



TVM ROSSO LTD

EXPRESS DELIVERY

ORIENTATION

UPDATES

Every morning from 7 to 8 AM EST we are making updates, inquiring your availability and current location. A message is sent to your cell phone containing similar text:

“Good Morning this! This is TVM ROSSO. Please update your availability and provide your current location (zip code and state). Thank you and have a great day!”

If you are AVAILABLE:

“Unit #....., available, (State and Zip-code)”

example: “Unit #1000, available, NY 10305”

If you are NOT AVAILABLE:

“Unit #....., not available, (State and Zip-code)” / “Unit#....., off”

GETTING THE LOAD

On updating of your availability we start to look for loads. If our dispatchers have found a load and you are the closest driver to it they will call you and offer that load. By offering they are telling you the following information:

- How far the freight is from you;
- From where to where it is going;
- Time of the pickup and the delivery;
- Count of pieces and weight (if applicable)
- They advise you on affordable rate to get this load.

After discussing the billing information we put the bid.

PLAYING THE BID USUALLY TAKES 15-20 MINUTES.

**THE DRIVER CANNOT PLAY SEVERAL LOADS AT THE SAME
TIME.**

If the bid is won, we dispatch you as soon as we receive the confirmation for the load. We send you a text-message of a similar character:

FROM:

- Time of the pickup;
- Company name to make the pickup from;
- Address;
- City, State and zip-code;
- Count of pieces and weight;
- Any references if applicable.

TO:

- Time of the delivery
- Company name to make the delivery to;
- Address;
- City, State and zip-code;

MILLAGE AND RATE PER

PLEASE CONFIRM

!!YOU MAY NOT TAKE PARTIALS WITH OTHER COMPANIES.

WE RESERVE THE RIGHT FOR EXCLUSIVE USE ONLY OF YOUR TRUCK!!

WHEN UNDER THE COMPANY LOAD

A) ON ROUTE TO THE PICKUP

- 1) Confirm the receipt of the information about the load and notify on starting your trip;
- 2) Make sure you have all necessary PPE, paperwork (if needed), and don't forget about neat appearance;
- 3) Update your current location every hour when going to the pickup and on request.
Updates are sent to your cell phone and you are to answer them. Otherwise we are calling you. To avoid disturbing you from driving please send us updates yourself;
- 4) If you are stuck in traffic or have any issues on your way – notify us on that;
- 5) IF YOU WISH TO MAKE THE PICKUP EARLIER THAN SCHEDULED YOU SHALL CONFIRM THAT WITH THE DISPATCH OTHERWISE IT MAY BRING CHARGES TO THE DRIVER.

B) AT THE PICKUP

- 6) When with our load ALWAYS CHECK IN AS TVM ROSSO, UNLESS THE DISPATCHER TELLS YOU OTHERWISE!
- 7) Call upon arrival for pickup (as soon as you arrive to the building);
- 8) Call once loaded (tell the number of pieces, total weight, the BOL number and the delivery address)
- 9) Do not leave the shipper until you have called the office and the dispatcher confirmed the pickup information and gave you GREEN LIGHT to leave.
- 10) If the shipper tells you a time for delivery, never listen to them. Your delivery time is what was set by a dispatcher.
- 11) If the shipper tells you the load has been canceled you are to call the dispatcher and ask them if it truly canceled before you can leave.
- 12) Freight must be strapped.
- 13) NEVER BE RUDE TO THE WORKERS OF THE FACILITY WHATEVER HAPPENS.

C) ON THE ROUTE

14) Update your current location every 2 hours when going to the delivery and on request.

Updates are sent to your cell phone and you are to answer them. Otherwise we are calling you. To avoid disturbing you from driving please send us updates yourself.

15) IF YOU ARE RUNNING LATE YOU MUST LET THE DISPATCHER KNOW

AS YOU AS SOON YOU SEE YOU WILL BE LATE NOT WHEN YOU ARE

ALREADY LATE. EVEN 10-15 MINUTES COUNT!

16) IF YOU WISH TO MAKE THE DELIVERY EARLIER THAN SCHEDULED

YOU SHALL CONFIRM THAT WITH THE DISPATCHER OTHERWISE IT MAY

BRING CHARGES TO THE DRIVER.

D) AT THE DELIVERY

17) Call upon arrival for drop off (as soon as you arrive to the building)

18) Call once dropped off with POD (!!!FIRST AND LAST NAME OF THE PERSON WHO SIGNED FOR THE FREIGHT!!!)

19) If the shipper tells you to hand load/unload the freight you are required to call the office (718)355-8337 and let the dispatcher know habits you start doing anything. In order to get paid for the labor dispatcher has to give you an OK from the broker to do the job.

20) If you load or unload the freight without letting the dispatcher know you will not get paid for the labor.

21) If the shippers tells you, you have to unload elsewhere; you are to call the dispatcher, before you can move.

22) If you have some issues at the facility and you need to give the phone number of your supervisor ALWAYS GIVE OUR MAIN LINE NUMBER – (718)355-8337

23) NEVER BE RUDE TO THE WORKERS OF THE FACILITY WHATEVER HAPPENS.

POD

AFTER DELIVERY PLEASE SEND US IMMEDIATELY SCAN OF SIGNED POD

dispatch@tvmrosso.com

Make sure the POD arrives in GOOD QUALITY

PAYMENTS

To receive your money for the load you should:

- 1) Submit the void check (Name on the void check should be in compliance with name indicated in W-9 and in the Insurance certificate)
- 2) Check the correctness of the information sent to you during dispatching for the load.
- 3) Deliver the load to the right place without delays.
- 4) Sent the copy of the POD to our e-mail: dispatch@tvmrosso.com

Payments are done every Monday. Payments period begins on Wednesdays and ends on Thursday at 23:59 EST. That means that those loads which were closed till Tuesday midnight will be paid on Monday next week.

RATE PER LOAD

- 1) After you performed the load and completed the necessary procedure with paperwork (POD) you will receive the money to your bank account.
- 2) You will receive the amount agreed with the dispatcher when you are offered the load.
- 3) When you are dispatched for the load check the amount sent to you.
- 4) We are paying for the distance "from zip-code to zip-code"
- 5) We are paying for miles not for the weight. However we are not offering you loads which your truck cannot pull.
- 6) The change in the delivery location causes the reconsideration of the rate per load.

NOTE that the difference in less than 20 miles is not negotiable.

DETENSIONS

- 1) Waiting for less than 2 hours is not paid.
 - 2) If you waited for 3 or more hours you may ask for detention. The amount will be determined upon the consultations with the customer. NOTE that if you have an appointment or a window for pickup/delivery this time doesn't count.
 - 3) "TRUCK ORDER NOT USED" ("TONU") is paid if the load was canceled. The amount will be determined upon the miles driven by you to the facility. If the load was canceled 2 hours before the pickup – IT IS NOT PAID.
 - 4) "LAYOVER" is paid if you waited for a night to be loaded/unloaded. The amount will be determined upon the consultations with the customer. NOTE that if your delivery is scheduled and you arrived earlier you may not be unloaded.
 - 5) NOTE that the "LAYOVER" and "TRUCK ORDER NOT USED" mutually exclude each other.
- You can receive only 1 of these types of payments.

RECOVERY POLICY

- 1) If your truck breaks when you are under the Company's load you should call the Dispatch and notify on that immediately.
- 2) If your truck is broken we need to find another one to deliver the freight.
- 3) Compensation:
 - a) The driver who makes the recovery shall be paid the amount he requires to deliver that cargo.
 - b) The driver whose truck was broken shall be paid the remainder from the whole rate per that load no matter what distance that driver had already made.
 - c) Other accessorial charges will be covered only as agreed by Company and only after Contractor provides legible copy of receipt.

SIGNATURE