

# Driver Pickup Instructions

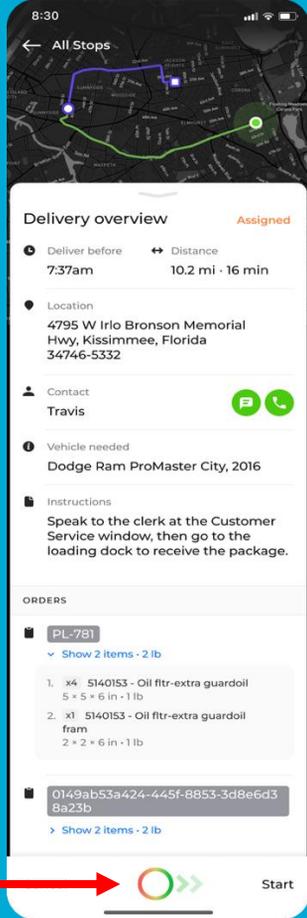
OneRail



Refer to this Guide for driver pickup procedures for certain clients.

## Pickup Instructions

1. Accept Route on ORD App and proceed to the PU (pickup) location where you will park in **Will Call** area(look for signs).



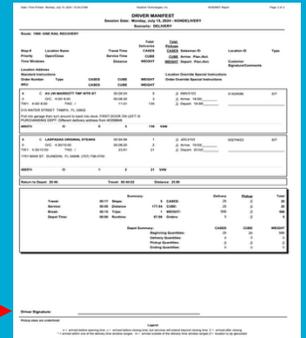
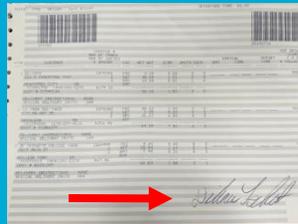
2. Upon arrival, mark Arrived for PU on your app.

3. Once Arrived at **Will Call**, enter the office and notify the front desk of a OneRail pickup There may be signage to call **Will Call** in the parking lot instead.

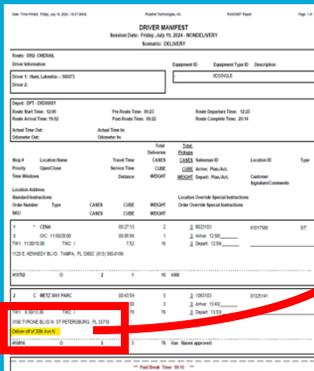


Note: Look for signage to find the Will Call area.

4. Upon receiving the load, sign the manifest and be sure to leave with the invoices attached as you will need these invoices to be signed by customers.



5. Please pay attention to special delivery notes included in the manifest



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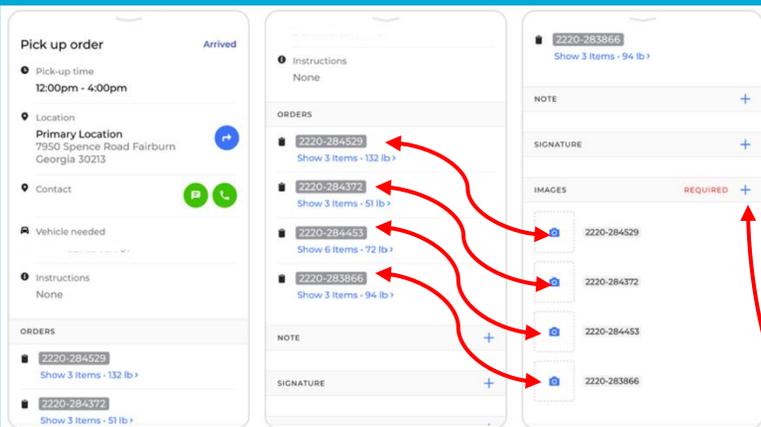
6. Confirm all the cartons are present according to the manifest.
7. Proceed to load your vehicle after product has been staged in the back of your vehicle.

7



**NOTE:** Validate the cases from the manifest prior to leaving the Will Call building.

8. Once loaded you will take pictures of the following on the ORD App: Current Reefer Temperature and All Items in the Route. Please see examples below:



8



You can use the same picture of all products together. Repeat the picture for each order



Press the + sign and take a picture of the Reefer Temperature.



Please be sure to reference the stickers on the product as they are labeled per stop, according to sequence.

9. Mark your PU complete on the ORD app and proceed to your first stop where you will upload the following PODs: Product delivered in location, current temperature prior to unloading of reefer, and the client-signed invoice.
10. Once all stops have been completed you will mark your route complete on the ORD App.

Should you have any issues during your delivery please use the following contact information to reach the Dispatch team in OneRail:

Email: [dispatch@onerail.io](mailto:dispatch@onerail.io) Text: 619-853-6910 Phone: 407-201-9540