

FAQS

1. Where do I scan the documents?

Documents can be scanned at Pilot's, Love's, Bosselman's, TA's and many other locations. Look for TRANSFLO or TripPak Scanning. Do not confuse with other services. All Marten Terminals have scanning kiosks.

2. Will I have to do the scanning?

Some locations have attendants who have been trained to do scanning for you. All you have to do is present the documents in the correct order, facing the right direction, unfolded and without staples or paper clips. Some locations are self-serve as are the Marten terminal locations. A list of instructions is available on-site at each location.

3. When can I scan?

As quickly as you can get to a participating scan location after making a delivery.

4. What do I have to scan?

Trip Sheet, Bills of Lading, fuel paid by cash or T-Chek, logs and any other receipts for reimbursement (lumpers, pallets, etc). You will also scan Trailer inspection forms, vacation pay requests, address changes, direct deposit changes, etc.

5. Should I scan my logs?

Yes. You should scan logs and include them with the trip information.

6. What about violations / tickets?

Contact the Safety Department by phone if you have any violations or tickets. You should send the original by US mail in a pre-addressed Trip Envelope. It is not necessary to scan tickets or violations.

7. What if the documents are too large for the scanner?

Most scanners will be able to scan documents up to 10" X 14". If the trip has documents larger than the scanner can accommodate, fold in half and scan both sides separately.

8. What do I do with the documents once they have been scanned?

Keep the originals for your records. You are REQUIRED to save these documents for at least 30 days.

9. What if my scanned documents cannot be read by Payroll / Settlements?

You will be contacted if any further information is needed. You may be required to re-scan or mail in any documents in question.

10. Do I have to pay for this service?

No money will be requested of you at the scanning locations or at Marten Terminals.

11. Do I get a receipt when the scanning is completed?

You will get a receipt that should display the date, time, confirmation number, carrier name and the number of pages scanned. You are required to keep the receipt with the paperwork. As long as you have the receipt, images can be tracked, if for some reason there is a question.

12. How do I know Payroll/Settlements received my paperwork?

You can view your images for 14 days on the Internet by logging on to www.marten.com. Once there, click on Scanning Solutions, then Locations. For Transflo, then click View Documents. For TripPak, click Productivity Tools, then Driver View. After typing in your confirmation number, you should see "Delivered" beside it. You may also view the documents from this screen.

13. Who do I call if I have a problem?

If you have any problems that cannot be resolved at the scanning location, call Payroll/Settlements. Be sure to have as much information as possible available so that the problem can be resolved as quickly as possible.

14. Can I scan documents with my own scanner?

Yes, if you have compatible software. Log on to www.marten.com and click on Scanning Solutions, then click on Transflo Now.

15. Should I tape small receipts?

Yes. Tape small receipts to a blank, regular-sized piece of paper using tape and paper provided at the scanning site. Do not tape different types of receipts to the same page. For example, do not tape a toll receipt and a lumber receipt to the same sheet of paper.

16. How should I arrange the paperwork?

Face all pages in the same direction, making sure the pages are stacked as if you as if you were reading them. Stack in the following order: Trip Report, Bills of Lading, Receipts, Logs and Miscellaneous documents.

18. What is the scan deadline?

Trips scanned by 1AM Tuesday CST will be paid Friday of that same week.

19. Do I need to tell the person scanning to turn over documents that have information on both sides of the paper?

Yes. Make sure to inform the person scanning the documents of any pages that have important information on both sides.