



trucking company partnership tips

YOU HAVE A LOT RIDING ON US

Good trucking companies work in partnership with you to meet your shipping needs. Smart customers help their trucking partners by being prepared and communicating quickly, accurately and efficiently.

The old adage "time is money" is never truer than with trucking. Working with your trucking partners to streamline productivity and stay on schedule means they'll be able deliver your freight on time, too.



1. Be prepared for pick ups and deliveries.

- a. Keep parking lots and loading facilities clear when you expect a truck.
- b. Tell your trucking partner about your on-site safety requirements (e.g., a safety vest or steel-toed boots) so that a driver can be prepared. Identify in writing specific materials-handling equipment you expect the driver to operate.
- c. If you're shipping a small amount, wrap your freight securely. If you're loading a pallet, ask your trucking company about packing requirements. If you're moving a full truckload, ask how you should load the freight so that it is balanced and secure.
- d. Each shipment requires a bill of lading (BOL), or waybill. Have the BOL information (e.g., the weight of the shipment, consignee's address, accessorial services required) ready to complete the form and provide all the necessary labels or placards.

2. Make the best use of your trucking company partner's staff.

- a. Professional drivers are knowledgeable and ready to help you. Encourage your staff to ask drivers about everything from paperwork to handling, loading and securing your freight.
- b. Promptly load and unload trucks that arrive on schedule. Co-operate with and assist the driver, as necessary.
- c. Provide access to facility washrooms, if requested. Anything that saves a driver from having to make extra stops will also save you time and money.

3. Communicate scheduling changes promptly.

Stuff happens. If you're not prepared to accept a shipment or aren't ready to send freight when you thought you would be, please let your trucking partner know. Re-scheduling will help both you and the driver to stay on time.