



Hub Advisory



August 27, 2008

Driver Appreciation Week August 25th—29th



Newport – at Meijer bullpen

Wednesday 8/27 0800-1700

Lansing – at NALT

Thursday 8/28 0500-1400

Grand Rapids – at NAGR—at the terminal

Friday 8/29 0800-1600

We will have breakfast sandwiches in the morning, and hot dogs and burgers throughout the day. Looking forward to seeing everyone!

Thanks, Dave

What is OS&D and What Should You Do With IT?

Drivers, when a customer rejects a product, it can be due to Overage, Shortage and/or Damaged product (OS&D). The consignee or receiver will typically let you know if there is a problem and write it on the bill of lading. When you encounter an OS&D, YOU MUST follow certain procedures:

- ◆ You must **NOTIFY DISPATCH immediately** when you know there is an OS&D on your load. Dispatch will take the information and direct you what to do with the product.
- ◆ If you are on a broker load, you must call the broker **after** you notify Dispatch. It is **IMPORTANT to follow proper procedures when you have an OS&D!**

Whether there is 1 can or several pallets of OS&D: **DO NOT leave UNAUTHORIZED OS&D product** in the **drop lot or on trailers without prior dispatch approval.**


Start by making a call to **DISPATCH.**

Thank you for your attention in this matter.

EQUIPMENT INSPECTIONS

Again it is necessary to remind all drivers to thoroughly inspect **EVERY** tractor that you drive and **EVERY** trailer that you pull. Inspections are required by Federal Regulation and NTB Policy. Inspections will keep you in compliance with regulation and policy, insure that any defects are repaired **AND** that you may not be mistakenly charged with equipment damage.

Thank you for your help!



Drivers, At DC90, please make sure you are not dropping loaded trailers in the lot by Walker Rd. ALL LOADED trailers NEED to be dropped inside the gate at 90.

Trailers with **DC95 product** need to be taken to **DC95.**

Thank You, Meijer



SEVERE SEVERE RISK OF TERRORIST ATTACKS
HIGH HIGH RISK OF TERRORIST ATTACKS
ELEVATED SIGNIFICANT RISK OF TERRORIST ATTACKS
GUARDED GENERAL RISK OF TERRORIST ATTACKS
LOW LOW RISK OF TERRORIST ATTACKS

The current Nationwide Threat Level Remains: ***Yellow-Elevated: There is a significant Risk of Terrorist Attacks***

2 Anniversary Dates:

Name	Date	Yrs
Richard Mclemore	8-28	1
Bruce Dykema	8-30	7
Stanley Mattson	9-1	2
Stephen Bogaski	9-3	16
Alvin Pahl	9-3	21
James Smith	9-3	3
Joseph Ackley	9-6	4
Mark Palazzolo	9-7	7
Jay Hurst	9-7	1
Terry Wilcox	9-8	16
Wendell Dankenbring	9-9	17
Michael Carrier	9-9	2

From Customer Service/

Sales: Thank you to everyone for your dedicated service provided to customer, Allied Interiors. They are very pleased with the service we have provided them.

It is professionalism by our drivers, careful planning by the dispatch group and support from our customer service team that has made us successful.

Great Job team!!!!!!

Riding with Pride Award

This month's Riding with Pride Award goes to outstanding driver, **Steven Gibbs!** Thank you for the positive outlook, professional demeanor, caring attitude and NTB loyalty and dedication. Way to go **Steven!**



Steven was nominated for this Award by Eric Horne, Dispatch.

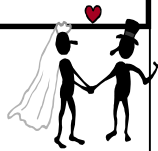
Driver's Corner

Please keep the following employees in your thoughts and prayers as they deal with personal or family health issues or the loss of family or friends:

Leo Bryson
Lawrence Cash
Gary Holland
Richard McLemore
Russ Phillips
Keven Pierce
Leslie Teague
Norm Vernon

Congratulations..

To Driver **Kirk Herren & his wife, Rhonda** on their 6 year Wedding Anniversary, August 31.



To Transportation Coordinator, **Jonathan & Kristen McWilliams** on their 2nd year Wedding Anniversary, August 26.

Happy Birthday to Driver, **David W. Taylor** on a milestone birthday, September 5th. Which milestone birthday is it—#30, #40 or #50? Call David and wish him a Happy Birthday!

NTB WELCOMES THE FOLLOWING NEW DRIVERS:

Matthew Ellsworth—NTGA
David Giles—NTST
Robert Haveman—NAGR
Robert Harrold—NADC
Robert Smith—NAWA
David Waite—NALT

CONGRATULATIONS AND WELCOME TO THE NTB FAMILY!

Timeless Truth



The Lord your God is with you... He will take great delight in you, he will quiet you with his love, he will rejoice over you with singing. Zephaniah 3:17

How to Put a Lid on Your Steaming Anger

We all get angry. Sometimes justifiably, other times irrationally. Regardless of the situation, there are some things we can do to prevent our anger from escalating into unconstructive thinking and behavior. The American Psychological Association offers these tactics for controlling anger:

- ◆ **Change the way you think.** If your inner thoughts are filled with cursing or grisly scenarios, you might be overly dramatic about the situation. When this happens, instead of thinking "This is the last straw—everything is awful!" it might help to tell yourself "I am frustrated and that's understandable considering the circumstances. But it's not the end of the world. Staying angry is not going to fix this."
- ◆ **Try to get a more balanced perspective.** The world is not out to get you, though it may feel like it sometimes. Ask yourself what it is that you want. The answers might be fairness, appreciation, agreement, another person's willingness to do things your way. Remind yourself that everyone wants these things. Ask yourself if you're being too demanding—because angry people tend to demand things and when their demands are not met, they tend to get even angrier.
- ◆ **Remember that not every problem has a solution.** Sometimes things are just hard and trying to come up with a solution when there really isn't one will only add to your frustration. Instead, you'll be better off determining what the problem is, then facing it and figuring out how to handle it.
- ◆ **Defuse your anger with humor.** Humor can help you confront your problem constructively. If you feel like calling someone a name, for instance, try to visualize what you're calling that person—literally. Sometimes it can make you laugh and break the tension.
- ◆ **Change your surroundings.** Give yourself a break. If something is really driving you crazy, and you can avoid the situation, then you'll be doing yourself a favor if you give yourself some downtime. If your child's room is a mess and it's getting on your nerves, close the door and don't look at it. If a cubicle mate is trying your patience, find a reason to go to another department or do some of your work elsewhere in the office.

The Corner Store

From Paulette... There are still company T-shirts available. If you are interested, call Paulette at extension 1512.