Qualcomm Processes:

CHANGES YOU WILL SEE:

A) Gypsum Express is moving to McLeod's Loadmaster dispatch software. Any drivers that have experience with a Loadmaster trucking company will be familiar with these macros.

B) IMPORTANCE OF SENDING ALL STATUS UPDATE MACROS: Arrive and Depart Shipper, Arrive and Depart Consignee and Arrive and Depart Stop off macros all trigger automatic processes within the dispatch software. Not sending messages or sending messages with incorrect information will prevent these processes from happening. It's also important to send the macros in real time.

C) The "Arrive at" and "Depart" macros are greatly simplified

D) Load assignments will show where you pick up or drop an order. If the order picks up at the shipper and delivers to the consignee, it will show that. If an order picks up in a drop yard and delivers to the customer, the load assignment will show the shipper as being the drop yard.

E) Arrive at Stopoff and Depart Stopoff macros have been added for multi-stop loads.

F) Routing will not be sent automatically. The driver will have to request routing through the Request Routing macro.

G) Fuel solutions will not be sent. This will be addressed in a separate communication.

H) The OS&D macro has been up updated with additional information needed by safety.

I) Gypsum will utilize the concept of PTA's not ETA. PTA stands for Practical Time of Availability. You will see this on the Depart Shipper and Update PTA macros. This is the time you anticipate being available for your next dispatch. Example: Driver has a 0800 hr delivery appointment. Giving a 2 hr buffer for unloading the driver's PTA would be 1000 hrs. This will help the planner update when you will be available for your next dispatch.

J) Driver's Performance Bonus will no longer be looking at the driver's ETA for on time delivery. It will be based on the customer's delivery appointment time if applicable or the customer delivery window. This will be addressed further in a separate communication.

PICKING UP AND DELIVERING A LOAD:

1) The load is sent to the truck by the Driver Manager / Planner
2) The Load information and Additional Info are sent to the truck
3) ** The **Additional Info message** contains specific instructions such as pickup and delivery numbers and special loading instructions or equipment. The Additional Info message also contains specific information for additional pickups or deliveries. It is very important to read this each time as it may have new special instructions or reference numbers

TO CONFIRM THE LOAD OFFER:

1) Go to the Load Information in the Inbox
2) Press the Reply button twice
3) Press the Change Macro button
4) Select Macro ID #1 **** Load Confirmation ****
5) The order number will be prefilled.
6) Press the Send button
7) Press Yes to confirm sending the message
8) ****Load Confirmation**** will be received by the Driver Manager

To request routing: For current active trip

1) Select Macro ID #6 ****Request Routing****
2) Press the Send button
3) Press Yes to confirm sending the message

The Route Information lists the practical miles and turn by turn route instructions.

To request directions: For current active trip

1) Select Macro ID #7 ****Request Directions****
2) Enter the Stop # or the Location Code. The initial pick up is always Stop #1
3) Press the Send button
4) Press Yes to confirm sending the message

To pick up an empty trailer to take to the Shipper:

1) Select Macro ID #8 ****Pick Up Empty From Location****
2) Fill in the Location and Trailer Number
3) Press the Send button
4) Press Yes to confirm sending the message

When the driver arrives at the Shipper:

1) Select Macro ID #2 ****Arrive at Shipper****
2) Press the Send button
3) Press Yes to confirm sending the message

When the driver is ready to leave the Shipper:

1) Go to the Load Information in the Inbox
2) Press the Reply button twice
3) Press the Change Macro button
4) Select Macro ID #3 ****Depart Shipper****
5) The order number will be prefilled.
6) Enter the Inbound Trailer #
7) Did you drop the Trailer? Answer Y or N
8) Enter the Outbound Trailer #
9) Enter the Bill of Lading
10) Enter the # of Pieces and Weight
11) Did you tarp the load or use a Rolltite? Answer Y or N
12) Enter your PTA
13) Press the Send button
14) Press Yes to confirm sending the message

If there are additional Stops:

1) Select MACRO ID #10 ****Arrive Stop****
2) Press the Send button
3) Press Okay to confirm sending the message

WHEN THE DRIVER IS READY TO LEAVE THE STOP:

1) Go to the Load Information in the Inbox
2) Press the Reply button twice
3) Press the Change Macro button
4) Select Macro ID #11 ****Depart Stop****
5) The order number will be prefilled.
6) Enter the Stop #
7) Enter the # of Weight and Pieces
8) Enter the Seal # if applicable
9) Did you tarp the load or use a Rolltite? Answer Y or N
10) Press the Send button
11) Press Yes to confirm sending the message

Repeat macros 10 & 11 for additional stops.

WHEN THE DRIVER ARRIVES AT THE FINAL CONSIGNEE:

1) Select MACRO ID #4 ****Arrive Consignee****
2) Press the Send button
3) Press Okay to confirm sending the message

WHEN THE DRIVER IS READY TO LEAVE THE CONSIGNEE:

1) Go to the Load Information in the Inbox
2) Press the Reply button twice
3) Press the Change Macro button
4) Select Macro ID #5 ****Empty - Depart Consignee****
5) The order number will be prefilled.
6) Enter the Inbound Trailer #
7) Did you drop the Trailer? Answer Y or N
8) Enter the Outbound Trailer #
9) Was there O S & D? Answer Y or N
10) Did you tarp the load or use a Rolltite? Answer Y or N
11) Press the Send button
12) Press Yes to confirm sending the message

If the truck has a pre-assignment the Load information and Additional Info will automatically be sent to the truck

OVERAGE, SHORTAGE DAMAGE

This macro is not for use strictly at the Consignee. It can be used at the Shipper, at the Consignee or any point while the load is in transit.

WHEN O/S&D IS DISCOVERED:

1) Go to the Load Information in the Inbox
2) Press the Reply button twice
3) Press the Change Macro button
4) Select Macro ID #15 ***Overage, Shortage, Damage****

5) The order number will be prefilled.
6) Enter the Date and Time.
7) Did you take photos? Answer Y or N.
8) **Photos should be taken whenever possible**
9) Enter information about the O/S&D. Be specific. Include item #'s, # of pieces and descriptions of items.
10) Enter apparent cause for the OS&D
11) Did the customer keep the product? Answer Y or N.
12) Did the bills get annotated? Answer Y or N.
13) Press the Send button
14) Press Yes to confirm sending the message
15) DO NOT LEAVE THE CUSTOMER UNTIL CLEARED BY YOUR DRIVER MANAGER

Macros

Macro ID

#0   **Freeform**: Select this macro or use the Freeform button at the bottom of the screen. Use this macro to send a message other than a predefined macro.

#1   **Load Confirmation:** Select this macro to confirm load information that is sent to the truck via Omnitracs.

#2   **Arrive at Shipper:** Select this macro to transmit that the truck has arrived at the Shipper.

#3   **Depart Shipper:** Select this macro to transmit that the truck is prepared to depart the Shipper.

#4   **Arrive Consignee:** Select this macro to transmit that the truck has arrived at the Consignee (final delivery).

#5   **Depart Consignee / Empty Call:** Select this macro to transmit that the truck is empty at the Final Stop (Consignee).

#6   **Request Routing:** Select this macro to request routing for the current active load assignment.

#7   **Request Directions:** Select this macro to request directions for the current active load assignment. Enter either the Stop Number or the Location Code. Be sure to enter the correct stop number.

#8   **Pick up Empty from Location:** Select this macro to transmit the trailer number and location that an EMPTY trailer is being picked up.

#9   **Drop Empty at Location:** Select this macro to transmit the trailer number and location that an EMPTY trailer is being dropped at.

#10   **Arrive Stop:** Select this macro to transmit that the truck has arrived at an additional pickup or additional delivery. Stop #1 is always the initial pickup.

#11   **Depart Stop:** Select this macro to transmit that the truck is prepared to leave the additional pickup or additional delivery. Stop #1 is always the initial pickup.

#12   **Hook Macro:** USED BY THE DOUBLES FLEETS ONLY to transmit what trailers have been hooked in tandem as well as the hook and break locations.

#13   **Break Macro:** USED BY THE DOUBLES FLEETS ONLY to transmit where a tandem set has been broken, what trailers will be left at that location and what trailer is being taken from that location as well as the destination.

#14   **PTA Update Practical Time of Availability:** Select this macro to transmit the time and location you expect to be available for dispatch. Or to change/update your PTA.

#15   **Overage, Shortage, and Damage:** Select this macro to report damage to the product on a load at the shipper, consignee or while in transit.

#16   **E-Manifest:** Use this macro to transmit information to prepare a Customs Border Clearance.

#20   **Start Work:** Select the macro to transmit the time you start work (Hourly Drivers).

#21   **End Work:** Select the macro to transmit the time you finish work (Hourly Drivers).

#22   **Accident Report:** Select this macro to report an accident regardless of fault. Be sure to fill in all fields that apply. Provide as much detail as possible.

#23   **Breakdown:** Select this macro to report a breakdown or problem with a tractor, trailer or other equipment.

#24   **Red Tag Macro:** Select this macro to report a piece of equipment that requires service (tractor, trailer, bogie).

#25   **Expense Request:** Select this macro to request money for a job-related expense such as a lumper.

#55   **Driver Referral:** Select this macro to forward a driver referral to the Recruiting Department.