

## WORK ETIQUETTE AND OPERATING INSTRUCTIONS

### AVAILABILITY STATUS UPDATES

#### Daily Availability

Drivers must provide a daily availability update between 8:00 AM and 9:30 AM EST including:

- Unit number
- Current ZIP code
- Estimated availability time

Updates may be sent by **text message or phone call**.

#### Temporary Unavailability

If the vehicle becomes unavailable due to maintenance or personal reasons, the contractor must **notify the company immediately** and provide an **estimated return-to-service time**.

#### Operating Under Another Carrier

If currently working under another company, the contractor must provide:

- Delivery ZIP code
- Estimated unloading time

This helps dispatch plan future load opportunities.

### DISPATCH, LOAD OFFERS, AND PRICING

Based on the Contractor's reported **availability and location**, the Company's dispatch team will search for suitable load opportunities.

## Load Offers

Load offers will be communicated by the dispatch team via phone call or text message. Each offer will include the following information:

- Pickup location and scheduled pickup time (including empty mileage)
- Delivery location and scheduled delivery time (including loaded mileage)
- Cargo details, including number of pieces and freight weight
- Any special pickup or delivery requirements

The Contractor may **accept or decline any load offer**. However, if the Contractor provides a rate or confirms interest in a load, the Contractor is **expected to accept and complete the assignment once the load is secured**.

## Pricing and Rate Agreement

The Company operates on variable, market-based rates determined by individual load details. Each load rate is negotiated between the Contractor and Dispatch based on factors including, but not limited to, location, distance, cargo size, weight, urgency, and current market conditions.

The agreed-upon rate for each load is paid in full to the Contractor, with no deductions taken by the Company.

## Rate Discussions and Adjustments

Rate negotiations may include, but are not limited to:

- Additional compensation for tolls
- Additional cents per mile for loads exceeding standard weight limits

- Agreement on a total flat rate for the entire load, regardless of the number of pallets

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**Rate Guidelines (Subject to Change Based on Market Conditions):**

- **Local Runs:** \$1.30 – \$2.00 per mile  
*Typical distance: up to 350 miles*
- **OTR (Over-the-Road):** \$0.70 – \$0.95 per mile

Actual weekly earnings will vary depending on the Contractor's availability, vehicle type and capacity, and the rates agreed upon for completed loads.

Drivers and Owner-Operators are **strictly prohibited from discussing pricing with shippers or receivers**. Any attempt to:

- disclose driver compensation to a shipper or receiver, or
- inquire about how much the load was booked for

may result in **immediate termination of the Agreement**.

### **Offer Processing Time**

Load offers are typically processed within **fifteen (15) minutes** while the dispatch team negotiates with the broker or customer. During this time, the Contractor must remain available and **may not accept other load offers** until the dispatch team provides a final response.

### **Load Confirmation**

Once a load has been confirmed between the Company and the customer or broker, the Contractor will be **promptly notified that the load has been secured and assigned**.

The operations team will then provide **pickup and delivery details**. The Contractor must confirm receipt by **calling or replying to the office number**. ***Once the Contractor submits a rate for a load and the rate is accepted by the broker or customer, the Contractor is obligated to perform the transportation service. Refusal to perform a confirmed load may result in termination of this Agreement, liability for any related damages or penalties, and the Company may retain the Contractor's security deposit to cover such losses.***

### **Working With Other Companies**

If the Contractor receives or accepts a load from another carrier while working with the Company, the Contractor must **immediately notify the office** so the unit can be placed **Out of Service**.

### **Common Dispatch Terms**

**ASAP** – "As Soon As Possible." This term indicates that the driver or carrier must proceed to the pickup location immediately after the load is confirmed.

**DIRECT** – Refers to a non-stop delivery where the shipment is transported directly to the destination without unnecessary stops or detours.

### **Detention Policy**

Detention time is paid at an average rate of **\$25 per hour**, starting **after the first 2 hours of waiting time**.

- The first **2 hours are free and unpaid**.
- Maximum detention paid per day: **6 hours (\$150/day)**.

If detention or layover issues arise:

- Drivers must contact the **Operations Team** (not the dispatcher) at the **start of the 3rd hour**.
- The operations team will begin the detention calculation and assist with expediting the process.

***Drivers must remain professional at all times. Absolutely no demands or threats will be tolerated. Any mention of "dumping the freight" will result in the immediate termination of our relationship upon completion of the load. In the event of any disagreement regarding detention or layover, it is imperative to remain composed and professional, refraining from making any threats.***

I have read and agree to comply with the Work Etiquette and Operating Instructions outlined above. \*

Owner-Operator Full Name \*

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PrimeWay Logistics focuses on elite dispatching support for independent Owner-Operators.

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