

Sense of Urgency

1. Once a load has been covered advise the team via chat
 - a. Wait for the load number for dispatch
 - b. Confirm dates are correct
 - c. If last load to be covered remove from DAT and Mcleod to be taken down off Truckstop (if the one you covered is the only or last one)
 - d. Advise team once load has been sent to carrier and confirm that they have received rate confirmation.
 - e. Watch for rate expiration and send via 99
2. Pickups and Deliveries need to be done and update team of any issues
 - a. Add notes into planning comments with initials and team of update
 - i. Check on Pickup's 1st thing in the morning and again at lunch time
 1. If no communication from dispatch / driver at 10am load needs posted ASAP (but first notify your team chat)
 - b. If at 12 pm the driver / dispatcher advises that the trucks ETA is close to closing of business (shipper) we Need to immediately advise the team, post, and blast the load the load to see if an earlier truck can be found.
 - c. When a carrier has advised that a load has been Delivered request POD
 - d. Ask the carrier for additional capacity (empty trucks) if we cannot use the truck get all equipment that is available (Flatbed 4 ft tarps, coil racks, twic card) and post to trucks@beemac.com.
3. If a load has been given back ... Immediately advise the team via Teams Chat
 - a. Take the load back – Make sure we acknowledge that everyone noticed
 - i. Put good notes in the why cancelled box (I.E. truck broke down , can't make loading time , equipment issues)
 - b. Post the load in Mcleod and DAT (if Van)
 - c. If same day shipment keeps bumping the rate until recovered
4. When instructed to bump rates we need to do via \$50 until covered every 45 min to 1 hour.
 - a. Refreshing DAT every 15 minutes
 - b. Refreshing Mcleod Postings
 - c. Sending Blasters at 11 am and 2 pm
 - d. Truckstop outbound calls