

Sunset Transportation COVID-19 FAQ

Sunset Transportation is following the [CDC guidelines](#) for business continuity during the COVID-19 pandemic. This information is extremely fluid and changing hourly -- please check back frequently additions to our COVID-19 FAQ. The latest FAQs can be found [HERE](#).

The safety of our employees, customers, and carriers is our priority; we will remain in constant contact to ensure timely and transparent communication.

Last Updated: March 24, 2020 9:00am

Question	Answer
What is Sunset's readiness plan for employees during the COVID-19 pandemic?	Sunset has made accommodations to remain operational throughout the COVID-19 crisis. All employees have the ability, necessary equipment, and connectivity to work remotely using a variety of communication tools. Our operations teams are fully equipped to serve customers 24/7.
How will Sunset manage customers contingency plans?	Sunset customers will be receiving a short survey via email to quickly communicate operational changes affecting shipping and receiving. This information will be stored in Sunset's TMS and is readily available to all customer representatives. We will be updating contingency plans as new government restrictions are enacted. We highly encourage customers to share their contingency plans with their Sunset Account Manager to ensure maximum communication and risk mitigation.
Will all three shifts be operational at Sunset?	All three shifts will remain operational at this time.
How can I get in touch with my Sunset Account Manager if they are working remotely?	Sunset team members will be forwarding their work phone to cell phones if working remotely. Check email signature lines for the best number to reach your Account Manager. If you are not sure who your account manager is, please reach out to Jill Gross at jgross@sunsettrans.com .
Does Sunset have other offices where operations could be shifted to keep operations running?	Yes, Sunset has seven (7) branch offices throughout the US and MX. Sunset remains flexible and can shift any necessary work functions to our corporate office should the need arise.
Can Sunset help me with spot rates and expedites?	Yes! If you are experiencing capacity issues, Sunset is prepared to provide spot quotes on any shipments you are struggling with. We expect capacity to tighten, which can happen very swiftly. For spot quotes, please contact your Sunset Account Manager. If you are not sure who your account manager is, please reach out to Jill Gross at jgross@sunsettrans.com .

<p>What states are currently experiencing some version of “shelter in place”?</p>	<p>California Connecticut Delaware Florida (<i>Miami only currently</i>) Illinois Indiana Kentucky Louisiana Michigan Missouri (<i>Columbia, Kansas City and St. Louis only currently</i>) Nevada New Jersey New Mexico New York Ohio Oregon Pennsylvania Tennessee (<i>Nashville only currently</i>) Texas (<i>Dallas and San Antonio only currently</i>) Washington West Virginia Wisconsin</p>
<p>How are LTL carriers operating during this time?</p>	<p>Most LTL carriers are:</p> <ul style="list-style-type: none"> • Having drivers wear disposable gloves during pickup and deliveries • Drivers will maintain 6 feet of separation from others. • Delivery receipt will be “No Signature Required” to limit customer contact • Drivers will not perform Inside Delivery services • Drivers will not be required to enter terminals before their scheduled routes to minimize exposure to other team members.
<p>Where can I find the most updated information for LTL carriers?</p>	<p>Visit the carrier’s website for more information (many listed below), or check with your Sunset Account Manager: AAA Cooper: https://www.aaacooper.com/ Averitt: https://knowledgecenter.averittexpress.com/news/coronavirus-update Estes: https://www.estes-express.com/resources/covid-19-faqs FedEx Freight: https://www.fedex.com/en-us/coronavirus.html Holland: http://www.hollandregional.com/news/index.shtml Old Dominion: https://www.odfl.com/Home/ R+L: https://www.rlcarriers.com/company/news Roadrunner: https://www.rrts.com/notice-of-essential-business/ SAIA: https://www.saia.com/tools-and-resources/service-updates SEFL: https://www.sefl.com/vspdfdocs/SEFLBusinessContinuityPlan.pdf?ver=1 XPO: https://news.xpo.com/2390/how-were-responding-to-covid19/ YRC: https://www.aaacooper.com/</p>