HOURS OF SERVICE BEFORE DISPATCH

# The 2:40 PM call starts at 5 AM.

Most late deliveries are decided before the truck leaves the yard. Here is how checking hours of service before a load is assigned keeps the last stops on time.

For distributors that run their own trucks.

SCOTI™

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THE CALL

# It's 2:40 PM and your best customer wants to know where the truck is.

The driver is parked. Not because of traffic or a breakdown. The driver ran out of hours with two stops left on the route. The product is on the truck, the customer has a crew waiting at the back door, and now dispatch is looking for a second driver to finish a route that never fit in the first place.

That problem was there at 5 AM. The route was built for the stops and the miles, not for the hours that driver had left after yesterday. Nobody checked the two against each other before the keys were handed over.

> **The fix is timing.** Check every driver's remaining hours against the full route before the load is assigned. When it won't fit, you find out in the yard, with time to swap a driver or move a stop, not at the customer's dock.

THE RULES

# Four limits decide whether a route fits

For property carrying drivers, federal hours of service rules set these limits:

| Limit | What it means on a delivery day |
|---|---|
| **11 hours driving** | Total driving time after 10 hours off duty. |
| **14 hour window** | No driving after the 14th hour from coming on duty. Loading, waiting at a dock, paperwork and breaks don't stop the clock. |
| **30 minute break** | Required after 8 hours of driving. |
| **10 hours off** | Off duty time before the next shift can start. |

Weekly limits and exceptions, such as the short haul exception, also apply. Your team sets which rules your drivers run under.

ONE MORNING

# Catch it at 5 AM, not 2:40 PM

EXAMPLE An illustrative morning. Driver 14, Driver 9, Route RT214 and Load 48213 are made up. This is not a customer event.

| | |
|---|---|
| **Yesterday** | **THE SETUP**<br>Driver 14 ran a long day and came off duty late. A normal amount of rest, but the clock starts later and the hours left today are shorter. |
| **4:00 AM** | **THE PLAN**<br>Route RT214 is built: 11 stops, planned on miles, stop times and dock windows. On paper it fits a full shift. |
| **4:55 AM** | **THE CHECK**<br>Before Load 48213 is assigned, the Dispatch agent checks Driver 14's remaining hours against the whole route, including dock time and the required break. |
| **5:00 AM** | **THE FLAG**<br>It won't fit. Driver 14 would run out of hours before the last two stops. Dispatch flags it and proposes Driver 9, who has the hours. |
| **5:04 AM** | **THE DECISION**<br>The dispatcher approves the swap. Driver 14 takes a shorter route. Both changes are on the load's record with the dispatcher's name. |
| **2:40 PM** | **THE CALL THAT DIDN'T COME**<br>Route RT214's last stop is delivered on time, with signature, photo and time tied to the stop. |

## Without the check, and with it

| | Without a check before dispatch | With SCOTI |
|---|---|---|
| When you find out | Midafternoon, from the driver or the customer | In the yard, before the load is assigned |
| Your options | Send a second driver, or deliver tomorrow | Swap a driver or move a stop before anyone leaves |
| The customer | A late or missed delivery and a phone call | The order, on time, with proof |
| The record | Notes and texts after the fact | The check, the swap and who approved it, on the load |

HOW IT WORKS

# What the Dispatch agent checks, and what you decide

1. **It reads the hours you already track.** SCOTI uses the hours of service data from the truck and driver systems you already have. No new devices and no second log for drivers to keep.
2. **It checks the whole route, not just the first stop.** Driving time, dock and unload time, the 14 hour window and the break, against the stops and windows on the plan.
3. **It flags the routes that won't fit** and proposes a fix: a driver with the hours, or a stop that can move.
4. **Your dispatcher decides.** Nothing is reassigned until the person who owns the call approves it.
5. **It stays on the record.** The check, the flag and the approval sit on the same record as the plan, the trailer temperature, the route and proof of delivery.

You set the rules SCOTI works within. Every alert and action stays on the record.

Your drivers keep logging hours the way they do today. Hours of service compliance stays with your team and your drivers. SCOTI helps you plan inside the limits.

HOW TO START

# See how many of your routes fit

1. **Free 14 day Execution Gap Report.** Read only, on your own data. We show you which routes would have run out of hours, and when you would have known.
2. **A 90 day pilot on one site.** The Dispatch agent checks every load before it's assigned, with your team approving every change.

**See a sample week.**
Get a free Execution Gap Report on your own data, or book a 30 minute walkthrough at scoti.io. Email connect@scoti.io.

Hours of service limits summarized from FMCSA, Summary of Hours of Service Regulations, fmcsa.dot.gov, and 49 CFR 395.3. This paper is not legal advice; check the current rules and any exceptions that apply to your drivers. The morning shown is an illustrative example with made up IDs. It is not a real customer, event or result.