1. What volume of traffic is received outside of normal operational hours?
2. How do the dispatchers determine which trucks arrive outside normal operational hours?
3. -Is this entered into the system already, or is there a period where they 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? Or is it an acceptable use of the dispatching resources?
4. --We understand that the system isn’t always used as outlined in the specifications. How is it done when the system isn’t used as intended? Do you have any copies of the manually created documents?
5. -What is preventing the system from being used as intended? Would the dispatchers be able to use the system as intended if they had more time? If the system was faster?
6. What information is intended to be entered into the system on the arrival of a trailer? What actually gets entered, the gaps in the data? What gets manually recorded? What additional information is available?
7. How are arrival and departure date of the trailers tracked?
8. 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?
9. How does the dispatcher determine which drivers are available, and which currently occupied with a task?
10. How are the internal drivers informed of their next task?
11. How do the dispatchers determine which empty trailers stay and which are released?
12. Are there currently any standby trailers owned solely by Orenda?
13. Do you receive the Bill of Lading with the arrival of the driver, or are they sent before?
14. 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?
15. --What manual processes consume the majority of the dispatcher’s time?