

DETENTION PAYMENT PROCESS LETTER TO COMPANY DRIVERS AND OWNER OPERATORS

DATE: December 2014

TO: Company Drivers and Owner Operators

Effective January 1, 2015 Crete Carrier and Shaffer Trucking will guarantee your detention pay for documented delays at shippers and receivers that are beyond your control, regardless of whether or not we are able to collect detention from the customer. Company Drivers will be paid \$12.00 per hour for detention and Owner Operators will be paid \$24.00 per hour. Partial hours will be paid in 15 minute increments.

We are constantly working closely with customers to reduce the time spent waiting for a load to be loaded or unloaded. Many customers respond positively by reducing the loading/unloading time at the docks and acknowledging and paying detention charges when delays occur.

As a professional driver, you are instrumental in this program by providing on-time service, accurate arrival and departure calls, and by timely notifying us of the delay situations allowing the customer to be contacted for resolution. With your continued help by following the detention reporting steps identified below, we can continue working with our customers to limit the time spent waiting at the dock.

Requirements for detention collection:

1. Arrive on or before your scheduled appointment time and send your arrival via the in-cab communications unit when the trailer is made available for loading/unloading.
2. Always follow any special instructions provided to you at the time you received the trip dispatch.
3. At one (1) hour after your Early Appointment Time or Arrival Call Time, whichever is later, if you are not loaded/unloaded, send a canned message #16 to notify the Operations Department of the potential delay.
4. A Detention P.O. Reference Number will be sent to your in-cab communications unit. Add this reference number to your Detention Form.
5. Send a loaded or empty call message via the in-cab communications unit immediately after being loaded or unloaded and receiving the signed trip paperwork.
6. Complete, according to the instructions on the Detention Form booklet, your Detention Record paperwork and Transflo scan it to the Company with your trip information.

While we will continue to monitor and push our customers to get you away from the dock quicker, your help will move the detention billing and payment process forward and reduce your time at the dock. In those situations where it doesn't, we can at least pay you the compensation quicker, providing you have completed the paperwork to help us accomplish this task.

We are not looking at guaranteed detention compensation as a replacement for pay for miles you drive, but rather as supplemental pay for those times you get held up at the dock. Dedicated fleets or customized business arrangements may have different detention compensation guidelines which are managed by your dispatcher in these fleets. We will always strive to work with the customer to get and keep you moving.

Detention will be paid to you at the same time the trip payment is processed by the Company if all the requirements of the Detention Policy have been met.

Copies of the Detention Record Form are available at all terminal locations together with a list of Frequently Asked (Detention) Questions. If you have additional questions, Company Drivers should contact your Fleet Manager and Owner Operators should contact the Owner Operator Relations Staff.