

### Rules

- You will not hear a dial tone when you pick up the receiver of an AVR phone.
- For terminal arrivals and dispatches, you can only use AVR when the facility is closed.
- For butthead arrivals and dispatches, AVR can be used at anytime.
- A violation results when you attempt to use AVR to arrive and dispatch in the same call.
- Arrival and dispatch calls must be placed at least 5 minutes apart.

### Main Menu Options

- 1 Arrive
- 2 Dispatch
- 3 Messages
- 0 Cancel Call

### Basic Commands

- \* Help
- # Repeat Last Statement

### Quick Reference Guide

# AVR

Automated Voice Response

Press  0  1 to call TMS.

Press  0  2 to call parent hub.

Press  0  3 to call PGH Linehaul  
(weekends only).

**FedEx**  
Ground

OP-305AVR

**TMS**  
Transportation Management System

### Login

1. Non-AVR phone: Dial 1-888-TMS-1142 (1-888-867-1142).  
AVR Phone: Press  0  1.
2. Enter Tractor Number and press  #.
3. Enter 4-digit password and press  #.
4. If you have any messages, they will be delivered automatically at this time.

### Arrival

1. Press  1 to perform arrival.
2. Enter your current location ID and press  # (e.g. 152#).
3. Press  1 to confirm that information is correct.
4. If next assignment is a dispatch, listen and record dispatch information.  
Otherwise, hang up the phone.

### Dispatch

1. Before calling, get 5-digit dolly number and last 4 digits of each seal number.
2. Press  2 to perform dispatch.
3. Enter your current location ID and press  # (e.g. 152#).
4. Listen to dispatch assignment.
5. Enter the 5-digit dolly number and press  #.
6. Enter the last 4 digits of each trailer(s) seal number and press  #.
7. Verify that dispatch information is correct.
8. Press  1 to accept or  2 to reject.