



# TRANSFLO Express/Ameratrans FAQ's for Drivers

## 1. What's the benefit of using TRANSFLO Express

*Drivers benefits in several ways:*

- Ability to get paid faster
- Reduce worries about lost paperwork – drivers get a receipt with a unique confirmation # for every load scanned.
- Easy and quick to use

*Our fleet benefits:*

- Improved cash flow – fleets have same day access to delivery documents
- Improved productivity – no more sorting through mountains of paperwork.
- Improved customer service – shippers can have access to the documents faster so they can bill their customers.

## 2. What documents should I scan?

**Scan:** all load-related signed documentation with load # written on every document

**Do NOT Scan (until authorized):** logs, driver expenses, truck maintenance/repair documents, scale tickets, or toll receipts.

## 3. When and where should I scan?

As soon after delivering a load as you can. TRANSFLO Express scan stations are available at over 850 truck stops including Pilot, Flying J and Love's and many independent truck stops. To see a complete list visit of locations visit [www.TransfloExpress.com](http://www.TransfloExpress.com).

## 4. What do I do with the documents once they are scanned?

Drivers should mail original documentation to the Ameratrans office within 7 days.

## 5. Do I have to pay at the truck stop?

No money will be requested of truck drivers at the truck stop.

## 6. How do I know what pages were scanned?

Drivers receive a receipt that lists the number of pages scanned with a unique confirmation number on it. Keep your receipt with the original paperwork. Use the unique confirmation number to access your documents online for 14 days at [www.TransfloExpress.com](http://www.TransfloExpress.com).

## 7. How do I know that the company received my paperwork?

Drivers can view images online for 14 days at [www.TransfloExpress.com](http://www.TransfloExpress.com). Click at the top link that says, "View Document." Type in the confirmation number into the boxes and view the status (Delivered) as well as review the actual document images.

## 8. Do documents need to be scanned in any certain order?

Your Trip Sheet should be filled out completely and it must be the top document. The order of the rest of the documents does not matter.

## 9. What happens if the scanner breaks down?

The scanners, which are more reliable than fax machines, are maintained and proactively monitored for quality. If the scanner does need repair, another scanner will be sent over-night to the truck stop and the service will be interrupted until the next day at that stop. Drivers usually stop several times a day and can use the service at the next participating truck stop they reach.

## 10. Can TRANSFLO Express scan all sizes of documents?

The documents must be no larger than 8.5" x 14". Small documents, such as toll receipts should be taped by the driver to a sheet of paper.