

www.emptymiles.org

Frequently Asked Questions

Why Subscribe to the VICS Empty Miles Service?

The value of reducing the number of miles trucks travel when empty has reached an all-time high. The VICS Empty Miles program will help companies simultaneously increase income and control transportation costs, while reducing their carbon footprint. By helping companies find conveniently located loads for many of the empty return trips for their trucks, the VICS Empty Miles program will enable companies to save money and reduce emissions. The following points highlight the rationale for using Empty Miles.

- We are in tough economic times
- Empty trucks are consuming time and fuel on return legs of dedicated freight lanes
- Companies are paying a premium on outbound freight to cover retuning empty trucks
- Costs of truck operation is escalating and contributing to increased supply chain cost
- Fuel costs are volatile
- Truck shortages are likely in the next 18-24 months as the economy rebounds
- Driver supply is an on-going problem
- Sustainability is permeating corporate strategies.

When should I use VICS Empty Miles?

Empty Miles focuses on overlapping power lanes—the truck routes that companies use repeatedly and regularly. Empty Miles is not a “broker board” or “route list” for finding truckers to handle one-time shipments. Manufacturers and retailers with private or dedicated fleets who want to enter into longer term back haul arrangements will find Empty Miles valuable and cost effective. VICS Empty Miles will provide a low-cost service that matches empty return trips with conveniently located potential loads resulting in gain sharing for both shipper and carrier.

How does VICS Empty Miles Work?

Companies will input their empty lanes into the VICS Empty Miles service. The empty miles repository will be queried by companies wanting to identify carrier capacity. Upon finding a match based on the query criteria the companies contact each other and negotiate off line using tools provided by the VICS Empty Mile service.

The VICS Empty Miles service is provided by the VICS Collaboration Zone, which will be administered by GS1 North America. At the VICS Collaboration Zone’s Empty Miles Portal, companies using Empty Miles will:

- Register their company profile, users and transportation information (along with credit card payment information)
- List empty lanes, equipment, environmental requirements, driver certification and other definitive information that will provide an accurate match
- Search to identify matches
- Negotiate (off line) using Empty Miles tools (ROI Calculator and process checklists) to reach agreement including cost, rules of engagement, metrics and contractual agreement
- Update information to assure info accuracy (keeping the listings data fresh)
- Assess performance with metrics and reporting.

Are there any value added tools contained in VICS Empty Miles service?

Benefits Calculator - simplifies the cost/benefit analysis for filling an empty lane. The Empty Miles Benefits Calculator automates the process of simulating costs, revenues and determining the returns that accrue using the subscriber's specific data. In addition it calculates the CO₂ emissions reduction associated with eliminating the empty backhaul.

Where do I find VICS Empty Miles service?

VICS has created a web-based system called the VICS Collaboration Zone. The Collaboration Zone will enable companies collaborate with trading partners using specific messaging and workflow applications that solve specific real business problems.

Collaboration Zone's first service will be Empty Miles, in which VICS members and other subscribers match their returning empty trucks or potential loads with other companies' loads or returning trucks across North America. You can access VICS Empty Miles by going to www.emptymiles.org

How do I register for the VICS Empty Miles service?

Go to www.emptymiles.org and follow the registration prompts.

How much does Empty Miles cost?

The annual subscription for VICS members is \$1,600.

The annual subscription for VICS affiliates (VICS trading partners) is \$1,850.

Is training for the VICS Empty Miles available?

Go to www.emptymiles.org and access the video training link you will find on the home page.

Is there online and live technical assistance for VICS Empty Miles?

If assistance is required, use the contact us link to send a message to the Empty Miles support team. Alternatively, you can call the number listed on the "Contact Us" page.

How does the VICS Empty Miles service address privacy?

A number of measures are employed to protect your privacy:

- The Empty Miles website and your internet browser work together using SSL technology to encrypt all information sent to and received from the website.
- Access to the site is restricted to members only and searchable power lane information does not identify the owner of the power lane.
- Searching of the power lane database is anonymous and private. Only the member performing a search sees the parameters and results.
- All email communications generated by Empty Miles contain none of the content stored in the system. They simply prompt the registered user to log in to the secure site to review their messages.

How do trading partners communicate through the VICS Empty Miles service?

The service facilitates member-to-member contact by enabling shippers to send an alert to the owner of a power lane they are interested in. All other communications between the two members employ conventional email/phone/fax methods.

How are administrative issues (such as invoicing, taxes, EDI standards, etc.) addressed in the VICS Empty Miles service?

Empty Miles is primarily a matching service for shippers and carriers to identify back haul opportunities. Once a match is found the two parties go “offline” and negotiate how their partnership will operate. Potential back haul partners can use the Back Haul Partnership Checklist found in the Empty Miles toolbox. The checklist leads you through the administrative processes that need to be agreed to by both parties.