November 2025

Corporate Operations Managers' Memo

MANAGEMENT & PROCESS

January Safety Score Notice

The **January 3rd Safety Score** will account for events that happened **up to December 8**, since the calculation reviews incidents from the **four weeks before** the scoring date. So, even though the score is called "**January 3rd,"** it actually covers performance and events from **December 8 through January 3**.

POET Cutover Weekend Checklist

Friday, November 14, 2025

- Close November 15 calendars via RBMS after 2 p.m.
- Ensure Monday, November 17, routes are exported by 5 p.m. EST.
- Finalize timestamps before system shutdown.
- Pull/Stage containers for November 15 and 17 deliveries.
- Update and save PODHunter.
- Required Printing
  - Driver logs – November 15 and 17
  - Need Soon 15 Days
  - PODHunter
  - Binless
  - RBMS container list
  - Inbound/Outbound manifests

Saturday, November 15, 2025 - Cutover Day

- No real-time SSC adjustments.
- Ops Support team will log issues for entry on Sunday.
- Use Cheetah Service Desk/Web Editor for customer details.

Sunday, November 16, 2025 - System Reconnect

- Estimated system reactivation: 12 p.m. EST (Check email for confirmation before logging in)
- **No Corp Ops changes/updates until 4 p.m. EST to allow system to catch up. No exports from Cheetah Web Editor during this time.**

Monday, November 17, 2025 - Post-Cutover

- Review and close all open timestamps since November 14.
- Verify that jobs in Cheetah match the jobs in RBMS and vice versa.

MANAGEMENT & PROCESSES

POET Cutover Weekend Checklist

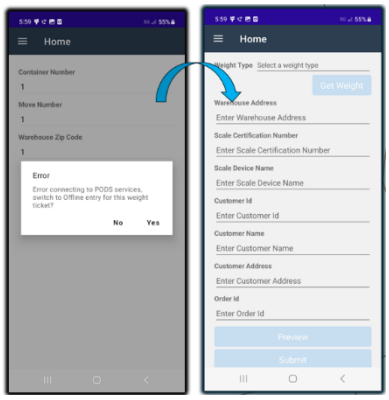
Friday, November 14	Saturday, November 15	Sunday, November 16	Monday, November 17
▪ Pre-route and export jobs for Saturday the 15th and Monday the 17th ▪ Business as usual until 11 p.m. EST ▪ **At 11 p.m. EST, the actual system shutdown to begin cutover to new system.** ▪ **11pm EST** ▪ **10pm CST** ▪ **9pm MST** ▪ **8pm PST** ▪ **6pm HST** ▪ *Cheetah will remain available for updates; RBMS, OE and Salesforce are inaccessible from this point forward*	**No adjustments in real time; Ops Support to log and enter on Sunday** ▪ Call Ops Support hotline for reschedules or account modifications to Saturday or Monday deliveries ▪ Drivers must notify MMs for every service modification ▪ MMs must adjust manually in Cheetah for **Saturday** deliveries. These will not be available in RBMS until after Sunday's backlog is caught up. ▪ Ops Support will not be able to accommodate requests to modify services not scheduled for 11/15 or 11/17. These requests can be submitted starting 11/17, once all systems are fully operational.	**No adjustments in real time; Ops Support to log and enter today** ▪ Call Ops Support hotline for reschedules or account modifications to Monday deliveries ▪ Ops Support will manually enter order modifications for Saturday and Monday deliveries when systems are restored ▪ All order modifications will be entered into Salesforce & RBMS by EOD Sunday ▪ MMs can re-route in Cheetah Sunday PM or Monday AM for **Monday** deliveries after 4pm EST – adjustments should populate in Cheetah automatically	▪ Business as usual ▪ MMs to verify that all Cheetah updates are accurately reflected in restored system

In-house Scale Procedures for POET Cutover Weekend

Please be advised that **systems will be unavailable starting Friday, November 14, at 11:00 p.m. EST** and will **resume on Sunday, November 16, at 2:00 p.m. EST** due to the POET cutover.

Action Required During Downtime

While systems are down, all weight procurement must be completed in Offline Mode. Please follow the instructions below:



Offline Mode

- To be used during **POET** cutover while systems are down.
- When operating in Offline Mode:
  - The system will automatically send an email of the weight ticket to the **CRT team's inbox**.
  - The CRT team will process these tickets and update the customer account with the weight ticket document.
- **User Responsibility & Best Practices:**
  - While in Offline Mode, you must manually enter any missing data that is not pre-populated on the submission page.
  - Review ticket in app before processing.

While under review, screenshot weight ticket to save locally in photos as a backup.

Please ensure all team members are familiar with these procedures before the cutover weekend. For questions or assistance, contact Sam Fresquez (sfresquez@pods.com), Sarath Polavarapu (spolavarapu@pods.com) or Jose Diaz (jdiaz@pods.com).

MANAGEMENT & PROCESSES

POET Cutover Driver Log Reference Sheet

In preparation for POET cutover weekend, we have prepared PowerBI reports that will provide you visibility into driver logs for Saturday, Monday, Tuesday, Wednesday, and if necessary, Sunday.

We strongly advise that you print out these driver logs to ensure that we have visibility into every job on the calendar as we transition over to POET.

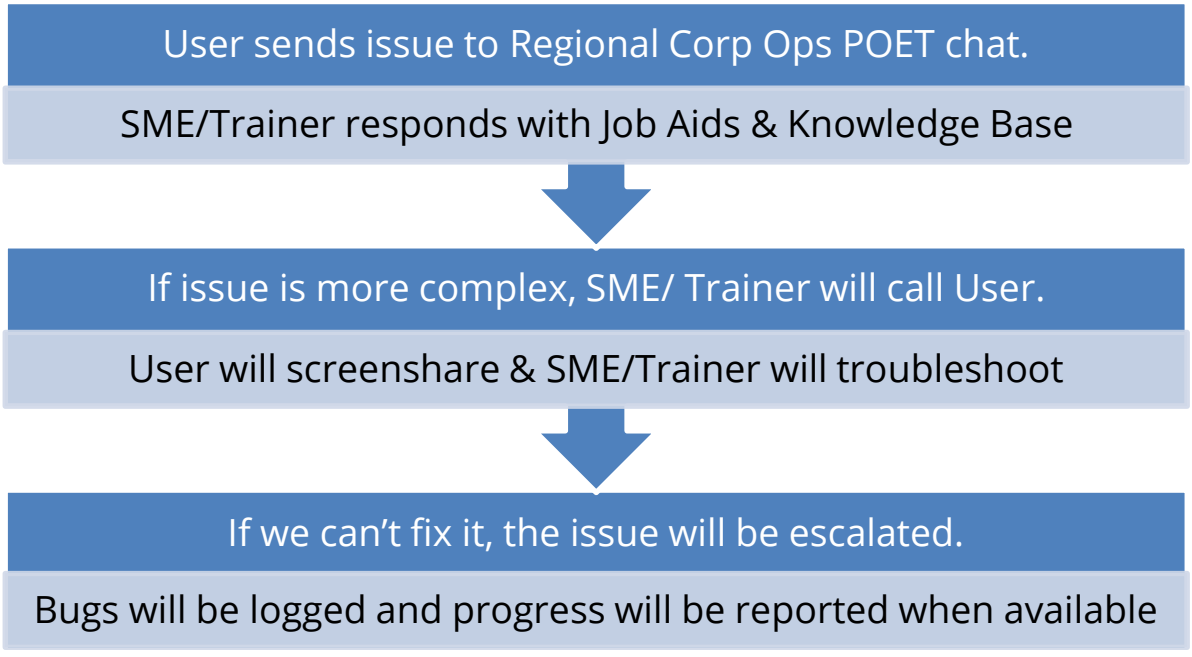
DRIVER LOGS – SATURDAY
DRIVER LOGS – MONDAY
DRIVER LOGS – TUESDAY
DRIVER LOGS – WEDNESDAY

If you have jobs scheduled for Sunday and need to print out driver logs for Sunday, please follow the link below.

DRIVER LOGS – SUNDAY

POET Hypercare Flow

Please use the flow chart below for your POET Hypercare process.



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POET Hypercare Plan

SCHEDULE

Monday - Friday
- 8:30 a.m.-3:00 p.m. - Chat Actively Monitored
- Morning, Afternoon, and Evening chat check-ins outside of active monitoring hours

Saturday
- Morning, Afternoon, and Evening chat check-ins

Sunday
- Evening chat check-in

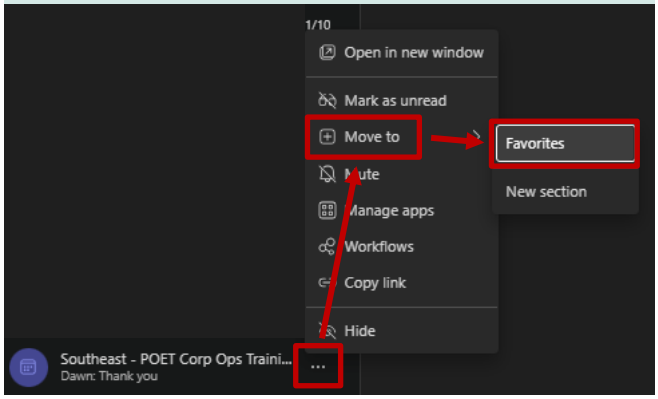
REGIONAL SMEs

- **Canada** - Curtis Schroh
- **Central** - Kyle Brown
- **Northeast** - Chris Mooney & Jimmy Mundadan
- **Southeast** – Ken Asche
- **West** - Patrick Gilmore

REGIONAL CHATS

- Canada - Corps Ops Training
- Central - Corps Ops Training
- Northeast - Corp Ops Training
- Southeast - Corps Ops Training
- West - Corps Ops Training

If you haven't done so already, search for your region's chat in Teams and add it to your favorites for easy access.



While chats are actively monitored, users should expect a resolution or acknowledgement **within 90 minutes**.

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Truck Fault Code Procedures

Purpose:
To ensure all truck fault codes are reported, reviewed, and relayed promptly to **Ryder, Penske, International,** or **Site Service Provider** for maintenance and repair.

For Drivers

If a **fault or warning code** appears on your truck's dashboard:

1. **Do not ignore the fault code.**
2. **Safely contact your Market Manager immediately** and provide:
   - Truck number or unit ID
   - Fault message or code displayed on the dash
   - Description of any performance issues or unusual noises

Your role: Safely report faults promptly so issues can be resolved before they worsen.

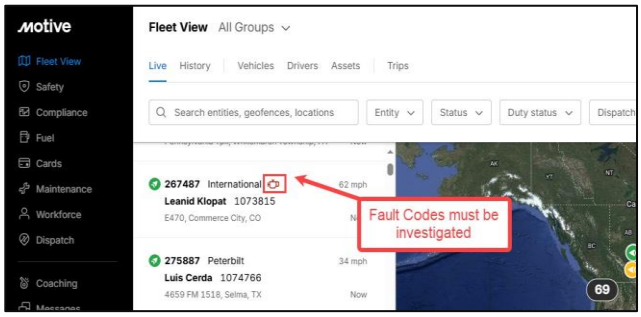


For Market Mangers / Fleet Managers / Fleet Admins

If you are contacted by a driver regarding a **fault code:**

1. From the **Motive Fleet Dashboard**, open **Live Fleet View**.
2. **Search** for the desired vehicle and select from the list to view details.
3. A pop-up identifying the count of **Fault Codes** will show:
   - Select **View Details**

Fault codes are visible when reviewing your trucks in Fleet View. Please ensure that you address these codes promptly, even if the driver has not reported an issue. To maintain the longevity and reliability of our equipment, **these codes should never be ignored.**

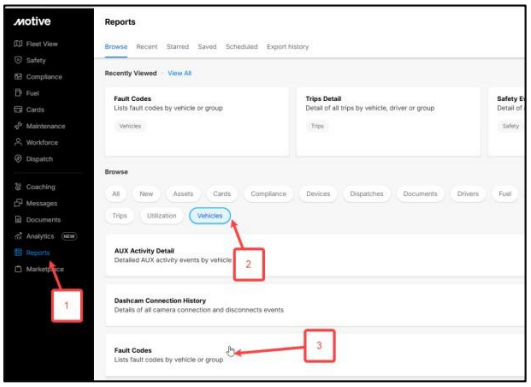


MANAGEMENT & PROCESSES

Truck Fault Code Procedures

Another way to Access Fault Codes is via MOTIVE Reports: Detailed Fault Code Reports

1. Log into the **Fleet Dashboard**.
2. Click **Reports** (left-hand side menu).
3. Select **Vehicles** under the **Browse** section.
4. Scroll down and select **Fault Codes**.



- The **Fault Codes Report** page will appear.
- Choose **Vehicle** or **Group** view.
- Apply filters to narrow results:
  - Date Range
  - Selected Vehicle(s) or Group(s)
- To save or share the report:
  - Click **Options** → **Export as PDF** or **Export as CSV**

Report to Ryder / Penske / Lease Owner

When contacting the service provider, include:

- Truck number or unit ID
- Fault code(s) and description
- Any driver feedback about the issue
- (Optional) Exported **Fault Code Report** or provide **screenshot** for documentation

Reminder:

- All drivers must report dashboard faults immediately.
- All managers must review and relay fault information promptly to ensure vehicle uptime and safety.

Watch Out for Stale Green Lights

What to look for

- A Stale Green Light is a traffic signal that has been green for an extended period of time, making it unclear when it will change.
- Look for visual cues like the crosswalk walk signal (if it is flashing or counting down) or if the cross-traffic is backed up, which indicates it's been green for a while.

Tips for stale green lights:

- **Anticipate a possible change:** Reduce speed, take your foot off the accelerator and be prepared to stop safely.
- **Maintain a safe speed:** Do not speed up to "beat" the light. Proceed through the intersection only when it's safe and at a cautious speed, making sure you can stop if needed.

MANAGEMENT & PROCESSES

Winter Weather Safety Tips

The winter season brings **cold temperatures** and severe weather conditions that create many hazards for individuals working in areas that experience these conditions. Even if you work indoors, winter weather still poses many hazards for you, such as **driving into work in bad weather** or walking through an icy parking lot to get to your building. It is important to recognize and address the hazards the winter season brings with it.

Winter Driving Crash Statistics

One of the main issues winter poses in many parts of the country is poor driving conditions. According to the Department of Transportation, **winter weather conditions are responsible for over 192,000 injuries and 2,200 deaths each year on the road**. Outside injury and loss of life, winter weather conditions are responsible for **millions of dollars in property damage incidents**. The hazards created by winter weather make it hard for even the most experienced drivers to operate a vehicle safely.

Slips, Trips, and Falls

Slips, trips, and falls are one of the **leading causes of injuries and fatalities in the workplace**. According to OSHA, slip, trip, and fall incidents cause **15% of all accidental deaths** and are second only to motor vehicles as a cause of fatalities on the job. Snow, sleet, and ice greatly increase the chances for slip, trip, and fall incidents to occur.

Winter Safety Tips

When driving:

- Monitor weather for any incoming snowstorms or icy conditions and plan your travel around those conditions. Do not put yourself in a situation where you are stuck on a roadside.
- Do not drive in wintery conditions if possible. Eliminating driving eliminates your chances of being in an accident.
- Be a defensive driver. Stay clear of other drivers and maintain a safe distance in case you need to brake or turn to avoid an accident.
- Slow down. Winter weather conditions necessitate having to reduce your speed. Reducing your speed will give you more time to react as well as help to avoid losing control of your vehicle.
- When walking on icy/ snowy surfaces, remove trip hazards before snow or ice conditions are present. This eliminates someone tripping over a buried object after the snow or ice hits.
- Shovel and salt parking lots and walkways prior to work beginning in that area. Prep walkways before workers get on-site in the morning.
- Take your time when walking across slippery surfaces. Taking smaller steps lessens your chances of losing your balance.
- Have the proper footwear on for the weather. Wear shoes with solid tread on the soles.

Discussion point:

-What other hazards does winter create?
-What are some best practices to address these hazards?

EQUIPMENT & MAINTENANCE

Truck Removal Standard Work

PODS Moving & Storage	Core Process - Deletion of Truck	Date Created:	1/28/2025
		Date Revised:	11/6/2025
		Version:	V1.1
	Process Name: How to Remove a Truck from PODS Fleet	Leadership Sponsor	Brannon Hufsteler
		Process Owner:	Cass Taylor

	Step		Key Points & Background	Visuals & Job Aids
1	The Fleet Team will communicate with the TM/MMs which trucks are planned for deletion.	##	Only take deletion instructions from the Fleet Team, TM/RVP, do not follow directions from vendors. If the vendor initiates a return discussion, please reach out to the Fleet Team.	
2	Remove of all POD's Items from Truck	##	Remove all items that belong to PODS. Examples: Drivers Book, DOT Book, Track Mats, Winch bar, Cones, and any other PODS owned items. The checklist of what should be in the truck is linked in columns E & F.	https://wearepodsintranet.pods.com/wp-content/uploads/2024/08/PODS-Truck-Equipment-Checklist-1.xlsx
3	Remove Fleet Items from the truck to be mailed back to Fleet.	##	Items to removed - Motive Device, Motive Camera, Remove Toll Transponder or Sticker, Remove License (**owned assets only, not leased trucks**). Email Wtaylor@pods.com for a shipping label. Leased trucks will keep their plate.	All items shipped to Cass Taylor 5230 SW 103rd Loop Ocala, Fl 34476
4	Remove Door logo's, Remove DOT Number Only, Remove IFTA Sticker and any other Permits from both Sides of the truck	##	The best way to do this is with a Heat gun or a **PLASTIC** razor blade (Do not damage the paint) DO NOT USE A METAL RAZOR BLADE. DO NOT remove the "Certified Clean Idle" decal on any truck, see example in colums E & F.	  **Do NOT Remove** 
5	Conduct "Lease Turn-in" Whip Around Inspection	##	Whip Around "Lease Turn-in" Inspection will be assigned to these trucks, these photo's are required during the inspection. Complete this inspection before shipping the truck to Ryder.	
6	**Leased Trucks Only** - Contact you local Leasing location and schedule an appointment to drop off the truck and complete the return inspecton.	##	A PODS Manager must be present or delegate this task to a supervisor if not available. The leasing company will inspect the truck and notate all damage that needs to be repaired. We must have a copy of the return inspection emailed to Cass Taylor.	
7	**Owned Truck Only** - Park the Truck and wait for instructions from the Fleet Manager.	##	Please make sure the battery is maintained during this period so it cranks when picked up by the buyer. **Auction Sales** - If sold at auction, the buyer will have proof of payment from the auction company. (see example) **Dealer Direct** - If we sell directly to a dealer, the Fleet Manager will send an email with release instructions.	