missed when it is not picked-up on the day it was scheduled....FOR WHATEVER REASON!

There are 3 categories of misses:

- 1) Agent Error, includes: Driver Late, Pick-up terminal did not receive fax from dispatch terminal, Truck out of the area (depending on time), Truck broke down, Driver arrived before ready time.
- 2) Shipper Error, includes: Freight not ready, Shipper closed early, No one at shipping location knows anything about pick-up or freight, Pick-up cancelled upon arrival of driver, No paperwork, Shipper gave freight to another carrier.
- 3) Other Error, includes: Bad weather, Traffic accident, (“Acts of God/government) which is beyond the agent’s, or the shipper’s or Daylight’s control, Daylight personnel not following established procedures resulting in the pick-up not being made, i.e., not verifying with terminals for freight ready after 15:00, closing before 15:00, less than a 2 hour window, agent needs special equipment in order to pick up freight (liftgates and pallet jacks).

Types of Pick – Ups

Rescheduled: Under Driver note: *RSCHLD + (Callers name and your initials)*

Special/Req: (if not available, use Remarks:): *(Dispatcher name & time advised)*

Change P/U date and time as necessary. **DO NOT ZERO OUT ANYTHING!!!!!!!!!!!!!!!**

ADVISE ERIC AND/OR STEVE IN OPS IMMEDIATELY VIA PHONE AND/OR E-MAIL OF THE RESCHEDULE SO THAT DISPATCH CAN CALL THE TERMINAL

Cancelled: Under Driver note: *CANCEL + (Callers name and your initials)*

Special/Req: (if not available, use Remarks:): *(Dispatcher name & time advised)*

“Zero” out PCS, WGT, and BLS in pick-up line item(s) and put that info in PRONUMBER.

DO NOT ZERO OUT ENTIRE LINE!!!!!!!!!!!!!!! **ADVISE ERIC AND/OR STEVE IN OPS IMMEDIATELY VIA PHONE AND/OR E-MAIL OF THE CANCELLATION SO THAT DISPATCH CAN CALL THE TERMINAL**

Canadian: For pick-ups ORIGINATING in Canada: Enter pick-up as usual, BUT before pressing the last F1 button to move out of the consignee info, copy pick-up screen and paste into an e-mail message (or Word). Enter the COMPLETE Consignee Name, Street Address, City, State, Zip Code and Phone Number. Also, we need the COMPLETE Customs Broker Name and Phone Number. Give all info to Eric and/or Steve in Dispatch. Our agent in Canada, Robert Trucking requires this information.



Canadian – continued - For pick-ups ORIGINATING in the United States: Enter pick-up as usual, when you enter the Destination Zip Code you will get a prompt – hit F5 to view instructions, then enter the pieces and weight info. Before ending the call with the customer, inform them that they need to fax to us, all the related paperwork for the freight. When you receive ALL the documents, you will then fax those documents to Isabelle Giroux at Robert Transport to help to avoid any unnecessary delays while the freight goes through customs.

Relogged: Are pick-ups that were called in the previous day for pick-up at a later date.

Blind Shipments: DO NOT ENTER PICK-UP IN SYSTEM at this time (customer may advise you that they have a Blind Shipment.) Ask the customer if they need a Blind Shipment Request Form. If so, fax it to them. If not, have them fax it to 310-507-8310 ATTN: OSCAR. Oscar will enter the pick-up into the system upon receipt of fax authorization. After pick-up is entered, Oscar will then fax the B.S.R.F. to Billing and the pick-up terminal. The next day, check the system for the PRO NUMBER for the Blind Shipment. Write Pro # on B.S.R.F. and give to imaging.

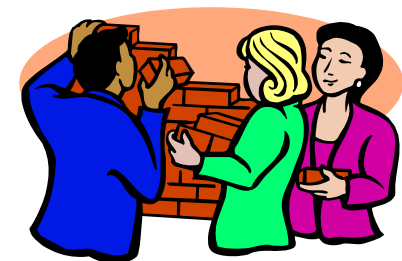
Delivery Orders: Do not take pick-up (Airports & Freight Container Stations), freight @ one location & paperwork @ another. Transfer call, or get callers info and give to ANITA SALAZAR / SAL MARTINEZ

Third-Party Pick – Ups: Under Special/Req: (*callers Name, Phone Number, and Company Name*) Verify with shipper contact name and that freight is ready & available for pick-up, while the Third-Party is on hold. Ask shipper what is needed (if anything) i.e. Release #, Reference #, Authorization #, P/O #, etc. The Third-Party caller should have this info.

Changes To A Pick – Up

Before Dispatch: Enter new line item in pick-up and/or change any info as requested by caller. No need to notify Ops/Dispatch.

After Dispatch: Make any necessary changes into pick-up that caller requests. Notify Ops/Dispatch of the changes immediately so that Dispatch can inform pick-up terminal.



? Questionable Pick – Ups ?

Hazardous Material: WE DO NOT HANDLE HAZARDOUS MATERIAL OF ANY KIND! If pick-up indicates HAZ MAT ask caller if freight is HAZARDOUS. If not, note in the pick-up “*NO HAZ MAT*”, per (*Name of Contact/Caller*). If freight is drums, pails, buckets, cans ask caller if HAZ MAT.

FCCOD/COLLECT Shipments: Under Driver Note: **COLLECT SHIPMENTS ONLY**

Please verify with shipper that freight is moving on a COLLECT basis and have them mark on BOL at time of pick up.

Do Not Pick-Up: Advise caller that we are unable to take the pick-up and will have their Account Executive give them an explanation regarding their account. Leave a voicemail and page the Account Executive to their voicemail.

Special Requirements: Please look in the Special Requirements area when taking pick-ups. If additional information is needed PLEASE request it from the caller. If this is a permanent note in the Customer Master, then the note is for the CSR.

Early Close / Before 15:00 (3:00 PM): Under Driver Note or Special Requirements: *OK PER DISPATCHER NAME @ TERMINAL CODE / YOUR INITIALS*. CSR is to call pick-up terminal WHILE CALLER IS ON HOLD AND BEFORE PUNCHING PICK-UP THROUGH to verify with terminal that they can make the pick-up before the specified time. If agent says that they CAN get the pick-up before the early close time inform caller, put your notes into pick-up, punch pick-up through. If agent CANNOT make the pick-up before the specified time, ask caller to stay open later or confirm with agent & caller and reschedule for a later date.

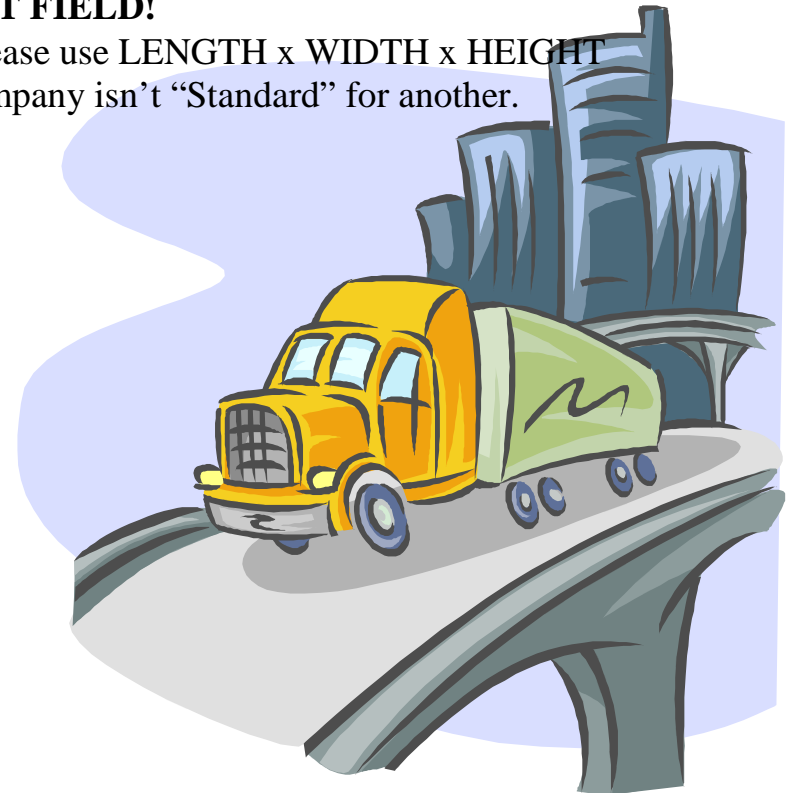
Late Call / Order Ready/Taken After 15:00 (3:00 PM): Under Driver Note or Special Requirements: *OK PER DISPATCHER NAME @ TERMINAL CODE / YOUR INITIALS*. CSR is to call pick-up terminal WHILE CALLER IS ON HOLD AND BEFORE PUNCHING PICK-UP THROUGH to verify with terminal that they still have a truck in the area and/or when the driver might return to the area. Schedule pick-up accordingly.

2 Hour Window: The 2 hour window is the minimum time frame required by our agents. Be aware that Ops/Dispatch has 15 minutes to dispatch the pick-up after it is entered into the system. The longer the window the better. Calls taken after 15:00 may require a little more time.



Reminders

- Don't take shortcuts.
- Double - Check your spelling. If you're not sure how to spell something, ask the caller.
- Keep manual entries to a minimum.
- Check Corporate Database before entering a pick-up in manually. Don't just go by the phone number. Search the database by company name.
- Don't abbreviate Shipper or Consignee names. Please don't enter "UNKNOWN" as the consignee.
- Try to get a Contact name at the shipper who knows about the freight. Please don't enter "SHIPPING" as a contact.
- Use military time when entering pick-ups.
- Be aware of the different time zones and their areas.
- A skid and a pallet are the same thing.. When entering the description of the freight use ONE or the OTHER. NOT BOTH!
- **DO NOT ENTER ANY INFORMATION IN THE HAZ MAT FIELD!**
- Ask caller for dimensions of freight When listing dimensions please use LENGTH x WIDTH x HEIGHT
There is a *common size of 48" L X 40" W* "Standard" for one company isn't "Standard" for another.





BLIND SHIPMENT REQUEST FORM

PLEASE NOTE

It is **YOUR** responsibility to ensure that the Original Bill of Lading (OBOL), tendered to the Carrier at time of pick-up, shows Daylight Transport as the Consignee. In accordance with the terms of the Bill of Lading (BOL), the Carrier is responsible for following the shipping instructions set forth on the Bill of Lading. Should the Bill of Lading indicate a Consignee other than Daylight, **YOU** will be liable for any additional freight charges incurred to reroute the shipment to the requested Destination.

I hereby authorize Daylight Transport to change the Original Bill of Lading to comply with the following instructions. I understand that there will be a **\$42.00** fee assessed in accordance to the provisions of Daylight Rules Tariff 110 Series, for this service.

Signature _____

Phone # _____

Title _____

Date _____

PICK – UP LOCATION

COMPANY NAME: _____

STREET ADDRESS: _____

CITY/STATE/ZIP CODE: _____

CONTACT NAME: _____

PHONE NUMBER: _____

PIECES: _____ WEIGHT: _____ DESCRIPTION: _____

THE FOLLOWING INFORMATION IS TO BE SHOWN ON THE DELIVERY RECEIPT (D.R.):

SHIPPER TO APPEAR

NAME: _____

ADDRESS: _____

CITY/STATE/ZIP CODE: _____

CONTACT NAME & PHONE #: _____

CONSIGNEE TO APPEAR

NAME: _____

ADDRESS: _____

CITY/STATE/ZIP CODE: _____

CONTACT NAME & PHONE #: _____

FREIGHT CHARGES: PREPAID _____ COLLECT _____ OTHER _____

BILL TO:

NAME: _____

ADDRESS: _____

CITY/STATE/ZIP CODE: _____

CONTACT NAME & PHONE #: _____

PLEASE RETURN VIA FAX TO DAYLIGHT TRANSPORT TO OSCAR IN CUSTOMER SUPPORT @ 310-507-8310

