

FLATBED FORUM



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

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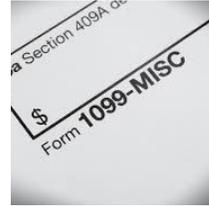
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Message of Appreciation and Respect from CRST Malone's President



Happy New Year and welcome to 2019! I hope that everyone had a safe and happy holiday season. I would like to focus on a simple but very important theme for 2019, respect. In order for our flatbed organization to elevate our status further as a **PREMIUM** brand that only contracts with the best and most **ELITE** drivers we need to have mutual respect. Respect is defined as:

re•spect
/rəˈspekt/

noun

1. A feeling of deep admiration for someone or something elicited by their abilities, qualities or achievements.
synonyms: esteem, regard, high opinion, admiration, reverence, deference, honor
2. A particular aspect, point, or detail.
synonyms: aspect, regard, facet, feature, way, sense particular, point, detail

verb

1. Admire (someone or something) deeply, as a result of their abilities, qualities, or achievements.
synonyms: esteem, admire, think highly of, have a high opinion of, hold in high regard, hold in (high) esteem, look up to, revere, reverence, honor

We need to ask ourselves, 'do I show respect and appreciation to my fellow drivers, agents, shippers/customers, employees, fellow motorists, family and friends all the time?' All of those parties previously mentioned are important parts of our lives and businesses. We need to pay more attention to the important things and mutual respect is a key to any team and family. Sometimes just reaching out to say thank you, checking in to see how things are going, and offer help to solve a problem can go a long way.

Predictions for 2019 are very positive and exciting! Many clients and various industry reports indicate that the freight business in 2019 will look a lot like the 2018 shipping season. Be prepared for another strong earnings year, inspect your equipment, get your equipment into one of our Lincoln Sales shops - be sure to get your free pairs of gloves while you are there - and ensure that you are in prime operating condition for the high earning season. Make sure your pre- and post-trip inspections are thorough and that you don't get put out of service due to an oversight or lack of doing a proper inspection. We are very close to being exempted from weigh stations via prepass weigh stations which will be an instant improvement in time, idle and overall productivity, not to mention that getting a reduced number of DOT inspections is always a welcomed gift, so please pay attention to your equipment maintenance, reduce your speed, and stay off your handhelds while driving.

Out of **RESPECT** and **ADMIRATION** for all of the hard work that every one of our team members contributes every day, **THANK YOU!** Let's have an energetic, prosperous and safe 2019. Let's stay committed to investing in our Flatbed Organization to further elevate our **PREMIUM** brand in the transportation industry by being **ELITE** while on the road and in our offices supporting team members both on and off the road.

Happy New Year!

Chris Deschaine
President - CRST Malone
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Office: 205-978-7476



Looking to 2019 in the Flatbed Market by Maria Gilbert, Pricing Manager



As we ring in the new year, we look ahead to what's in store for our business in 2019. There are several ways in which we, CRST, work with our customers and you to ensure the best loads at the highest rates available. Through your professionalism of on-time pick-ups and deliveries, communication regarding load issues, and availability to our direct shipper customers, our customers look to CRST for a valuable service. Providing this valuable service allows CRST to leverage capacity for higher rates and/or more freight.

While CRST Malone's average direct shipper flatbed rate per mile of \$2.56 through the fourth week in December continues to be far above that of the national flatbed average rate per mile of \$2.42, our average broker rate per mile is only \$1.89. There are several ways in which we may better assist you during this time. One of the best ways we have of assisting you is providing direct shipper freight in our network at above market rates and encouraging you to run this direct customer freight rather than run outside of our network and take brokered loads at rates less than our average rate per mile. If you're looking for little deadhead, quick reloads and above average rates look to load in AL, GA, IL, IN and OH. The average rate per loaded mile out of these states during the 1st through 24th of December was \$2.94 versus AZ, CA, and TX during the same time period at an average rate per mile of \$2.02.

We continue to hear from customers and industry insiders that they expect 2019 to be similar to 2018 for the flatbed market and this means a strong year for you. If you have any questions about customers, rates or the market, please email flatbedforum@crst.com

Round Trip, High Density Freight for Consistent Loads and Pay by Stephen Lutz, Manager of Customer Service



Our most successful drivers understand that the best thing you can do to make money with Malone is find a particular area with high freight density and work that area consistently. Often "chasing the money" can end up getting you stuck in a bad area and cost you everything you made on that high paying load that got you there in the first place. If you load in Indiana to Pennsylvania, then Pennsylvania to West Virginia, then back to Ohio, you'll find there will always be available freight and you'll never lay over. This is just one example of an area that can provide regular freight at good rates. Often the allure of a high dollar load can win out over the short load that pays significantly less, but at a higher rate per mile. Please consider all your options before accepting any load that goes to a red area outside of our main network and direct shipper customers.

If you would like to talk through ideas on routes you can take for consistent freight, please reach out to flatbedforum@crst.com and we'll get you in contact with a customer service representative who will assist you in finding the best routes that provide consistent freight, higher than average rates and loads through or near the house.

Keeping Track Helps You Stay on Track by the Birmingham Operations Team



Nothing is more important than keeping track of what you have done. A forgotten advance, weekly deduction or load can affect your pay. It is your job as a business owner to keep up with everything you do each day. **Attached to this newsletter, as well as on the Malone Load Board, you will find a weekly financial balance sheet.** Please feel free to make copies and use this sheet to keep up with your daily and weekly activity.

At the top of the sheet you will be able to keep up with each load you move during that week. There is space to enter up to six loads per week. Under "LOADS" enter both the shipper city and state as well as the consignee's city and state, for example, Bir AL to Dal TX. Then enter the date you loaded, CRST load #, gross linehaul rate, net rate (your % of the linehaul), fuel surcharge rate, advance amount taken on the load, as well as any extra advances on the load - if needed, and the number of loaded miles and then total each column below. Enter your total truck pay or net and add your fuel surcharge to get your total. Next, subtract your advances, as well as any extra advances if applicable, to get your total net pay per load.

You have two types of deductions: CRST deductions and home deductions, or obligations. List the weekly deductions with CRST on the left side and total at the bottom. Take your Total Net from the top of the sheet and subtract your CRST deductions to get your Total Home Pay. Once this is completed, list your home obligations - most of these are due monthly. Divide each monthly home obligation and divide by four, and put this down as your weekly amount. Total your Home column and subtract from your total home pay. The amount remaining is the amount you're left with after your expenses and your weekly financial obligations are met.

If you need any additional information about the balance sheet or would like the computer version sent to you, please contact your Fleet Manager.

Tax Preparation and 1099-MISC Forms by Toni Sullivan, Manager of Contractor and Agent Settlements



The new year is already upon us and it is time to prepare for 2018 tax season. If you have not organized your 2018 tax information and paperwork, now is the time to do so. Please make sure that you organize your income and deduction information now, rather than wait until the last minute to keep you clear of any IRS hassles. If you need assistance or copies of any CRST Malone settlement documents for your business, please contact your Settlement Clerk or Settlement Supervisor - we will be happy to assist you in any way possible.

Information will be included in the next publication informing you when your 1099-MISC forms will be generated and mailed to you. To ensure that your 1099 is sent out correctly, please make sure that we have your correct address on file.

Thank you for a great and safe 2018, we look forward to working with you for an even better and more prosperous 2019 -

Happy New Year!

New Phone Numbers for Accounting and Licensing



As with all other personnel who moved from the Trussville location to our temporary home in Vestavia Hills, AL, the Accounting department personnel have new phone numbers. Below is a listing of Accounting department personnel, their focus in assisting you as well as their direct phone number. Please don't hesitate to reach out to them for assistance!

- (800) 366-6350 Main Switchboard
- (205) 978-8710 Sandra Wright, Accounting Supervisor - Comdata, Licensing and Maintenance
- (205) 978-8711 Deborah Griffin, Accounting Advance Specialist - Comdata and Equipment Charges
- (205) 978-8713 Rita Welch, Lead Licensing Specialist - Licensing and Permitting
- (205) 978-8712 Elizabeth Bramlett, Accounting Specialist - Maintenance, Insurance and Lease Purchase Contracts
- (205) 978-7475 Robin Spitzley, Switchboard Operator - Office Mail, ATBS and US Legal set-ups

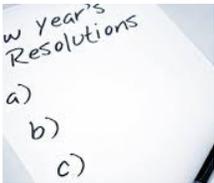
As We Close 2018, 2019 is a New Year in Recruiting by Chris Gonzalez, Director of Capacity Development



As we look back on our 2018 recruiting efforts at Malone, we look for ways to improve and make a bigger impact in 2019. The Recruiting department is putting a call out to all our contractors and agents to spread the word about our great programs and company. Recruiting attended five trucking trade shows in 2018 and were represented by several of our contractors at these shows. Your attendance speaks volumes for your pride in working with CRST Malone, and our pride in having you working with us. Malone will be doing it again this year in 2019 as we attend the Louisville Truck Show in March, Houston in June, Iowa 80 in July, Dallas in August and the Joplin Truckers Jamboree in September.

If you are interested in representing Malone at any of the shows, please email flatbedforum@crst.com and include pictures of your truck. **Don't forget that nobody sells our programs - our company - better than you, our contractors.** At \$1,500 per contractor in 2019, you can make an additional \$18,000 a year with 1 contractor referred per month!!! We want you to #GOFLATOUT and help get the word out to everyone. Join us in making Malone greater than 2018 in 2019.

New Years Resolutions for a Safer 2019 by Ray George, Director of Safety



Tomorrow is the beginning of a new year and like most people we need to make our New Years resolutions. Here are some of the safety resolutions for us at CRST Malone in 2019:

- We will do full and proper inspections and make all necessary repairs when we find defects
- We will do our brake check tests, and physically check our brakes each week
- We will make sure all loads are secure and legal
- We will make sure our tires are legal and properly inflated
- We will assure that all our lights are always working
 - ◆ We will get our CSA Maintenance score under threshold
- We will always obey the posted speed limit, especially in construction and restricted zones
- We will always wear our seat belt when the vehicle is moving, even on private property
- We will never talk on our cell phones without using a handsfree device
- We will always maintain a safe and proper following distance
- We will always travel in the proper lane and never change lanes in an unsafe manner
- We will never by-pass scales
 - ◆ We will keep our Unsafe score low and under threshold
- We will always wear our glasses, hearing aids, etc.
- We will make sure our physical is current and properly turned into the state and matched up with our license
- We will always use our CPAP machine and get a good sleep
 - ◆ We will ensure our Fitness score stays under threshold
- We will always have our record of duty status up to date to the last change of duty
- We will make sure we operate within the hours of service, and if we're on paper logs do it as we log it, log it as we do it
- We will always stop prior to our 8th hour, and never drive beyond our 11th hour of driving or our 14 hours total
- We will always have a log book, operating card for our ELD, and ELD operating paperwork with us at all times
 - ◆ We fought hard to get our Hours of Service under threshold in November, we will keep it well under threshold in 2019
- We will stay within our Comfort Zone, stop when necessary and keep everyone in the loop as things improve
- We will always be on guard, especially in confined areas like truck stops, consignee yards, etc.
- We will always use GOAL (Get Out And Look) when backing, and remember GOAL is not just for backing, if in doubt Get Out
- We will be courteous on the roadway and allow for others' mistakes
- We will never travel in packs, so we don't have to worry about how other people drive
- We will reduce the number of preventable crashes and incidents to under 100 this year
 - ◆ We will continue to have a very low Crash BASIC and will do everything in our power to prevent any accident, incidents, or injuries

Let's make 2019 the safest year in our history. If we all join-together to make, and keep, these resolutions we can do it!

Happy New Year!

Welcome the Newest Small Business Owners and Driver Team Members to CRST Flatbed!



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

Anthony Biscoe, Dec. 21st Daniel Lefebvre, Dec. 21st David Fulks, Dec. 21st David McCoy, Dec. 21st David Runyon, Dec. 21st
 Dewane Meredith, Dec. 21st Jason Daniels, Dec 21st Louise Johnson, Dec. 21st Maurice Reeves, Dec. 21st Raymond Edwards, Dec. 21st

CRST Flatbed Small Business Owner and Driver Team Member Anniversaries

<u>Name</u>	<u>Anniversary Date</u>	<u>Years of Service</u>	<u>Name</u>	<u>Anniversary Date</u>	<u>Years of Service</u>
Terry Hockaday	1/12/1990	29	Keith Davis	1/15/2008	11
Terry Keller	1/15/2010	9	Ronald Bulman, Jr.	1/12/2012	7
Brad Hammack	1/14/2015	4	Betty Kenney	1/4/2016	3
Doug Walls	1/6/2017	2	Randy Clutter	1/10/2017	2
Robert Bowers	1/11/2017	2	Arthur Mills	1/11/2017	2
John Carroll	1/13/2017	2	Wesley Linton	1/4/2018	1
Jerrold Johnson	1/4/2018	1	Jai Johnson, Sr.	1/4/2018	1
Jason Babcock	1/4/2018	1	Chanita Ward	1/4/2018	1
Matthew Ward, Jr.	1/5/2018	1	Ralph Vest	1/5/2018	1
Orlando Celestine	1/5/2018	1	Matthew Shippers	1/5/2018	1
David Lauerman	1/5/2018	1	Edward Schlairet	1/11/2018	1
William Napolitano	1/11/2018	1	Russell Davidson, Jr.	1/11/2018	1
Ricky Bond, Jr.	1/11/2018	1	Jerome Giddens	1/11/2018	1
Regina Stubner	1/12/2018	1			

Thank you to Roger Michael of Truck W370TM for providing this month's cover truck! Roger's been with Malone since 12/19/2017. 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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