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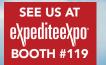
DRIVING INTO THE FUTURE... Q&A With Try Hours Page 6

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Questions that Owner Operators Should Ask at Expo

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O&A: Try Hours

Scott Vanderweele, General Manager of Try Hours, shares some insight into the company. By Lawrence McCord, Publisher

Tell us a little bit about yourself and the role you play at Try Hours.

I'm responsible for all day-to-day items, reporting directly to Ownership.

Give us a little history about Try Hours.

Try Hours is a mid-sized familyowned expediting company located in Northwest Ohio that has been around for 26 years. We originally started out as more of a regional ground carrier, but have since expanded to all lower 48 states as well as Canada and Mexico. Try Hours is also known for handling special services including air charters, flat-bed and small-package air freight. RED-HOT FREIGHT EXPEDITERS

What industry organizations is Try Hours affiliated with?

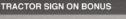
Try Hours is a proud sponsor of several Charitable Organizations, helping many in need in NW Ohio/SE Michigan, as well as many others Nationwide. We participate in Wreaths Across America and The Wounded Warrior Project. Try Hours is also an active member of TEANA (The Expedite Association of North America) and the AEMCA.

Try Hours appears to offer several trucking services. Tell us about that.

Try Hours is a full-service, one call trucking company that offers everything needed for any customer to have their product picked up and delivered on time. We offer expedited services with lift gate, blanket wrap, and inside pick up or delivery. We also offer cross dock, freight consolidation, shipments involving Canada and Mexico and our constituted on PAGE of the complete on PAGE of t



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Q&A WITH TRY HOURS

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With these different services that you offer, what kind of drivers are you looking for to build the fleet?

We are looking for professional drivers, 23 and older, who have at least 1 year experience for our Class B (straight truck) division and 2 years experience for our Class A (tractor) division. Drivers must also have a fairly clean MVR, pass a drug test and physical, and have no felonies or recent misdemeanor convictions.

Driver retention is the buzz. What kind of driver retention programs does Try Hours have to offer?

We have monthly driver recognition bonuses along with safety awards announced on a monthly basis. We have additional monthly contests (Best Roadside Photo, Best Contractor Story, Best in Service Percentage etc...) that our contractors enjoy and make them feel a part of the Try Hours team.

Why do owner operators and drivers want to be part of Try Hours?

Try Hours knows who you are. Our dispatchers are experienced and professional, and are motivated to keep you moving. As a mid-sized company, you won't be treated as a number and everyone in the fleet matters. In addition, we offer competitive pay and put a supreme value on Safety and Compliance maintaining a Safe Work Environment for us all.

In expediting, freight emergencies happen every day. Can you recall any recent situations where a Try Hours driver "saved the day" for your customer?

One story always stands out when I think about expedited freight: A straight truck driver (who happened to be a Veteran) had a hospital bed that had to be delivered to a resident. Unfortunately, the closest he could get his truck was 1 mile away. He carried the bed 1 mile by himself to the elderly lady's house for delivery. However, to really put the icing on the cake on this one, he went ahead and assembled the hospital bed for this elderly lady to use at her home because she had no one else to help. Try Hours and the customer were extremely proud of our contractor for going way above and beyond the normal driver role.

If you had a crystal ball, what kind of freight year do you foresee for the remainder of 2015?

We believe that the 2nd half of 2015 will mirror the 1st half, and remain a challenging economy. It will take teamwork and focus to continue moving forward and succeeding.

What's next for Try Hours?

Refinement and Expansion. Our focus is now, and will continue to be, improving on the services we currently

CONTINUED ON PAGE 10

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Q&A WITH TRY HOURS CONTINUED FROM PAGE 8

provide to both our Internal Customers (Employees, Drivers, Contractors and Fleet Owners) as well as those provided for our External Customers. We also have continued to diversify our offerings to assist in capturing more opportunities throughout the Transportation Industry. We have definitely continued to grow at Try Hours over the last couple of years. While there have been bumps along the road, we've endured and have been driven to overcome those obstacles and improve in many ways. Finding success can be defined differently for every individual, and we strive to

try and provide the "Roads" for any team member's success. Stay tuned for additional opportunities, services and programs, designed to assist all Customers in finding Success.

Anything else you'd like our reader to know?

Come and see us July 24-25 at the Expedite Expo in Wilmington OH, booth D5. Be safe out there!

For more information on Try Hours, call 888-284-4179



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4. How do you get loads for me that another Motor Carrier can't?

5. Are you a V.O.I. Certified Motor Carrier with access to Load Providers requiring Gold and Platinum standards? 6. Can I see your IC contract now so I'll know what I'll be signing?

7. Can you show me the part of how and when I am paid?

8. Can you show me the insurance portion I am responsible for?

9. Can you show me how any charge backs work?

10. Read the fine print on any sign on bonus.

As with any worthwhile endeavor, beware of the "just sign here" Motor Carriers.

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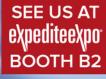


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FEATURE

Expediter Beware

What You Should Know Before Signing an Owner Operator Lease Agreement By Sean M. Inden, Staff Writer

When it comes to signing an owneroperator lease agreement with a trucking carrier, ignorance is NOT bliss. Any unpleasant surprises -- whether with payment terms, chargebacks, or other aspects of the contract -- could disrupt your cash flow and drive you out of business.

So, What Should You Expect in a Solid Lease Agreement?

Refer to the Federal Motor Carrier Safety Administration (FMCSA) regulation part 376.12 on "Written Lease Agreements." (Find it online at: http:// www.fmcsa.dot.gov/regulations/title49/ section/376.12.) This will give you an excellent overview of what must be (and cannot be) included in the contract for it to be compliant.

Then, as you compare a carrier's lease agreement with the rules specified under federal regulation 376.12, keep these important points in mind.

Payment Terms

(f) Payment period. The lease shall specify that payment to the lessor [owner-operator] shall be made within

Learn more about the Expedited Freight Industry!

15 days after submission of the necessary delivery documents and other paperwork concerning a trip in the service of the authorized carrier.

"After the owner-operator submits paperwork for a load (like the bills of lading and any additional charges they'll be reimbursed for), the motor carrier is legally required to pay the owneroperator within 15 days for that load," advises Dale Watkins, business services for Owner-Operator Independent Drivers Association (www.ooida.com), a trade organization that fights to protect the rights of all professional truckers.

But some carriers offer turnaround on settlements that's sooner than 15 days. Will that be reflected in the lease agreement?

"It's possible for the carrier to specify less than 15 days in the contract. But in most cases, even a carrier that strives to pay its owner-operators within a shorter time will still put the 15 days in the actual contract, just in case there's a glitch in their system, and they can't fulfill the verbal promise to pay sooner," says Watkins.

Right to Review

(g) Copies of freight bill or other form of freight documentation. When a lessor's revenue is based on a percentage of the gross revenue for a shipment, the lease must specify that the authorized carrier will give the lessor, before or at the time of settlement, a copy of the rated freight bill or a computer-generated document CONTINUED ON PAGE 40



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containing the same information, or, in the case of contract carriers, any other form of documentation actually used for a shipment containing the same information that would appear on a rated freight bill.

If you suspect that you might be paid an incorrect amount for a given load, this provision is designed to give you the right to verify it.

"The carrier has a legal obligation to allow you to review the rated freight bills, which are the documents between the motor carrier and their customer on certain loads, to confirm whether you're being paid correctly per your contract," says Watkins. "Now, the carrier can legally cover up the customer information, but there has to be enough information on that bill that the contractor is certain that it reflects the load that they pulled."

Chargebacks

(h) Chargeback items. The lease shall clearly specify all items that may be initially paid for by the authorized carrier, but ultimately deducted from the lessor's compensation at the time of payment or settlement, together with a recitation as to how the amount of each item is to be computed. The lessor shall be afforded copies of those documents which are necessary to determine the validity of the charge.

Your compensation package might look great at first glance. But unexpected,

burdensome chargebacks could quickly eat away your profits.

"All charge backs are to be listed in the contract," says Watkins. "So, if the carrier is charging you a percentage of use of its fuel card, that needs to be in the contract. If the carrier is charging you an administrative fee for doing your license and other tasks, that has to be in the contract. At settlement time, all charges must match up with what's in your contract."

When you go through the contract, look closely for administrative costs that seem out of line.

"I saw one contract that had a \$295 per week administrative charge. If it's in the contract and you sign it, there is nothing illegal about that," says Watkins. "Another carrier had a \$50 per week administrative charge just to print out a settlement. Some of those things, the carriers just nickel and dime you on. And if it's in the contract that you sign, you're required to pay it."

Another potential chargeback is for liability insurance coverage. Some carriers will cover the expense of the insurance for owner-operators; others will charge it back. It all depends on what's written in the lease agreement.

So, first, make sure you're o.k. with the charges listed in the contract. Then, use the contract to verify whether you're being required to pay any chargebacks that aren't in the agreement.

> CONTINUED ON PAGE 42 ExpeditersOnline.com



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Deductibles

(j) Insurance...(3) The lease shall clearly specify the conditions under which deductions for cargo or property damage may be made from the lessor's settlements. The lease shall further specify that the authorized carrier must provide the lessor with a written explanation and itemization of any deductions for cargo or property damage made from any compensation of money owed to the lessor. The written explanation and itemization must be delivered to the lessor before any deductions are made.

The contract should outline precisely how much responsibility you have in terms of cargo claims and what the deductible will be. "Good contracts will tell me what deductible I would be responsible to pay for a cargo or liability claim," says Watkins. "I see deductibles ranging anywhere from a \$1,000 to \$10,000. For expediters, deductibles are typically closer to the \$1,000 to \$2,500 range."

Reviewing the Contract

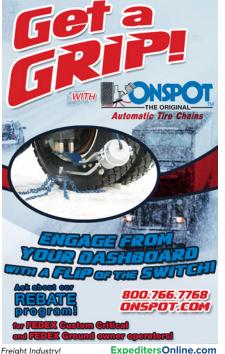
Before you execute the contract, have an expert -- whether an attorney or someone at OOIDA -- review it for you to ensure there are no potential pitfalls that could put your financial future in jeopardy.

(OOIDA offers a free service to its members to review owner-operator lease

agreements. Visit http://www.ooida.com/ to learn more.)

"Don't sign any contract until you absolutely understand every paragraph in it," Watkins advises. "So many people that we deal with sign the contract blindly because a carrier is rushing them, 'We got work for you right now, so we need to sign it quickly to get you on the road.""

But when you feel pressure to "sign now," put on the brakes. You want to be completely comfortable with the terms before moving forward because a good owner-operator lease agreement will pave the way for a solid business relationship between you and your carrier -- one built on mutual trust and respect. **EN**



KNOW THE TERMINOLOGY!

Source: http://www.fmcsa.dot.gov/regulations/title49/section/376.2

As you read a contract, you'll likely come across unfamiliar terms. Use this glossary as your guide to help make the lease agreement more understandable.

§ 376.2: Definitions.

(a) Authorized carrier. A person or persons authorized to engage in the transportation of property as a motor carrier under the provisions of 49 U.S.C. 13901 and 13902.

(b) Equipment. A motor vehicle, straight truck, tractor, semitrailer, full trailer, any combination of these and any other type of equipment used by authorized carriers in the transportation of property for hire.

(c) Interchange. The receipt of equipment by one motor common carrier of property from another such carrier, at a point which both carriers are authorized to serve, with which to continue a through movement.

(d) Owner. A person (1) to whom title to equipment has been issued, or (2) who, without title, has the right to exclusive use of equipment, or (3) who has lawful possession of equipment registered and licensed in any State in the name of that person.

(e) Lease. A contract or arrangement in which the owner grants the use of equipment, with or without driver, for a specified period to an authorized carrier for use in the regulated transportation of property, in exchange for compensation.

(f) Lessor. In a lease, the party granting the use of equipment, with or without driver, to another.

(g) Lessee. In a lease, the party acquiring the use of equipment with or without driver, from another.

(h) Sublease. A written contract in which the lessee grants the use of leased equipment, with or without driver, to another.

(i) Addendum. A supplement to an existing lease which is not effective until signed by the lessor and lessee.

(j) Private carrier. A person, other than a motor carrier, transporting property by motor vehicle in interstate or foreign commerce when (1) the person is the owner, lessee, or bailee of the property being transported; and (2) the property is being transported for sale, lease, rent, or bailment, or to further a commercial enterprise.

(k) Shipper. A person who sends or receives property which is transported in interstate or foreign commerce.

(l) Escrow fund. Money deposited by the lessor with either a third party or the lessee to guarantee performance, to repay advances, to cover repair expenses, to handle claims, to handle license and State permit costs, and for any other purposes mutually agreed upon by the lessor and lessee.

(m) Detention. The holding by a consignor or consignee of a trailer, with or without power unit and driver, beyond the free time allocated for the shipment, under circumstances not attributable to the performance of the carrier.

FEATURE

Tina Evans: Being a Woman in the Expedite Industry and Driving with Load One

Tina Evans has been driving expedite truck for 14 years with her husband Tom. Tom had driven years ago doing local deliveries. Bv: Sandy Long, Staff Writer

They had spoken about getting back into it when their kids were grown, a retirement plan of sorts. When the business Tom worked at was apparently going to close, they started to do their homework. After checking into over the road, they were not happy about having to go out with trainers, so they looked at expediting because it was common for a husband to be able to train their wife. They bought a truck and Tom went out on the road to gain experience.

When Tom came home, Tina would go out around town to start learning how to drive the truck, when the time came, she got her license. It was a hard decision to make to go on the road right then because their twin children were not yet out of high school, both were 18 with only a couple of months left to graduation. Tina having great faith in them, and because her job had dried up, went on the road.

The first company that Tom went with initially did quite well running him solo, however when Tina came out on the road. they did not have enough miles to keep them busy. Tina took advantage of this to hone her driving skills. After a year or so, they moved to another company. Finally they ended up with Load One in 2011.



Having a dream of owning a fleet, realizing the worth of Load One and how successful they could be with them, Tina and Tom have now expanded to owning four expediting trucks. They are doing so well with Load One, they hope to buy two more this year. "We are hoping to be able to be home more as we grow as a company. We have two small grandchildren that we adore and at this stage of the game, we like being home a little more." Tina said.

One of the hardest things Tina had to adjust to when entering into trucking was attention from males. "The attention I garnered when in the truck stops was hard to deal with for a while; but I got used to it. The other hard thing was being patronized by some of the shippers and receivers." Tina said.

As many women in trucking who run with their husbands, Tina takes care of paperwork including making financial decisions, Tom on the other hand, takes care of working with their drivers and all mechanical things. This does not mean Tina does not know mechanical; she can handle anything required on the truck.

Tina and Tom will be working at the Expedite Expo both at the forums and the Load One Booth. To learn more about expediting and to meet them, plan on attending the 2015 Expedite Expo July 24 & 25 in Wilmington Ohio at the Roberts Convention Centre. EN

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1:30 PM Tires, Tire Maintenance, Inflation and Alignment

> Then stop next door at booth A4 and take **The Pre-Trip Challenge** sponsored by TA and Petro Stopping Centers. Drivers who score 100% receive a gift from TA!





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