

Tracking

1. WE MAKE TRACKING(SEND LOCATION OF THE VAN) EVERY HOUR UNTIL THE DRIVER REACHES PU SITE IF THERE ARE TOO MANY OUT MILES AND IT TAKES SEVERAL HOURS TO GET TO PU.
2. WE MAKE TRACKING EVERY 2 HOURS AFTER THE VAN HAS GOT LOADED OR EVERY HOUR IF IT IS SHORT TRIP UNTIL IT REACHES THE DELIVERY SITE.
3. IF THERE IS TRAFFIC, BAD WEATHER CONDITIONS ETC, THE DRIVER SHOULD MAKE PHOTO OF GPS AND TELL THE NEW ETA (ESTIMATED TIME OF ARRIVAL). IN OUR TURN WE SEND THESE PROOFS TO THE BROKER AND NOTIFY THAT THERE CAN BE SOME CHANGES IN ETA
4. IF THE DRIVER DECIDES TO HAVE A SHORT REST OR TO STOP FOR NIGHT WE INFORM THE BROKER TOO. IN THIS CASE THE DRIVER SHOULD INFORM US AT WHAT TIME HE IS GOING TO RESUME ROLLING. IN OUR TURN WE ALSO SHOULD CHECK HOW MANY MILES LEFT TO DELIVERY AND HOW MUCH SPARE TIME HE HAS.
5. IF THE VAN IS BROKEN AND IT IS IMPOSSIBLE TO DELIVER THE LOAD THE DRIVER SHOULD SEND THE PHOTO PROOFS. WE INFORM THE BROKER AND ASK TO FIND RECOVERY OR OFFER OUR OWN RECOVERY IF THAT IS AVAILABLE.