

# CARRIER 360™ BY J.B. HUNT

## LEARN HOW THE CARRIER 360 SCORECARD WORKS



When you adhere to the App Usage Standards on J.B. Hunt's carrier scorecard, you become an Elite carrier and gain access to additional Perks to help you grow your business. Here's an overview of the new scorecard categories and thresholds that must be met to reach Elite carrier status.

### App Usage and Automation: 90%

Meeting the new app usage and automation thresholds will help streamline your workday and boost your efficiency so you can haul more of your favorite loads—all while providing better service to shippers in the process. Here's a look at what this category includes and some tips to boost your compliance and help you reach the 90% threshold.

#### Driver Assignment

When you accept a J.B. Hunt load, your admin must now assign it to a specific driver. This means each of your drivers must have a user profile (created by an admin) and a Carrier 360 account. Here are the steps to assign your driver to a load:

1. Account admin creates a user profile for each driver.
2. Drivers complete set up of their Carrier 360 account via the email associated with their user profile.
3. When a load is accepted, admin assigns it to a driver by navigating to the Driver Assignment tab.
4. Admin sets the priority of the load for the driver.
5. Admin selects Carrier 360 as the tracking method.
6. Admin sets up notifications for the driver.

*Note: If you are an owner operator, you may be considered both admin and driver.*

#### Tracking Loads

Tracking used to be its own category on the scorecard, but now you'll find it included under App Usage and Automation. Tracking is now a requirement for all J.B. Hunt loads and must be done through the Carrier 360 mobile app. Here's how it works:

1. To help you reach Elite status, be sure that Carrier 360 is selected as the tracking method when the load is assigned to the driver.
2. Ensure all drivers download the Carrier 360 mobile app, log in and enable tracking when prompted.
3. To promote full visibility, the driver must open the app and leave it running in the background—from the time they leave to pick up the load all the way through delivery. It's that easy!

*Note: ELD tracking methods are not compliant with App Usage Standards.*

#### Status Updates

In addition to tracking, to reach Elite status, your drivers must also complete check calls within the Carrier 360 mobile app to update the status of their load.

1. Driver performs check call within the mobile app.
2. If the load is later than expected, driver must select a reason for the delay.

### Loads Completed: 95%

This category measures how often a load is carried all the way through to delivery after the tender is accepted. To reach Elite status, a carrier must maintain a load completion rate of 95% or higher.

## **On-Time Service: 95%**

This key service metric measures how often a carrier arrives on time for pickups and deliveries. Like the load completion score, carriers must provide on-time service for 95% of their loads to be considered an Elite carrier.

## **Volume: One Load/Month**

In addition to the three metrics above, carriers must haul a minimum of one J.B. Hunt load per month to maintain Elite status.

Check out our tutorials in the [Carrier Help Center](#) for more information on tasks like tracking, driver assignment and check calls within the Carrier 360 app. Completing these tasks consistently and correctly will help your scorecard rating in the App Usage and Automation category!