

2020
HAPPY NEW YEAR

AAT NEWS

ATTENTION REQUIRED BEFORE JAN 1st

There are a number of items that have to be returned or updated no later than January 1, 2020.

- All MN check out plates need to be turned in.
- NE plates must be returned to the office.
- All assigned plates need to have 2020 stickers put on.
- All I Passes must be turned in.
- IFTA placards need to be updated with 2020 stickers.
- All drivers must have a new 2020 DRIVERS BOOK.
- 2020 W-9 signed and returned to Penney by 1-1-20. These were sent out in settlement checks on 12-13-19. If you need one please see Penney.

These are time sensitive issues and you cannot take a trip after January 1st without being updated.

FMCSA Clearinghouse

Are CDL drivers required to register for the Clearinghouse?

Drivers are not required to register for the Clearinghouse. However, a driver will need to be registered to provide electronic consent in the Clearinghouse if a prospective or current employer needs to conduct a full query of the driver's Clearinghouse record—this will include all pre-employment queries beginning on January 6, 2020.

A driver must also be registered to electronically view the information in his or her own Clearinghouse record.

Drivers who register before January 6, 2020, will have their Clearinghouse accounts and contact preferences set up, allowing them to quickly respond to query requests from employers on or after January 6, 2020. Registration is available at <https://clearinghouse.fmcsa.dot.gov/register>.

This N That

Airlines—We have had a couple situations arise with gate doors being closed 30 to 45 minutes before the plane is due to leave. Please plan accordingly.

LOST & FOUND—is filling up. Take a peek!

What would a This N That be without a reminder for AVAILABILITY? This would make a great goal for the new year.

PAPERWORK.....turn it in immediately after each trip.

The article below was first in our newsletter in June 2019. With the new year upon us please review and let's all make a New Year's commitment to providing the best customer service ever!

The Face of AAT! Providing Great Customer Service

Our goal at AAT is to provide great customer service to our clients from the first hello, to dispatch, accounting, billing and to you as a driver. You are the face of AAT. A driver's behavior on each customer's site can either leave a great impression or ruin a business relationship. Some steps to a positive relationship with our clients:

Look Professional. Our clients **require** AAT identifying apparel be worn by drivers when they are in contact with our customers—at both pickup and delivery. Make sure you have the proper AAT apparel. We offer various articles at reduced prices to make it affordable. Also, sweat pants, shorts, tank tops or clothing with rips or stains are not professional wear.

Courtesy. Please treat others with respect and kindness. If there is an issue or concern, contact dispatch and they can help resolve the issue. Follow all rules or guidelines for the customer's yard or delivery area such as speed limits, parking, etc.

Read the contract sheet carefully for special instructions. One example is for the driver to contact the customer a certain number of hours ahead of time. This is not only a courtesy but often required by the customer. When we follow thru, on time, as requested, it shows we are committed to providing the best service possible.

Accurate paperwork. Please make sure the paperwork is not only accurate but also presentable. Keep all paperwork protected, unwrinkled, unfolded and organized. The customer should be able to read anything written on the paperwork.

Cleanliness. Make sure that the vehicle is cleaned, presentable and ready for their inspection.



**Advanced Auto Transport
office will be closed
January 1, 2020.**

We take this opportunity to thank all of you for the great contributions that made 2019 a wonderful year for AAT.

Wishing you and your family a Happy New Year!!
*Debra, Scott, Donna, Penney, Jackie,
Fred, Kara & Patti*