

CUSTOMER

Load
Planning/Scheduling
Transit Updates
Service Reporting
POD

SHIPPER

Verify Shipping Hours
Verify Piece Count/Weight
Dock Scheduling
Communication Updates

CONSIGNEE

Verify Shipping Hours
Update ETA to Origin
Dock Scheduling
Communication Updates



DRIVER

Load Information
Verify location/available hours
Verify BOL, Piece Count/
Weight
Daily Checkcalls

CARRIER

MANAGEMENT
ETA to Shipper/Consignee
Directions, Appointment
Confirmations
POD, Payment,
Insurance Compliance,
CSA/HOS Compliance

INVOICE/ADMIN

Invoice Accuracy
Consolidated Invoices
Insurance Compliance
Carrier Scorecard