

Hub Advisory

Drivers Pulling wrong load, incomplete load and/or going to wrong location

There continues to be issues with drivers pulling the wrong load and or going to the wrong location. This happens when a driver goes into a customers location with a PO or PU # , they get the BOL, hook to their trailer and head to their destination. Some would say "That's how I do every load, what's *wrong* with that"? What is *wrong* is that the BOL that they picked up from the customer isn't for the load that they were sent in to get.

Example #1: A driver is dispatched on a load picking up at GEYO going to M086. When they get to GEYO they give them the Pick Up and PO#'s and are given Bills of Lading from the shipping clerk **with M805 (Tipp City) as the destination**. The driver finds the trailer # on the bills and hooks to it, sends their departure form and heads to Lansing,MI (142 miles). When the driver arrives to the Guard Shack at the Lansing DC, the LP reviews the BOL and notices that the load is supposed to go to M805 in Tipp City, OH. GEYO to M802 (108 miles)..... OOPS! Had the driver checked his/her Peoplenet Dispatch with the BOL destination, he/she would have noticed a conflict in destination. The driver should call dispatch immediately when they notice a difference in BOL vs People-Net dispatch.

Effect: When this occurs, NTB needs to have another driver take the load from Lansing to Tipp City (229 miles). Another driver needs to pick up the original load from GEYO going to M086 (142 miles). We have now driven 371 miles for a 108 mile load. Service to our customer is jeopardized, unnecessary money is paid out in driver pay and fuel cost is incurred just because the initial driver didn't cross check their bills before leaving GEYO. Had this been done, and dispatch notified immediately, then we would have been successful with this load and we would not have incurred preventable costs.

Example #2: A driver is Peoplenet Dispatched on a load picking up at KEWJ going to M881; this load has 3 PO#'s on it. The driver goes in with the Pick Up and PO#'s and is **given the Bills of Lading with only 1 PO# on it**. The driver checks the bills and notes that the load is going to M881 and that the first PO# matches what was given to them on the Peoplenet. Success.....or so it seems. When the driver arrives to the Guard Shack at the Newport DC, the LP reviews the BOL and notices that there are supposed to have 3 PO#'s on the load, but bills show only 1 PO being delivered.....OOPS again!!! When you are shorted PO#'s or given additional PO#'s, you must call dispatch immediately. Your BOL must match the Peoplenet information exactly!

Effect: When this occurs, NTB will need to send another driver back to KEWJ to pick up the rest of the load. Service to our customer is jeopardized, unnecessary money is paid out in driver pay and fuel cost is incurred just because the initial driver didn't cross check their bills before leaving KEWJ. Had this been done, and dispatch notified immediately, then we would have been successful with this load and we would not have incurred preventable costs.

When either of these 2 examples occur, an Incident Report is generated by dispatch because the driver did not do what he was assigned to do. This is a Violation of NTB's Work Rules and Regulations under Article II – Rule 11 "Failure to pull assigned trailer, or Failure to go to dispatched location. If wrong trailer is pulled, or driver goes to the wrong location, the driver will **not be paid** for wasted miles".

In addition to **not being paid** for wasting miles the driver will receive a Written Warning from Driver Relations. **Protect our Customers loads and Protect Yourself by always cross checking the information on your Bills of Lading with what is on the Peoplenet.** If there is ANY discrepancy, contact dispatch immediately.

If you have any questions, do not hesitate to call us and as always, thank you for your time! Driver Relations



September 9, 2009

Birthdays of the Month



Robert Laug	9-2
Gary Ward	9-3
David W Taylor	9-5
William Gaertner	9-6
Carlos Flores	9-6
Randy Benjamin	9-9
Jerry Thompson	9-10
Anthony Huett	9-10
Charles Alstott	9-10
Mike Walsh	9-10
Bill Jones	9-11
Elvis Painter	9-12
Andrew Knighten	9-13
Daniel Meyer	9-16
Bruce Ritter	9-17
Terry Joyner	9-18
Bernard Oostema	9-19
Norm Vernon	9-20
Michael Wildbahn	9-22
James McClure	9-23
Jason Woirol	9-25
John Porter	9-25
Donald Inman	9-25
Louis Van Essendelft	9-25
Dennis Wagner	9-27
Ralph Kountz	9-29

In Honor of Patricia VanRees. The VanRees family is walking in Honor of Walt VanRees' wife, Patricia, who passed away in June of 2008, from Breast Cancer. The walk will take place on 9-26-09, 8:30am at River-town Crossing Mall, Grandville, MI. If you want to join, please sign up at <http://race.komengr.org> and find the **Pink** (for **Pat**) team.



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



Anniversary Dates:

<u>Name</u>	<u>Date</u>	<u>Yrs</u>
Norm Vernon	9-11	11
Stephen Smeltzer	9-11	11
Nathan Monroe	9-12	1
Robert Schaefer	9-13	19
Charlie Shultz	9-13	1
Michael Nease	9-19	1
Michael Fuller	9-19	1
Richard Woirel	9-21	20
Lawrence Cash	9-22	2
Bruce Ritter	9-23	2

Service Watch Customers for September are:

MEIJER, Store #161 & ALL Target Stores

For the next 30 days, we need to focus on providing a higher level of service to these customers.

Riding with Pride Award



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

Jonathan was nominated for this Award by Jason Mayville, Driver Relations.

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:

Jose Caudillo
Jacob Enchill
Kevin Frank
Edna Holdridge
Richard McLemore
Kyle Miller
Michael Nease Family
Delbert Potts
Charlie Shultz
James Stradtner
Leslie Teague
Norm Vernon



Welcome once again to Driver to Driver. Recently, while pulling into one of the new Meijer stores, I was admiring some of the landscaping they had done around the parking lot. It has become popular to put those little islands at the end of parking lanes for esthetics as well as traffic control. Unfortunately, they tend to be a nuisance for the truck driver. Each one of these particular islands had at least one set of trailer tire tracks scarring the otherwise pleasing representation. This was a sure sign that other trucking companies must deliver at this Meijer, because it is inconceivable to think an NTB driver would have done this.

Seriously, this is another mark that distinguishes the professional driver from the DINO (Driver in Name Only). The professional takes pride in being able to maneuver his over-size vehicle into tight places without doing any damage to his rig or the environment in which he is driving.

In order to accomplish this, it takes patience and a good deal of forethought. Too often, drivers are in either too much of a hurry, distracted, or simply apathetic toward the property of others. When approaching a tight turn, decisions must be made to properly position the tractor and trailer to make a professional turn. Sometimes this means waiting for traffic to clear in an intersection so that there is room to make the turn. Other times it means choosing a different entrance. It always requires moving at a speed slow enough to give yourself time to make the right decisions.

Some time ago, I was pulling out of the Newport D.C. just as another truck was turning right off of the Northbound I-75 exit ramp on to Swan Lake Road. The evidence of trailers that have cut that curb is such that a good size hole has developed on the inside of the curb. This particular driver happened to be in such a hurry that as he rolled through the stop sign looking to his left for traffic, he pulled out only to see me approaching from the right. Undeterred, he continued to pick up speed as he cut his turn short. The trailer was empty and as the right side bounced over the curb, down the hole and then up over the curb again, the trailer tires came off the ground a good twelve inches before settling down on the road again. I'm not sure he knew it even happened. The decal on the side of the trailer, "Ride with Pride", caught my attention as it sped by. Must be that some other company uses the motto as well because I cannot imagine an NTB driver doing such a thing.

Simply put, the professional takes pride in making every turn, in every situation, under any condition in such a manner that there is no damage done to equipment or property. I trust this will be a reminder that we all need to take the turn toward professionalism.



Corner store has sweatshirts for sale:

Colors: navy, black and gray

Small to XL \$15.90

2XL to 3XL \$17.40—4XL \$18.90

The above prices do not include sales tax.



Timeless Truth

And surely I am with you always, to the very end of the age.

Matthew 28:20