

DEX Weekend and Overnight Checklist:

- If a load is not tracking, please get the drivers set up with trucker Tools.
- Always Contact the Driver first via phone and text BEFORE contacting dispatch, then you can contact dispatch. At the hours for weekends and nights, it is best to speak with the driver first.
- Pay attention to the colors in Sylectus, any loads in yellow needs an update.
- Any load that is RED needs action and NOTES need to be put into Pro Notes.
- Anything that happens on any load must be noted in Pro Notes.
- When sending email to customer OR carriers on active loads we MUST send from Pro Notes OR TO Notes, not from outlook. If info is sent or received from outlook, copy, and paste and put into Pro Notes.
- If a carrier messes up (Or does good), or does NOT accept tracking, or communicate location, put the notes in the order and in the carrier notes with the Pro Number and what happened.
- Before booking a load with a carrier, ALWAYS check the carrier to see if they are approved AND check the notes to see if we have had problems with that carrier.
- Respond to customers when they have any requests, advise them that you are working on it, so they know you are working on it.
- When booking a team, make sure we get both drivers names, numbers, and Driver's License, and if a carrier asks, tell them that the shipper and consignee will check to make sure that both drivers are on site at pickup and delivery locations.
- Cargo Tours and Air Cargo Transfer: both of their shipment the freight can NOT be double stacked.
- Mainfreight- Kearny, NJ make sure POD has times "in and out" on the POD before sending to Mainfreight, and make sure the same POD is in Sylectus.
- Look over all loads on Trip Monitor and make sure we have Carrier Rate Confirmations signed and scanned, Customer BOL's, pictures of freight loaded in the truck, etc.
- When we receive emails from customer, make sure that contact is in Sylectus under the Customer Profile, if not, please enter the customer contact information in.
- When booking a truck with a carrier, make sure you have the drivers name, number, unit # and a picture of the truck AND a picture of the door on the truck with the MC # and OR the DOT# showing on the door. Both pictures need to be scanned into the load.
- When you receive quotes from carriers, when it is slow, look through the carriers and make sure that we have the contact information in Sylectus under that carrier, if not, please enter it under the carrier and contacts.
- Make sure Compliance is taken care of and carrier packets are being processed.
- **Alejandra:** please make sure any Website updating is taken care of when requests are sent to you.
- Check the pictures of the freight loaded in the truck BEFORE sending to customer to make sure everything looks alright.
- Check POD's to make sure there are not any discrepancies before scanning and sending to customer.
- Make sure that you check each picture so that you see the freight before you send to customer. Mainly ALL LOADS are Non-Stackable. Example (Medical Equipment, Computer Equipment, Staging/Production Equipment, Auto Parts and Airline Equipment.)
- Place notes in Carrier notes if the carrier did anything wrong – Put order number and problem. That way we can see if we should use them or not.
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