

SOUTHEAST FREIGHT DISPATCH

Breakdown Playbook

Breakdown Playbook — for our carriers

Keep this in your cab. If something goes wrong, we handle the chaos — you handle the truck.

1. Get safe

Hazards on, reflective triangles out, get clear of traffic. Your safety first, the load second.

2. Call us immediately — 754-344-6413

Day or night. Tell us: where you are (drop a location pin), what happened, what the truck is doing.

3. We call the broker — not you

We notify the broker, renegotiate the delivery window, and protect your record. Never let a broker hear about a breakdown from a tracking app before they hear it from us.

4. Roadside help

- Have your own roadside plan? Call them first, then tell us who's coming.
- No plan? We'll find the nearest heavy-duty service and stay on the line.

5. Document everything

Photos of the issue, the location, timestamps. Keep every receipt — repairs, tow, hotel. It all goes into the claim file.

6. After

We file any laydown/detention claims, update your scorecard honestly (breakdowns happen — hiding them is what kills trust), and get your next load lined up while the truck's in the shop.

One rule: no surprises. Tell us early, tell us everything, and we'll carry the rest.