



Brokerage Drayage Carrier Handbook

Revised: June 2026

Operational expectations, compliance standards, and procedures for all carriers working with Triple Crown Services.

TRIPLE CROWN

Carrier Requirements

Carriers must maintain 97% on-time performance across pickup, delivery, and overall execution. Loads are considered late when appointments are missed due to carrier-related causes including delays, equipment issues, or failure to communicate timely updates.

Performance below standard may result in corrective action, including reduced freight volume or termination of contract.

Modalview (www.modalview.com) is required for dispatch, updates, and document submission. Drivers must provide updates within 20 minutes of load activity; use of Modalview satisfies most update requirements automatically.

Carriers must be capable of hauling up to 43,500 lbs and maintain sufficient equipment and driver availability to meet service expectations.

Contact Information

Dispatch: 877-250-2899 | TCSDispatch@triplecrownsvc.com

Drivers must contact TCS directly if dispatch is unavailable.

John Kozinski – Operations Vice President

Frank Scimone – Operations Director

Dustin Fell – Safety and Recruiting Director

Peter Whiteman – Operations Manager

Payment

All loads use an 8-digit TCS reference number for tracking, communication, and reconciliation.

Linehaul and fuel are automatically paid once required documentation is received and approved.

Deadhead moves are generated by TCS and dispatched at load assignment; carriers do not create them.

Loaded and empty references should be tracked internally for accurate reconciliation.

Document Submission Requirements

Modalview is the primary method. Alternate: tcsdraypaperwork@triplecrownsvc.com.

Pickup paperwork must be submitted within 24 hours. Delivery paperwork must be submitted within 48 hours.

All documents must include the 8-digit load number and be submitted as one combined file per load.

Failure to meet documentation requirements may delay payment.

Accessorials

All accessorials must be reported prior to service via email to tcsdispatch@triplecrownsvc.com and tcsaccessorials@triplecrownsvc.com.

Failure to report at time of service or obtain signed documentation may result in denial.

Invoices must be submitted within 7 days and no later than 30 days.

Watchdog System

Watchdog is an automated email system sent from tcswatchdog@triplecrownsvc.com.

Carriers are expected to review and respond to notifications daily.

OS&D; / Claims

All shortages, damages, and refusals must be reported immediately.

Photos are required for all OS&D; events.

Pool Management

FIFO procedures must be followed for all drop/hook moves.

Carriers must use the oldest container unless directed otherwise.