

How Loads are Booked through Werner, Assigned and Dispatched To Your Truck

Customer

- Customer books a load through Werner's Customer Service Group.



CSM

- Works with customers to locate freight, requests appointments to be set and relays load information to the Load Planner's for assignment based on the customer's needs.
- Inputs Appointments.
- Also will move up appointments if you are early for your load. Just let your Fleet Manager know.



Load Planner

- Remember, our system is real time!
- When you enter your information into our electronic system, we know exactly where you are and how many hours you have available. We use this technology to plan your freight and maximize your production.
- We also know when you need home time or any special needs you may have.



Fleet Manager

- Your Fleet Manager will be your main contact while you are a driver for Werner Enterprises. A Fleet Manager is responsible for your daily needs, routing you home when you are due for home time, and any other special requests.
- Your Fleet Manager also lets the load planners know when you will be ready for assignment. This is why it is so important to let your Fleet Manager know when you will be ready and if you need assistance.
- Remember, you have the technology at your fingertips to let Operations and Marketing know your needs. Simply push the buttons and we will be able to maximize your production and meet your needs at the same time!



Driver

- Upon receiving the load information, you are now committed and responsible for the load.
- Notice how there are open lines of communication between every position. Any changes with your load assignment must be communicated as soon as possible.
- Remember, communication is the driving force in this industry.



Customer

- Receives freight from Driver.
- Communicates to their management any positives or issues with Werner.