

### Technology Improving Utilization & Efficiency

Presented By Rick Williams @ Central Oregon Truck Company

# Connecting our Drivers & Customers Through Technology

- Primary Objective:
  - To Develop & Utilize Technology to Connect, Attract and Retain the most important parts of our business:
    - Our Professional Drivers
    - Our Valued Customers
- Ways to Accomplish This:
  - Network with Strategic Technology Partners to Create Value-Add Products that Serve the needs of our Valued Drivers & Customers
- Resulting In:
  - Reduce Labor Expenses and Improve Efficiency
  - Improve Communication & Access to Information
  - Create a Less Demanding Work Experience for Employees
  - Save Customers & Drivers Time and Money
  - Higher Satisfaction Rate for Drivers & Customers



### Introducing Innovative Technology Ideas

### The Development of Vendor & Carrier Apps

- Utilization of Apps to Improve Efficiency and Reduce Cost
  - ✓ Pilot/Flying J Mobile App
  - ✓ Cat Scale App
  - ✓ COTC Mobile App



**Essential Apps and Links** 



# Pilot/Flying J Phone App

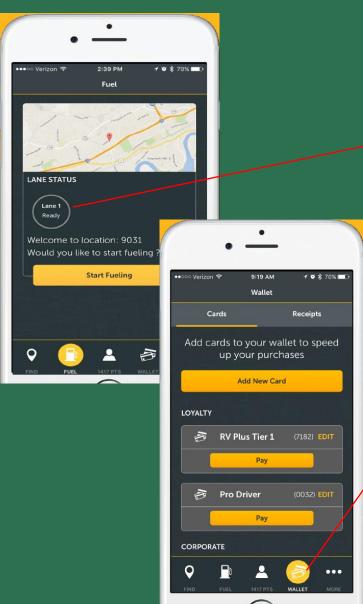


Benefits of Using the Pilot/Flying J App

- Optimized Fuel Purchases
- Fuel Lane Status
- Cardless Fueling
- Parking
- Showers
- Locations



### Pilot Flying J App Features



- Fuel Lane Status
- Shows the drivers available diesel lanes
- Helps drivers choose the fuel lane most likely to open up first by timing how long the handle has been lifted
- Cardless Fueling
- Digital Receipts
- Securely store card information for future use using the "Wallet" feature - secured by pin code
  - Fuel Cards
  - Credit Cards
  - o myRewards loyalty card
- App will provide driver the necessary code to start the pump



## Additional Pilot Flying J App Features



**FLYING J** 

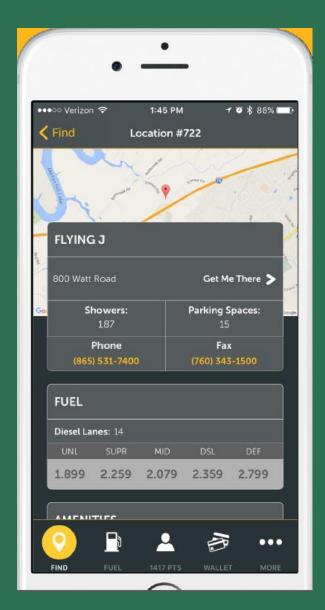
- Parking/Showers
- Drivers can view the number of parking spots at Pilot and Flying J locations
- Make a reservation for a parking spot and/or shower
- Allows drivers to reduce the amount of time searching for available parking

#### • Locations

- Allows users to see the distance to the next location, fuel prices, food offerings, etc.
- Reduced waiting time and plan stops to maximize efficiency



# Identifying Strategic Locations



- Allows users to see the distance to the next location, fuel prices, food offerings, etc.
- Reduced waiting time and plan stops to maximize efficiency



## CAT Scale Weigh My Truck App





### What's Next? What's Possible

#### Carriers

- WiFi Enabled Truck Cabs
- Individual Budgets with Revenue Pass Through

#### Shippers

- Mobile Apps
- Reduction of Detention Time
- Load Specifications and Requirements

#### Vendors

- Auto Check in for Services
- Auto Ordering
- Advance Arrival Notifications

#### THINK OF ALL THE POSSIBILITIES!



