tenstreet

SOLUTIONS GUIDE

INNOVATIVE TOOLS FOR CARRIERS AND DRIVERS

TABLE OF
CONTENTS

HOW WE HELP

Tenstreet helps carriers solve the trucking challenges of today with a mobile platform that connects carriers, drivers, and the road.

Our unmatched array of services addresses every facet of modern carrier business, from recruitment and marketing to onboarding, compliance, safety management, driver management, and more.

This solutions catalog is an end-to-end overview of our trucking services that highlights the big-picture benefits of our platform with a more detailed explanation of how our trucking solutions work.

WHAT
WE DO

We improve driver outreach with a unique blend of modern marketing solutions, automation tools, and customized support.

1

Expand your advertising reach and **simplify** how you post and manage job listings.

2

Save time and **eliminate** potential communication gaps with automation tools.

3

Improve communication with the exact candidates you're seeking.

4

Optimize ad spend and **improve** productivity via actionable data insights.

5

Support your team with expertise that accelerates your learning curve and delivers the fine-tuning to grow results over time.

"

When we were just using one job board, we got maybe five applications a week. Now I get that in a few hours with Job Store.

SAMANTHA BILDERBACK

**HEAD OF RECRUITING
BAKERS EXPRESS**

HOW WE
DO IT

1

EXPAND REACH

- In Driver Pulse, showcase your company to over 370,000 drivers a month, resulting in fresh applications and new hires at no cost to you.

- In Job Store, utilize one place to order advertising from more than 20 job boards at once.

2

SAVE TIME

- Use automation to nurture your job board leads so they don't fall through the cracks.

- Strategically schedule and automate email and text campaigns to ensure the right messages reach the right candidates at the right times, helping you target the driver audience you're interested in attracting.

- Easily track accidents, violations, and experience for prospective drivers in the background so you can hire them once they're qualified to join your team.

- Display your job postings to candidates who meet the qualifications you've set for the position, keeping scattershot applicants out of your pool.

3

IMPROVE COMMUNICATION

- Access an easy way for drivers to contribute recommendations, along with accurate payout and attribute reporting on both referring and referred drivers.

- Receive recruiter notifications of stalled drivers who have started an application but haven't finished, giving them a chance to re-engage drivers and help them pick up where they left off.

4

OPTIMIZE DATA

- Easily track attribution to identify which application sources bring you the highest ROI so you can market more effectively without the tedium of tiresome spreadsheets.

- Gain enhanced visibility into all your application data through pie charts, bar graphs, and line graphs so you can easily identify trends that help you improve your application process.

5

SUPPORT SUCCESS

- At no additional charge, count on a team that supports you with writing effective job postings, ensuring your landing pages are properly staged, managing your recruitment dollars across our merchant base, and showing which boards work best for you.

TRUCK DRIVER RECRUITING

Every hour spent chasing a signature or waiting for a fax to arrive is an hour your trucks aren't on the road. Use a platform designed for the driver recruiting landscape of today: fast, efficient, and easy to use.

Here is how Tenstreet is helping solve 6 common problems experienced by recruiters today. Are any of these keeping your operation stuck in neutral?

⚠ SLOW HIRING PROCESS

SOLUTIONS

IntelliApp, IntelliApp Now

Features: Pre-populates driver information; lets drivers apply for jobs on any device in minutes; sends real-time notifications to your team when a promising candidate has submitted answers.

Results: Reduces time-to-hire, lowers dropoff rates, boosts ROI.

⚠ BURDENSOME DRIVER MANAGEMENT

SOLUTIONS

Xpress

Features: All-in-one driver management platform, tailorable to carriers of different sizes — from the small fleet to the multi-carrier holding company.

Results: Simplifies your recruiting process, saving you time and resources.

⚠ INEFFICIENT AND OUTDATED SYSTEMS

SOLUTIONS

Xchange, Adverse Action, PSP

Features: Eliminates wasteful steps and time-consuming tasks with automation tools.

Results: Boosts overall productivity via faster employment verifications, applicant alerts, screening reports, and more.

⚠ REACHING DRIVERS ON THE ROAD

SOLUTIONS

Driver Pulse, Pulse Video Chat

Features: Reach over 370,000 drivers a month where they live; send and receive live or recorded video messages with potential hires.

Results: Increases engagement with drivers. Creates a smoother and more enjoyable overall experience for drivers.

⚠️ **BAD FIT DRIVERS APPLYING AND CLOGGING UP APPLICANT POOL**

SOLUTIONS

Pre-application messaging

Features: Answer questions before drivers apply.

Results: Ensures a good fit on both sides.

⚠️ **RESPONDING PROMPTLY TO QUESTIONS WHEN DRIVERS ARE INTERESTED**

SOLUTIONS

PulseBot

Features: Auto-respond to common questions anytime with a bot that knows your policies.

Results: Never miss a driver when they're interested.

"

When drivers started asking for the IntelliApp by name, we looked into it and signed up. We have been thrilled with the results! It does everything our old application couldn't and stores drivers' information for them — making it quicker for them to complete and guaranteeing us more full applications.

PAMELA CARAWAY

**DIRECTOR OF RECRUITING
TRANSAM TRUCKING**

93%

average pre-population rate for drivers who use IntelliApp

ONBOARDING
PROCESS

Smooth onboarding not only gets drivers on the road faster, it builds trust between carriers and drivers. Tenstreet's onboarding propels carriers forward with coherent processes and time-saving mobile features.

KEY BENEFITS

SIMPLICITY

Streamline the complex data collection process so you can send, receive, and manage critical documentation easier than ever.

SPEED

Unleash automation tools that free up recruiters from paperwork and reduce frustrating delays.

CONNECTION

Improve the experience for drivers by making it easy to upload documents, schedule screenings, and complete training and orientation sessions remotely, at their convenience.

"

We were able to **save about $400,000 a year** that we were spending on hotels, useless travel, food, et cetera. We cut all that out and actually made drivers happier by getting them on the road quicker.

CASEY BELLMAN

**FORMER DIRECTOR OF HR AND RECRUITING
HDM TRUCKING**

Let's compare a traditional onboarding process with Tenstreet's.

TRADITIONAL TIMELINE

A customary onboarding process can drag on endlessly, with physical paperwork, in-person orientations, and outdated equipment all prone to frustrating delays.

2 DAYS

Documentation:
- Collect necessary driver information
- Upload required clearances
- Complete background check

1.5 DAYS

Compliance and screenings:
- Receive employment verifications
- Perform drug screening process
- Clearinghouse queries

1.5 DAYS

Orientation and training:
- Driver orientation
- Safety trainings

4-5 DAYS

have passed before all the documentation has arrived, forms have been uploaded, and orientation sessions have been completed.

HOW TENSTREET ACCELERATES ONBOARDING

Forms Capture makes it easy for drivers to fill out forms before orientation, reducing in-person paperwork.

8 HOURS SAVED

Document Uploader lets drivers remotely share photos of documents and licenses, eliminating scanners, faxes, and delays.

2 HOURS SAVED

Confirmation IntelliApp enables full, accurate, and legible applications faster, saving carriers and drivers precious time.

1 HOUR SAVED

Our Training Content Library includes over 260 interactive online training and testing courses, for a convenient, thorough orientation process.

10 HOURS SAVED

Pulse MD performs electronic chain-of-custody that allows testing before drivers arrive at orientation.

4 HOURS SAVED

Our **Greyhound integration** adds a world of convenience by allowing you to easily order, track, and manage tickets from the Xpress dashboard. Travel details are saved and shared to the Pulse app in drivers' phones — meaning no more lost tickets.

6 HOURS SAVED

SAFETY
MANAGEMENT

Protecting the health and safety of a fleet is one of the most important — and challenging — responsibilities a carrier has. Tenstreet simplifies the overwhelming burden of safety management with proactive solutions that keep carriers safe, prepared, and in control.

WHAT DO SAFETY MANAGERS NEED TO DO THEIR JOB EFFECTIVELY?

- A platform that leverages pre- and post-hire data, connects all events spanning a driver's entire history, and includes customizable, automated workflows

- System transparency that reduces costs, decreases risk, and defends your company from lawsuits, nuclear verdicts, and higher insurance premiums

- Relief from incompatible systems and broken processes that don't tell you the whole story

"

Tenstreet has everything that we need, starting with the driver from the very beginning from his DQ file and safety requirements. And it's streamlined our company and our safety department.

TROY BLUM

**RECRUITER
G & Z TRANSPORT**

SAFETY
MANAGEMENT

Here are four common pain points giving safety managers headaches today.

PAIN POINT #1:

Disconnected systems and incomplete process steps

CURE:

Tenstreet lets you view everything about a driver in one place, including DQ files, accident history, telematics videos, training records, uploaded documents, and more.

PAIN POINT #2:

Missed or overlooked safety issues

CURE:

Daily or monthly updates from FMCSA Compliance Safety Accountability (CSA) data provides dashboard visibility to anything new or overlooked.

PAIN POINT #3:

Missing or out-of-date documentation

CURE:

A complete Driver Qualification Files (DQF) Control Center for collecting, sending, and managing the entire history of safety documentation for all drivers, pre- and post-hire. Get notified automatically when documents are nearing expiration.

PAIN POINT #4:

Delayed response to driver accidents and incidents

CURE:

Automated workflows to identify drivers in need and immediately assign corrective training, along with checklists that reduce the stress of an accident on you and your drivers. The Driver Pulse App lets you send your drivers an accident checklist at the time of an event, helping drivers easily track all the necessary steps and submit documentation, and letting you watch the progress in real-time.

ADAPTIVE
COMPLIANCE

Carriers know what's at stake when it comes to compliance, but that doesn't make it any easier to achieve. Choosing Tenstreet as a trusted software vendor is key to your peace of mind.

HERE ARE 8 WAYS TENSTREET MAKES COMPLIANCE STRESS-FREE AND CONVENIENT FOR CARRIERS.

1

IntelliApp auto-populates a complete application and changes questions dynamically based on state laws

2

Easy exchange of driver docs with Driver Pulse

3

Query Consent form built directly into job applications

4

Automated reminders and notifications sent to drivers for required forms and training

5

Driver training programs built into the onboarding workflow

6

Bulk MVR updates to DQF documentation enabled

7

CSA monthly or daily updates catch overlooked or missed issues

8

Full visibility of a driver's history in a DQF Control Center dashboard

"

My confidence grows day by day that they have my back. I can focus on sales, knowing when something comes up in compliance, they're going to let me know about it. I encourage anybody out there to put your confidence and trust in Tenstreet and all the great tools they provide from a compliance and regulation standpoint.

ROB HATCHETT

**PRESIDENT
SEATMYTRUCKS**

ON-THE-ROAD
OPTIMIZATION

The difference between a fleet that's barely making ends meet and one that's thriving can come down to who's more efficient. Tenstreet helps carriers maximize every gallon of fuel, mile of road, and minute of drive time with three dynamic offerings.

1

True Fuel combines real-time in-cab audible coaching with automated, easy-to-use fuel efficiency data and reporting to ensure the highest possible MPG from every driver and vehicle in the fleet.

2

True Load Time offers insight into your truck's likelihood of sitting at a customer location. This information lets you plan upcoming loads with precision, negotiate improved rates with underperforming customers, boost earnings, and ensure driver satisfaction.

3

Truck Map gives truck-safe turn-by-turn routing and navigation with real-time traffic, low clearance and weight restriction alerts, and location-specific facility details like truck entrances, access roads, and loading docks.

"

True Fuel enables us to improve our fuel economy by more than 7% in one year, which translates into annual savings of 3.5 million gallons. Before we began using the fuel optimization solution, our fleet averaged 5.8 miles per gallon. More recently our fleet averaged 6.8 MPG. True Fuel has had an impact on our bottom line by contributing to a dramatic improvement in fuel economy.

BRIAN BALIUS
VP TRANSPORTATION & ENGINEERING
SAIA LTL FREIGHT

ON-THE-ROAD
OPTIMIZATION

OFFERING	REDUCE	INCREASE
• True Fuel • True Load Time • Truck Map	• Misleading averages • Underutilized driver time • Avoidable delays	• Fuel efficiency per driver • Driver well-being • Route planning/ sharing

REAL RESULTS

✓ **100 MILLION**
gallons of gas saved

✓ **80,000+**
drivers coached

✓ **1 MILLION+**
tons of CO_2 emissions avoided

✓ **3-10%**
immediate improvement in fuel economy for fleets using **True Fuel**

ENGAGEMENT

Hiring drivers and building sustained, productive relationships with them are two different things. A successful operation should prioritize building relationships for the long haul, and that means keeping drivers informed and engaged.

Let's highlight four core features of a healthy, productive engagement operation, and the Tenstreet services that address each:

📋 DRIVER INPUT/SURVEYS

IMPACT ON RETENTION

Getting feedback demonstrates that employee input is valuable and valued, fostering trust in your company's vision.

TENSTREET SERVICES

- **Insights** is a survey tool that helps you continually learn from your fleet by taking a clear look at a driver's experience.
- **Insights Gold** is a premium offering for customizing surveys to targeted groups of drivers and better understanding results with visualizations of segmented datasets.
- Use our **First Impressions, Early Experience, Ongoing,** and **Exit Surveys** so you can learn from drivers at various stages of the driver lifecycle.

🏅 REWARDS

IMPACT ON RETENTION

People like being recognized! But more crucially, making drivers feel valued makes them more likely to stay with an organization.

TENSTREET SOLUTION

- Our **Rewards** program keeps drivers engaged and connected to you by letting you award them with points for key milestones, behaviors, and important anniversaries.
- Gamify the tools you're running through Pulse with **Leaderboards** and encourage drivers to compete in sweepstakes or wellness challenges.
- Encourage friendly competition and recognize drivers for practicing healthy habits through the Pulse App with **Pulse Wellness**.
- **Automation** automatically awards points for actions like clean inspections, survey completions, employment longevity, fuel efficiency, and more to ensure you never miss a moment to celebrate.

ENGAGEMENT

🔍 ANALYSIS

IMPACT ON RETENTION

Identifying areas for improvement allows organizations to adapt their strategies, leading to a more satisfying work environment.

TENSTREET SERVICES

- Tools such as **Insights, Fleetcheck,** and **Interventions** return useful data that can be used to improve retention strategy.

- Our **Retention Services** team provides expert analysis of your retention data and gives individualized recommendations on how to strengthen your company. They also conduct regular check-ins to ensure goals are being reached. This service is included with Insights Gold.

💬 STRONG COMMUNICATION

IMPACT ON RETENTION

Reducing uncertainty around company goals and expectations helps employees stay engaged and committed to the organization.

TENSTREET SERVICES

- **Fleetcheck** is a weekly two-question survey for drivers that keeps you informed of new developments that may need attention. It makes it easier to address larger issues and improve communication overall.

- **Broadcast** adds a human touch to your messages that makes drivers feel less alone on the road. Drivers can watch Broadcast messages from the Driver Pulse App.

- Our **Interventions** feature automatically flags drivers based on negative survey responses and assigns a team member to connect with that driver to listen to their concerns.

EMPLOYMENT VERIFICATIONS

Carriers need a verification process that's fast and accurate so they can move quickly on promising candidates and avoid bad hiring decisions. Tenstreet's employment verification solution, Xchange, a service that's **FREE** to the transportation industry, simplifies the verification process and unlocks a new level of speed and reliability.

HOW XCHANGE HELPS CARRIERS AT NO CHARGE

RETURN VERIFICATIONS 40% FASTER...

by removing frustrating delays and paperwork.

AUTOMATICALLY TRACK HISTORICAL RECORDS...

making it simple to follow DOT compliance-tracking regulations.

MANAGE OVER 50%...

of verifications electronically.

DETECT EMPLOYMENT GAPS...

with built-in gap detection that quickly verifies previous employment, education, and military history.

SAVE TIME AND ENERGY...

with electronic filing that eliminates frustration with fax machines.

PROVIDE REPORTS...

on former employees' employment verifications, drug & alcohol, and accident report requests easily.

MONITOR PROGRESS...

using Xchange's summary report, which tracks all your requests for every driver and highlights gaps in employment history, making it simple to see what previous employment information you've verified and how much information you still need.

SHIFT GEARS AND SEE HOW FAR YOU CAN GO

See how your operation can drive faster and smarter with a live demo from our team of experts at Tenstreet. Stop idling and reach your full potential.

Get Your Demo Today