

CTG Driver MockUp

Major similarities and differences – old vs. new system

Emphasize this first difference near the start of the video:

- Old system – driver had to enter the macro number, then press ENTER to retrieve a return macro. New system – all circle of service return macros are sent as a REPLY to a circle of service forward macro; the driver does not enter a macro number to send a circle of service return form

The rest of these bullet points can be worked in over the course of the video:

- Pre-assignment messages are essentially the same – when pre-assigned on a trip, driver may or may not get a message similar to the PrePlan Load Information; like with the old system, this is just for the driver's information, and the driver won't get the circle of service messages until later. If driver does get a preplan message, has the option to send a reply.
- Old system – driver sent Empty Call for current trip, and got Load Assignment for next trip. Similar process in new system – driver sends Dropping Off departure macro for last stop on current trip, and gets Load Header and all stop messages for next trip
- Old system – driver did not receive separate dispatch messages for the Shipper and Consignee. New system – driver receives separate stop message for each stop, including the Shipper and Consignee.
- Old system – shipper and consignee information were in Load Assignment. New system – Load Header does not contain shipper or consignee information; shipper information sent in Pickup form, consignee information sent in Delivery form.
- Old system – reply to Load Assignment is optional. New system – reply to Load Header is required before driver starts for shipper.
- When the driver is at the shipper, instead of sending three messages (Arrived At Shipper, Loaded Call, Loading/Unloading Complete), will send two: Pickup (A), and Pickup (D). Both messages are sent as replies to the Pickup message for the shipper
- At the shipper, there is no separate Loaded Call message – the Pickup (D) message combines the functions of the Loaded Call and Loading/Unloading Complete messages
- Old system – Extra Stop form sent for each stop other than the shipper or consignee. New system – there is no form called Extra Stop. For each stop, including the shipper and consignee, there will be one of three stop messages – Pickup, Delivery, or Via Point.
- Old system – for extra stops, sent Arrival At Stop #, and Loading/Unloading Complete. New system – REPLY twice to the stop message for that stop.
- When the driver is at the consignee, instead of sending three messages (Arrived At Consignee, Empty Call, Loading/Unloading Complete), will send two: Dropping Off (A), and Dropping Off (D)
- At the consignee, there is no separate Empty Call message – the Dropping Off (D) message combines the functions of the Empty Call and Loading/Unloading Complete messages

Forward Circle of Service macros

These are the forms sent to the driver that contain trip information. Some forms are always sent for each trip, while others may not be sent for some trips. All of the driver's trip messages to the dispatch office will be sent as replies to one of these forms.

Next Assigned Load Information

```
*** NEXT ASSIGNED LOAD INFORMATION ***
ORDER _____
EMPTY MILES _____ LOADED MILES _____
HAZMAT _____
SHIPPER _____ - _____
CITY _____ ST _____
P/U DAT/TIM _____ @ _____
** BEGINNING OF ADDITIONAL STOPS **
NXT CITY _____ ST _____
NXT DAT/TIM _____ @ _____ MILES _____

NXT CITY _____ ST _____
NXT DAT/TIM _____ @ _____ MILES _____

NXT CITY _____ ST _____
NXT DAT/TIM _____ @ _____ MILES _____

NXT CITY _____ ST _____
NXT DAT/TIM _____ @ _____ MILES _____
** END OF ADDITIONAL STOPS **
CONSIGNEE _____ - _____
CITY _____ ST _____
DEL DAT/TIM _____ @ _____
```

This form is very similar to the Preplan Load Information forward form in the old system.

The dispatcher has the option to send this when preplanning a driver on a trip, so the driver may see this form for all trips, only some trips, or never.

If the dispatcher does send a Next Assigned Load Information for a trip, the driver will receive it before he finishes his current trip.

If the driver does receive this form, he has the option to send a reply, but replying is not required. Also like the old Preplan Load Information form, this message is informational only, and is not a true dispatch message – the driver will not get any dispatch message for his next trip until he completes his current trip.

Pickup

ORDER _____ STOP ___/___
*** PICKUP ***
EVENT _____ TRAILER _____
COMPANY _____ DRIVER LOAD _
NAME _____
ADDRESS _____
CITY _____ ST ___
CONTACT _____
PHONE # _____
P/U DATE ___/___ TIME __:___
PCS _____
WGT _____
CUST P/U # _____
B/L# _____
SEAL# _____
COMMENTS

The Pickup form is a new form that contains the shipper information.

The driver will get this at the same time he gets the Load Header message.

The driver will always get a Pickup message for the shipper. This is different from the old system, where the driver did not get a separate stop form for the shipper.

If there is more than one pickup stop on a trip, the driver will get a separate Pickup form for each of those stops. This is another difference from the old system, where the driver got an Extra Stop form for if there was a second pickup. In the new system, there is no form called Extra Stop.

Delivery

ORDER _____ STOP ___/___
*** DELIVERY ***
EVENT _____ TRAILER _____
DRIVER UNLOAD _ DROP TRAILER _
COMPANY _____
NAME _____
ADDRESS _____

CITY _____ ST ___
CONTACT _____
PHONE # _____
DEL DATE ___/___ TIME __:___
PCS _____
WGT _____
REF # _____
APPT # _____
SEAL# _____
COMMENTS

The Delivery form is another new form that contains the consignee information.

The driver will get this at the same time he gets the Load Header and the Pickup Stop messages for the shipper.

The driver will always get a Delivery message for the consignee. This is different from the old system, where the driver did not get a separate stop form for the consignee.

If there is more than one delivery stop on a trip, the driver will get a separate Delivery form for each of those stops. Again, this is different from the old system, where the driver got an Extra Stop form for if there was a second delivery. In the new system, there is no form called Extra Stop.

Via Point

ORDER _____ STOP ___/___
*** VIA POINT ***
EVENT _____ TRAILER _____
COMPANY _____
NAME _____
ADDRESS _____
CITY _____ ST ___
CONTACT _____
PHONE # _____
APPT DATE ___/___ TIME __:___
REF # _____
APPT # _____
COMMENTS

Via Point is another new form that contains the information for a stop that is neither a pickup nor a delivery. Since these types of stops aren't commonly scheduled by the dispatcher, the driver won't see this message very often.

If the driver does get this message, he will get it at the same time he gets the Load Header, Pickup Stop, and Delivery messages for the trip.

If there is more than one stop that is not a pickup or delivery on a trip, the driver will get a separate Via Point form for each of those stops. As mentioned before, there is no form called Extra Stop in the new system.

Return Circle of Service macros

Each of these macros are sent as a reply to one of the forward Circle of Services macros. The driver never has to enter a macro number to send any of these forms; the macro will open on the mobilecomm unit when the driver displays the linked forward macro and presses the REPLY button.

Pre Assignment Confirmation

```
**** PRE ASSIGNMENT CONFIRMATION ****  
NO ROUTE TO BE GENERATED.  
ORDER # _____  
I CAN PICKUP ON TIME _ (Y/N)  
I CAN MAKE ALL STOPS ON TIME _ (Y/N)
```

This is the form that will open on the mobilecomm unit when the driver views a Next Assigned Load Information message and presses the REPLY button. It is similar to the Load Info Received and Accepted form in the old system.

The driver does not need to send this form – it is not required.

If the driver does want to send this, he doesn't need to enter data in any fields – the Order # will be remembered from the Next Assigned Load Information message, and a Y, for Yes, entry will be assumed in the two other fields.

When should the driver send this optional form? It's a good idea to send this if the driver believes he will be late for any of the stops on the Next Assigned Load Information.

Load Confirmation / Begin Trip

```
*** LOAD CONFIRMATION / BEGIN TRIP ***
ORDER # _____
MY ETA TO THE SHIPPER IS __/__ __:___
I CAN DELIVER ON TIME (Y/N) _
I AM PULLING TRAILER _____
(ENTER 'NONE' IF BOBTAILING)
TRAILER MAY BE LEFT BLANK IF IT IS THE
SAME AS THE ONE PLANNED ON THE LOAD
HEADER MESSAGE.
COMMENTS _____
_____
```

This is a new form that the driver must send before he starts his movement to the shipper.

To retrieve this form on the mobilecomm unit, the driver displays the Load Header form and presses the REPLY button. The driver does not need to enter a macro number.

To send the form, the driver must first enter data in three fields: the ETA to the shipper, the yes/no field to indicate he can or cannot deliver on time, and the trailer number. The driver does not enter the order number, as this will be remembered from the Load Header form.

Again, this is a required form, sent as a reply to the Load Header before beginning the movement to the shipper.

Picking Up

```
      ** PICKING UP **
THIS SHOULD ONLY BE SENT AS A REPLY TO
A PICKUP STOP MESSAGE!
_ (A, D) A = ARRIVING, D = DEPARTING
**IF ARRIVING, FILL THESE FIELDS ONLY**
ESTIMATED HOURS TO LOAD ___
AVAIL FOR NEXT ASSIGN ___/___ :___
COMMENT _____

*IF DEPARTING, FILL THESE FIELDS ONLY*
TRAILER _____
WEIGHT _____
PIECES _____
BOL # _____
SEAL # _____
PO # _____
IS LOAD PLACARDED _ (Y/N)
DOES YOUR B/L DESTINATION MATCH YOUR
COMPUTER DESTINATION _ (Y/N)
SIGNATURE ON B/L _ (Y/N)
IF NO WHY? _____
I CAN MAKE NEXT STOP ON TIME _ (Y/N)
ETA TO NEXT STOP ___/___ :___
ENTER YOUR NEXT STOP CITY/STATE
CITY _____ ST ___
COMMENT: _____

AVAIL FOR NEXT ASSIGN ___/___ :___
DRIVING HOURS AVAILABLE AT PTA TIME
HOURS ___ (0:11) : ___ (00,25,50,75)
REEFER LOADS ONLY:
TEMPERATURE ON B/L _____
PALLETS IN ___ PALLETS OUT ___
PLEASE PULP FIRST MIDDLE LAST
      ___   ___   ___
```

This is a new form that the driver will send from the shipper, as well as any additional pickup stops on a trip.

To retrieve this form on the mobilecomm unit, the driver displays the Pickup form and presses the REPLY button. The driver does not need to enter a macro number.

It's important to remember that for trips with more than one pickup stop, the driver will get multiple Pickup forms – the driver must be sure to display the form for the correct pickup stop before pressing REPLY.

It's also important to remember that the driver will send this reply form twice, once after arriving at the stop, and again immediately before leaving the stop.

When arriving at the shipper or additional pickup stop, the driver will display the Pickup message for that stop, press the REPLY button to display the Picking Up form, and enter A for arriving at the top. The driver can then send the form, or has the option to enter the estimated hours to load and when he expects to be available for his next assignment.

When ready to leave the shipper or additional pickup stop, the driver will display the same Pickup message for that stop, press the REPLY button to display the Picking Up form again, and this time enter D for departing at the top. For departures, the driver must also enter a Y or N in three fields: Does your BL destination matches the computer destination, is there a signature on the BL, and will you make your next stop on time. For departures, the driver must also enter his driving hours available when he completes his current trip. If any of these four fields is not filled in, the driver will get a message back saying he needs to enter the missing information.

Dropping Off

```

** DROPPING OFF **
THIS SHOULD ONLY BE SENT AS A REPLY TO
A DELIVERY STOP MESSAGE!
_ (A, D) A = ARRIVING, D = DEPARTING
**IF ARRIVING, FILL THESE FIELDS ONLY*
ESTIMATED HOURS TO UNLOAD ___
AVAIL FOR NEXT ASSIGN ___/___:___
COMMENT _____

*IF DEPARTING, FILL THESE FIELDS ONLY*
DRVR UNLOAD _ DROP TRAILER _
TRAILER _____
WEIGHT _____
PIECES _____
BOL # _____
SEAL # _____
SEAL INTACT _
IS LOAD PLACARDED _ (Y/N)
DOES YOUR B/L DESTINATION MATCH YOUR
COMPUTER DESTINATION _ (Y/N)
SIGNATURE ON B/L _ (Y/N)
IF NO WHY? _____
LOAD WAS RECEIVED BY _____
I CAN MAKE NEXT STOP ON TIME _ (Y/N)
ETA TO NEXT STOP ___/___:___
ENTER YOUR NEXT STOP CITY/STATE
CITY _____ ST ___
COMMENT: _____

AVAIL FOR NEXT ASSIGN ___/___:___
DRIVING HOURS AVAILABLE AT PTA TIME
HOURS ___ (0:11) : ___ (00,25,50,75)
DO YOU HAVE OS&D _
IF YES PLEASE CALL IMMEDIATELY
COVENANT 800-721-5202 OPTION 5
SOUTHERN 888-778-8184
REEFER LOADS ONLY:
TEMPERATURE _____
PALLET IN ___ PALLET OUT ___
PLEASE PULP FIRST MIDDLE LAST
_____

```

This is a new form that the driver will send from the consignee, as well as any additional delivery stops on a trip.

To retrieve this form on the mobilecomm unit, the driver displays the Delivery form and presses the REPLY button. The driver does not need to enter a macro number.

It's important to remember that for trips with more than one delivery stop, the driver will get multiple Delivery forms – the driver must be sure to display the form for the correct delivery stop before pressing REPLY.

It's also important to remember that the driver will send this reply form twice, once after arriving at the stop, and again immediately before leaving the stop.

When arriving at the consignee or additional delivery stop, the driver will display the Delivery message for that stop, press the REPLY button to display the Dropping Off form, and enter A for arriving at the top. The driver can then send the form, or has the option to enter the estimated hours to unload and when he expects to be available for his next assignment.

When ready to leave the consignee or additional delivery stop, the driver will display the same Delivery message for that stop, press the REPLY button to display the Dropping Off form again, and this time enter D for departing at the top. For departures, the driver must also enter a Y or N in three fields: Does your BL destination matches the computer destination, is there a signature on the BL, and will you make your next stop on time. For departures, the driver must also enter his driving hours available when he completes his current trip. If any of these four fields is not filled in, the driver will get a message back saying he needs to enter the missing information.

After the driver sends the Dropping Off departure form for the final delivery stop on his trip, he will automatically receive the Load Header and all stop forms for his next scheduled trip.

Via Point

```
*** AT VIA POINT ***
THIS SHOULD ONLY BE SENT AS A REPLY TO
A VIA POINT STOP MESSAGE!
_ (A, D) A = ARRIVING, D = DEPARTING
**IF ARRIVING, FILL THESE FIELDS ONLY*
ESTIMATED HOURS AT STOP ___
AVAIL FOR NEXT ASSIGN __/___ :__
COMMENT: _____

*IF DEPARTING, FILL THESE FIELDS ONLY*
I CAN MAKE NEXT STOP ON TIME _ (Y/N)
ENTER YOUR NEXT STOP CITY/STATE
CITY _____ ST ___
COMMENT: _____

AVAIL FOR NEXT ASSIGN __/___ :__
DRIVING HOURS AVAILABLE AT PTA TIME
HOURS __ (0:11) : __ (00,25,50,75)
```

This is a new form that the driver will send from each scheduled stop that is not a pickup or delivery on a trip. Since these types of stops aren't commonly scheduled by the dispatcher, the driver won't send this message very often.

To retrieve this form on the mobilecomm unit, the driver displays the Via Point form and presses the REPLY button. The driver does not need to enter a macro number.

It's important to remember that for trips with more than one schedule stop that is not a pickup or delivery, the driver will get multiple Via Point forms – the driver must be sure to display the form for the correct stop before pressing REPLY.

It's also important to remember that the driver will send this reply form twice, once after arriving at the stop, and again immediately before leaving the stop.

When arriving at the stop, the driver will display the Via Point message for that stop, press the REPLY button to display the Via Point reply form, and enter A for arriving at the top. The driver can then send the form, or has the option to enter the estimated hours at the stop and when he expects to be available for his next assignment.

When ready to leave the stop, the driver will display the same Via Point message for that stop, press the REPLY button to display the Via Point reply form again, and this time enter D for departing at the top. For departures, the driver must also enter a Y or N in the field that asks whether he will make his next stop on time. For departures, the driver must also enter his driving hours available when he completes his current trip. If either of these two fields is not filled in, the driver will get a message back saying he needs to enter the missing information.

Driver Script

This is how the driver will process macros on a “typical” trip.

1. Before completing current trip, driver may receive **Next Assigned Load Information** for next trip
 - This is an optional form – driver may not receive this on some trips
 - Driver is not required to reply or do anything else in response to this form
 - It is informational only – driver will not get any circle of service forms for his next trip until he completes his current trip
 - If the driver does receive a **Next Assigned Load Information**, he has the option to send a reply. The driver may want to reply if he expects to be late for any of the stops on the Next Assigned Load Information.
2. If the driver wants to reply to a **Next Assigned Load Information**, the driver will:
 - Retrieve the **Next Assigned Load Information** form on the mobilecomm unit
 - Press the REPLY button, which will bring up the **Pre Assignment Confirmation** macro
 - If desired, enter Y or N in either or both of the two yes/no fields (optional)
 - Send the macro
3. When the driver completes his current trip and has been preassigned to another trip, he receives all circle of service macros for his next trip. For each trip, the driver will receive at least three circle of service macros:
 - **Load Header** (similar to the Load Assignment message from the old system, but does not contain any shipper or consignee information)
 - **Pickup** (contains shipper information)
 - **Delivery** (contains consignee information)

If there are additional stops beside the shipper and consignee, the driver will also receive one of these stop messages for each additional stop:

- **Pickup** (if a pickup is scheduled at the stop)
- **Delivery** (if a delivery is scheduled at the stop)
- **Via Point** (if neither a delivery nor a pickup is scheduled at the stop)

Each stop form (**Pickup**, **Delivery**, or **Via Point**) will show the stop sequence number and total stops at the top of the form.

Unlike the old system, there is no macro named Extra Stop.

4. When ready to begin the movement to the shipper, the driver must send the **Load Confirmation / Begin Trip** macro:
- Retrieve the **Load Header** form on the mobilecomm unit
 - Press the REPLY button, which will bring up the **Load Confirmation / Begin Trip** macro
 - Enter data in three required fields:
 - MY ETA TO THE SHIPPER IS (enter date and time)
 - I CAN DELIVER ON TIME (enter Y or N)
 - I AM PULLING TRAILER (enter trailer number)
 - Send the macro

If the driver forgets to fill in any of the three required fields, he will receive a message back saying he needs to enter the missing information.

Unlike the old system, the **Load Confirmation / Begin Trip** macro is required

5. Upon arrival at the shipper, the driver will:
- Retrieve the **Pickup** form for the shipper on the mobilecomm unit
 - Press the REPLY button, which will bring up the **Picking Up** macro
 - Enter A for arriving at the top of the macro
 - If desired, enter additional information on the macro
 - Send the macro
6. Immediately before departing the shipper, the driver will:
- Retrieve the same **Pickup** form used to send the reply message for the arrival
 - Press the REPLY button, which will bring up the **Picking Up** macro
 - Enter D for departing at the top of the macro
 - Enter data in four required fields:
 - DOES YOUR B/L DESTINATION MATCH YOUR COMPUTER DESTINATION (enter Y or N)
 - SIGNATURE ON B/L (enter Y or N)
 - I CAN MAKE NEXT STOP ON TIME (enter Y or N)
 - I AM PULLING TRAILER (enter trailer number)
 - DRIVING HOURS AVAILABLE AT PTA TIME (enter hours and minutes)
 - Send the macro

If the driver forgets to fill in any of the required fields, he will receive a message back saying he needs to enter the missing information.

There is no separate Loaded Call message in the new system. The driver will only send two macros (**Picking Up A** and **Picking Up D**), not three (Arrived At Shipper, Loaded Call, Loading/Unloading Complete), from the shipper.

7. If there are additional stops beside the shipper and consignee on the trip, the driver will upon arriving at each of these stops:
 - Retrieve the form for that stop. This will be a **Pickup, Delivery, or Via Point** form.
 - Press the REPLY button, which will bring up the appropriate reply macro (**Picking Up, Dropping Off, or Via Point**)
 - Enter A for arriving at the top of the macro
 - If desired, enter additional information on the macro
 - Send the macro

8. If there are additional stops beside the shipper and consignee on the trip, the driver will before departing each of these stops:
 - Retrieve the same stop form used to send the reply message for the arrival. This will be a **Pickup, Delivery, or Via Point** form.
 - Press the REPLY button, which will bring up the appropriate reply macro (**Picking Up, Dropping Off, or Via Point**)
 - Enter D for departing at the top of the macro
 - Enter data in required fields:
 - Picking Up**
 - DOES YOUR B/L DESTINATION MATCH YOUR COMPUTER DESTINATION (enter Y or N)
 - SIGNATURE ON B/L (enter Y or N)
 - I CAN MAKE NEXT STOP ON TIME (enter Y or N)
 - I AM PULLING TRAILER (enter trailer number)
 - DRIVING HOURS AVAILABLE AT PTA TIME (enter hours and minutes)
 - Dropping Off**
 - DOES YOUR B/L DESTINATION MATCH YOUR COMPUTER DESTINATION (enter Y or N)
 - SIGNATURE ON B/L (enter Y or N)
 - I CAN MAKE NEXT STOP ON TIME (enter Y or N)
 - DRIVING HOURS AVAILABLE AT PTA TIME (enter hours and minutes)
 - Via Point**
 - I CAN MAKE NEXT STOP ON TIME (enter Y or N)
 - DRIVING HOURS AVAILABLE AT PTA TIME (enter hours and minutes)
 - Send the macro

If the driver forgets to fill in any of the required fields, he will receive a message back saying he needs to enter the missing information.

9. Upon arrival at the consignee, the driver will:

- Retrieve the **Delivery** form for the consignee on the mobilecomm unit
- Press the REPLY button, which will bring up the **Dropping Off** macro
- Enter A for arriving at the top of the macro
- If desired, enter additional information on the macro
- Send the macro

10. When empty at the consignee, the driver will:

- Retrieve the same **Delivery** form used to send the reply message for the arrival
- Press the REPLY button, which will bring up the **Dropping Off** macro
- Enter D for departing at the top of the macro
- Enter data in four required fields:
 - DOES YOUR B/L DESTINATION MATCH YOUR COMPUTER DESTINATION (enter Y or N)
 - SIGNATURE ON B/L (enter Y or N)
 - I CAN MAKE NEXT STOP ON TIME (enter Y or N)
 - DRIVING HOURS AVAILABLE AT PTA TIME (enter hours and minutes)
- Send the macro

If the driver forgets to fill in any of the required fields, he will receive a message back saying he needs to enter the missing information.

There is no separate Empty Call message in the new system. The driver will only send two macros (**Dropping Off A** and **Dropping Off D**), not three (Arrived At Consignee, Empty Call, Loading/Unloading Complete), from the consignee.

If the driver is preassigned on another trip when he sends the **Dropping Off D** macro, he will receive the circle of service forms for that trip.