

MMV EXPRESS

MINI-NEWSLETTER — NOVEMBER 20, 2020

Volume 1/ Issue 6

MMV Express, Inc.
Contract Service Provider

Safety- observe all traffic laws, drive in a safe manner, and on the highway stay in the right lane and under 70 MPH.

Accuracy – the right pack to the right address – all pickups within windows

Efficiency – organize your truck! Setup route to minimize travel distance and average 20 stops per hour or more

Important Phone Numbers

CPC 855-850-9191
FedEx Terminal 321-639-9048



FLEECES

I hear that Lexi wearing a FedEx fleece has caused a stir...why don't we all have them? We have a plan at Lexi's suggestion. All drivers that have been with MMV for 2 years or more will get an MMV FedEx fleece. This would include: Peters, Archer, Weaver, Capolla, Pruitt, Sherman, Hopkins, Kahn, and O'Halloran. These fleeces will say MMV Express, 2 yr +

In addition, we will get MMV FedEx fleeces for everyone else that is part of the 200 club. This would include: Vincent, Gonzalez, Hernandez, Owens, Parkhurst and Yarbrough. These fleeces will say MMV Express 200+ Club.

Anyone else that either hits 2 years or joins the 200+ club will also receive a fleece with the appropriate embroidery.

TURNING OFF IPADS...CHECKING OFF STOPS

Recently, drivers have been turning off their Ipads once their route is complete: NO. Ipads must remain turned on until the driver returns to the terminal. We need to see the trucks location at all times. Soon FedEx will require it. It helps us if there is an accident or other event to receive VEDR feeds and more importantly track vehicles.

In addition, please check off all stops real time. If there is any type of dispute or alleged incident, this allows to have proof of the drivers location at or near a stop. Even though we can see that driver has driven by a stop that was already checked, we can't verify the time. This can potentially cause problems if there is a complaint or other incident so please check them off in real time.

These are both MMV requirements by policy and they are not negotiable.

NEW RAFFLE PRIZES!

We're going to try and mix up the prizes for monthly Saturday and Friday raffles. In addition to cash prizes we're going to raffle off different items such as FedEx rain jackets, fleeces, gift certificates and other items. I know everyone likes cash but just to make it interesting we're going to mix it up a little for the holidays.

NEW TRUCKS

We finally got our new 26' box truck. This means that we'll like use to large trucks for bulk on Mondays and experiment with 2 men in a truck on heavy days for large boxes. In addition, 2 P1000 arrive last night and other one will be by

Saturday. Our broker is trying to track down our missing new P1200. This will bring our fleet to 36 trucks with no rentals for peak! Go team MMV!

INCIDENTS – ALLEGED ACCIDENT OR ALLEGED PROPERTY DAMAGE!

If you are ever in a situation where you are accused of allegedly hitting a mailbox, or causing physical damage to a customers property etc, never admit to anything. Unless there is video evidence to support the accusation showing that you caused the incident then it is only alleged. It is the customer word against you. Without video or pictures to support the customers allegation there is no proof. I'll give you two examples. Recently, a customer accused our driver of breaking a step on cathouse on there front porch. They sent a picture of the broken step. UPS delivered to the property the same day but they accused us of causing the damage. They didn't provide a picture or video of our driver placing the package in a position to cause the damage. Therefore, no proof and only alleged damage.

In another recent incident, a driver was accused of backing into a mailbox. The mailbox was cement block and stoccoed and in poor condition. In fact, the mailbox was leaning forward into the road. Again, no video evidence to support the allegation and no witnesses to say our driver did anything wrong. The mailbox was already in disrepair and it appears that the customer is trying to get a new mailbox from me because I would be responsible for the first \$2,000 of any damage from a backing up accident.

Its critical that you never engage a customer about an incident. If they talk with you about an alleged incident politely excuse your self and refer them to a manager or me.

MEAL SCHEDULE FOR NOVEMBER AND DECEMBER!

Here is the schedule for November and December:

Date	Entree	Drinks
11/20/2020	Dunkin Donuts- Sandwiches	Orange Juice
11/22/2020	Dunkin Donuts- Sandwiches	Orange Juice
11/27/2020	McDonalds - Sandwiches	Orange Juice
11/29/2020	McDonalds - Sandwiches	Orange Juice
12/4/2020	Dunkin Donuts - Sandwiches	Orange Juice
12/6/2020	McDonalds - Sandwiches	Orange Juice
12/10/2020	Special order subs?	Energy drinks
12/13/2020	McDonalds - Sandwiches	Orange Juice
12/18/2020	McDonalds - Sandwiches	Orange Juice
12/20/2020	McDonalds - Sandwiches	Orange Juice
12/24/2020	Dunkin Donuts - Sandwiches	Orange Juice
12/27/2020	McDonalds - Sandwiches	Orange Juice