Name: _____



Container Repair Tech Participant Guide

OCTOBER 2026

These materials were made in collaboration with the Continuous Improvement and Safety teams. Many thanks to all of the Driver Trainers, Market Managers, and Territory Managers who provided us with feedback that greatly improved the quality of this program.

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Day 1 Checklist

WELCOME TO

PODS® Moving & Storage

We are thrilled to have you on board as a new member of our team. As an associate at PODS, you play a vital role in ensuring that we solve how people move, store and so much more.

Today you should: ✓

Complete I9 verification and all other onboarding paperwork	
Get your hi-vis vest, gloves, etc. & review uniform requirements	
Meet your wingman/trainer	
Review your location's leadership (AMM, MM, TM, RVP)	
Review Participant Guide Introduction ☐ Job Overview ☐ 90 Day Goals ☐ Training Plan ☐ Safety's Greatest Hits ☐ Training Schedule ☐ Incentive Plan (if applicable)	
Review the Login Cheat Sheet with your MM/Wingman	
Get a tour of the storage center	
Review location's Emergency Action Plan	

Uniform Guidelines

Uniform standards	
Mandatory	**Optional**
Cintas shirts and pants or shorts.	Uniform outerwear and hats are optional; however, if any hat or outerwear is worn, it must be the approved brand standard
Black leather belts with a gold or silver buckle no larger than 2" and must not contain any inappropriate/offensive wording or pictures.	
Black socks must be worn and should be visible not less than 1" above the top of the shoe.	
Black steel-toes shoes with black laces, anything with another brand logo should not be visible	

Region: _____ **Regional Vice President:** _____

Territory Manager: _____

Market Manager: _____

Assistant Market Manager: _____

Wingman/Trainer: _____

Log-In Cheat Sheet

	Clock in/out**, schedules, PTO, tax documents, eLearning.	Username	PODS + Employee ID (ex. PODS1234567)
		Password	Your Password: _____

****NOTE:** Clocking in and out MUST be done on a computer at the warehouse.

	Forklift Pre-Op/Post-Op	Username	UKG employee number
		Password	Pods1234

If you need further assistance, please contact PODS University at podsu@pods.com.

Introduction

Welcome to the PODS family and welcome to the Container Repair Tech (CRT) training! We are thrilled to have you on board as a new member of our PODS team. Your journey with us marks the beginning of an exciting chapter filled with growth, learning, and meaningful connections.

You're not just stepping into a job—you're stepping into a craft.

As a **Container Repair Tech**, you are the artist, the engineer, and the guardian of the very vessels that carry our brand's promise. These aren't just metal boxes. They are **sanctuaries** for our customers' memories, tools, treasures, and transitions. Each container you touch must become a **safe, clean, and beautiful space**—a reflection of the care and quality that defines PODS.

Your work is vital. Every weld, every panel, every seal you repair or replace contributes to the integrity of our service. These containers travel far and wide, and they must do so with strength, reliability, and pride. When a customer opens a PODS container, they should feel confident that their valuables are protected—not just by steel and screws, but by the **craftsmanship and care** you put into every detail.

Your Mission

- **Work Safely**: Safety isn't just a rule—it's a mindset. You'll be working with tools, materials, and sometimes heights. Your safety ensures the safety of your team and the quality of your work.
- **Work Independently**: You'll be trusted to make decisions, solve problems, and manage your time. Independence is a badge of honor here.
- **Work Beautifully**: Yes, beautifully. A repaired container should look as good as new—inside and out. Clean lines, smooth finishes, and solid construction are your signature.

What You'll Be Working On

You'll assemble new-generation containers and breathe new life into multi-generational ones. These containers are the backbone of our business. They must meet the highest standards—PODS standards—and you'll be the one to ensure they do.

From measuring and cutting to inspecting and documenting, your role blends precision with purpose. You'll learn to spot wear and damage, make repairs with confidence, and complete each job with pride.

CRT Worker Training Outline

The training for your role includes three major elements:

eLearning

- Completed in PODS U (UKG Pro Learning), which is accessed through UKG.
- On the PODS U home page, check the "Curricula in Progress" section.
- Complete all of the courses in each curriculum up to the Practical Assessment.

On-the-Job Training

- Completed in the warehouse with your Wingman/trainer using the training checklists in this guide.
- As your trainer demonstrates tasks, sign off next to the task on the Training Checklist in the "Observe" column.
- As you complete tasks**, correctly and consistently, your trainer will sign off in the "Prove" column that they observed you (**You should only ever be asked to complete a task once it's been explained to and demonstrated for you).
- This is the stage where you should listen closely and ask lots of questions.

Practical Assessment

- Completed by your manager during an observation.
- If you pass, you'll be ready to work unsupervised.
- If you don't pass, your manager will set and review new training goals with you.
- To preview what you'll be assessed on. you can review the Practical Assessment in PODS U. It's the last course in your New Driver Training Curriculum.

Example Schedule

Onboarding & Observation	
New Hire Day 1	- Onboarding - Start eLearning
Training	
New Hire Days 2 – 15	- Work on required eLearning - New Hire Orientation - Container Repair Checklist - Steel Roof Training (if applicable) - Forklift Training Checklist (if applicable)
Practical Assessment	
New Hire Day 16	- Steel Roof Certification (if applicable) - Forklift Evaluation (if applicable)
Solo	
New Hire Day 17	- Followed up by 30-Day and 60-Day Check-In

SAFETY'S GREATEST HITS

The Top 10 Rules Every New Hire Should Know

G.O.A.L. — Get Out And Look

Know the warehouse layout cold — then check it anyway. Never assume your path is clear. Look before you move.

3 Points of Contact

Two hands + one foot, or two feet + one hand — every time you mount or dismount the forklift.

Watch Your Step

Spills, pallets, cords, uneven floors — scan the ground in front of you before you walk or drive it.

25-Ft No-Go Zone

Forklift's moving? Pedestrians stay back 25 ft. On foot? That space isn't yours to cross.

Suit Up (PPE)

High-vis vest, gloves, steel-toe boots. Every shift, every task, no shortcuts.

Mind the Pinch Points

Never cross in front of a moving forklift or walk under raised forks. A dropped load doesn't give warnings.

Eyes Up, Mind On It

Distracted operating isn't just phones — daydreaming, chatting, rushing all count. Stay locked in on the lift and the load.

NO Phone. While Operating. Period.

Not in your hand, not on speaker, not "just checking." Phone down until you're parked and off.

Stop Work Authority

Something feels unsafe? You have full authority to stop and say so. Every voice, every time.

When in Doubt, Call the Manager

Need help or a judgment call? Call your manager — always. The customer doesn't set our safety rules.

Safety First, Always.

CRT Incentive Plan Criteria:

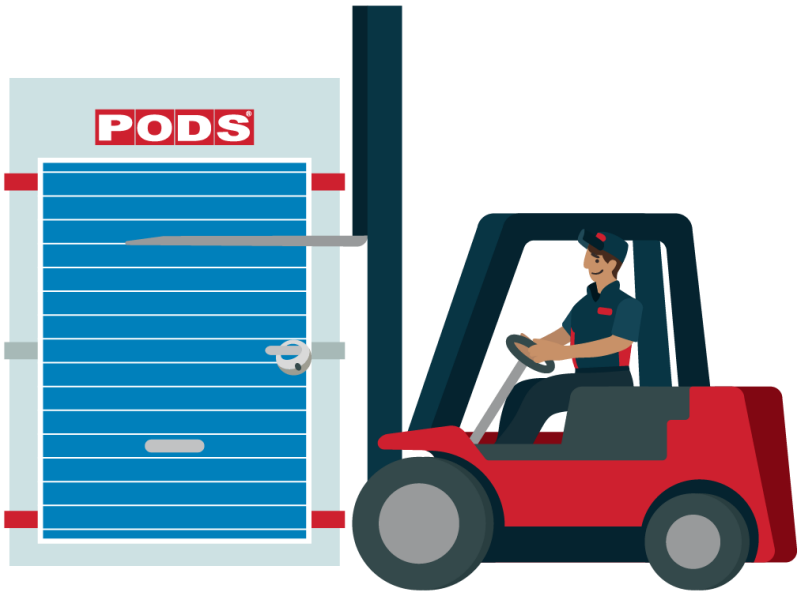
Incentives reward associates for their leadership and contributions to the company's success. At PODS, incentive plans recognize outstanding performance and encourage associates to help achieve business goals. Because every associate plays a role in the company's financial success, these incentives reward hard work, dedication, and the achievement of key business objectives.

Ask your manager about your eligibility and for details on the current CRT Incentive Plan.

As of 1/1/2026, incentive eligibility will be contingent on the following metrics:

- Safety – no preventable incidents or accidents (includes injuries, Podzilla or forklift incidents), (accident preventability determined by SRB)
- DVIR Compliance - 97% (When working as SCW - 304, Forklift DVIR must be completed)
- No corrective actions issued (including attendance)

Questions? Reach out to Compensation@pods.com.


PODS

eLearning

- ☐ **Curriculum** – **Container Repair Tech Training**
- ☐ ***FORKLIFT OPERATORS ONLY*** **Curriculum – New Forklift Operator Training**
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

Review:

- ☐ **Repair SOPs** on PODS Intranet
  - **Corporate Operations > Equipment & Maintenance > Container Repair**

New Hire: Signs "Observe" column after Wingman explains/demonstrates task.

Wingman/MM/Trainer:

- Signs "Prove" column after New Hire performs task.
- Fills out "Comments" section after Phase is completed.

Phase 1 – Safe Tool Operation & PPE

Tasks	Observe	Prove
Safely operate **Drill** while wearing proper PPE		
Safely operate **Pressure Washer** while wearing proper PPE		
Safely operate **Grinder** while wearing proper PPE		
Safely operate **Impact Gun** while wearing proper PPE		
Safely operate **Staple Gun** while wearing proper PPE		
Safely operate **Rivet Gun** while wearing proper PPE		
Safely operate **Heat Gun** while wearing proper PPE		
Safely operate **Tin Snips** while wearing proper PPE		
Safely operate **UV Light** while wearing proper PPE		
Safely operate **Sledgehammer** while wearing proper PPE		
Safely operate **Pry Bar** while wearing proper PPE		
Safely operate **Reciprocating Saw** while wearing proper PPE		
Safely operate **Dead Blow Mallet** while wearing proper PPE		
Safely operate **Palm Sander** while wearing proper PPE		
Safely operate **Hammer Drill** while wearing proper PPE		
Comments:		

Phase 2 – Light Container Repairs

		Tasks	Observe	Prove
Exterior	All	Pressure wash a container		
	All	Conduct water test procedure		
	6	Gen 6 Frame Painting		
	6	Gen 6 Panel Painting		
	T	Traditional Container Painting		
	All	Apply/reapply red/gray tape to a container		
	5/6	Apply Skid Pad Adhesive Sealant on Gen 5/6 container		

	T	Replace a skid on a traditional container		
	All	Replace lift decal		
Sign	5/6	Replace side wall decal on a Gen5/6 container		
	T	Replace a sign on a traditional container		
	6	Replace header decal on Gen 6 container		
Inside	5/6	Replace D-ring and/or bracket		
Roof	T	Replace plastic roof corner bumper		
	5/6	Replace steal roof corner bumper		
Door	5/6	Replace a latch on a Gen 5/6 door (90 degree corrugation)		
	T	Replace a latch on a Traditional container (45 degree corrugation)		
	T	Replace Traditional door handle		
	T	Replace Traditional door stop (left & right)		
	5	Replace Gen 5 handle		
	6	Replace Gen 6 door handle		
	6	Replace Gen 6 door stop (left & right)		
	All	Roll Door Painting		
Walls	T	Redo caulk on traditional container panel(s)		
	T	Apply a patch to a traditional container		
	5/6	Install a UV patch		
	5/6	Install a heat strip patch		

Phase 3 – Heavy Container Repairs

		Tasks	**Observe**	**Prove**
Roof	T	Replace plastic roof		
Door	T	Replace overhead door 12’/16’		
	T	Replace overhead door 7’		
	5	Replace roll up door in Gen 5 container		
	6	Replace roll up door in Gen 6 container		
Floor	T	Replace floor panel in traditional container		
Walls	T	Replace wall panel on traditional container		
	T	Replace interior wood post		
	5/6	Replace wall panel on Gen 5/6 container		

Steel Roof Replacement Certification Program

Only trained, certified and validated CRTs can perform steel roof replacements safely, consistently, and to brand standards.

Training

Tell | eLearning on PODS U

The purpose of the eLearning is to provide a single source of information for you. The training is available on PODS U under the title “Steel Roof Replacement Certification.” You will be assigned the course and it should be completed prior to in-person training.

Show | Training Leads a Full Roof Repair

During this exercise, participants will observe one complete steel roof replacement from start to finish. The trainer will actively guide the observation by calling out key elements throughout the process, including critical steps that must be executed correctly, common failure points where mistakes often occur, and safety risks that must be recognized and managed on the job. This real-time narration is intended to reinforce proper technique, increase awareness, and connect the procedure to real-world application.

Fill out the checklist as the repair is completed.

Preparation & Removal ☐ Observes removal of plastic roof using proper tools ☐ Observes safe use of forklift for roof removal ☐ Confirms all old roof tape is completely removed ☐ Observes removal of dome straps and springs **Surface Prep & Setup** ☐ Observes caulking applied to header corners ☐ Observes safe placement of steel roof onto container ☐ Confirms roof is centered (side-to-side and front-to-back) **Compression & Alignment** ☐ Observes application of ≥5,000 lbs. weight on container ☐ Confirms gasket compression is visually checked ☐ Notes use of spacers for alignment (and removal before drilling) **Drilling & Mounting**	**Adjustment** ☐ Observes use of mallet to close gaps at roof corners ☐ Confirms roof sits evenly with no visible gaps **Corner Bumper Installation** ☐ Observes correct pilot hole drilling (roof only) ☐ Observes correct frame hole drilling (19/64”) ☐ Confirms spacer inserted before installation ☐ Observes Loctite applied to hardware ☐ Confirms bumpers installed on all four corners **Safety Awareness (Throughout)** ☐ Identifies PPE being properly used at all times ☐ Recognizes safe tool handling during drilling and fastening ☐ Observes safe practices during lifting and weight placement ☐ Notes hazards (sharp edges, pinch points, falling objects) **Final Step** ☐ Acknowledges completion of Steel Roof Addition Form process

☐ Confirms use of 21/64” drill bit for frame holes ☐ Observes proper drilling technique (straight, clean holes) ☐ Identifies correct spacer selection (½” or ¾”) ☐ Observes application of Loctite to bolt threads ☐ Confirms bolts installed with spacers in place ☐ Notes torque requirement (25 ft-lbs)	

Do | Assisted Execution

In this portion of the training, the CRT will perform the full roof replacement while the trainer observes and provides direct, hands-on support. The trainer will intervene as needed to guide, correct, or demonstrate proper techniques, ensuring the repair is completed correctly and safely. Emphasis will be placed on following the proper sequence of steps, using tools appropriately, and maintaining strict adherence to all safety requirements throughout the process.

***Best Practice:** The trainer may read the steps aloud during the repair to reinforce the correct sequence and help the CRT stay aligned with the procedure in real time.

Review | Evaluation

You will be evaluated on your adherence to the critical procedures and all safety guidelines.

Reference | PODS Steel Retro Roof Installation Instructions

Tools Needed	Materials Needed	Personal Protective Equipment (PPE)

• Drill
• 3/8” Impact Driver
• 19/64” Drill Bit (Heavy Duty, P/N RDB101)
• 21/64” Drill Bit (Heavy Duty, P/N RDB100)
• 9/16” Socket
• 3/4” Socket
• #3 Phillips Bit
• Torque Wrench (10–50 ft-lbs and 100–600 in-lbs range)
• Pry Bar
• Dead Blow Mallet
• Caulk Gun
• Scraper
	• 16’ Steel Roof – PPL116STL-1
	• 12’ Steel Roof – PPL112STL
	• 7’ Steel Roof – PPL108STL
	• Steel Corner Bumpers (4) – PFA119
	• Self-Tapping Screws 3/8” x 2” (8) – PFA113
	• Flat Head Screws (8) – PFA121 (Fastenal #1132511)
	• Plastic Spacers:
	  ○ ½” – PFA115
	  ○ ¾” – PFA116
	• Loctite 243 Thread Locker
		• Steel-toed shoes
		• Safety glasses
		• Bump cap
		• Cut-resistant gloves
		• Hearing protection
		• Full face shield
		•

Steel Roof Installation Procedure

1. Remove Existing Roof

- Remove roof bolts from the plastic roof using an impact driver and ¾" socket.
- Lift plastic roof off container using a forklift.

2. Clean Surface

- Scrape old roof tape off the container.

3. Remove Hardware

- Remove dome straps and springs from the top of the beams.

4. Seal Corners

- Apply caulk to gaps on the top two corners of the header.

5. Position Steel Roof

- Carefully place the steel roof onto the container.

6. Cor-Ten Steel Notes

- Cor-Ten steel forms a protective oxide layer that resists corrosion.
- No treatment is required before installation.

Optional Cosmetic Touch-Up (White Appearance):

- Clean surface with soap and water only
- Steps: Wash → Rinse → Wipe → Spray (Rustoleum Gloss White) → Dry
- Materials:
  - PODS cleaner
  - Rustoleum Gloss White spray paint
  - Rag

7. Center the Roof (CRITICAL)

- Roof must be centered on all sides.
- Use a crowbar and spacers to ensure equal spacing:
  - Side-to-side
  - Front-to-back
- Remove spacers before drilling.
- Note: Container widths vary—select correct spacer size.

8. Apply Weight (CRITICAL)

- Place a secondary container **(minimum 5,000 lbs.)** on top.
- Perform internal inspection to confirm gasket is fully compressed.

9. Drill Mounting Holes

- Drill **21/64" holes** into the container frame using roof pre-punched holes as guides.

Critical Requirements:

- MUST use 21/64" drill bit
- Holes must be perfectly round (not elongated)
- Keep drill straight
- Use water mist to ease drilling

Do NOT: Drill holes for corner bumpers at this step

10. Select Spacers

- Choose proper spacer length (½" or ¾") based on container width variation.

11. Apply Thread Locker

- Apply Loctite 243 to bolt threads before installation.

12. Install Roof Bolts

- Install bolts using an impact driver with correct spacers between roof and angle iron.

Torque Requirement:

- All hex bolts MUST be torqued to **25 ft-lbs**

Do NOT: Install corner bumpers during this step

13. Adjust Roof Fit

- Use a dead blow mallet to adjust corners and close any gaps between sides and ends.

Steel Corner Bumper Installation Procedure

14. Drill Pilot Hole (If Needed)

- If holes are not pre-punched:
- Hold bumper in place
- Drill **21/64" pilot hole through roof only**

Important: Do NOT drill into container frame in this step

15. Drill Frame Hole

- Drill **19/64" hole through container frame** for mounting screw

16. Insert Spacer

- Insert ½" spacer between roof and frame aligned with hole

17. Apply Thread Locker

- Apply Loctite to threads

18. Install Corner Bumpers

- Use impact driver with #3 Phillips bit
- Install bumpers on all four corners using pan head screws

19. Documentation

- Complete Shop Floor Tracker with secondary sign-off by Manager or Lead
- Complete the Steel Roof Addition Form
- Email to: **assetmanagement@pods.com**
- This ensures the container is recorded as having a steel roof

RESOURCES

PPE Tool Chart

	Safety Glasses	Gloves	Hearing Protection	Steel-Toe Boots	Face Shield	Respirator
Drill	X	X	X	X		
Pressure Washer	X	X		X		X
Grinder	X	X	X	X	X	
Impact Gun	X	X	X	X		
Staple Gun	X	X		X		
Rivet Gun	X	X	X	X		
Heat Gun	X	X		X		X
Tin Snips	X	X		X		
UV Light	X	X		X	X	
Sledgehammer	X	X		X		
Pry Bar	X	X		X		
Reciprocating Saw	X	X	X	X		
Dead Blow Mallet	X	X		X		
Huck Gun	X	X	X	X		
Palm Sander	X	X	X	X		X
Hammer Drill	X	X	X	X		

Power Tools

Power tools are just that, power tools. Even though they help us to complete our jobs faster and with more accuracy, their power, potential hazards and varying limitations should not be ignored.

- Proper maintenance and use of them is where it should start.
- Be sure to follow the manufacturer's instructions for routine maintenance and using the proper accessories.
- When doing a job, do not force a smaller tool to do the job of a heavier piece of equipment. Using the right tool for the job is paramount.
- Be sure to keep guards in place and to use proper lockout/tagout procedures when necessary.
- Unless it’s designed for it, do not use a portable electric tool where there are flammable vapors or gases present.

If the extension cord has a three-prong connector plug, it should be plugged into a three-hole electrical receptacle. If there is an adapter used to accommodate it to a two-prong receptacle, the adapter wire must be attached to a known ground. The third prong is never to be removed. Keep the cord in good condition, away from heat, oil and sharp edges. You never want to carry a tool by its cord, yank the cord to disconnect it from the receptacle and never carry a corded power tool with a finger on the

switch(trigger). Report all defects (broken prongs and cord insulation) and place the tool out of service for repair or to be replaced.

The greatest hazard in using power tools is the potential of electrical shock so ensure the tool is grounded before turning it on. Moisture helps electricity flow through the body.

- Be sure not to operate the power tool in damp wet locations, or if the operator is perspiring.
- Proper footwear and rubber gloves should be used when working in damp areas. Proper clothing and PPE should always be worn when working with power tools.
- Loose clothing, loose hair and jewelry can get caught in moving parts.
- Safety glasses w/side shield or safety goggles should be used to protect against eye injury.
- Keep onlookers out of orbital rotation to prevent them from being hit by flying particles.

Maintain your balance and proper footing when working with power tools. Do not overreach or overextend. Clean-up begins when you do. Be sure all tools and areas are clean and clear when work is done.

Container Tags Overview



- **Orange Tags:** All rented containers need to have an orange tag.
- Orange tags are applied when the container is picked up for a Warehouse Return.
- **Tags must include:**
    a. Name
    b. Date
    c. CID
    d. Container #
- Tags can be reused!
- Put the tag through the lock instead of the latch so you don't have to cut the tag off for customer access and rewrite a new one!



- **Green Tag:** Container meets brand standards and is ready to rent!
- Green Tags are applied when a container is picked up as a Final Pick Up (going back to the warehouse).
- Install green tag as close to loading time as possible to increase status accuracy. **Include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY

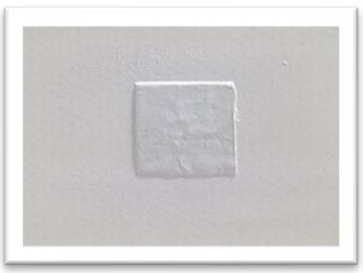




- **Red Tag:** OOS needs to be repositioned to a Repair Hub. **Tag should include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY
    d. All defects found
- Include notes on back for any hidden issues, note where they're located.
- Be sure to mark container as OOS in RBMS.

Job Aid: Container Condition

Step	Acceptable	OOS
1. Inspect the container door.	• Light scratches, small dents, and light fading on door. • Weather strip show no signs of weathering or discoloration.	• Weathering or discoloration of weather strip. • Graffiti or other markings.
Acceptable  		
2. Open the container door.	• Door opens and closes without issue. • Latch operates properly. • Latch has beginning signs of rust.	• Door doesn't open/close properly. • Latch is severely rusted or damaged. • Latch doesn't operate properly.
Acceptable  		
3. Inspect container floor.	• Swept clean and free of debris. • All fasteners are intact and flush with flooring. • Undamaged, free of holes. • Clean appearance—no markings or stains. • If stained, painted with dark exterior gray paint to mask heavy staining. • Free of rot, swelling, cracks or warps.	• Fasteners are missing or damaged. • Damaged/holes • Stained • Rotted, swollen, cracked, or warped.
Acceptable 		

4. Inspect container roof.	• Plastic roof shows slight signs of wear. • Roof clip is being used as a temporary repair on a plastic roof (no more than 4 roof clips per container; no more than 2 roof clips per side). • Steel roof not excessively damaged, no holes.	• Plastic roof is cracked or incorrectly repaired with duct tape or other unapproved solution. • Missing or loose roof bolts. • Roof insulation tape exposed. • Signs of leaking or other damage.
Acceptable   		
5. Inspect container walls (interior and exterior).	• No strong odors. • Updated interior signage, clearly displayed. • Any patches are properly installed and level in appearance (aluminum for traditional containers; ultraviolet for new generation)—should not exceed more than 8 patches per container or 4 patches per side. • Sign/decal shows only slight wear or fading.	• Strong odor. • Old legacy signage. • Poor quality patches, incorrectly applied. • More than 8 patches on container/more than 4 patches on one side. • Sign/decal is torn, severely faded, graffiti, or other noticeable markings.
Acceptable    		

6. Inspect container skids.	• Lights signs of wear.	• Skids are badly cracked, split, or broken. • Skid missing.
Acceptable 		
7. Inspect tie-down plate.	• Securely attached. • Connection hole is structurally sound with no extensive rust.	• Plate is bent, unsafe, excessively rusted, or otherwise not structurally sound.
Acceptable   		

PODS Acronyms

General PODS

Acronym	Definition
SRB	Safety Review Board
CCS	Commercial Client Services
Cheetah	Platform used for routing
COO	Container Only Option (Insurance-like option)
CorpOps	Corporate Operations, corporate-owned locations
CPO	Container Protection Option (Insurance-like option)
CRDE	Customer Rentals Data Export
CSAT	Overall Customer Satisfaction (Includes LSAT, SSC, Pricing, Website, etc.)
DJPH	Driver Hours (Total Jobs/Total Delivery Hours)
ERP	Enterprise Resource Planning
ESD	Earliest Ship Date (For IF container shipment)
ETA	Percentage of timely customer container deliveries
IF	Inter-Franchise
OTR	Over the Road
IFR	Incident Frequency Rate
LSAT	Local Customer Satisfaction (Operations related)
LSE	Logistics Service Exception (Delayed IF container shipment)
Medallia	Platform for measuring/reporting customer service
MPR	Monthly Performance Review
OE	Order Entry
OOS	Out of Service
Power BI	Platform for KPI reporting
RBMS	Retail Business Management System (Pre-2016)
Samsara	Platform for safety score measurement
SOP	Standard Operating Procedure
SSC/S&SC	Sales and Service Center (Call/Contact Center)
StoMo	Storage Mobility Acquired Markets
TMS	Transportation Management System
TMT	Company providing the TMS
UTD	Unable to Deliver
WJPH	Total Hours (Warehouse, Delivery, Repair, Development)
Xdel	Extended Delivery Fees (Transit fee for customers outside radius)

Job Codes/Move Types

WRT	Full container returning to warehouse
RDL	Full container being delivered from warehouse to customer
NEW	Initial delivery of empty container
FPU	Final pickup of empty container
FPO	Final pickup of out of service container
MOV	Move container from one address to another
VRP	Visit – reposition a container
VLO, VRL, VO	Visit – lock out, remove lock, stuck door/latch
PPE/PPF	Weight tickets – E - empty or F - full

General Business

AHT	Average Handling Time
ANI	Automatic Number Identification (Caller ID)
BU	Business Unit
CCS	Commercial Client Services (Team managing sales and service of commercial customers)
COB	Close of Business
CY	Current Year
DID	Direct Inward Dial (External published phone number)
DNIS	Dialed Number Identification Service (Represents TFN)
EBITDA	Earnings before interest, taxes, depreciation, and amortization
ECHI	External Call History Information
EOB	End of Business
EOD	End of Day
EOM	End of Month
HR	Human Resources
IVR	Interactive Voice Response
KPI	Key Performance Indicator
LOB	Line of Business
MTD	Month to Date
OA (DB)	Operational Analysis Database (Call data from Avaya)
PBX	Private Branch Exchange (Internal Phone Switch)
PY	Past Year
SST	Special Services Team (Includes Canada IF, Hawaii Sales, City Service Sales)
TFN	Toll Free Number
WE	Week End
YOY	Year over Year
YTD	Year to Date

Revision History

Date	Revision	Owner
Oct 2026	Version 1 Created	Kara Delemeester