

HELPFUL PHONE SCRIPTS



Ask for Extra Capacity (Available Trucks)

“Hello, this is **(your name)** calling from **Beemac Logistics**.

What type of equipment do you operate, and approximately how many trucks do you have?

I also see your home base is in **(City/State)** — based on that, what lanes do you usually run?”

Tracking Calls & Proactive Scenarios

Pickup ETA

“Good day, this is **(your name)** from **Beemac** calling to check if you have an ETA for today’s pickup in **(PU city)**.”

➔ If the driver or dispatcher is **not answering**:

- Send a **follow-up email** requesting the pickup ETA
- Some carriers prefer updates via email

Driver On-Site Confirmation (Pickup)

“Good day, this is **(your name)** from **Beemac** calling to confirm if the driver is currently on site for pickup in **(PU city)** for order **#xxx**.”

➔ If no answer **before adding planning comments like “No Answer”**:

- Call the **shipper** (the driver may already be on site getting loaded)
- Call **all phone numbers listed on the Carrier profile**
👉 *Always be proactive*

Delivery ETA

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

➔ If no answer **before marking “No Answer”**:

- Call the **consignee** (driver may be unloading)
- Call **all phone numbers listed on the Carrier profile**
👉 *Be proactive*

HELPFUL PHONE SCRIPTS



Calling to cover the lanes available

“Hi, this is **(your name)** from **Beemac**.

I’m calling to check if you have any trucks available for pickup in **(PU city)** going to **(DEL city)**.”

Escalating or Asking for Support in TEAM CHAT

Always include clear details

Required info:

- Carrier name
- Load number
- PU city
- DEL city
- Clear, detailed message

Example:

V and V express – Load #0785691

PU: Tampa, FL → DEL: Houston, TX

Driver just called reporting a tire blowout and will be late for pickup.