



380 Bradwick Dr. Concord,

ON L4K 2W4

416-880-5194

service@capitalexpresstransport.com

# Digital Waybill Manual

## When receiving an order on the app

Click on the order and then press confirm in order for the dispatcher to know that you have received/seen the order. Once the order is confirmed you will find all the info you need to pick up and deliver the load; Such as pick up and deliver addresses, contact info, special instructions, service type, etc...

## First thing check the Service Type:

- Priority Service - Means that the order is Priority and must be picked up and deliver within 2-3 hours.
- Same Day Service - Means the order can be picked up and deliver at any time between 6am to 5pm.
- Next Day Service - Means the order can be picked up at any time and deliver the next day.

## Next check if there is any special instructions

- Check the number of Pieces (Skids) you're picking up and calculate the space you have left in the truck and where to put the skids keeping in mind where you're going next and which skids to take out there first so they don't block your way.
- Check Package Type - Means if the order is Handbombed, Tailgated, Oversized Skids or Just Skid-Type (regular size), meaning dock to dock load.

## Once you have picked up the order press pickup in the app.

In the Notes sections; Write down the exact number of skids picked up and delivered and package type if it is different from the original order. Also write down waiting time; If you are there for more than 15 minutes at both the pick-up and delivery addresses put 15 minutes each location.

When at pick up or delivery address for one reason or another can't find the person in charge or the location, find in the app the contact name/number for both sender and receiver of the load and contact them; Introduce yourself, your name and you're calling from Capital Express, explain your issue and they will help you.

In case there's no contact name/number for both sender and receiver in the app, you will find the companies names for both sender and receiver, Google it and find the contact name/number and hours of business operation. If you still can't find it contact the dispatcher via Zello-radio app. They will instruct you on the next steps. If the dispatcher doesn't contact you right back, wait a moment and contact again, last option call the office number.

**It is your responsibility as the driver to follow the steps above in order to organize your orders in the system and simplify your job.**