

Danny Herman Trucking Breakdown Macro

TC 04 Best Idea Session

October 2017



Problem

- EFS/On Road Breakdown Scam
- People posing as over the road breakdown repair companies would call in to our night and weekend dispatch/breakdown departments stating they just completed a repair on a tractor/trailer.
- Would have tractor, trailer number and in some cases driver information our dispatch/breakdown repair personnel would look it up in the system and see that the truck was in the area. Upon receipt of an invoice they would send an EFS check.
- Over the course of time DHT had been scammed for 5-6K and saw increases in attempts before implementing the below process

Implementation

- Implemented a breakdown macro on Omnitracs that we refer to as Macro #39
- All drivers are to enter breakdown information on the Omnitracs anytime they have a breakdown.
- Also, implemented a policy with dispatch/breakdown personnel that they are not to pay any invoice to an on road repair service if there is not an entry in the Omnitracs system for that tractor/trailer.

Example: Screen Shot of DHT's View of Macro

For Truck: S755

```
      Date      Time Dir
=>    10/12/17 24:00:00 (I=Inbound/0=Outbound/Blank=Both)
Select Option, Press Enter:
  2=Reply 5=Display 6=Redirect
```

0	Pty	Date	Time	Dir	Stat	First Message Line
	Normal	10/11/17	16:16:42	I	Integrat	*** EQUIPMENT BREAKDOWN ***
	Medium	10/10/17	4:02:39	0	Received	eta 10/13 0500 / 2139 miles / rt 10 20
	Normal	10/10/17	3:57:49	I	Trl-Loc?	** LOADED CALL **

QPADEV001M MC0006A
PRISCILLA

DANNY HERMAN TRUCKING, INC.
MESSAGE INQUIRY

From Truck: S755 Dt/Tm: 10/11/17 16:16:42 INBOUND
Lat/Long: 31-49-01 102-22-47 Locn: In Odessa, TX
To User: FLEET06
Msg Status: Message has been Integrated

Message:

```
*** EQUIPMENT BREAKDOWN ***
ON DUTY DRIVER CODE: LETR
WAS BREAKDOWN TIRE RELATED? (Y/N) N
TIRE POSITION: N/A
DID BREAKDOWN HAPPEN TO:
TRUCK? (Y/N) Y
TRAILER? (Y/N) N
APU? (Y/N) Y
```

Message:

```
CAUSE OF BREAKDOWN: APU NOT WORKING
FAN ON BACK OF CAB WILL NOT COME ON.
```

Results

- Eliminated DHT from being scammed by people posing as on road repair services