

# Quick Reference Guide

(Version R5 2019 04-30 draft FOR NEW HIRES ON & AFTER THIS DATE)

Driver Name (Printed) \_\_\_\_\_

This form prepared by \_\_\_\_\_

Qualcomm user name \_\_\_\_\_ Password \_\_\_\_\_

Dispatcher Name: \_\_\_\_\_ EXT \_\_\_\_\_

Safety: 260-471-7380 press 2 for dispatch – they will connect you

## **ALL DRIVERS 48 STATES – NO RESTRICTIONS**

Drivers must be willing to cover all customer freight over 48 states (unless hired for Midwest to Northeast lane or Local Driver) which includes east bound freight (but no NYC). ALL OTR solo drivers may have loads with pad wrap (and fold) and multiple stops. Also, Company Drivers may not deny any loads, including shipments that overlap pay periods.

## **CUSTOMER SERVICE = On-Time Pick Up & Delivery Each Load**

### **CUSTOMER SERVICE: DELIVERING to SUMMIT EXPRESS CUSTOMERS –**

#### **DRIVERS ARE NOT ALLOWED TO CHANGE PICK UP or DELIVERY DATES OR TIMES**

When calling delivery receivers to get directions or confirm appts (or both) IF the receiver requests ANY delivery date or time, other than what appears in your dispatch you MUST call operations and/or dispatcher immediately to allow our customer service department to “clear” the new delivery date/time with our customer (Haworth, Exemplis, Kimball, etc) just because YOU or the person you talk to want to deliver at a different time that does NOT authorize you to change without dispatch approval. ***IF YOU PICK UP OR DELIVER A DIFFERENT TIME THAT WHAT YOU WERE DISPATCHED, THEN OUR CUSTOMERS WILL TREAT THAT AS A SERVICE FAILURE. THUS, NO EXCEPTIONS TO THIS POLICY, PLEASE***

## **DRIVER IN-SERVICE = Minimum 80% of Days (excluding Holidays) & 2,500 miles per week**

### **OPERATIONS & COMMUNICATIONS**

- 1. COMMUNICATIONS:** When in Service, please cell phone on, check messages & acknowledge you received message
- 2. QUALLCOMM (QC): Never Log Off except for 2 situations: ALSO STAY “LOGGED-ON” WHEN YOU ARE AT HOME**
  - Situation 1: when arrive at Repair shop, log off your QC; when you get the truck back, Log back in
    - The Safety & Compliance dept will re-assign repair shop driving time to the repair shop
  - Situation 2: when Summit Express Safety dept, dispatch, or IT dept ask you to log off and then log back in when trouble shooting QC problems
  - Logging off your QC and driving while logged off is a DOT Violation
- 3. MACROS: YOU MUST USE MACROS for LOAD INFORMATION – THIS COULD AFFECT YOUR PAY**
  - **See tab in handbook**
- 4. “GET HOME” POLICY:**
  - Plan Ahead: send Macro via QC 2 weeks prior to “Get Home” to maximize your miles! Please don’t call dispatch and provide verbal notice because using QC ensures your request is received
- 5. VAN EQUIPMENT: Keep all van equipment (Pads/Bars/Plywood) neat and stacked in nose of van when not in use.**
  - GIVE CORRECT COUNT to dispatch

### **ACCIDENTS**

#### **If you are in Accident:**

- Call Dispatch first, then call Safety IF INSTRUCTED by dispatch
- Summit Dispatch 260-471-7380 or 800-555-7832
- Transflo information and follow accident procedures on Transflo app

## **PRE-TRIP & POST-TRIP INSPECTION DAILY REQUIREMENTS**

- **MUST COMPLETE TRACTOR & TRAILER Pre-trip and Post Trip Inspection DAILY on QC**
  - **ON QC: select “On Duty” status, then in remarks, select Pre-Trip or Post Trip**
- Trailers: Always make sure tires are correctly inflated (90% of blown tires due to underinflation & possible charge back)
  - IF TRAILER FAILS INSPECTION, CALL DISPATCH IMMEDIATELY

## **SCALE REQUIREMENTS – 53’ Dry Van**

- Driver must be able to scale minimum of 43,000 lbs. (53-foot dry van requirements)

## **EQUIPMENT REPAIRS**

### **Tractor Repair:**

- CALL SUMMIT DISPATCH FIRST BEFORE CALLING REPAIR SHOP
- Palmer 260-796-8484 (Fort Wayne) 1-800-759-2979 (After hours)
- Penske 260-482-8634 (Fort Wayne) 1-800-526-0798 (After hours)

### **Trailer Repair Procedures:**

- CALL SUMMIT DISPATCH FIRST BEFORE CALLING REPAIR SHOP
- Ryder 260-482-8481 (Fort Wayne) 1-888-715-7272 (nationwide)
- Star 317-733-4550 (Normal Hours) 1-800-318-2280 (After hours)

## **PAYROLL**

- **Questions:** If you have questions related to accuracy of pay, please contact your dispatcher first and provide details
  - If you have questions about not getting paid or about taxes, deductions, year-end figures, banking changes, or bonuses please email our payroll department at [payroll@summitlogexp.com](mailto:payroll@summitlogexp.com) with details and someone in our payroll company will respond
- **Pay:** You are paid for the load based on when you deliver the load
- **Transflo:** Transflo load information to get paid
- **Payroll Week:** The payroll week starts Sundays at 12:00:01 AM and ends Saturday Night 11:59:59 PM. If you are under a load when the payroll week ends, and you deliver the following week, you’ll be paid in the following week

## **DRIVER PROFILE & DEDUCTION INFORMATION WORKSHEET**

- See the Driver Profile & Deduction WORKSHEET for additional information on how you are paid

## **FINES & CITATIONS and AMOUNTS OWED**

- Driver must Transflo ticket to Summit immediately to ensure the process is handled expeditiously. All drivers (Company drivers, Lease Operators & Owner Operators) are financially responsible for ALL the costs associated with moving and non-moving fines, violations and citations. If a driver quits before the full fine is paid and other amounts owed to Summit Express are not paid, the Company will withhold all amounts due in the final paycheck and to protect Summit Express carrier authorities

## **SUMMIT EXPRESS WEBSITE**

[www.summitlogexp.com](http://www.summitlogexp.com)

- Use this website to access OUR DRIVER PORTAL for training information and fleet updates
- See Link at the bottom of the home page & click DRIVER PORTAL

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Driver Signature

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Date