1. What volume of traffic is received outside of normal operational hours?
2. How do you determine which trucks arrive outside normal operational hours?
3. Is this entered into the system already, or is there a period where you will transcribe manual records from after hours into the system?
   1. (If yes) Would you say that time is lost transcribing those manual records, and this is an area to improve?

1. Is there anything preventing you from fully utilizing the system? Would you be able to use it more efficiently/properly if you had more time? If the system was faster?
2. What information is intended to be entered into the system on the arrival of a trailer? What gets manually recorded?
3. How do you track arrival and departure date of the trailers?
4. How are overdue trailers handled? How are you alerted to trailers that have passed their time limit?
   1. Whose decision is it? Whose responsibility is it to track them?
5. How do you determine which drivers are available, and which currently occupied with a task?
6. How are the internal drivers informed of their next task?
7. How do you determine which empty trailers stay and which are released?
8. Are there currently any standby trailers owned solely by Orenda?
9. Do you receive the Bill of Lading with the arrival of the driver, or are they sent before?
10. The inventory system contains record of what inventory is contained in what shipment, correct? The TTCS doesn’t handle inventory, only the selection, location, and tracking of the trailers themselves?
11. What manual processes, if any, consume the majority of your time?