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DRIVER COMMUNICATION

Driver Pulse – Driver Pulse is our free driver-facing mobile app that offers transparency for both candidates and recruiters. Drivers stay more engaged throughout the recruiting and onboarding process and carriers have direct access to both prospective and hired drivers. It serves as a tool for managing marketing, recruiting, onboarding, safety, retention, and more.

Pre-Application Messaging - Answer driver questions even before receiving a lead or application, saving you and your drivers time by ensuring you're aligned before applying.

Auto-Responder - Helps ensure you don't let any calls or emails fall through the cracks outside of business hours or when your recruiters are busy helping other drivers by auto-sending general or recruiter-specific emails when an application is received.

Structured Messaging Starter Pack - Request and provide information using a package of pre-programmed messages to save time and remove ambiguity in basic processes.

Message Templates - Do you have emails or texts you send regularly? Create a template and save yourself from the redundancy of typing the same thing over and over. Next time, just select the template and click send!

Bulk Messaging - Send a group email or group text to an entire segment of your driver or application base! It works with the search screen in your dashboard, meaning you can filter on state of residence, tags, worklists, or any other search criteria. You can also run it from your custom reports.

Orientation Prep – Start orientation on the right foot by automatically scheduling forms (like the I-9 and W4) immediately upon enrollment in your orientation class. Once you select an orientation date, the driver is automatically sent the forms and completes them through the Driver Pulse app.

Pulse Video Chat - Keep information flowing freely by sending video messages or making live video calls to your drivers while they're on the road. Drivers can view these messages or take video calls right from the Driver Pulse app where they already manage their driving careers.



ORGANIZATION

Statuses – Statuses help recruiters to ensure that quality candidates don't slip through the cracks after applying. You can set statuses to notify recruiters via a fly-in message when a driver has been sitting in a status for a certain amount of time, reminding you to follow up.

Tags – Tags let you track drivers based on any attribute you find useful, such as orientation date, Greyhound confirmation number, veteran status, or rehirable. The great thing about tags? You can add as many tags as you like and create reports to track what you need to see.

Checklists – Checklists make monitoring your drivers' onboarding progress easy by showing an up-to-the-minute record of which steps are complete. Safeguards can be set to ensure a checklist has all its items checked before a process can be run or a status changed.

Free Origins – Free Origins enables you to make the best decisions about where to spend your advertising dollars. Removing the grueling attribution process from your plate gives you back time and provides accurate information on your most effective applications and hires.

Compliance Center – This dashboard puts everything compliance-related in one place so you can easily see which measures are implemented and what areas need your attention. It provides a high-level daily update right in Xpress so you can better navigate where you stand on compliance issues related to Adverse Action, IntelliApp, Recruiting, Processing, and more.

Automation - Automation lets you auto-respond to each applicant, place them with the right recruiter, and create status processing rules to ensure all necessary documents, tags, and other hiring requirements are in place. Automation ensures consistency, adds efficiency, and removes hiccups caused by human error all while freeing up your recruiters' time to give drivers an attentive, personalized experience.

PulseChat - Manage all Pulse Message conversations in one place. Set permissions to allow for viewing all conversations or only one's own.

Subject to Subject/Equipment Tagging - Establish roles for subjects and link them together or to equipment, indicating fleet owner/driver connections, enabling multi-signature form completion, reporting, and overall relationship organization.

Subject to Equipment Forms - Schedule forms for subjects to complete regarding their assigned equipment and save responses into the equipment files.



APPLICATION MANAGEMENT

Xpress Lane - Your time to hire just improved! This homepage report prioritizes who you need to reach out to next, identifies statuses, allows you to order reports, boasts an interactive checklist, and comes complete with post-application communications abilities.

Active Jobs – Never have conflicting or outdated job openings again! Once you enter a job, any change you make is reflected in real-time across Pulse, your IntelliApp, in the Job Store, and in Xpress. Use the Job Highlights feature to briefly summarize the biggest advantages of your open positions to attract more candidates.

Job Store – Once you've put in your Active Jobs, it's easy to place advertising orders through the Job Store with just a few clicks on over 20 job boards. Use the Merchant Discovery Tool to better plan and diversify your marketing efforts by identifying which merchants are best for lead apps and full apps, qualified applicant percentages, cost per qualified app, and more.

Scoring – By setting scoring rules, you can identify which applications are coming from the most promising driver candidates. Setting points values to certain qualifications helps you see which applications require the most urgent attention.

Import Tool – Helps aggregate your leads from a variety of sources by merging outside lead sources with leads and applications already in Xpress, letting you see which drivers should take priority and where drivers fall in your process.

Application Center – Each application you create comes with a free landing page that can be tweaked in the Application Center to give you greater visibility and control over what drivers see.

Status Notifications – This tool helps recruiters ensure that drivers are moving through the hiring process in a timely manner. It sends alerts via a fly-in message whenever a subject has remained in a status beyond a specified (and configurable) number of hours.

Xchange Summary Report - Use the search field to find specific details easily and send Structured Messages to drivers requesting missing information.



SAFETY MANAGEMENT

Safety Management Subject View – Simplify your safety with a summary of relevant post-hire metrics, such as an activity feed, hire date/tenure, CSA summary, telematics, accidents/incidents, and DQF summary, all in one place.

Accident Response - Reduce the stress of an accident on you and your drivers. Drivers get an accident checklist upon an event, allowing them to easily submit required documentation, and letting you see real-time progress in real-time.

Standard Claims Management – Resolve claims with greater ease! Maintain compliance, manage risk, and improve record quality with the ability to capture over 50 different fields like road condition, road type, and weather.

Accident Registry – Provides internal accident and incident forms that use standard and customizable workflow to streamline data to an Accident Registry report, giving you a high-level, cumulative view of all your drivers' accidents.

Points Management Tool – Allows you to assign points to accidents, incidents and violations, and uses CSA logic to handle aging. Alerts you when drivers are nearing a limit.

Termination Management – Triggers automatic creation of a termination record when a subject is removed from hired status. The necessary information is populated in Xchange, allowing seamless responses to future VoEs.

Equipment Assignment – Provides a more holistic view by allowing you to link equipment to subjects and events. Keeping an inventory of your entire fleet in the same place you manage your drivers and events adds transparency and helps you see the big picture.

Time Spent on Training Report - Run reporting on how much time your subjects have spent on a specific training within a given timeframe.

Safety Certifications - Complete certifications for Introduction to the Trucking Industry (Safety Edition), Essential Power Skills (Safety Edition), Safety Job Skills, and Effective Safety Management with Tenstreet to show off your industry knowledge.

