

Rock'n & Roll'n

LITTLE ROCK FARM *Trucking*



This is the Rock Solid News Mini Edition For This Month.

Many of us in the office & shop have been preparing for the Driver's Meeting.

We appreciated all who attended. Sandy will distribute Meeting Minutes which every employee must sign off as receiving.

Remember, if you have any questions, feel free to ask. Don't rely on the rumor mill for your factual information.

Marks Message – Getting there from here

At 16 years old, I started my first full-time job working on a dock loading furniture trucks. Turning 18 I began driving those same trucks delivering furniture around Ontario.

Daily deliveries to the metro Toronto area would at times include up to 28 stops...all before closing time! For the most part they were dock deliveries, but some stops were street deliveries using a hand cart taking the furniture inside retail stores.

around to all these stops... **we used a map!** It's not a new invention, and they work really well! Some drivers don't seem to think its their responsibility to find their own way, they expect dispatch to supply them with directions to every stop.

I should clarify there is a definite difference between finding a country address versus a city address. Dispatchers of live poultry get farm directions and supply them to drivers.

There are so many variables with directions ... Example; what road you're entering the city on. It's much more accurate and time saving if the driver either finds his way via road maps, or calls the customer for directions at the same time giving them an updated ETA.

Directions are a truck drivers responsibility. Preplanning the stops you know before leaving home gives you the opportunity to use an internet based mapping program.

How did we find our way

R O U T I N G

Lets clarify the difference between a "route" and "stop directions".

DIRECTIONS—"Directions" take you to a specific address. There may be different "routes" to that address, but in the end you end up at a specific point.

ROUTE—A "route" is defined as various roads leading to a general vicinity.

For example, if Dallas TX is your destination there are various "routes" you can take. The same as heading for Turner ME...there is more then one route option that can be taken.

SO WHAT?
While it's a drivers responsibility finding directions to specific addresses, it's the companies concern that drivers are taking best

possible route.
- For example avoiding toll roads and taking shortest truck routes.

Drivers must follow designated routes. Not following designated routes may impact a drivers performance bonus by extra cost incurred. Those extra costs have been found at times to be well over \$100.00 on a single trip.

On Friday, August 21, 2009. Please join us at John & Barb Reuber's home in Mildmay. Directions available upon request.

Starting at 6:30 pm to ????

We will be having snacks and conversation around a bonfire. We will have Tim Horton's Coffee and beverages

for you to enjoy.

Please bring your lawn chair and appropriate clothing.

We hope to see everyone join us for the end of summer celebration Bonfire & Social.

- Social Committee

LRFT BONFIRE

Inside T-Chek

We use T-Chek company wide and T-Chek helps keep our books up to date as the daily information is transferred to Little Rock and filed sequentially in our dispatching program. It saves many human hours of entry to keep our records straight.

Some drivers have no problems with T-Chek while other drivers wished there was an alternative solution. Lets look at it closer to see what you know and what we know.

Firstly, the trip number a driver enters is critical for the filing of fuel within our dispatching system. The data comes into Little Rock daily and electronically divides up into each trip that the drivers have punched into the key pad. It is a great accounting tool.

Secondly, T-Chek has security measures which include Card Lock Out for several hours if the card is double swiped. It prevents dropped cards to be used. It's great for security but horrible if a cashier doesn't input the information properly.

At several places where cashiers are poorly trained. Instead of declaring fuel for Tractor and Fuel for Reefer, they try to do 2 separate

transactions. What they realize quickly is that the 2nd transaction will automatically fail. This is not an account problem with Little Rock nor is it Little Rock's problem to fix. Not to sound mean about that, but we are unable to call and have them fix it. They simply refuse. When this happens, they make whomever did the mistake request a refund from T-Chek over the phone. Then the person must re-enter the information correctly to make it work. ***IF THE CASHIER refuses to make that call, there is no way for us to try to input the 2nd transaction with that card.*** For Security Reasons there is an allotted time frame required between purchases.

T-Chek will not over ride the time restraints.

The only way we can fix this is to issue an express code to whomever made the mistake. PROBLEM IS, if you are at a card lock, you are pretty much stuck as they are unmanned. Most card locks, especially in Canada, don't tend to handle the transactions properly causing a card lock out.

This is something everyone should be aware of so that you can plan accordingly and understand what goes on behind the scenes.

Economy Turning!

Hearing lately that the economy is making a slight turn around. As a trucking company, we've not seen this result but reports from other industries such as housing etc has stated the leveling of the lowest point. In fact, the housing market says the buyer's market is finishing up.

This is positive news because the trickling effect of the economy turning is going to directly impact the rest of society including us. The Canadian Economist forecast a small increase by the middle of 2010. Yes... it's a while away but like anything in life, this is just going to cycle itself through and hopefully the strong stay the course as the weak continue to drop out along the way.

What Is A Cat?

What is a cat?

- Cats do what they want.
- They rarely listen to you.
- They're totally unpredictable.
- They whine when they are not happy.
- When you want to play, they want to be left alone.
- When you want to be alone, they want to play.
- They expect you to cater to their ever whim.
- They're moody.
- They leave hair everywhere.
- They drive you nuts and cost an arm and a leg.

Conclusion:
They're Tiny
Little Women
In Fur Coats.

Submission by
Geoff Goetz



Ray Pennington's Mind Control

- Some self-made men are examples of unskilled labour.
- Conscience is the uneasy feeling you shouldn't have done what you just did.
- Middle-age is when there's no more room in your medicine cabinet.
- Diplomacy is knowing how to let someone else have your way.
- Remember that half the conversation is listening.
- You can't say this about children, they don't go around showing pictures of their grandparents.
- The emptier the pot, the quicker it boils.
- The trouble with medical insurance is you can't get it if you are sick.
- "Experience" is what men call their mistakes.
- Nothing is less costly or more productive than courtesy.