

# Fundamental



**New Driver Orientation**

# Welcome to Fundamental

We'd like to start by welcoming you to The Fundamental Family! We appreciate you joining us and look forward to working with you. This orientation will provide you with important information that will help you to be successful throughout your time with us. We hope to have a long relationship with you. We will have time for questions at the end of orientation, so please ask them and feel free to take notes. From here on, your Driver Manager will be your main point of contact. Good, regular communication with them is a key to success!

# Fundamental



**Payroll**

# Payroll: How to Get Paid

- ▶ The Work Week is Monday – Sunday. There are some exceptions to this for certain clients.
- ▶ **Please send your timesheet to us no later than Sunday each week** to ensure we pay you accurately and timely.
- ▶ Timesheets can be sent to us via fax (215) 862-7245 or (215) 862-0134 or e-mail [timesheets@fundamentallabor.com](mailto:timesheets@fundamentallabor.com).
- ▶ Please make sure the client signs your timesheet each day.
- ▶ **It is important to always have timesheets with you each day**, if you run out, please let us know!
- ▶ We gather all timesheets from the previous week on Monday mornings and use your start and finish times to calculate the hours you worked each day and the total for the week.

# Payroll: Completing a Timesheet

**Sample FLS Timesheet**

Fax and email addresses

Please write neatly and legibly

**FUNDAMENTAL**  
LABOR STRATEGIES, INC.<sup>®</sup>  
DRIVERS, COMPLIANCE, MANAGEMENT AND RESEARCH

3rd West Bridge Street • New Hope, PA 18937  
Phone: (877) 567-7776 Fax: (215) 862-0134 or (215) 862-7245  
Press 2 for Dispatch E-mail: timesheets@fundamentallabor.com

DRIVER NAME: **John Smith**

COMPANY NAME: **ABC Trucking**      571000

DAY	DATE	UNIT	ENDING	BEGINNING	MILES	START	FINISH	HOURS WORKED	CUSTOMER APPROVAL	OFFICE USE ONLY	
										REGULAR	OT
M											
T											
W	5/3					5:30	6:00	12.5	WTS		
T	5/4					7:00	3:00	8	WTS		
F											
S											
S											
TOTALS:								20.5			

Enter the date next to day of week

Check off AM or PM

Initialed by customer

DESTINATION	ARRIVE	DEPART	DRIVER COMMENTS
5/3 - Start	5:30 AM	6:00 AM	Pre-trip
	10:00 AM	11:00 AM	1 hour delay due to an accident
Richmond, VA	11:30 AM	1:00 PM	Delivery
ABC Trucking	5:45 PM	6:00 PM	Post-trip and paperwork
5/4 - Start	7:00 AM	7:30 AM	Pre-trip
Baltimore, MD	10:30 AM	12:00 PM	Delivery
ABC Trucking	2:45 PM	3:00 PM	Post-trip and paperwork

Instructions:

DRIVER NOTES:

1. Complete timesheet daily and obtain the customer's signature.

2. Use a new timesheet for each customer.

3. Fax timesheets to FLS after your work day Friday. If you work during a weekend, fax timesheet before 8:00 a.m. on Monday.

1 hour delay on 5/3 due to accident on I-95 in Virginia

Please send more timesheets!

Note to Drivers: By submitting this timesheet, you are certifying that the hours worked are true and accurate and that you were not injured while working during this wage period. If you were injured, involved in a serious incident, or involved in a motor vehicle accident during this period, a completed *Injury/Serious Incident Report* (back side of this form) or *Motor Vehicle Accident Report* (back side of pink form) must accompany this time sheet. If involved in any of the above, you must also call FLS Dispatch immediately.

Do not write in this area

Notes to Driver Manager

Do not write in this area

OFFICE USE ONLY - DO NOT WRITE BELOW THIS LINE

STANDARD HOURLY INFORMATION				
TOTAL HOURS	REGULAR	OVERTIME	VACATION	PERSONAL

OTHER INFORMATION				
HOLIDAY	TRAVEL	LAYOVER	DRIVER TYPE	OTHER

COMMENTS:

©2011      OFFICE COPY

# Payroll: Completing a Timesheet

## Sample FLS Timesheet

Fax and email addresses

Please write neatly and legibly

**FUNDAMENTAL**  
LABOR STRATEGIES, INC.®  
DRIVERS, COMPLIANCE, MANAGEMENT AND RESEARCH  
www.FundamentalLabor.com  
58 West Bridge Street • New Hope, PA 18938  
Phone: (877) 357-7778 Fax: (215) 862-0134 or (215) 862-7245  
Press 2 for Dispatch E-mail: timesheets@fundamentallabor.com

DRIVER NAME  
John Smith

CUSTOMER NAME  
ABC Trucking

571000

Company Name

- ▶ Enter your name in the top box on the right.
- ▶ Enter the Customer's name in the 2nd box on the right.
- ▶ You will need a separate timesheet for each customer you drive for each week.
- ▶ All Fundamental contact info is on the left of the timesheet.
- ▶ Please be sure to write as neatly as possible.

# Payroll: Completing a Timesheet

DAY	DATE	UNIT	ENDING	BEGINNING	MILES	START		FINISH		HOURS WORKED	CUSTOMER APPROVAL	OFFICE USE ONLY	
												REGULAR	OT
M													
T													
W	5/3/24					5:30	X	6:00	X	12.5	MB		
T	5/4/24					7:00	X	3:00	X	8	MB		
F													
S													
S													
TOTALS:										20.5			

Enter the date next to day of week

Check off AM or PM

Initialed by customer


- ▶ For each day you work, fill out that row.
- ▶ Enter the date mm/dd/yy.
- ▶ Enter the start time. Check off AM or PM.
- ▶ Enter the end time. Check off AM or PM.
- ▶ Total Hours under Hours Worked.
- ▶ Have the customer initial under Customer Approval.
- ▶ Please be sure to write as neatly as possible.

# Payroll: Completing a Timesheet

- ▶ The middle section of the timesheet is reserved for the details of your day as shown in the example below.

DESTINATION	ARRIVE	DEPART	DRIVER COMMENTS
5/3 - Start	5:30 AM	6:00 AM	Pre-trip
	10:00 AM	11:00 AM	1 hour delay due to an accident
Richmond, VA	11:30 AM	1:00 PM	Delivery
ABC Trucking	5:45 PM	6:00 PM	Post-trip and paperwork
5/4 - Start	7:00 AM	7:30 AM	Pre-trip
Baltimore, MD	10:30 AM	12:00 PM	Delivery
ABC Trucking	2:45 PM	3:00 PM	Post-trip and paperwork

# Payroll: Completing a Timesheet

<p>Instructions:</p> <ol style="list-style-type: none"><li>1. Complete timesheet daily and obtain the customer's signature.</li><li>2. Use a new timesheet for each customer.</li><li>3. Fax timesheets to FLS after your work day Friday. If you work during a weekend, fax timesheet before 8:00 a.m. on Monday.</li></ol>	<p>DRIVER NOTES:</p> <p>1 hour delay on 5/3 due to accident on I-95 in Virginia</p> <p>Please send more timesheets!</p>	<p>Notes to Driver Manager</p> 
--	---	--

Note to Drivers: By submitting this timesheet, you are certifying that the hours worked are true and accurate and that you were not injured while working during this wage period. If you were injured, involved in a serious incident, or involved in a motor vehicle accident during this period, a completed *Injury/Serious Incident Report* (back side of this form) or *Motor Vehicle Accident Report* (back side of pink form) must accompany this time sheet. If involved in any of the above, *you must also call FLS Dispatch immediately.*

- ▶ Please call your driver manager for anything that needs immediate response.
- ▶ You may enter any notes to your Driver Manager in the Driver Notes Section.

# Payroll: Completing a Timesheet

- ▶ Leave the below sections noted in red blank.
- ▶ Once the Timesheet is complete, you will take a **Clear Photo** of the Timesheet send via:
  - ▶ Email: [timesheets@fundamentallabor.com](mailto:timesheets@fundamentallabor.com) or
  - ▶ Fax: (215) 862-7245 or (215) 862-0134

OFFICE USE ONLY - DO NOT WRITE BELOW THIS LINE

STANDARD HOURLY INFORMATION				
TOTAL HOURS	REGULAR	OVERTIME	VACATION	PERSONAL

OTHER INFORMATION				
HOLIDAY	TRAVEL	LAYOVER	DRIVER TYPE	OTHER

COMMENTS:

© 2011

OFFICE COPY

**Do not write in this area**

**Do not write in this area**

# Payroll: Weekly Settlement Record

- ▶ You will receive an email containing your weekly settlement record for the prior week by 5 PM on Wednesday.
- ▶ You will receive your paycheck via direct deposit on Friday each week.
- ▶ Payment methods include Direct Deposit and Rapid! Pay Card.
- ▶ To change your payment method, please reach out to Accounting via:
  - ▶ Email: [Accounting@fundamentallabor.com](mailto:Accounting@fundamentallabor.com) or
  - ▶ Phone: 215-862-7280, Option 5

# Payroll: Weekly Settlement Record

## Top of Weekly Settlement Record:

Name: **Driver Name**

Email to Driver

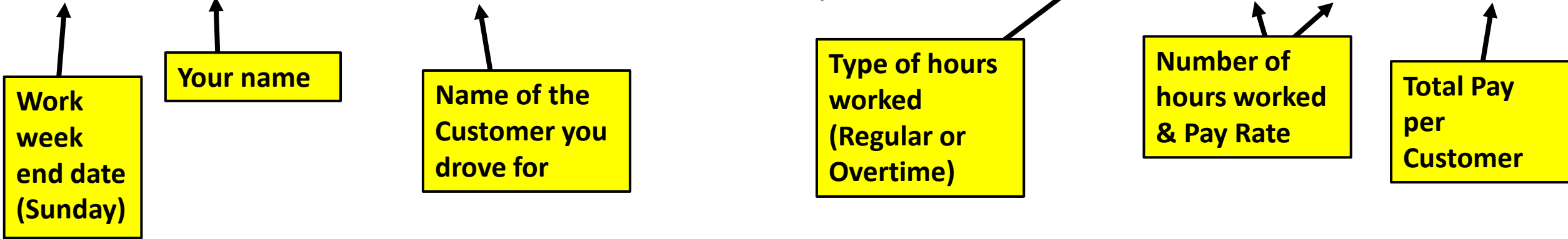
EmployeeID:

Check Date: #/##/##

Check Number: #####

**EARNINGS STATEMENT  
IMPORTANT - KEEP FOR YOUR RECORDS**

Week Worked	Employee Name	Customer	Department	Type	Hours	Pay Rate	Total Pay
Week End Date	Driver Name	Customer Name	Corporate	REG	# of Hrs	\$XX.XX	\$ Hrs x PR
Week End Date	Driver Name	Customer Name	Corporate	O/T	# of Hrs	\$XX.XX	\$ Hrs x PR
Week End Date	Driver Name	Customer Name	Corporate	REG	# of Hrs	\$XX.XX	\$ Hrs x PR
Week End Date	Driver Name	Customer Name	Corporate	O/T	# of Hrs	\$XX.XX	\$ Hrs x PR
Week End Date	Driver Name	Customer Name	Corporate	REG	# of Hrs	\$XX.XX	\$ Hrs x PR



# Payroll: Weekly Settlement Record

Bottom of Weekly Settlement Record:

Deduct. Type	Amount	YTD Deduct.
OccAccIns	\$XX.XX	\$XX.XX

Bank Name	Amount	Account No.
Bank Name	\$X,XXX.XX	#####

**Bank where pay will be deposited**

**Deductions and/or Additions** (ex. Occ Acc Insurance, Garnishments, Travel Time)

**Amount earned this year**

**Amount of check before deductions**

**Amount of direct deposit**

<b>YTD Net</b>	\$X,XXX.XX
<b>Gross Amt.</b>	\$X.XX
<b>Net Amt.</b>	\$X,XXX.XX

# Payroll: Contact Information

Call: (215) 862-7280 Option 5

or

E-mail: [Accounting@fundamentallabor.com](mailto:Accounting@fundamentallabor.com)

# Fundamental



## Risk Management

# RM: Maintenance Items

- ▶ Maintenance items are the documents within a driver's file that have expiration dates. All maintenance items must be kept current to continue to legally drive and/or meet DOT & FLS standards.
- ▶ We track the following items:
  - ▶ Medical Card
  - ▶ TWIC Card
  - ▶ Driver's License
  - ▶ Minimum Driver Standards
  - ▶ Letter Agreement
  - ▶ MVR
  - ▶ Drug and Alcohol Clearinghouse Query
- ▶ All documents requiring a signature can be signed electronically either on your phone or computer through Tenstreet. We will send you reminders via email and text.
  - ▶ We will remind you about 2-3 weeks before the expiration date
  - ▶ You will get at least 2 phone calls from us

# RM: DOT Random Drug Testing

- ▶ Random Drug Test:
  - ▶ You may be called by your Driver Manager to complete a random drug and/or alcohol test.
  - ▶ You must go immediately when called.
  - ▶ Failure to do so is a refusal under the regulations and prohibits you from driving.
- ▶ A copy of our Drug and Alcohol Policy was provided during your application process. If you need an additional copy, please let us know.

# RM: Safety: Accidents & Incidents

- ▶ In the event of an accident (collision with another vehicle) or an incident (collision with an object), we are here to help you manage these issues to achieve the best possible outcome.
- ▶ Your Driver Manager should always be your first call, regardless of the time or day. They will then direct you to a Risk Manager. Risk Managers are on call 24/7/365 in the event of an accident, incident or injury.
- ▶ Take pictures of all damage (minor or major) and the surrounding area. Collect and give us all information you get from the other party involved and/or the police.
- ▶ You may be assigned follow up training.
- ▶ The sooner you report the event and provide all necessary information, the sooner we can get you back to work.

# RM: Safety: Accident Scene Best Practices

- ▶ **Do not discuss the accident** with any witnesses at the scene or any of the other parties involved in the accident.
- ▶ **Do not admit fault, negligence or liability.** Do not offer to pay for any damage.
- ▶ Cooperate with the police, **but do not guess or speculate in response to any questions**—particularly regarding **vehicle speeds or distances**. It's ok to say you are not sure.
  - ▶ Note the **name of the police officer**, as well as **the name of the precinct and police report number**.
- ▶ **Take as many photographs as possible.** Photograph forensic evidence (skid marks, broken glass) and take measurements if possible.
  - ▶ Photograph damage (**up close and from afar**).
  - ▶ Photograph vehicles from **multiple distances and perspectives**.
  - ▶ Photograph any roadway mile markers, signs, barriers, obstructions, or curves in the roadway. **Do not photograph any injured parties.**
- ▶ Note the presence of any **CCTV or cameras**.
- ▶ Obtain the **names, addresses, phone numbers, and license plate numbers** of any parties or witnesses.
- ▶ **Do not complete any other written reports** for anyone until you have spoken with someone from Fundamental's Risk Management Department

# RM: Safety: Injuries

- ▶ If you are injured on the job, you are covered through your Occupational Accident Policy.
- ▶ Call your Driver Manager immediately and they will direct you to a Risk Manager who will support and guide you through your injury.
- ▶ We will submit a claim on your behalf, which will help streamline the process.
- ▶ We want you to be safe and to get you back to work as soon as possible, so we will keep in contact with you throughout the process.
- ▶ We will ask you for a full duty release from your treating doctor to make sure you that you are at your best when you start working again. We want to avoid any further injuries.

# RM: Safety: Injury Prevention Best Practices

- ▶ Always use **three points of contact** when getting into or out of a truck or trailer & always **face the equipment**.
- ▶ **Never jump** from the cab, trailer, steps, ramp or lift gate.
- ▶ Be **aware of your surroundings** at all times & **pay attention** to possible hazards, obstacles, or dangerous conditions such as wet, icy or snow-covered areas.
- ▶ **Take your time** when walking up or down ramps.
- ▶ **Lift with your legs**, NOT your back.
- ▶ **Avoid bending & twisting**.
- ▶ Never try to catch something heavy from falling.
- ▶ **Utilize equipment** such as pallet jacks and hand trucks, if available.
- ▶ **Ask for help**, if needed.

# RM: Safety: Cellphone Use

- ▶ The use of a cell phone while driving is a distraction and is unsafe.
- ▶ The following are prohibited while driving:
  - ▶ Texting
  - ▶ Holding your phone to make a call
  - ▶ Browsing the internet
  - ▶ Watching videos
  - ▶ Playing games
- ▶ If you use a Bluetooth device, that device must not cover both ears.

# RM: Safety: Training

- ▶ Your safety is our top priority.
- ▶ The DOT recommends ongoing safety training that will help reduce incidents, accidents, injuries, and create a safer work environment.
- ▶ We utilize an online training platform through Tenstreet that can be easily accessed from your phone or computer.
  - ▶ You will receive monthly training opportunities to enhance your skills, as well as post-accident, incident and injury training.
- ▶ We also email monthly Safety Newsletters to keep you up to date on industry information and trends.
- ▶ We appreciate & acknowledge our safe drivers by sending safety post cards, certificates, and gift cards.

# RM: Safety: Tenstreet

- ▶ Training is offered through Tenstreet.
- ▶ You will receive an email once your training has been made available.
- ▶ If you have Tenstreet's Pulse app, you will also get a notification through the app.
- ▶ There is no username or password to login, just click on the link in your email, or the app, and enter your personal information.
- ▶ It is important to complete all safety training, **before** your Driver Manager can offer you your first run.

# RM: Human Resources: Benefits

- ▶ Fundamental sponsors a benefits program through IHA Health which is specifically designed for Independent Contractors.
- ▶ There are 8 Healthcare plans to choose among.
- ▶ Voluntary Benefits Include:
  - ▶ Vision
  - ▶ Dental
  - ▶ Hospital Indemnity
  - ▶ Accident Insurance
  - ▶ Life Insurance and AD&D Insurance
  - ▶ Critical Illness Insurance
- ▶ Drivers can sign up at anytime throughout the year.
- ▶ To get a quote:
  - ▶ Call (888) 376-9811
  - ▶ Visit: [www.ihaenroll.com](http://www.ihaenroll.com)
- ▶ Hours: M-F 8:00am-8:00pm EST
- ▶ An IHA representative will contact you not long after you start to review benefit options with you.

# RM: Human Resources: Tax Help

- ▶ Fundamental has a relationship with a company called ATBS that can support independent contractors with the following services:
  - ▶ Tax Filings
  - ▶ Accounting
  - ▶ Bookkeeping
  - ▶ Tax Help
- ▶ The cost is \$49.99/month
- ▶ The service provides a personal tax consultant at no additional cost
- ▶ There is an ATBS app by which you can upload receipts and documents.
- ▶ ATBS contact information is as follows:
  - ▶ 1-866-920-2827
  - ▶ [www.ATBS.com](http://www.ATBS.com)

# RM: Contact Information

If you have any safety, compliance, or HR related questions, issues, or need to send us anything, our contact information is below:

- ▶ **Phone:** 215-862-7280 x894
- ▶ **Email:** [riskmanagement@fundamentallabor.com](mailto:riskmanagement@fundamentallabor.com)
- ▶ **Fax:** 215-862-0134 Attn: Risk Management

# Fundamental



## Driver Management

# Our Fundamental Promise to Drivers

- ▶ Treat each of you as a member of the Fundamental Family
- ▶ Be open, honest, and transparent
- ▶ Work with you to accomplish your career goals
- ▶ Set you up for success
- ▶ Ensure you have a work-life balance
- ▶ Be present and available when you need us the most
- ▶ Help you solve problems and issues

# Why We Make Promises to Drivers

- ▶ Professional drivers are the key to the success of our customers and Fundamental.
- ▶ This is a partnership between Fundamental, our drivers, and our customers.
- ▶ During our 30+ years in business, the best practices for our drivers have become clear.
- ▶ In the remainder of this orientation, we will share these best practices. They will guide you and help our Driver Managers keep these promises.

# DM: Contact Information

- ▶ **Phone: 877-357-7776 extension 2.**
- ▶ This phone is answered 24 hours a day every day of the year including holidays.
- ▶ Hours of Operation:
  - ▶ Office hours for Driver Managers are 8:00 AM to 4:30 PM Monday through Friday.
  - ▶ A Driver Manager is on call at all times.

**Please remember that we are available at any time to help you, so give us a call when the need arises.**

# DM: Keys to Your Success: Availability

**Let your Driver Manager know the days and times you wish to work:**

- ▶ Phone your Driver Manager every Friday and tell him what days you wish to work in the coming week. Your Driver Manager will enter your availability into our Driver Dispatch System.
- ▶ Let your Driver Manager know what days you need to be off.
- ▶ Talk to your Driver Manager ahead of time about any days that you may need to be done early or start later. Your Driver Manager has the ability to work with our customers to try to accommodate your needs.

# DM: Keys to Your Success: Scheduling

Monday	Tuesday	Wednesday
3	4	5
Not Available   All Day	Available   All Day	Available   All Day
Not Available   All Day	Sonoco Display & Packaging   Corporate   157310	Sonoco Display & Packaging   Corporate   157409

- ▶ The above is an example of a driver's availability schedule in our driver management software program (Avionte).
- ▶ Your Driver Manager will reference this calendar view to determine individual drivers' daily availability and to offer work assignments.

# DM: Keys to Your Success: Communicating Changes

**What to do if you are sick, going to be late, or need to book off an assignment:**

- ▶ Call your Driver Manager or the on call Driver Manager before the start of your assignment; the more notice the better. That gives your Driver Manager time to let the customer know and try to fill the assignment with another driver.
- ▶ Please do not call the customer to call off of any assignment.
- ▶ Call your Driver Manager, who will take care of calling the customer for you.
- ▶ **Remember you can call 24/7: 877-357-7776 extension 2.**

# DM: Keys to Your Success: Control Your Work and Pay

## How to be successful:

- ▶ Provide great customer service.
- ▶ Communicate with the customer and your Driver Manager.
- ▶ Be flexible, say yes to new customers and different start times.
- ▶ Customers typically request drivers they know. Working with a diverse set of customers opens up more opportunities to earn.
- ▶ Call in your availability.

# DM: Keys to Your Success: Enhancing Your Skills

## How to build your experience:

- ▶ Try new customers to learn additional skills. This will build your driving resume for the future.
  - ▶ Drive and learn new equipment
  - ▶ Handle, deliver, and pickup a variety of freight
  - ▶ Learn new routes in cities and areas you are unfamiliar with
- ▶ Take advantage of our online training.
- ▶ Obtain a hazmat endorsement or TWIC card.

# DM: Your Daily Dispatch: The Basics

- ▶ If available for work, your Driver Manager will match you with work for the following day. Monday dispatch will be completed on Fridays each week.
- ▶ Orders from our customers are matched to the driver's individual skills and start & end time requirements of the driver.
- ▶ You need to have a full compliment of hours-of-service (HOS) each day you are available for work.
- ▶ You are free to accept or refuse any assignment offer.
- ▶ If you accept, your Driver Manager will provide you the client's information for the assignment and will place you as assigned to the client's run in our Trucking Management Software (TMS).
- ▶ Upon reporting to clients' worksites, you can work out the operational details of the shift.

# DM: Your Daily Dispatch: The Details

After you accept an assignment, you will receive an auto generated Driver Start Sheet via email. The Driver Start Sheet will have all the information from the client that you need for your assignment the next day, including the following:

- ▶ Customer name, address and phone number
- ▶ The name of the person you report to
- ▶ If reporting blind, key and paperwork location will be provided
- ▶ Start time
- ▶ Specific customer requirements and paperwork requirements

# DM: Your Daily Dispatch: Travel or Commute Supplement

- ▶ A supplement may apply when a customer is located more than 30 miles from your home using the shortest route from Google Maps.
- ▶ Your Driver Manager will add a supplement to your assignment to help you pay for the additional time needed to get to the customer's location in certain circumstances.

# DM: Your Daily Dispatch: Look the Part

We suggest that you dress in a manner that is professional and protects your safety.

- ▶ We suggest the following:
  - ▶ Long pants to protect your legs
  - ▶ Work boots to protect your feet; consider steel toe work boots
  - ▶ Tee shirt or polo
  - ▶ Jacket in the winter months or if working in a reefer trailer
  - ▶ Rain gear to keep you dry
  - ▶ Eye protection and gloves
- ▶ Please note that some of our customers prohibit shorts. In the summer months please ask your Driver Manager if shorts are acceptable at the account you have selected.

# DM: Your Day with the Customer: Arrival

- ▶ Park your vehicle, enter the customer's location, introduce yourself, and ask to speak to the report to person on your Driver Start Sheet.
- ▶ If you are reporting "blind," your Driver Manager will have given you instructions about how to get your paperwork, keys, and truck assignment.
- ▶ If asked, give the report to person your previous 7 days record of duty status (RODS).
- ▶ The report to contact will go over the days work with you, let you know how they would like you to communicate, and give you your paperwork, keys, and truck assignment.

# DM: 7 Day Record of Duty Status

- ▶ It is a FMCSA regulation to maintain your record of duty status (RODS) for the previous 7 days.
- ▶ To do this, you will complete the form that was included as an attachment in the Orientation email, see example below. Let your driver manager know if you need another copy.
- ▶ You will give this to the report to contact each day so they can enter your RODS into their ELD, if they have one (not all do).
- ▶ Example: if today is 10/7/2024, your log will look like:

DAY	1	2	3	4	5	6	7	TOTAL
DATE	10/6	10/5	10/4	10/3	10/2	10/1	9/30	
HOURS WORKED	0	0	8	10	8	12	8	46

# DM: Your Day with the Customer: Pre-Trip

- ▶ Locate your truck and trailer and complete a pre-trip inspection.
- ▶ A pre-trip inspection is a Federal Motor Carrier Safety Administration (FMCSA) requirement.
- ▶ If you discover safety issues bring them to the attention of the report to contact and also call your Driver Manager for instructions.
- ▶ Your Driver Manager will work with the customer to address the issues and get you on the road.

# DM: Your Day with the Customer: Throughout the Day

- ▶ Communicate with the customer throughout your day.
- ▶ If you are delayed by the receiver or shipper, or in traffic, the customer would like you to call the report to contact and advise them of the delay.

# DM: Your Day with the Customer: End of Day

1. Upon return to the customer, ask the report to contact where to park the trailer and tractor
2. Perform a post trip inspection and report any safety issues to the report to contact; this is an FMCSA requirement
3. Turn in all completed paperwork
4. Turn in keys
5. Before leaving, present the report to contact with your completed time sheet and ask him / her to sign off on your hours
6. You can then go home for the day

# DM: Potential Challenges and Resolutions

**You arrive at the customer, and they are not open or the report to contact has not arrived:**

- ▶ Call your Driver Manager and they will let you know what to do
- ▶ Don't leave the location

**Customer sends you home for any reason:**

- ▶ Do not leave until you and your Driver Manager have worked out the issue together. This will include:
  - ▶ Call your Driver Manager and let them know what is happening
  - ▶ Driver Manager will call the customer to confirm and get a reason for sending you home
- ▶ If you follow the instructions provided, you will be paid for the day

# DM: Potential Challenges and Resolutions

## **Truck break downs:**

- ▶ Call the report to contact and they will advise you on what to do
- ▶ Call your Driver Manager

## **Fuel:**

- ▶ Always check fuel level before departing as part of your pre-trip inspection
- ▶ If you need fuel let the report to contact know
- ▶ The customer is responsible for fuel

## **Accident, incident, injury:**

- ▶ Call your Driver Manager and they will help you
- ▶ Refer to the specific Risk Management training in this program

# DM: Potential Challenges and Resolutions

**Issues at delivery location including damaged product, overage, and missing product:**

- ▶ Recount the product and verify
- ▶ Call “report to contact” for additional instructions
- ▶ Call your Driver Manager

**Placed Out of Service by DOT or stopped for a DOT Inspection:**

- ▶ Call the “report to contact”
- ▶ Call your Driver Manager and they will help you
- ▶ Give the inspection report and/or citation to both the “report to contact” and Risk Management.

**Remember: the key to any situation you encounter is to communicate with the customer and your Driver Manager.**



# DM: Wrap Up

- ▶ Welcome to Fundamental. We want you to succeed so please if anything about how we operate is unclear please call your Driver Manager or you can always call Jeff Muntz, V.P. Operations.
- ▶ We look forward to a long relationship with you and thank you for choosing Fundamental.
- ▶ **Remember to communicate with your Driver Manager**
- ▶ At the end of the orientation there will be a Q and A session
- ▶ After orientation, your Recruiter will schedule a one-on-one session with your Driver Manager to get to know you better and discuss your start date.

# Your Point of Contact

Your main point of contact will now be Driver Management.  
Contact them at:

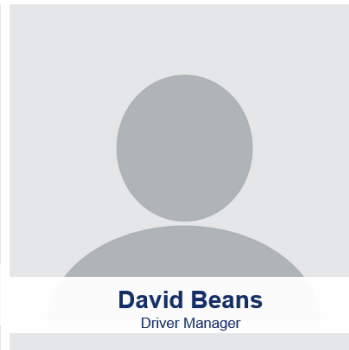
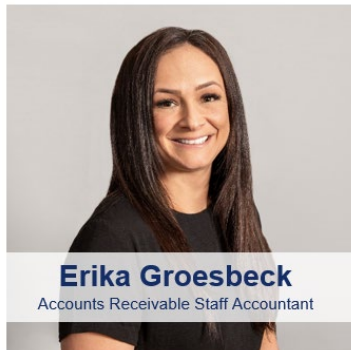
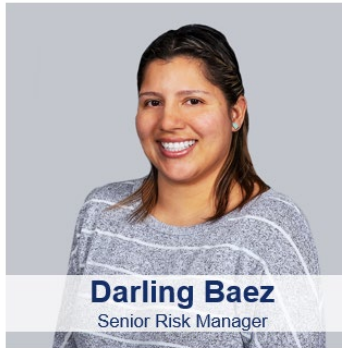
- ▶ Phone: 877-357-7776 extension 2

**Your Driver Manager will reach out today.**

# What Happens Next



# Your Fundamental Team



**Q & A**