

# Workflow

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Importance & Use of Service


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# What is Workflow?

- It is a mobile tool that allows drivers to accept load assignments, view trip information, and interactively complete tasks with real-time communication directly back to dispatch.
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# Detention Pay

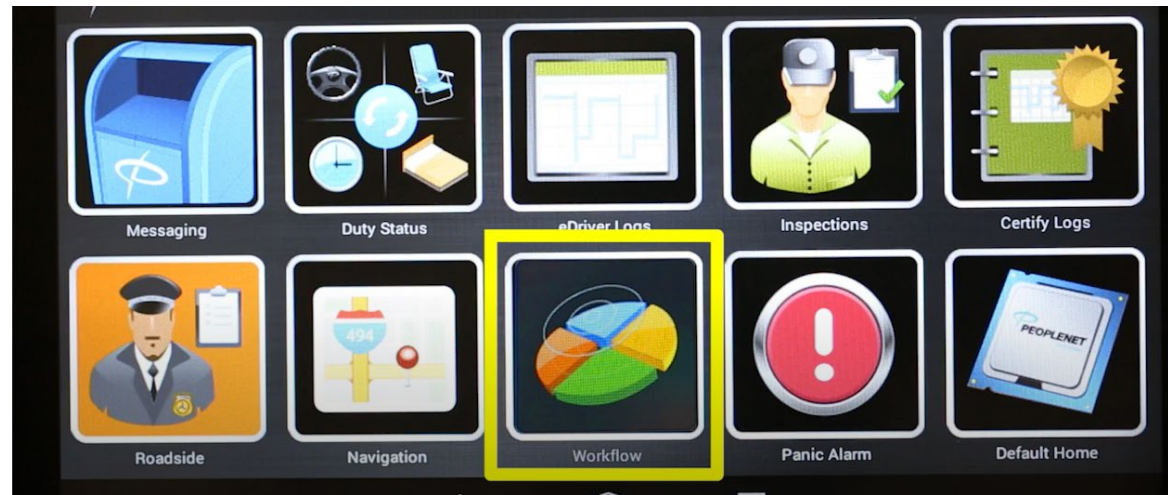
- A penalty charged to the shipper when their loading or unloading causes delays and makes the trucker wait at the facility.
- We have to have recorded proof to get paid.
- Usually a two hour wait, but every shipper has its own contract with EverGreen
- EverGreen and Driver will get paid if we can prove they took longer than allowed set time.

# Workflow Improvement Theories

- Helps Eliminate Detention
- Helps Reload Time
- Helps Overall Relationship With Customer



# Step By Step with Duty Status



# Step By Step Instructions



## Step By Step

- If icon is colorful, you have a load ready
- If it is grayed out, no load assigned
- Geo Fence is in place, but sometimes can fail or offline, why steps are important
- Note: Sometimes when a load is sent, it will not register in Workflow until driver starts moving. Can take about a minute of driving before it registers.
- Can happen to preassigned loads as well as loads sent after delivery



# Step By Step

- Once you are in a 2 mile radius, it will ask you if you have arrived?
- Say Yes when arrived
- Wait 15 minutes (On Duty)
- After 15 minutes (Change status to Sleeper Birth) while waiting to get loaded
- **Once Loaded**, hit Loaded
- **DO NOT HIT LOADED RIGHT AFTER YOU HIT ARRIVED!!**
- Once Loaded, change status to On Duty

# Step By Step



- IF there is a tarping area, go to area and secure load
- After load is secured, you will take a picture of securement and send to your Dispatcher, this is “EverGreen Way”
- Next, you are headed to the consignee to deliver
- .5 Mile radius, you will be prompted with, arrived? Hit yes when you have arrived.
- 15 minutes of On Duty Status, then change status to Sleeper Birth if you are waiting to be unloaded
- Once you receive your BOL, take picture and send in right away, this is the EverGreen Way!
- Repeat Steps

# Certifying Logs & Updates

- Make sure to certify your logs daily,
- You will get a cheat sheet to place in your truck
- If you are ever asked to update your ELD's on your tablet, please do it immediately. It will not prompt you to do it later, it wants immediate action and no information will be lost

