

Company Driver/Owner-Operator Procedures



JAX Transport

Document No. JAX-001

Company Driver/ Owner-Operator Procedures

Revision 0, Dated 09/01/2020

1 INTRODUCTION

1.1 Purpose

The purpose of this procedure guide is to provide all Company Drivers and Owner/Operators with the appropriate operating policies and procedures for all freight picked-up or delivered by JAX Transport.

1.2 Scope

This guide contains the operating procedures and policies for all Company Drivers and the Owner/Operators hauling freight for JAX Transport.

2 CONTACT LIST

2.1 Automated Contact List (806) 355-1463

When a Driver calls the main Office number, choose from these numbers to be connected directly to the resource you need:

- 7 – 24 Hour Roadside Assistance
- 1 – Over the Road (OTR) Dispatch
- 2 – Recruiting
- 3 – Affiliated Foods (AFI) Dispatch
- 4 – Accounting
- 5 – Safety
- 6 – David Trimble

Other phone numbers Drivers may need:

- **Dispatch Manager:** Kayla – 806-414-5756
- **Meat Dispatch:** Sable – 806-513-9460
- **AFI Dispatch (Sunday-Thursday):** Kayla – 806-414-5756
- **Backhaul Dispatch:** James – 806-236-2787

- **After-Hours Dispatch:** 1st Shift: Nick – 806-881-6105
2nd Shift: Gene – 806-567-4661
- **Truck and Trailer Breakdowns (08:00 – 17:00)**
Maintenance Manager: Justin – 806-683-6958
Jon – 806-420-8698
- **Safety Manager:** Lori – 806-420-5888
Mel – 806-683-3191
Trinity – 806-316-8500
- **Claims:** David Oles – 806-679-9900
Darlene – 806-420-8300

2.2 24 Hour Dispatch 806-355-1436

JAX Transport maintains a 24 hours-a-day/7 days-a-week dispatch service.

Drivers should contact the Office, first, for any questions and for any other support services needed.

3 DEFINITIONS

Accounting – Receives all BOLs and responsible for Driver payroll.

Affiliated Foods Incorporated (AFI) – Nation-wide distributor of groceries. Operates a distribution center in Amarillo, Texas. JAX Transport’s primary freight contract.

AFI Dispatch – Main point of contact for AFI freight carried by JAX Transport.

Bill of Lading (BOL) – The shipping papers received from the Shipper, verified and signed-off by the Receiver. Never leave a shipper or receiver without the correct BOL.

DITAT Mobile Dispatch – Electronic dispatch system used by JAX Transport to coordinate driver operations.

EFS Check – Electronic payment system used by drivers for on-the-road company expenses, e.g., unloading fees, trailer repairs.

Over the Road (OTR) Dispatch – Main point of contact for “meat loads” and other freight not shipped by AFI.

All times referred to in this guide use a 24-hour clock.

4 COMPANY DRIVER/OWNER- OPERATOR PROCEDURES

4.1 General

- Drivers are paid weekly, on Friday. Deliveries made before 12:00, on Friday, will be paid on the following Friday. Deliveries made after 12:00, will be paid on the next pay period.
- All original paperwork must be received in the Office, in a Trip Envelop, by 12:00, on the Wednesday before the Friday payday. Any Trip Envelops received after 12:00, will be paid on the following Friday.
- Drivers will not be paid until all original paperwork is received. If the original paperwork is lost, or not turned into the Office, by 12:00 on Wednesday, Drivers will not be paid until the paperwork is turned in.
- Paychecks may be picked up, in the Office, after 14:00, every Friday.

NOTE: A \$37.00 fee is deducted from all meat loads to cover expenses that are not reimbursed to JAX Transport, for example: trailer washes, load locks, etc.

A \$25.00 shag fee will be charged for all AFI backhauls. Drivers may avoid this fee by a live-unload and then dropping the trailer in the yard next to the JAX Transport office.

4.2 Completing a Trip Envelop

- All original paperwork must be submitted in a Trip Envelop. Drivers may obtain Trip Envelops in the Office.
- Trip Envelops may be used for more than one trip.
- Completing the Trip Envelop:
 1. Ensure that the Driver's name, truck number, company, and date are printed on all BOLs and receipts that are submitted in the Trip Envelop.
 2. Enter Driver name, truck number, trailer number, and dates.
 3. For multiple trips in the same envelop, enter the date, trip number, origin, and drop for each trip.
 4. Enter EFS request information: date, trailer/truck number, reason, and total.
 5. Enter any other information in "NOTES" section.

4.3 Accounting Procedures

- To ensure that Drivers are paid correctly:

1. Text a photograph of the Bill of Lading (BOL) to Accounting (806-282-2282) as soon as you have picked up the load, no matter what time of the day you make a pick-up. Ensure that you include your name, company, and date with the texted photograph.
2. Once you have completed your final delivery, text a photograph of the signed BOL to Accounting (806-282-2282), no matter what time of the day the delivery is completed. Ensure that you include your name, company, and date with the texted photograph.
3. Before texting, ensure that you have clearly printed your name, truck number, company, and date on all signed BOLs and any other receipts (EFS requests for lumpers, trailer repairs, etc.), for completed trips.
4. For EFS approval, contact Accounting (806-282-2282), during business hours, Monday through Friday.
5. For EFS approval, after business hours, or on the weekend, contact the Office (806-355-1463).
6. Ensure that you retain receipts for all EFS requests to avoid being charged for them.
7. JAX Transport does not accept handwritten lumper receipts.
8. Write your name, truck number, company, and date on the EFS receipts and submit them in the Trip Envelop with the BOL that they are associated with.

NOTE: The maximum allowed for a cash advance EFS is \$150.00. There will be a 20% admin fee charged, and the EFS advance and admin fee will be deducted from the Driver's pay.

If a Driver requires more than a \$150.00 advance, it will have to be approved by upper management.

4.4 Affiliated Foods (AFI) Procedures

The following procedures must be followed when Drivers are dispatched for an Affiliated Foods, Inc. (AFI) load:

- Inform AFI dispatch that you are ready for service before 10:30. If you fail to inform AFI Dispatch on time, you may not receive a load for that day.

NOTE: If you request a load, but then change your mind, you will be charged a "load give-back" fee of \$250.00. The only exception to this rule will be for breakdowns, prior to picking up the load. Drivers will be required to supply proof of breakdown to have the charge removed.

- If you would like to request a day off, requests must be made at least one week

before the date requested, and Dispatch must approve. When you take a day off without approval, it causes problems with scheduling for your future loads.

- Drivers are required to be on time for all of drops. If Drivers are late, it will result in a \$100 late-fee charge from AFI.

NOTE: It is the Driver's responsibility to inform Dispatch of any reason for a late delivery. If being late is due to a truck break-down, Drivers must turn in a repair receipt to have the late charge removed. The receipt must be turned in within one week of the incident, or the late-fee will be charged.

- AFI requires that the Driver perform the following steps when picking up and unloading freight:
 1. Once the trailer is loaded, Driver must "scale-out" at the TA or Petro truck scales in Amarillo. Drivers will need the **AFI trailer number** and **license plate number** to charge the scale fees to the AFI account. **Always run at the legal weight.**
 2. All out-bound loads must be secured with two load-locks.
 - I. Load-locks are available at the PTG Truck shop for \$25.
 - II. The Guard Shack sells load-locks for \$35.
 - III. Drivers will not be allowed to leave the AFI facility without two load-locks.
 3. When returning to the AFI facility, ensure that you always go to the Return Dock if you have a backhaul load.
 4. Drop the trailer in the proper location on the AFI lot for AFI shag drivers to deliver the trailer to the correct delivery door.
 5. All Tobacco, CWT, Meat, Baby Formula, and Allsup's Frozen must be verified by the Driver and a responsible store employee.

NOTE: Verification must be made to ensure that all Tobacco, Meat, CWT, Baby Formula, and Allsup's Frozen are delivered. If there are any discrepancies, immediately call Dispatch to report the discrepancies.

6. If there are shortages, ensure that it is not a "**Shipped Wrong**" item. To do this, Drivers must do a piece-count and compare that count to the count listed on the invoice. This is a great tool to use when a Driver has a shortage on the Tobacco, Meat, Baby Formula, and Frozen items.
7. AFI can add a backhaul to a Driver's load at any time. Backhauls are not optional. If a backhaul is added to a Driver's route, it must be picked up at that point. Driver's will only be paid one-way miles.
8. It is the Driver's responsibility to deliver the product correctly. If a Driver delivers the wrong product to the wrong store, it is the Driver's responsibility to fix the mistake.

NOTE: If the Driver does not correct delivery mistakes, AFI will charge the Driver for the miles required to fix a mistake, or AFI will charge Drivers for the products left at a stop by mistake.

9. If AFI calls and adds a stop or a backhaul, inform Dispatch to ensure you are paid for additional stops, or backhauls.
10. AFI requires that JAX Drivers use AFI fuel pumps as often as is possible. Always fuel at the AFI pumps before starting your trip. This will ensure that JAX Drivers continue to receive high mileage routes.

NOTE: Provide JAX Transport with the last four numbers of your fuel card in order for you to track the amount of fuel purchased and then AFI can also note that you are purchasing fuel from their fuel pumps.

4.5 Over the Road (OTR) Procedures

4.5.1 General

- Drivers must ensure that their trucks are operational before requesting a load.
- Drivers will be charged a \$250 “Give-Back” fee if they change their mind after accepting a load.
- Contact Meat Dispatch by 09:00 when you are ready to be dispatched.
- Use only **JAX trailers** with a green tag and ensure the reefer fuel-tank is full.
- Inform Backhaul Dispatch by 08:00 when you are unloaded and prepared to accept a backhaul. This ensures that backhauls are scheduled, loads will not have to be given back, and JAX can keep all Drivers moving.
- Always plan your route and driving time to ensure deliveries are made on time. JAX Transport has Zero Tolerance for late deliveries.

NOTE: JAX has a lot of Drivers that want to be assigned to meat loads, and late Drivers will be charged a \$100 late fee in addition to the Receiver’s late fees.

- For pick-ups at Caviness, in Hereford, drivers must:
 1. Hook-up only to **JAX trailers** with a green tag.
 2. Inspect the trailer to ensure it is 100% ready to go.
 3. Report any damages to trailers before you hook-up to them.

NOTE: Drivers will be charged for any damages to trailers that are not reported. Contact the Office for any damages or problems with trailers.

4. Ensure that the trailer is full of fuel.
5. **Drivers must be to Caviness not later than 18:00.**

NOTE: The only exceptions to this will be for those drivers who have contacted David Trimble or the Dispatch Manager for approval, before 16:00.

If JAX has to pick up load for a Driver, the Driver will be charged a fee of \$236.

- If you have a pick-up at Palo Duro, in Amarillo, the trailer must be washed out and filled with fuel before dropping at the facility.
- **Drivers must always be on time, for pick-ups and deliveries.** This is essential for JAX to maintain good relationships with shippers, and to ensure that JAX Transport continues to receive more freight to be moved.
- If Drivers have a product rejected by the Receiver, immediately call Dispatch, and send photos with product codes and seq. numbers.
- Drivers must contact Empty and Loaded Trailers, at the Office, with empty and loaded trailer numbers as soon as they pick up trailers that are empty, loaded, or have been unloaded.
- Before dropping any loaded trailer at AFI, Drivers must ensure trailers are full of fuel and running at the appropriate temperature, as required.

NOTE: If trailers are dropped without a full tank of fuel, JAX will charge the Driver with the fuel costs for filling the tank, as well as a \$100 “call-out” fee.

- Loaded trailers dropped at the AFI lot will be charged with a \$25 “shag” fee unless the Driver would like to wait to put the trailer in the proper door and then wait for it to be unloaded.
- Drivers must send a photo of the BOL’s to Accounting (806-282-2282) not later than 10:30 the day after delivery.

NOTE: It is easier to text a photograph of the signed BOL to Accounting (806-282-2282), no matter what time of the day the delivery is completed. Ensure that you include your name, company, and date with the texted photograph. If you miss the 10:30 deadline, you will be charged a \$75 late fee.

- The original BOL must be received by 14:00, the Wednesday following delivery. If original BOL is not received by deadline, you will not be paid for the trip until the following Friday.

4.6 Using DITAT

- DITAT is the electronic dispatch system used by JAX Transport to coordinate Driver operations.
- Drivers receive a DITAT Login and account information after orientation.
- There is a YouTube video that explains and shows how to use DITAT. Search DITAT MOBILE DISPATCH for instructions on downloading and using the

application.

- Contact Trinity Bowen (806-316-8500) with any questions about DITAT.

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Revision Log

Rev	Date	Description	Reviewed by	Approved by
0	09/01/2020	Initial Issue		

Appendices

Appendix A – Policy and Procedure Acknowledgement

Company Driver/Owner-Operator Procedures



Acknowledgement Form

This form is to acknowledge the receipt of the JAX Transport *Company Driver/Owner-Operator Procedures* guide.

All procedures set forth in this guide are mandatory. Failure to follow the policies and procedures contained in the *Company Driver/Owner-Operator Procedures* guide will result in a \$500 fine up to termination of employment from JAX Transport, LLC.

By signing below, the Driver acknowledges that he/she has read, understands, and will abide by all procedures set forth in this guide.

Printed Name

Signature

Company/Truck Number

Date