Some customers receive a voice mail (or the wrong #), to transfer a new call to the intended party. To Conference a Caller on "line 1" with a caller on "line 2"

1. Press the "CONF" button on your phone. Press again to activate Call Forwarding. OR
2. JAX: Enter *3 to activate and #3 to deactivate.
3. ROC: Enter #9 to activate and #3 to deactivate.

To Send Calls To the Pre-Set Option

- Ask the caller to hold, wait for their response, select the HOLD button. This line will display a fast-blinking green light.
- To answer a new call while active on another:
  - Select HOLD (call will display a fast-blinking green light).
  - Press the button of the incoming call (slow-blinking green light).
  - To return to the call on hold, press the button of the call on hold.

To Pick Up a Call Within a Call/Pick-up Group - (Ask your supervisor who is in your work group)

- Press #7 OR press the preset “CALL PICK UP” button.
- If you operate in a call-queue, you may not have this function.

“Call Forward” and “Send Calls” (2 different functions)

(When your phone is forwarded, it will automatically go to a pre-set option. Your option could be audix / voice mail or another employee. Be sure you know where your calls will go).

To Transfer a Call

- Ask the caller to hold, select the TRNSFR button.
- Dial the party you will be transferring the call to. (You will now be able to speak to the party receiving the call without the original caller on the line). Provide the party with any details you have obtained about the call.
- Select the TRNSFR button again. Your 2 parties will now be connected and you will not be connected any longer.
- Once complete, you can hang up. NEVER transfer a call “blindly”.
- FYI: People who have company cell phones do not have caller id ‘by employee name’ or the option to transfer a call if they get a misdirected call.

Conference Calls - Conference up to 6 parties, including yourself.

- Ask the caller to hold, select the CONF button.
- Dial the party you will be conferencing in on the call. Give the party any details you have about the call.
- Select the CONF button again. Announce that all parties are on the line!
- JAX: If you, the originator, choose to disconnect from the conference call, simply hang up. The other parties will remain connected.
- ROC: If you, the originator, choose to disconnect from the conference call, the other parties will disconnect.

To Conference a Caller on “line 1” with a caller on “line 2”

- Place line 1-caller on HOLD.
- Get line 2-caller on the phone / live.
- Press CONF, press line 1 button, and CONF again.
- All 3 parties should be on the line.

During an attempt to transfer or conference the 3rd party & you receive a voice mail (or the wrong #), to DROP the dialed party

- Press the phone line of your original caller.

OR

1st, determine where your DROP button is located! It may be a "softkey" or a pre-set button on your phone.

- Press the DROP button, which drops the call, leaving you free to press the CONF/TRNSFR button and try again with your original party still connected.
- BE SURE to advise the original party of what you are doing beforehand so they don't think you disconnected them during all the clicking sounds.

Speaker or Speakerphone

Without lifting the handset, you can use the speaker to place a call or use the speakerphone to place/answer a call, or you can use the speakerphone with any feature.

1. Press SPKR
2. Place or answer call, or access selected feature.
3. Adjust the volume if necessary, with Volume Control buttons.

*** Be selective when using speakerphone. Some customers feel it is inconsiderate. It also may be disruptive to your internal customers in your work area.

Last Number Dialed. Press REDIAL on gray phones or #9 on the black phones.

MUTE. Press the MUTE button so the caller cannot hear you. BEWARE! Sometimes, this function is not 100%!!

(REvised 03/29/11)
Select Ring Pattern
1. While receiver on-hook, press CONF button.
2. Continue to depress CONF to hear each of the 8 ringing patterns.
3. If you want to save the ringing pattern currently being played, do not press CONF anymore. You will hear the selected ringing pattern two more times, and then it will be automatically saved.

“Softkey” Features. Your display and softkeys allow you to access up to 12 switch-related features listed on 3 separate menu screens.

1st Screen: Directory (abbreviated as Dir), Drop (Drop) Internal Auto answer (HFAns), and Timer (Timer).
2nd Screen: Priority Calling (PCall), Automatic Callback (AutCB), AD Program (Prog), AD Pause (Pause).
3rd Screen: Leave Word Calling (LWC), Ringer Off (RngOf), Stored Number/View (BtnVu), and Self-Administration (Admin).

To Activate the Softkey Features
1. Press the MENU button. The display shows softkey menu 1.
2. If necessary, press the NEXT button to see the 2nd or 3rd menu.
3. Press the softkey below the feature you wish to access. E.g. to use the System Directory, press the softkey below DIR.

Note: When the feature is activated, after the display screen shows you the digits you are dialing (if appropriate), an arrow appears above the feature. If there is not an arrow above the feature, the feature is off.

The most popular Softkey features utilized are
- Dir = Press MENU, then DIR. The screen instructions say “Please enter name”. Begin typing the last name of the specified party via the number keys. If you happen to be looking for a common name like “Smith”, once the first Smith is displayed, you can press the softkey labeled NEXT which will enable scrolling through the list.
- Drop = (see previous instructions).
- Timer = Allows you to time each call.

Landstar Employee Directory
⇒ You can perform searches, generally or specifically, depending on how many of the prompts you data-fill.
⇒ Once your party is found you have the option of emailing them directly from this page by clicking on their email address.
⇒ You may also print a page by clicking the PRINTER icon.
⇒ Always be sure YOUR name, dept, phone #, etc. is correct!

Errors or changes
• For changes to name, title, department - contact HR.
• Any communication updates (phone, fax, e-mail, etc.) - contact the Help Desk.
  - Jacksonville: email “Helpdesk-Jacksonville” or call ext. 1222
  - Rockford: email “Helpdesk-Rockford” or call ext. 8041
⇒ You may link to the Landstar website by clicking on the Landstar logo, top left of the Employee Directory homepage.
⇒ Popular employee website links are listed on the left side of the Employee Directory homepage.

When Dialing Out
◇ For convenience & to reduce costs, dial the 4-digit extension of Jacksonville & Rockford parties (faxes also) found in the employee directory.
◇ Switchboard for: Rockford - x7000, Jacksonville - x4800.
◇ Also, avoid using any Landstar 800 #s when calling out. Prefixes (800, 888, 877 and 866) are also toll free #s! Use the direct dialed #s when calling out-of-area Landstar locations (like Rockford, etc.) or a local number instead of the toll free #.
◇ Important: NEVER dial an agent’s toll free #. If the agent gives you a call-back number that is toll free, look up the agency speed dial and use that instead.

Speed Dial - Most agents have a speed dial option. These #s can be found in the as400 - Option “PH”. The number 3 must be used prior to the 4-digit number.
◇ If you have a problem with speed dials or agent phone numbers in the as400 are not working, please contact Agency Services Group.

FYI: Work-at-home employees have different phone mechanics than the internal phone system.

Phone Mechanics, Continued
Voice Mail Etiquette

⇒ Our voice mail system has the option of pre-recording two messages and storing them for your reference.
  ◦ Greeting 1 as your main daily greeting
  ◦ Greeting 2 as a message you use when out of the office

⇒ The voice mail prompts will walk you through the instructions.

⇒ If you prefer, you can change your greeting each day, allowing the caller to note the day and date and if you are in the office or not. HOWEVER, if you choose this option, you MUST BE SURE to update the greeting every day!

⇒ Knowing whether or not you’ll be returning messages is common courtesy. If out of the office or on vacation, be sure to change your greeting!

⇒ Be sure to check messages often throughout the day.

⇒ Be sure to return phone calls every day, even if it is simply to say that you have received the message and are working on the answer.

Suggested Outgoing Message

⇒ Greeting 1:
  "Hello, this is Lucy in Accounts Receivable, ext. 1022. Today is Monday, August 1st. I am in the office today however unable to take your call. Please leave me a message and I will return your call as quickly as possible. If you need immediate assistance, please press 0 and you will be transferred to ___. Thank you for calling and have a great / safe day."

⇒ Greeting 2:
  "Hello, this is Lucy in Accounts Receivable, ext. 1022. Today is Monday, August 1st. I am out of the office until Wednesday, August 3rd. Please leave me a message and I will return your call when I return. If you need immediate assistance, please press 0 and you will be transferred to ___. Thank you for calling and have a great / safe day."

Beware of Telephone Fraud

⇒ If someone calls and identifies him/herself as a telephone company technician and requests to be connected to a test number such as 90, 9011, 900, 910, 9180, etc, DO NOT connect.

⇒ Do not accept collect calls or connect anyone to an outside line (they can then dial long distance from wherever they are calling from).

⇒ Notify Help Desk immediately, ext. 1222 or 8041
Voice Communications Department

⇒ To report a problem or to request a change

Jacksonville: email “Helpdesk-Jacksonville” or call ext. 1222
Rockford: email “Helpdesk-Rockford” or call ext. 8041

Changes (i.e.: coverage paths, hunt groups, etc.) should be requested by management only.

⇒ To request a new phone, a new phone line, or to move a phone

◊ New services or equipment, require a CPR (Communications Project Request)
◊ CPRs for purchases require the signature of a VP or CFO
◊ Email CPRs electronically to: “ISRequestsJacksonville” or “ISRequestRockford”

Work groups who “LOG ON & OFF” of phones, please see your supervisor for detailed instructions.
For reference, here are some definitions of the process

Q-CALLS button-When lit, this means there are calls in queue waiting to be answered!
RONA- If your call window displays RONA, this call rang 3 times on another rep’s desk, went unanswered, and re-routed to you. This also places the rep that did not answer in AUX-WORK, therefore unavailable for calls.
LOGON- Rep is logged into a split or skill
LOGOFF- Rep is logged out of a split or skill
ACDIN- Rep is on an inbound ACD call
AUX- Auxiliary Work. Situation in which the rep is unavailable for an inbound call and is engaged in call-specific work
AUXIN- Rep is on an inbound call while in AUX work or available
AUXOUT- Rep is on an outbound call while in AUX work or available
AVAILABLE- Rep is available to take ACD calls
OTHER- Rep has call on hold, transferring a call, etc.

** Phone reports are available for all extensions

If you receive a company-provided mobile phone from Voice Communications, be sure to receive written instructions on how to utilize the functions.
DO’s

- Keep message short and limited to a single subject
- Use subject line to advise the recipient of the content of the message
- Clarify the intent of your communication
- Maintain awareness of the person receiving your e-mail and the effect your communication is likely to have upon him or her. Attempt to be conscious of both self and others as you write
- Write directly and clearly. Consider how the recipient might misinterpret your language. Take more time to explain thoughts that might easily be misinterpreted
- Use proper upper case and lower case lettering. Upper case comes across as SHOUTING
- Use “high importance” tagging when necessary - but even better, call or visit directly!
- Don’t use e-mail to breach a normal chain of command
- Don’t use FYI in the subject line or message if action is required
- Don’t use “high importance” coding if the issue is not urgent
- Don’t assume the recipient will view the message in the exact style in which it was sent
- Don’t assume the recipient will read your e-mail immediately
- Don’t assume the recipient will keep the e-mail confidential
- Don’t use sarcasm
- Don’t assume the recipient understands the tone in which the e-mail was sent
- Don’t send more information than what is needed or specifically requested
- Don’t rely on base assumptions
- Don’t assume anything. If the sender didn’t state it, don’t assume it

DON’TS

- Carbon copy “to” your manager if the request is unclear, questionable or outside your scope of responsibility
- Send an e-mail to multiple people simultaneously without permission
- Copy anyone on an e-mail who is already on a copy
- Use “high importance” coding if the issue is not urgent
- Use FYI in the subject line or message if action is required
- Use emoticons or other forms of Internet shorthand (<grin> <frown> <wink>) if doing so will help understand your communication. This can help lighten the interaction and ease any conflict
- Don’t use Microsoft “spell-check” before sending the e-mail
- Use “Out of Office” assistant

When out of the office, be sure to use the “Out of Office” assistant

Thank you and have a safe week.

I will be out of the office the week of August 12th, returning Monday, August 19th. I will respond to all messages at that time. If you need immediate assistance, please contact ext. 2929.

If you forget to turn it on before you leave the office, to access your Microsoft Outlook from any computer - logon to: “https://netmail.landstar.com/OWA”
E-mail is an exceptional way to communicate in the business world today. However, e-mail does not convey emotions as face-to-face or even telephone conversations. It lacks vocal inflection, gestures, and a shared environment. Your correspondent may have difficulty telling if you are serious or kidding, happy or sad.

E-mail Etiquette

Don't send general information - Be specific

Proof-read and spell-check before you send

Stick to the facts

Remove all emotions

Don't give more information than needed

Confirm the e-mail contains only one issue

Clearly state what action is needed

Before you send an e-mail:

Stick to the facts

Remove all emotions

Confirm the request is within your scope of responsibility

Clearly identify what action, if any, is requested

Before you respond to an e-mail:

Before you respond:

Clearly identify what action, if any, is requested

Follow, are some tips:

With e-mail, you need to be very, very careful about the context you include.

In most cases, e-mail is not an exception to communicating in the business world today. However, e-mail is not a face-to-face conversation, it lacks vocal intonation, gestures, and a shared environment. Your correspondent may have difficulty telling if you are serious or kidding, happy or sad.
## Employment Terminology

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<td>BCO &amp; Agent</td>
</tr>
<tr>
<td>Independent Contractor, Independent Businessperson, Owner - Operator</td>
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<tr>
<td>Driver</td>
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<tr>
<td>Employee</td>
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**Let’s Learn to Use Independent Contractor Language**