



# FREQUENTLY ASKED QUESTIONS

**Q: What color folder do my Backhaul PODs/Receipts/etc. go in?**

**A:** RED Folder

**Q: What color folder do my WP Rawl load PODs/Receipts/etc. go in?**

**A:** CLEAR folder

**Q: Who do I contact about an issue or question with my backhaul load I was dispatched?**

**A:** Contact your driver manager if it is about hours to drive, issues making an on-time pickup/delivery, etc. Contact the broker if it's about picking up/delivering earlier than the rate con says, can't find the building, etc.

**Q: What do I need to do if my receipt for a lumper/scale/gate fee/etc. was paperless?**

**A:** Please forward a copy from your email to either your driver manager, Teresa Newton, Karen Porth, or Amber Rawl in Transportation.

Teresa Newton: [teresa.newton@rawl.net](mailto:teresa.newton@rawl.net)

Karen Porth: [karen.porth@rawl.net](mailto:karen.porth@rawl.net)

Amber Rawl: [amber.rawl@rawl.net](mailto:amber.rawl@rawl.net)

**Q: What do I need to do if I have overages, rejections, or shortages at one of my backhaul delivery locations?**

**A:** Call your driver manager if it is during business hours of 08:00-17:00. We must the customer aware before you leave the backhaul so they can be notified accordingly on their end for us to get paid for the load. Call dispatch if it is after hours – 17:00-07:30.

**Q: Who do I reach out to if I have an incident or charge occur on the road that will be higher than my Comdata balance on my card?**

**A:** Reach out to your driver manager so they can approve your charge costs. Amber Rawl or Teresa Newton will then load your Comdata card to the appropriate amount to cover your costs. MAKE SURE you turn in a receipt for anything you swipe the company Comdata card for!

**Q: Do I need to turn in a receipt if the amount is less than \$5?**

**A:** YES. Any and everything you swipe your Comdata card for will need a receipt turned in for invoicing purposes. If an amount is on your driver ID# for Comdata and no receipt is turned in for it, it will be deducted from your paycheck.

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**Q: When is my yellow timesheet due for payroll?**

**A:** Driver Timesheets are due by 5 am on Sunday morning. They can be turned in with your normal paperwork in the driver lounge or emailed to drivertimesheets@rawl.net. Once you know your dispatch on Saturday afternoon, please plan to turn them in.

**Q: What is considered a pay week?**

**A:** Monday to Sunday. For drivers, your load must be completed by Sunday at midnight, in order for it to be paid in full that week.

**Q: What do I do if I am due detention that is owed to me?**

**A:** You must relay that information to the Dispatch team or your Driver Manager for it to be approved and added into McLeod for Settlement/payment.

**Q: What if I want to take some PTO time?**

**A:** You need to communicate that to your Driver Manager and submit your request in writing, giving as much notice as possible for their load planning.

**Q: What if I have a comcheck that was messed up?**

**A:** Write "VOID" across the check and turn it in with your Driver Expense Report/receipts and we will take care of it from there.

**Q: What if I hit a deer or have an accident while OTR?**

**A:** The driver should follow the SOP – call dispatch.

**Q: What if I call dispatch and no one answers?**

**A:** Give it a few minutes and try again. Sometimes they are tied up assisting another driver and will be available to help you momentarily.

