

Triple Crown Services Brokerage Drayage Handbook

Updated November 2024

Carrier Requirements

Carrier will provide TCS with the following minimal service levels:

97% ON TIME PICKUP

97% ON TIME DELIVERY

97% ON TIME OVERALL

Carrier will be considered “late” if pickup appointment or delivery appointment is missed due to any carrier related issue.

Carriers with performance consistently below the TCS required levels will be subject to disciplinary action, up to and including cancelling your contract if habitual.

TCS requires use of the dispatch platform and cellphone app, Modalview. All drivers will be required to create accounts and use this app while handling TCS loads. More information can be found at www.modalview.com along with Modalview literature which TCS will provide.

TCS requires paperwork to be submitted within 2 days of load completion for deliveries and within 1 day of load completion for pickups. TCS requires supporting accessorial paperwork to be submitted within 1 day of load completion. The Modalview app provides an easy and intuitive way for drivers to submit required paperwork.

TCS requires Carrier to update TCS with all load updates within 20 minutes of the activity. The Modalview app will provide TCS with these updates automatically, bypassing the need to use our vendor website for most load updates.

Carrier is required to be able to haul 43,500 lbs lading.

Contacting TCS

TCS can be reached via phone at 877-250-2899 or email at TCSDispatch@triplecrownsvc.com. There is always a dispatcher on duty at TCS, except for a short window early Saturday and Sunday morning, at which time we have an answering service and on call cell phone #'s. Please make sure our contact number is included on every dispatch your drivers are given. If your dispatch office is not 24/7, your drivers must report issues to TCS directly.

Operations VP	John Kozinski	john.kozinski@triplecrownsvc.com	215-452-7925
Operations Director	Frank Scimone	frank.scimone@triplecrownsvc.com	484-532-5736
Operations Mgr	Peter Whiteman	peter.whiteman@triplecrownsvc.com	484-532-5718
Carrier Relations Mgr	Dustin Fell	dustin.fell@triplecrownsvc.com	484-532-5709

Triple Crown Services Brokerage Drayage Handbook

Payment

A load is tendered in the TCS operations system and made available on the TCS Vendor website. All TCS load numbers are 8 digits and can be found at the “move list” screen of our website, or on our load tenders.

After completion of the pickup or delivery, your company must submit the bill of lading or proof of delivery to TCS within 48 hours. Paperwork submission is covered in greater detail below. Your drivers submitting their paperwork to TCS on the Modalview app makes this process easy, reducing work on your admin staff.

Deadheads pay automatically once audited and approved. No paperwork is required. A “deadhead” is the empty portion of your move. A typical TCS load will have 2 TCS reference #'s: a loaded reference #, which we provide to you, and an empty reference (deadhead) # that you will create on our website.

Ex: your rate is \$200 + fsc. A loaded reference # is given to you by TCS which will pay your company \$100 + fsc. You will create a deadhead on our website which will pay your company \$100 + fsc. \$200 total, split between 2 reference #'s. When creating an invoice in your system, please reference both TCS reference #'s, as they are independent and unique.

Please note, TCS does **not** require physical invoices to be sent to us for your linehaul or fuel payments. We program your rates and approve payment on your loads once paperwork requirements have been met. We do require invoices to be sent for all accessorial. Please see the accessorial billing section below for details on this procedure.

Paperwork Submission/Requirements

- Paperwork will be submitted to TCS by your drivers directly, via the Modalview app.
- Should we need to request a document which was not received via Modalview, please use the following submission requirements.
 - TCS paperwork submission email : tcsdraypaperwork@triplecrownsvc.com
 - TCS also accepts paperwork via our vendor website (VWEB).
 - All emailed documents must have the TCS 8 digit load # clearly written on the document.
 - TCS will accept 1 attachment and 1 email per load. If your load contains multiple pages of a bill of lading or other documentation, please scan as 1 attachment.
 - The subject of your email must be the TCS 8 digit load number.
 - TCS requires all paperwork for pickups to be submitted within 24 hours of load completion. Paperwork for deliveries is required within 48 hours of load completion.

Triple Crown Services Brokerage Drayage Handbook

An automated email is sent to you each morning from tcswatchdog@triplecrownsvc.com. This email contains all loads that have not had their paperwork requirements met. Your drivers use of the Modalview app and submitting paperwork correctly there will keep requests for missing paperwork minimal.

Accessorial backup is requested in a separate e-mail and reviewed throughout the day. If you determine that your documentation does not support the accessorial reported, please notify TCS that you will not be invoicing for the accessorial.

TCS expects a response to every paperwork request made, whether via email or telephone. After 2 requests have been made, management will be notified. Failure to comply with paperwork requirements could result in reduced loads dispatched to your company.

Any issues or questions with paperwork requirements can be addressed with TCS' Document Control Specialist, Joni Singer, or with the Carrier Relations Manager, Dustin Fell.

Accessorial Process - operational

TCS does not auto-pay accessorials the way we do rate and fsc.

All accessorials must be reported to TCS prior to service. Accessorials must be called in to 877-250-2902 ex 7. If you would like written confirmation, an email can be sent to tcsaccessorials@triplecrownsvc.com as well.

Any occurrence, driver labor, additional miles or money expenditure by your company that will result in your company expecting an accessorial charge of any kind, must be reported to TCS immediately and prior to service.

All accessorials require some form of clearly signed, clearly noted documentation. If your driver has any issue with getting their accessorial charge noted, TCS must be notified while the driver is still there. Failure to do so could result in non-payment of an accessorial charge.

Accessorial Process - billing

Accessorial invoices must be emailed to tcsdrayaccessorials@triplecrownsvc.com within 1 week of load completion. The invoice must reference the 8 digit TCS load #.

Accessorials should be billed weekly. TCS reserves rights of denial on any accessorial that has not been invoiced within 30 days of service completion. To allow time for auditing and dispute resolution, we recommend weekly billing. If a TCS accessorial invoice ages beyond 25 days, please address with the Carrier Relations department immediately. Once beyond 30 days, TCS can no longer guarantee payment.

Triple Crown Services Brokerage Drayage Handbook

“Watchdog” automated email system

TCS utilizes an automated email reminder system to assist us and our dray vendors. We call this system Watchdog. Emails from this system will come from tcswatchdog@triplecrownsvc.com. Please closely review the updates or requests that these emails communicate.

TCS OS&D + Claims Procedures

All OS&D/Refusals must be reported to TCS dispatch immediately at 877-250-2899

- **Shortages/Overages**
 - Was the seal intact? If yes, please mark it on the paperwork
 - What are the item numbers?
 - If an overage, take pictures of the product label
 - If an overage, is the overage being refused?
 - If yes, who is refusing?
- **Damages**
 - What type of damage? Crushed, wet, torn, etc.
 - If wet damage – is the container leaking?
 - What are the item numbers?
 - Must take pictures
 - Is the damage being refused?
 - If yes, who is refusing?
- **Refusals**
 - Why is the product being refused?
 - What are the item numbers and product descriptions?
 - Who is refusing?
 - If refused due to damage please advise the type of damage
 - Must take pictures

Pictures are crucial. We can get disposition of refused freight faster when we have pictures. Pictures are also essential for claims purposes.

Pool Management

If handling a load for TCS which is drop/hook, FIFO (first in first out) pool management applies. Please ensure you are pulling the oldest empty when dropping a load into a pool. If are you unsure which is oldest, please contact TCS. This information is available on our website and our dispatch team can assist with this information as well.