

# HELPFUL PHONE SCRIPTS

- Ask for extra capacity (available trucks)

Hello, this is (your name) from Beemac, I'm calling because we are updating our system, and we need to know what type of equipment you have, how many trucks do you have....  
here I see your home base is in XXX according to that whatlanes do you usually run?

- Ask questions for tracking and possible scenarios!

Good day, this is (your name) from Beemac calling to check if you have an ETA for the PICKUP today in (PU city)

if the driver or dispatcher is not taking calls, send an email asking for ETA for PU  
(Some carriers prefer updates via email)

Good day, this is (your name) from Beemac calling to check if the driver is on site for the PICKUP in (PU city) order 08....

If a driver or dispatcher is not taking calls BEFORE adding planning comments like no answer, call the shipper! driver might be on site getting loaded, or call all the numbers on file on the MC number (be proactive)

Good day, this is (your name) from Beemac calling to check if you have an ETA for the delivery in (DEL city)

if a driver or dispatcher is not taking calls BEFORE saying no answer, call the consignee driver might be on site for del getting unloaded or call all the numbers on file on the MC number (be proactive)

- Calling from Truckstop

Hi, this is (your name) from Beemac calling to check if you have any trucks for PICKUP in (PU city) going to (DEL city)

- Ask for something or escalate issues in your TEAM CHAT

Add Carrier name, load number, PU city, DEL city, well detailed message.

Beemac trucking, load 0785691, PU in Tampa FL to Houston TX... driver just called saying a tire blow out he will be late for pickup.