

Waggoners Pony Express...



JANUARY 2015

Words From Human Resources

With the arrival of 2015 we are reminded of the dreaded tax season that is about to unfold.

W-2 forms for all employees this year will be available again on-line and should be posted to your on-line account no later than January 30th, 2015.

Bi-weekly administrative personnel can obtain their W-2 form by logging onto www.amstime.org, then click on "e-files"

Weekly driver personnel can obtain their W-2 form by logging onto The Waggoners website www.waggonerstrucking.com and click on "Employee Settlement Sheets".

We also want to remind everyone to make sure we have your correct address on file. You may request an address change by contacting your Terminal Manager, emailing dmartin@waggonerstrucking.com or calling 406-248-1919 ext 1045.

—Dennis Martin, Human Resources



New Handbooks Coming Soon

We are in the process of updating the Driver Handbook and the Administrative Handbook. Be on the lookout for the new handbooks in about a month. Several policies will be updated and we want everyone to be aware of any new or changed requirements.

Total Compensation Statements

As an employee of The Waggoners Trucking, you receive regular pay for the services you provide. The other part of your total compensation is the value of the benefits that The Waggoners Trucking makes available to you and your family. The value of these benefits is your "hidden paycheck." In a few weeks you will receive a personalized benefits statement that describes your hidden paycheck and is intended to give you a summary of the benefits you personally receive and their value. This document will contain your confidential pay information and will not be applicable to any other employees in the company.

—Amanda Wheless, Human Resources Director

A NEW YEAR'S RESOLUTION...MAKE IT A

HEALTHY NEW YEAR!

Welcome to 2015, and like any New Year I'm sure many of you have made your New Year's resolutions. If you haven't, or if you would like to add to your list, I have some suggestions that will not only be EASY to attain, but also make you feel better and be healthier. With much focus on healthcare in the news why not RESOLVE to make 2015 a HEALTHY New Year! One of the easiest ways to accomplish this is through PREVENTATIVE HEALTH CARE – which is available to you at no cost through your Waggoners Health Care Plan. Remember to get a simple yearly check-up which can make you aware of any serious problems in your future. There are also other preventative screenings available at no cost to you. Immunizations are available to you at no cost to prevent catching those viruses or flu bugs.

Why not RESOLVE to quit smoking this year and prolong your life. There is SMOKING CESSATION EDUCATION COUNSELING available through your Health Care Plan and cessation medications that are no cost to you when prescribed by a physician and purchased through a network pharmacy. Both Preventative Care and Smoking Cessation information can be found through your in-network healthcare provider, EBMS or by calling Terri Patterson. There is also information available on our Benefits website, www.yourbenefitschoices.com/waggonerstrucking.

Why not RESOLVE to make this year a HEALTHY New Year? Making the resolutions described above will also make it a HAPPY NEW YEAR which is what I hope for all of you out there!!!

—Terri Patterson, Health Benefits

Message From Sales

I am sure there are times when you meet someone or you talk to someone over the phone that would like more information about Waggoners Trucking and how they can possibly ship with us. Maybe you don't know that certain information, but want to make sure their needs are met. Take down their information; tell them that they are important to us, and that you will pass their information over to the right team member that can help them. You can pass that information on to your local terminal manager or please feel free to give them my phone number (281-955-8686) and or my email address bgowen@waggonerstrucking.com.

Always remember: We may not have the answer, but we will find it. We may not have the time, but we will make it. We may not be the biggest, but we will be the most committed to their success.

—Bill Gowen, Sales and Customer Service

Border Checklist

- Make sure that you have loaded all your freight on your manifest. It can take hours of work to fix little errors and possibly cost the company or the driver fines depending on the type of penalty.
- Check your Ace Manifest with your SB manifest and make sure that all your numbers match before you get close to the border (if they don't match contact Erin in Sweetgrass or Shannon in Casper).
- Make sure that the license plates for the truck and trailer are correct on the ACE manifest.
- Check that your cell phone is "off" or on "silent mode" before you pull up to the customs booth. Also turn off your radio and CB.
- Don't set your air brakes when you pull up to the window.
- If Customs inspect your freight on the U.S. side make sure that Customs use their Customs tape when sealing everything up so our insurance covers any items that Customs opens. (call Erin Buckley @ 886.931.0779 with any problems or questions you don't feel comfortable answering or if customs tell you we are getting a penalty).

Mandatory Protocol when Dealing with Customs at the Border

- The most important thing to remember while dealing with American or Canadian Customs is to be respectful, courteous, forthcoming and thorough. Customs Officers have control over the amount of time you and every other driver spends at the border. The more difficult that you make it for them; the more difficult they will make it for all of us. There is **NEVER** a situation where it is acceptable to be rude or argumentative with a Customs Officer. Be honest with your answers don't try to cover up a mistake and make it bigger.
- You are not permitted to be on your cell phone when you are talking to a Customs Officer unless advised to do so by the Customs Officer.
- If you are a Company or Owner Operator **Team** both drivers are required to be in their seats when pulling up to the customs window.
- You **MUST** have all of your paperwork prepared in a neat and orderly fashion when you pull up to the window. Remember that it is your responsibility to know and understand every piece of paperwork that you hand to Customs.
- If customs tells you to park and come in, make sure you bring all your load envelopes and also the PARS or PAPS envelope as well.
- **You are required to know exactly what is on your truck and where each shipment is located. If you do not know this information they are more likely to search through every single shipment on your truck. Even if someone else has loaded your truck it is still your responsibility to know where everything is.**
- If you do not understand something that is being asked of you, please contact our Customs Coordinator, Erin Buckley @ 886.931.0779.
- It is very important to be patient while you are crossing the border. Expect and plan on wait time.

— Erin Buckley, Customs Coordinator

Did You Know You Can Get a Bonus for a Clean Inspection?

A Department of Transportation roadside inspection is an opportunity for company drivers and owner operators to improve their driving record and our companies CSA scores. An inspector will review your Hours of Service, truck maintenance, driver fitness, registration and placard and many other areas that are tied to your driving record. The Safety Department has released a new Progressive Discipline Policy for safety violations along with an opportunity to receive a discretionary bonus if you receive an acceptable roadside inspection. The next time you go through a Terminal, check out the new Safety Policy.

The bonus received for clean inspection are as follows:

- ☐ Level 1 = \$150.00
- ☐ Level 2 = \$100.00
- ☐ Level 3 = \$50.00

Bonus processed during next week's payroll and added to paycheck.

For Each Clean inspection your name will go in a drawing for a prize (announced later in the Quarter). The Drawing will be held after the end of each quarter.

— Tim Meredith, Safety Department