

NOVEMBER 19 /2018



RELATIONSHIP WITH CUSTOMERS



As a driver, you are the face of the company. Your behavior on customer's sites either leave a good impression or can ruin a business relationship. Here are some of the things you can do to do help us leave a good impression and have a positive relationship with clients:

1. On time delivery and pick up: It is a key factor to arrive to our customers on time for both our pick-ups and deliveries. It shows our customers we're committed to be the best in the industry.
2. Accurate Bill of Lading information: Please inform your dispatcher if the number of BOL does not match the number you were given at the time of dispatch, or if anything like type of merchandise or any other data is incorrect.
3. Proper shipping packaging: If a load is improperly packaged or secured, the possibilities of incurring in freight or trailer damage increase dramatically. When forklift operators drop or mishandle the pallets the merchandise can be damaged resulting in refused deliveries. Also, if the shipper requires you to load, unload or secure the load, please inform your dispatcher.
4. Courtesy: Since you're the face of the company at the client's site, please treat others with respect and politeness. Make sure you follow the customer's rules inside the yard, including but not limited to speed limits, bobtail parking, idling provisions etc. if you have any issues with the load please don't argue with customer's workers and just contact your dispatcher so we can help you resolve the issue.
5. Cleanliness: Make sure when you will walk into a customer's facility to have showered recently and make sure not to dispose of any trash in their facilities.

If you have any questions, please contact the Safety Department at ext. 1304 or email us at ssandri@nalogistics.com.

And remember..... Safety is not a choice is a must..... Drive safely!

160 ALI BABA AVENUE - OPA LOCKA, FL 33054 / PHONE: 1-(877) 270 - 9494

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www.nalogistics.com