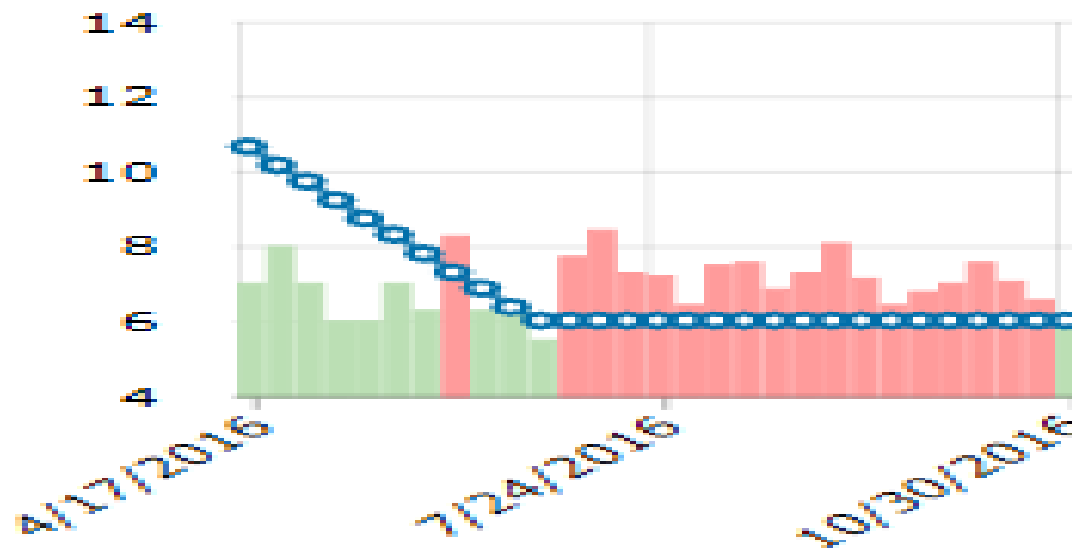


# Trailer Detention and Management



# Idle Trailer %

- 2013-2015 our Percent of Idle Trailers sitting over 10 days out of control. Improvement noted but not enough.
- Under utilized trailers identified as a significant operating cost and huge drag on driver productivity
- We decided to attack it again
- % of trailers over 7 days idle by week from 4/17/2016-10/30/2016



# The Solution

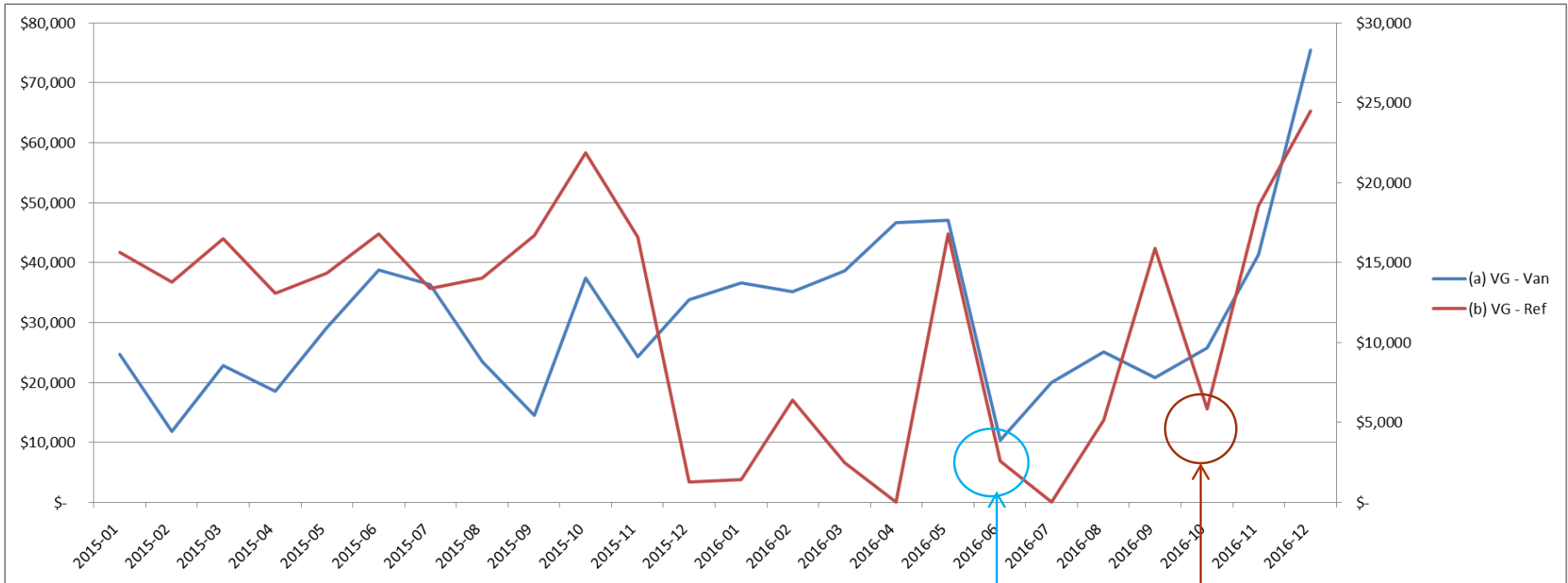
- Trailer Monitor along with Trailer Tracking
  - Daily list of idle trailers and the status
  - Automatic trigger to bill
  - Forces recognition of 1 and 2 day detention events
  - Real time information backed up by satellite data

Export to Excel

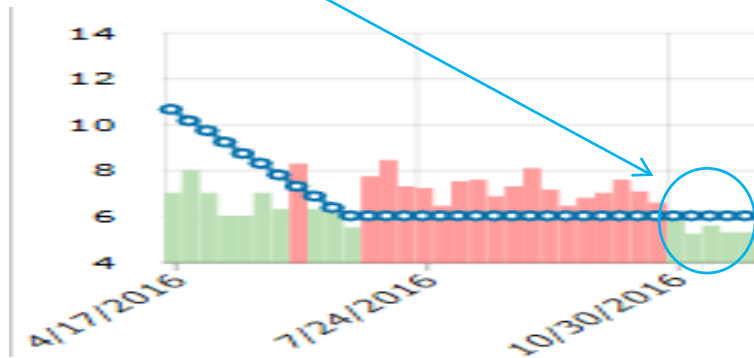
Show 25 entries Search:

| Status             | Status Date Time | Trailer | Trip    | Order   | Customer   | Location   | Location City/State | Detention Time | Batch # | Drop Date Time | Trailer Division | Accounting Division | Completed | Cargo Status at Drop | User   |
|--------------------|------------------|---------|---------|---------|------------|------------|---------------------|----------------|---------|----------------|------------------|---------------------|-----------|----------------------|--------|
| LoadedEndDetention | 02/28/17 12:55   | 65094   | 5555410 | 8082412 | [REDACTED] | [REDACTED] | [REDACTED]          | 1 days         |         | 02/24/17 11:00 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/28/17 02:34   | 63586   | 5553259 | 8088239 | [REDACTED] | [REDACTED] | [REDACTED]          | 2 days         |         | 02/24/17 10:31 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/28/17 08:14   | 67905   | 5555663 | 8086006 | [REDACTED] | [REDACTED] | [REDACTED]          | 3 days         |         | 02/23/17 21:44 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/28/17 22:18   | 65981   | 5553449 | 8091716 | [REDACTED] | [REDACTED] | [REDACTED]          | 4 days         |         | 02/23/17 16:10 | VAN              | VAN                 | No        | Empty                | SYSTEM |
| LoadedEndDetention | 02/24/17 05:49   | 63823   | 5547491 | 8088258 | [REDACTED] | [REDACTED] | [REDACTED]          | 1 days         |         | 02/20/17 15:20 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/22/17 18:01   | 67794   | 5543847 | 8083114 | [REDACTED] | [REDACTED] | [REDACTED]          | 2 days         |         | 02/17/17 09:00 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/18/17 19:26   | 63665   | 5538673 | 8078452 | [REDACTED] | [REDACTED] | [REDACTED]          | 1 days         |         | 02/14/17 20:39 | VAN              | VAN                 | No        | Empty                | SYSTEM |
| LoadedEndDetention | 02/17/17 15:23   | 64807   | 5535905 | 8071288 | [REDACTED] | [REDACTED] | [REDACTED]          | 2 days         |         | 02/12/17 16:14 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/14/17 12:07   | 63264   | 5525565 | 8062236 | [REDACTED] | [REDACTED] | [REDACTED]          | 2 days         |         | 02/11/17 03:55 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/21/17 07:59   | 67799   | 5532131 | 8073650 | [REDACTED] | [REDACTED] | [REDACTED]          | 5 days         |         | 02/10/17 10:39 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 02/15/17 15:39   | 62801   | 5526258 | 8068252 | [REDACTED] | [REDACTED] | [REDACTED]          | 4 days         |         | 02/07/17 15:11 | VAN              | VAN                 | No        | -                    | SYSTEM |
| LoadedEndDetention | 02/10/17 08:11   | 64274   | 5522209 | 8064534 | [REDACTED] | [REDACTED] | [REDACTED]          | 3 days         |         | 02/03/17 09:45 | VAN              | VAN                 | No        | -                    | SYSTEM |
| LoadedEndDetention | 01/28/17 08:48   | 67107   | 5499930 | 8045678 | [REDACTED] | [REDACTED] | [REDACTED]          | 5 days         |         | 01/20/17 16:45 | VAN              | VAN                 | No        | Loaded               | SYSTEM |
| LoadedEndDetention | 01/24/17 08:59   | 63870   | 5492382 | 8033869 | [REDACTED] | [REDACTED] | [REDACTED]          | 4 days         |         | 01/18/17 10:21 | VAN              | VAN                 | No        | -                    | SYSTEM |

# Result – Revenue and Utilization



Drastically Improved Idle %  
as Billing Increased

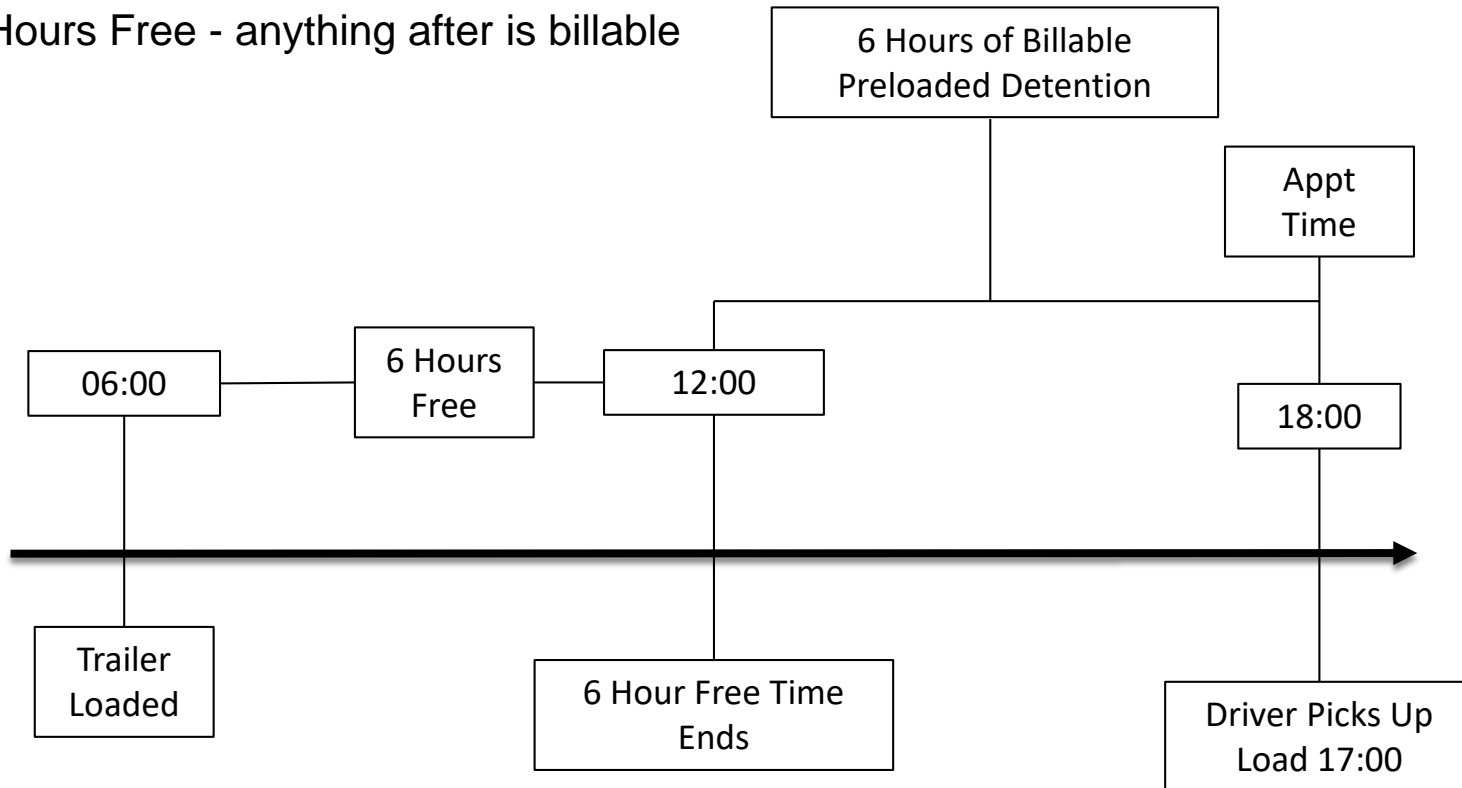


Van Division Launch

Refrigerated Division Launch

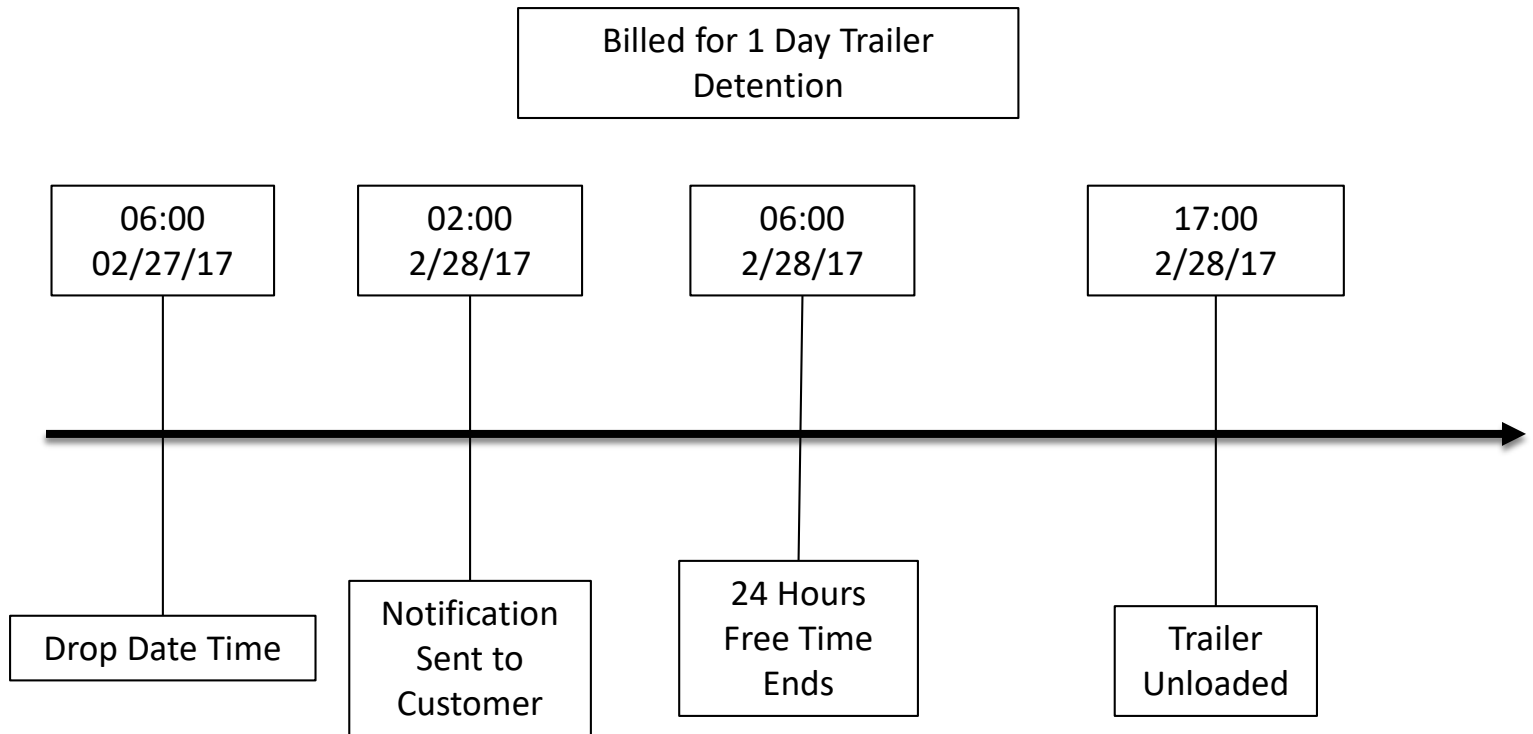
# Preloaded Trailer Detention

- Billed by the Hour
- 6 Hours Free - anything after is billable



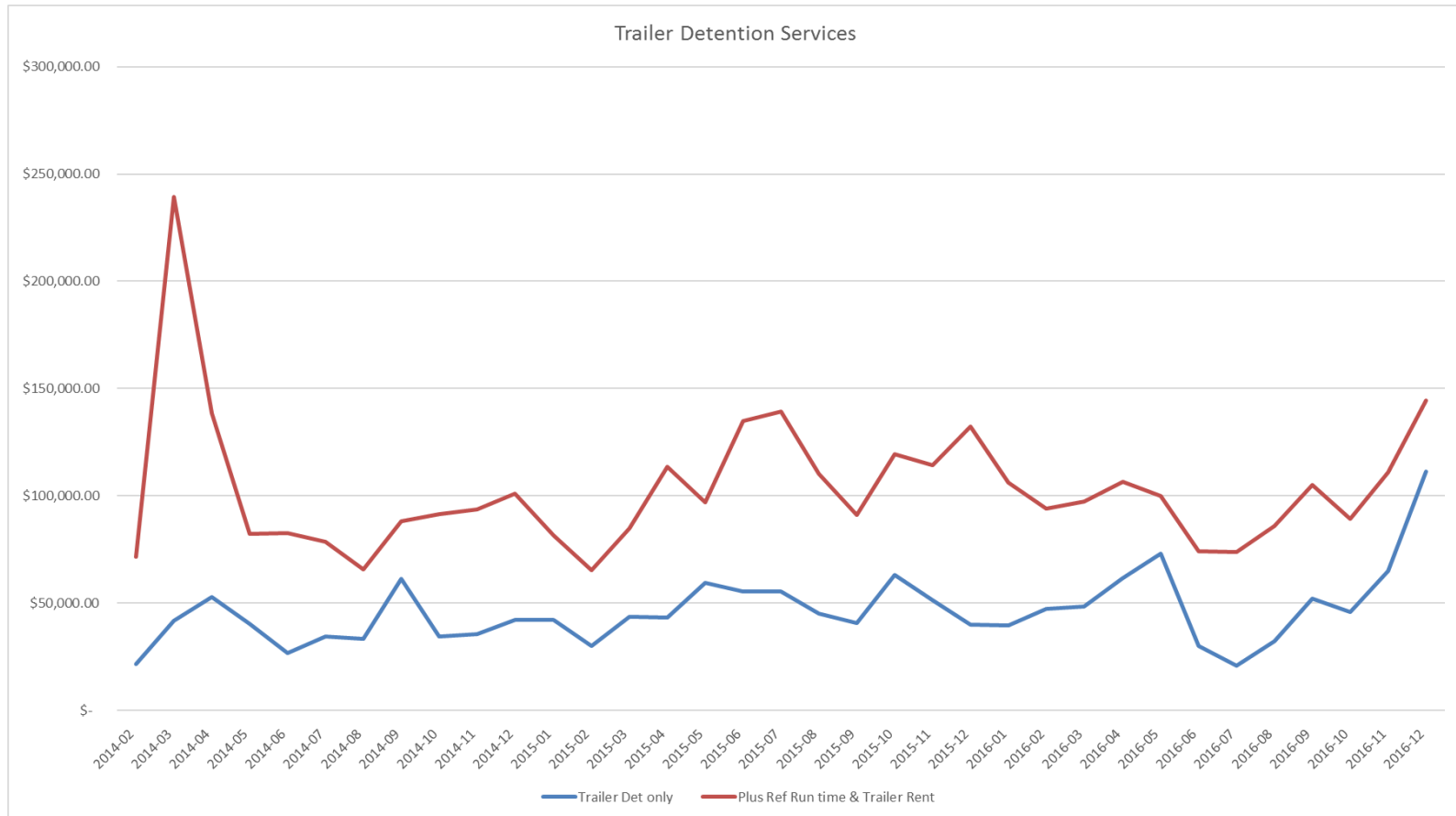
# Loaded Trailer Detention

- Billed in Full Days
- 24 Hours to unload trailer before billing starts.



# Best Practices in Customer Service

- Steady cadence of billing check calls daily. Trailer detention used to be an exception event. Now it's like tractor detention, reviewed daily.
- Take the emotion out of the discussion. Follow the contract terms and if the customer is upset point to **THEIR** contract language.
- Approach the customer with professional and factual info, arm your CSRs with powerful information. Escalate as needed.
- Be prepared to pull trailers, customer challenge, DON'T BLINK.
- Customers will use preauthorization rules as a way to slow/stop the process. Use the BOL as the authorization request where possible.
- Ignore the comment "you're the only carrier doing this". Not true.



- This effort is generating a bit more revenue, but more importantly it is freeing up our trailers to get more done and/or to operate with less, reducing invested capital.
- We are retraining our people and customers in this arena