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Congratulations on making the decision to learn more about an important aspect of your trucking business with the goal to maximize your profitability. We are confident that the knowledge and insights about the transportation industry gained from studying this publication will allow you to work smarter, not harder to succeed as an Owner Operator. It will empower you to make the right choices for your business and give you the confidence to apply this information in your day-to-day operations. This manual will also teach any person who is involved in your dispatch operation to find better-paying loads and get the experience how to implement the knowledge necessary in today's tough trucking environment. Table of Contents Introduction Chapter 1 Transportation Industry Overview Professional Organizations Industry Image Dispatch History Owner Operator Income Chapter 2 Tools Of The Trade Your Mobile Office Important Business Contacts Laws And Regulations Required Documents Chapter 3 Professionalism Customer Service Skills Building Business Relationships Time Management Stress Management Chapter 4 Load Availability Freight Volume Equipment Owner-Operator Specifics Hours of Service Chapter 5 Finding the Right Loads Freight Rates Round-trip Concept Load Resources Researching Loads Chapter 6 Booking Loads Booking Process Credit Checks Contract Specifics Financial Settlement Chapter 7 Freight Handling Loading Securing Shipment Refrigerated Freight Frozen Freight Chapter 8 Freight Delivery Delivery Instructions Directions, Delays, Troubleshooting Delivery and Bill of Lading Rejected Loads Plus Over 150 Brokerage Companies you can Trust.

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