

FLATBED FORUM



A bi-monthly newsletter for small business owners in flatbed transportation.

11.30.2018

Top stories in this newsletter



December Uptick in Malone Market



#GoFlatOut and Refer a Driver Communication is Key



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December Uptick in Malone Market by Maria Gilbert, Pricing Manager



As we move into December oil prices are dropping and shippers are ramping up to get the rest of their inventory out before the end of the year. As we know, many of our shippers close between Christmas and New Years' for end of year inventory, plant cleanings, and general shut down causing more shipments per week the first two to three weeks of December prior to the Christmas holiday. This is great news for us at Malone! We typically see an uptick in demand in the month of December due to this, and we expect it to be no different this year.

Given the time of year, many drivers head South into Texas so they're not dealing with the Midwest and Northeast's wintery weather, ice, chains and other requirements. While it's understandable that drivers are on the move South – just like all the snow bunnies across the U.S. – those Texas shippers know what's happening too. Keep in mind that you're likely to take a lesser rate out of Louisiana, Oklahoma and Texas this time of year and given the number of drivers in the area, the freight doesn't seem to be as plentiful as it is the rest of the year. This causes many drivers to layover or deadhead hundreds of miles for their next load. To prevent this happening to you – try to stay 'in the box'. There is a lot of freight out of AL, GA, TN, KY, and OH and little to none of our shippers in this area have reduced their rates. If anything, as we move further into winter, they will often pay a premium to get their freight out given the lack of drivers.

For further details on market trends, rates or customer questions, please don't hesitate to contact flatbedforum@crst.com.

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#GoFlatOut and Refer a Driver by Chris Gonzalez, Director of Capacity Development

In today's day and age of ever changing regulations, it is not a shortage of drivers but a shortage of qualified drivers! Those of you at Malone were all a part of our screening process and understand the quality that we are looking for to be a part of OUR team. It is you, our contractor's that make up the most vital part of our Malone family. We are always looking for good quality contractors to represent the Malone, Powered by CRST brand.

As one of our contractors, you have more face to face time with other's drivers on the road than anyone else. You are the face of Malone and there is nobody better to sell contractors or other drivers to come on with Malone than YOU! Did you know that Malone pays **\$1,500** for every contractor that brings his own truck? Did you know that we pay **\$500** for any driver that you refer to our Lease Purchase Program? Make **\$18,000** a year by referring 1 contractor a month to us! There is no limit on referrals.

There are several programs that you can recruit into such as our ZERO down, no Credit Check Lease Purchase program; Bring your own Equipment; take part of our down payment assistance program; become a driver for an Agent or a Fleet Owner so they can have the feel and beginning knowledge to start their path to Freedom! If you a driver Interested, they can visit Joinmalone.com or call us at **800-366-6361** and speak with a recruiter. Do not forget to tell them to put your name down as the referral!!



Communication is the key to Making Money by Ron Maynard, Director of Operations, Eldridge, IA



Communication is the key to making money!

Good Communication Techniques:

- **KNOW YOUR ETA:** Once you know an ETA into a new market, contact the regional customer service agent or Agent office. Getting in front of the next load is key!
- **MALONE LOAD BOARD:** The Malone load board will help you see what is available. Remember!... call the booking agent once you click reserve to lock in the load for you.
- **BE ONTIME:** If you can't be at the customer pick up/ stop or delivery on-time then pick up the phone and call the Agent or Customer Service Agent.
- **BE PROACTIVE:** Do not wait until you are unloaded or being unloaded to look for a load. Know your markets and communicate once you know your ETA
- **COMMUNICATE/ MOVE/ COMMUNICATE:** Communication is the key to making money in transportation. We do not force dispatch you, it is about the communication and relationships you build with your fleet manager, customer service agents and our Malone Agents that will make you truly successful.
 - Communicate when you have locked in a load, so other agents can stop helping you and work with helping others.
 - Some of our customers tender freight days early, if they are aware where you will be, it opens your options for the freight.
 - Remember, if you are having trouble using the load board, please let your fleet manager know. If he cannot help you please call the Director at your terminal.

Knowing where you are at, and when you will deliver is key to your success!

Safe Winter Driving by Ray George, Director of Safety



Winter is here! For the second year CRST has adopted “**Absolute Zero**”, our goal to achieve zero motion leading to a crashes or injuries for our driving partners and small business owners. To achieve “Absolute Zero” we need to first understand that, at this time of year there are biological changes. Studies have found that the decrease in daylight can lead to reduced sleep quality and fatigue, decrease cognitive function, and impaired metabolism which can affect driving safety. Inclement weather conditions like snow, ice, wind, loss of traction and reduced visibility add to these risks faced each day on the road.

A few years ago, we coined the “**Comfort Zone**” slogan; an expectation that our drivers must stay within their limitations and, hence the name, their comfort zone. “Comfort Zone” encourages us to reduce our speed and increase following distance to remain safe when visibility and/or traction are diminished. It also encourages you to stop the truck in a safe, secure location before moving when the weather or road conditions exceed your capability to do so without risk of accident or injury. This includes not moving when the condition of the driver due to illness or fatigue comes into play.

The Comfort Zone remains the integral component to accomplishing Absolute Zero. This year, our driving partners and small business owners will be positively stating your commitment to safety when you read and sign “**The Pledge**” online. By doing so you promise to know in advance when conditions may require actions outlined in the Comfort Zone, invoking the Comfort Zone, and communicating your decision timely to Operations. Remember, ‘**nothing we haul is worth you getting hurt or hurting someone else**’.

Absolute Zero relies on support from everyone, not just the driver and small business owner. Each member of our office team took “The Pledge” too. This commitment requires each of us to make the pledge for the safety of drivers and small business owners, fellow motorists, others in our office and those around us a priority, so we can continue to be there for our loved ones who count us.

Through this individual and corporate commitment to a safety culture, we can achieve the goal together of “Absolute Zero” this winter season. Please take the time to read and sign “The Pledge” and do your part in making “Absolute Zero” accidents and injuries a reality at CRST this winter.

THE DRIVER – SMALL BUSINESS OWNER PLEDGE

I pledge to “Walk the Walk” this winter and will not put myself or the motoring public in harm’s way. I pledge to follow all company mandated weather shut downs and will not put a load before my personal safety and comfort zone.

Work safely – in and out of the truck

Assess your situation at all times

Learn to listen to your gut

Know your limitations and operate within them

THE OPERATIONS PLEDGE

I pledge to “Talk the Talk” when it comes to Winter Safe Driving. I pledge to help enforce all company mandated weather shut downs and will not ask our drivers to place a load before their personal safety and comfort zone.

Tell our drivers we expect them to operate safely

Ask our drivers if they are OK to drive

Listen to their answers and ask probing questions

Keep drivers safe! Promote the “Comfort Zone”

Preventative Maintenance Scheduler by Dennis Hogan, Director—Internal Maintenance



On June 1, 2018 Lincoln Sales officially rolled out the web-based PM scheduling tool to Expedited, Dedicated, Malone, Pegasus, STI and BESL. In July the PM scheduler was introduced to the Gardner fleet.

The PM Scheduler was designed to give business units a standard scheduling tool for all tractor and trailer PM services in the CRST shops. With the PM scheduler, control of scheduling PM services is in the hands of the managers who are responsible for the vehicles and driver schedules. Managers have the ability to schedule and, if necessary, cancel PM appointments electronically without messages back and forth the shops.

Since implements of the web-based PM Scheduler, we have been tracking activity to ensure the PM scheduler is a viable and useful tool for the operating companies. The following is a snapshot of the activity the PM scheduler has logged since start-up.

	Tractor
CRST Shops	942
Gardner Shops	203

Analysis is conducted weekly to understand the data collected and what adjustments may be necessary in the future to ensure the PM Scheduler continues to be a customer-focused tool for scheduling PM services.



A Word from Customer Service, Stephen Lutz, Manager of Customer Service

The Customer Service group for Malone exists for one purpose: to provide our drivers with the best possible freight for the best possible rates. We work diligently to establish great relationships with our customers to ensure we’re being offered freight that will make all our business owners successful and profitable. In the event that a shipper or receiver suggest that they could use help shipping freight, please feel free to reach out to a Customer Service rep to pass it along. We can always use more freight around here! I also would like to clarify that the rates you see on the load board are the exact rates we are charging out customers. There seems to be a misconception that we are “brokers”, but we take 0% from the rate. I like to let everyone know this, so they can feel confident they are being treated fairly and there is no “hidden” money. If anyone ever has a question regarding rates or freight please feel free to reach out to me at 205-978-7492

We've Moved! New Address and Contractor Settlements Phone #'s



As you've most likely heard, the CRST Malone administrative office has temporarily relocated to Vestavia Hills, AL. The new mailing address is:

CRST Malone, Inc.
601 Vestavia Parkway, Ste. 200
Vestavia Hills, AL 35216
Main Phone: (205) 978-7477

Along with a new address, your settlement clerk has a new phone number! While our phone numbers are new we're still here to assist you with your settlement issues or just make sure your loads are processed. We look forward to hearing from you soon!

Cynthia McBride	Settlement Clerk	cmcbride@crst.com	(866) 534-3729
Freda Harris	Settlement Clerk	fharris@crst.com	(866) 521-3729
Regina Herron	Settlement Clerk	rherron@crst.com	(866) 525-3729
Toni Sullivan	Settlement Supervisor	tsullivan@crst.com	(866) 520-3729

Holiday Settlement Schedule by Toni Sullivan, Manager of Contractor and Agent Settlements



Thank you to all CRST Malone operators that made it through the Thanksgiving Holiday safely. Starting this week, it is time to take advantage of as many available loads as possible. There is one month between the Thanksgiving holiday and the Christmas holiday to increase your take home and YTD revenue by hauling that one extra load a week to achieve this goal.

We also want to thank each of you for following the pay schedule during Thanksgiving and want to prepare you for the upcoming Christmas and New Year's schedule.

Christmas: One payroll this week

Drivers paperwork scanned by:

Wednesday midnight CST December 19th thru Tuesday midnight CST December 25th, pays on Friday December 28th.

New Year's Day: No change in the regular pay schedule

Drivers paperwork scanned by:

Wednesday midnight CST December 26th thru Friday midnight CST December 28th, pays on Wednesday January 2nd 2019.

Please contact your settlement clerk prior to the cut off date if you have problems scanning your paperwork on the scheduled cut off date.



2019 Permit Renewal—New York Hut/Oregon/IFTA

We are in the process of renewing the 2019 permits for IFTA permits and Oregon. The New York hut stickers are currently being mailed to the address we have in the system. Please make sure to get your new stickers put on your unit. The New York stickers are good for three years. We will be mailing out the 2019 IFTA stickers and permit as soon as we get them. If you run Oregon, we will also mail your new 2019 with the IFTA paperwork. If you have any question's please contact Rita Welch (205)978-8713 or Sandra Wright (205)978-8710.



2018/2019 2290 'Heavy Highway Vehicle Use Tax' Renewal

The 2018/2019 2290 'Heavy Highway Vehicle Use Tax' return for owner operators, this does not apply to lease purchase units, started July 1st. Returns were due by the 31st of August. Returns filed after August 31st will incur penalties. If you have not already filed your 2290 please file it as soon as possible and send a copy to Rita Welch (rwelch@crst.com or fax # 319-390-6793) or Sandra Wright (swright@crst.com or fax # 319-390-6288).

Your stamped 2290 must be in our possession to renew your plate come renewal time. If you have a road use escrow account set-up, you can contact Contractor Settlements or Accounting to have your escrow loaded to your settlement card.

Should you have any questions about this process, please don't hesitate to contact Rita Welch in Licensing/Permits at (205) 978-8713 or Sandra Wright in Accounting at (205) 978-8710.

Welcome the Newest Small Business Owners to CRST Flatbed!



We extend our sincere appreciation to the newest Small Business Owners choosing CRST Flatbed as their team. When choosing CRST Flatbed these SBO's have chosen quality freight at above average rates, customer service, reliability and support to be the backbone of their business!

Jeffrey Foster, Nov 2nd	Earl Guy, Nov 7th	Roy Young, Nov 7th	Tanaree Wells, Nov 7th	James Cooper, Nov 7th
Chad Skiles, Nov 7th	Michael Weelborg, Nov 7th	Collis Graham, Nov 8th	Melvin Crouch, Nov 9th	Darryl Ervin, Nov 14th
Jazz Freemon, Nov 14th	Derrick Cooper, Nov 14th	Brandon Jones, Nov 14th	Daundrell Waters, Nov 14th	David Rogers, Nov 15th
Thaddeus Davis, Nov 15th	Nolan Edmonds, Nov 15th	Rady Preval, Sr, Nov 16th	Raymond Brunfield, Nov 29th	Phillip Evans, Nov 29th
Benjamin Mainville, Nov 29th	Cedric Smith, Nov 29th	Rudary Olive, Nov 29th	Derrick Luton, Nov 29th	Gregory Morton, Nov 29th

Our Agents and Owners would like to Welcome of their new drivers:

Steven Woothtakewahbitty, Nov 5th (Copeland Trucking)	Mark Carter, Nov 29th (Jolene Richardson)
Timothy Lee, Nov 6th (Copeland Trucking)	Courtney Newton, Nov 29th (Omar Lee)
Jason Watson, Nov 15th (BRAM Heavy Haul)	Don Govero, Nov 29th (BRAM Heavy Haul)
Ronald Schoening, Nov 21st (Olander Trucking)	Jimmy Salters, Nov 29th (BRAM Heavy Haul)
Richard Ainsworth, Nov 26th (WH Consulting)	Eric Holloway, Nov 29th (BRAM Heavy Haul)
Michael Dunlap, Nov 26th (WH Consulting)	



CRST Flatbed Small Business Owner Anniversaries

We extend our sincere appreciation to the newest Small Business Owners choosing CRST Flatbed as their team. When choosing CRST Flatbed these SBO's have chosen quality freight at above average rates, customer service, reliability and support to be the backbone of their business!

Name	Anniversary Date	Years of Service	Name	Anniversary Date	Years of Service
Daniel Cruz	12/01/2003	15	Glen Briggs	12/15/2010	8
Ronald Labelle	12/01/2011	7	Damon Miller	12/06/2012	6
Steven Bettis	12/12/2012	6	Michael Peery	12/12/2012	6
William Reynolds	12/03/2013	5	Stephen Yenchko	12/23/2014	4
Dale Dillingham	12/10/2015	3	Todd Schmidt	12/15/2015	3
Christopher Pate	12/01/2016	2	Amnon Cohen	12/22/2016	2
Roger Eastep	12/15/2017	1	Freddie Spann	12/06/2017	1
Tommie Bowie	12/07/2017	1			

Our Extended family of drivers that drive for our Agents and Owners Anniversaries:

Name	Anniversary Date	Years of Service
Adam South (Olander)	12/14/2012	6
Robert Cayot (Copeland)	12/08/2017	1
Ronald Luttrull	12/12/2017	1

Would you like your truck to be the newsletter cover truck? Send us a picture of your truck and trailer, sideview, loaded or empty to flatbedforum@crst.com! #GOFLATOUT

Is there information you would like to see in the newsletter? Anything that would be beneficial to you or your family? Send requests, comments and suggestions to flatbedforum@crst.com. We're looking forward to hearing from you!

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