

Accelerated Services Newsletter

6/18/21

Driver Website safeaccelerated.com Go Check it Out!

Summer Severe Weather-Alert

Make sure you are aware of severe weather in your location. We have already seen several hailstorms and Summer officially starts this Sunday. If you are caught in a hailstorm or other severe weather, stay safe then you need to make sure you document it. Take photos of the hail, note your location exactly. We need, the time and date, and take a screen shot of the local weather report noting the severe weather. Report the severe weather to the office and the load number you are currently on. Once the weather has passed inspect your load for damages. You will need to note them at delivery with the comment "hail damage" with photos in VTAS.



WARNING!!!! NEVER LEAVE KEYS IN THE CARS!!

We have had multiple thefts this year including the theft of 2 pick up trucks off the top deck. Be aware of your surroundings we had a unit stolen right after it was unloaded. **NEVER** leave the keys in the car even when unloaded. If the car is recovered it is generally declared a total loss so these claims can be exceedingly expensive.

After Hours Phone Policies

Please see the attached after-hours phone policies. It notes what items need to be handled during business hours, and what After Hours will handle outside of those times. Please **DO NOT** call after 9pm MST unless you have an emergency.



We are seeing improvement in our Fleet Verify scores so THANK YOU!

We need to continue this trend by making sure you are noting loading, in-route, and deliveries in real time.... Not hours later. Even if there is limited cell service it will update when you get into a better service location with the accurate times.

Signatures in VTAS

Please see the attached information regarding signatures in VTAS and **DO NOT** use the refused to sign check box it is not active at this time.



After Hours Phone Policies

AFTER HOURS PHONE NUMBER: 720.326.5212

The after hours phone is strictly for emergencies. Below is a schedule that will provide examples of when it is appropriate to call after hours and when it is not.

****NOTE - ALL TIMES ARE MOUNTAIN STANDARD****

MUST BE DONE DURING BUSINESS HOURS ONLY
M-F 8am-5pm; SATURDAY 8am-12pm

EFS Check for Truck Wash
EFS for Service
Requesting Reload for evening or weekend
Paperwork Questions
Pricing Questions
Money on Fuel Card
Normal Tire Replacement / Patch

AFTER HOURS APPROVED
M-F 5pm-9pm; SATURDAY/SUNDAY 12pm-9pm

Missing Unit
Missing Paperwork Needed To Load
Missing Gate Passes
Damaged Unit On Port/Railhead
Replacement Units

APPROVED 24/7 AFTER HOUR USE

**Involved in an Accident?
Personal / Work Related Emergency
Tow / Road Side Service for break downs**



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STI Deliveries:

You must read the manifest to get drop information if it says not STI then you cannot drop STI ever. If there is no information, they may be a new dealer and we don't know their preferences so you must call and ask before dropping STI.



Please do not put a signature or write STI in the signature box when you are dropping STI. Simply type in STI for the Client name, put a "X" for the signature and deliver. Or use the STI button in VTAS and you can type in a name in the client signature box (see attachment)

The dealers are having an issue when making a claim on STI damage due to the signature/STI in the client signature box. The manufacturer sees this as a signature which is not the case. See this example of what **NOT** to do.



COVID 19 Deliveries:

Drivers you must put in the full name of the person who inspected the vehicle along with "COVID19" in the signature box. There should be NO signature for a "COVID 19" delivery. If you fail to follow these instructions, you may be charged with damage!



Refusal to inspect during business hours:

Make sure you are checking the manifest or with the dealer before assuming it is during their business hours. If there is no information on the manifest it may be a new dealer, so it is your responsibility to contact the dealer and get this information before you deliver and forward to customer service to update the profile.

If their inspector is gone and no one will inspect during business hours you must get the persons full name refusing to inspect and input it in the box for the signature it should look like this: "**Josie Smith refused to inspect during business hours**" there should be NO signature in the signature box.]