



## **Student Study Guide**

### **Step One — Build Your A-O-S System (Phase One)**

This study guide is designed to be used **after** you listen to the Step One training session.

Your goal in Phase One is simple:

**Build your A-O-S — your Administrative Operating System — before you chase revenue.**

Because in logistics, your equipment doesn't protect you.  
Your motivation doesn't protect you.

**Your system protects you.**

And in 2026, the market punishes operations without structure.

### **What you're building in Phase One**

Your **A-O-S** is the operating machine that allows you to:

- Research freight like a professional
- Verify risk before you sign anything
- Move loads legally and safely
- Control documents, billing, and collections
- Create consistent outcomes you can repeat

If you can't repeat it, you can't scale it.

### **Your Phase One scoreboard**

By the end of Phase One, you should be able to say:

- "I can explain my system in plain words."
- "I can show my A-O-S workflow on one page."
- "I have an organized compliance binder — digital and physical."
- "I have a weekly freight research routine."
- "I have a credit-first paperwork and funding process."

- “I have standard communication templates.”
- “I have a basic tech stack and file structure.”
- “I can replicate the system per truck.”

If you cannot check those boxes, you are not ready for Phase Two.

## **Non-negotiable mindset rules**

### **1) Patience is a system requirement**

Do not quit your day job too early.

Do not shut off your power source while you're still building.

Your A-O-S is a runway.

No runway — no takeoff.

### **2) Delivered isn't complete until funded**

If you move freight first and think about cash second, you are building a business designed to collapse.

### **3) You are not a “dispatcher”**

At Freight University, the load gets dispatched.

But the person is a **Professional Logistics Service Provider**.

Your identity is the system.

## **What to do next: Phase One implementation steps**

Use this as your practical checklist. Don't rush. Execute.

### **Step A — Build your Compliance Runway (Week One)**

Create **two compliance binders**:

1. **Physical binder** with tabs
2. **Digital folder system** that mirrors the tabs

Minimum tabs to start:

- D-Q-F (Driver Qualification File)
- E-L-D / Hours of Service
- Maintenance & Inspections

- Insurance & Certificates
- Drug & Alcohol / Clearinghouse
- Safety Policies
- Incident/Accident Process
- Audit Readiness

Your job is not to “fill it perfectly” in day one.

Your job is to **build the structure** so it can be filled and maintained.

### **Step B — Build your Weekly Freight Intelligence Routine (Week One and ongoing)**

Pick **three lanes** and study them every week.

Every week you answer:

- What do rates look like this week?
- What does capacity look like?
- What days do loads move?
- What industries are shipping right now?
- What commodities are steady?
- Where are the dead zones?

Your goal is to become dangerous with lane awareness.

Freight research is not something you “do once.”

Freight research is what you become.

### **Step C — Build your Credit-First Funding + Paperwork Flow (Week Two)**

Build a written process for:

- Verifying who you’re working with
- Confirming payment terms
- Protecting paperwork
- Handling proof of delivery
- Invoicing
- Tracking accounts receivable
- Following up until paid

This is your **A-O-S Payment Protection Flow**.

Write it. Save it. Use it.

### **Step D — Build Communication Standards (Week Two)**

Create your standard templates:

- Pickup Confirmation
- Delivery Confirmation
- Delay Report
- Detention Request
- Layover Request
- Lumper Reimbursement Request

This is professional operations.

If you don't standardize communication, your business leaks money through mistakes.

### **Step E — Build your Technology Stack (Week Three)**

You don't need a "perfect stack." You need a working cockpit.

Minimum components:

- A T-M-S or structured workflow tool
- File storage system for Rate Cons, B-O-Ls, P-O-Ds
- Tracking and update process
- Calendar discipline
- Standard naming system for every load

If you don't have structure, you don't have scale.

### **Step F — Design for staffing from the beginning (Week Three)**

Even if you start alone, the system must be designed so other people can run parts of it.

That means you document:

- Processes
- Checklists
- Templates
- Responsibilities

If everything depends on you remembering, you don't have a system.  
You have stress.

## **“Join a built system” decision rule**

If you are not willing, able, capable, and financially stable enough to build the system correctly...

**do not attempt to do this alone.**

Step into an operation that already has:

- Checklists
- Flow
- Compliance
- Back office
- Training
- Structure

This is leverage.

It allows you to produce results while you're still learning.

## **Your Freight University learning plan**

### **Stay inside Freight University**

Your A-O-S must include continuing education as a built-in function.

Not when you feel like it.

Not when things get slow.

**Scheduled. Built in. Non-negotiable.**

### **How to use the training portal (top to bottom)**

Your assignment is to go through the portal **in order**, not randomly.

1. Start at the top of the training portal
2. Listen to every supporting lesson that connects to A-O-S domains:
  - Compliance and safety fundamentals
  - Freight research and lane intelligence
  - Credit-first dispatch discipline
  - Documentation and billing flow

- Fraud prevention and verification
- Professional communication standards
- Technology stack and workflow design
- System replication per truck

3. Take notes in a single “A-O-S Playbook” document you update weekly

Your goal is to create a single home for your operating system.

### **Phase Two readiness**

Phase Two is where your A-O-S gets tested.

Phase One is building.

Phase Two is execution at speed.

If Phase One isn't built, Phase Two will break you.

**Be prepared for Phase Two — or your business will fail.**

### **Signs you're ready for Phase Two**

- Your A-O-S is written and organized
- Your weekly research routine is consistent
- Your paperwork and funding flow is documented
- Your communication templates are built and used
- Your tech stack is stable
- You can explain how the system replicates per truck

If any of those are missing, stay in Phase One and tighten the system.

### **Weekly discipline schedule (simple and effective)**

Use this structure until it becomes automatic.

- **One day per week:** Freight research lane study (one hour)
- **One day per week:** A-O-S system update (one hour)
- **One day per week:** Education inside Freight University (one full lesson + notes)
- **Daily:** Five-minute file discipline (documents, naming, organization)

Consistency creates control.

**Final instruction**

Stay inside Freight University.

Your system is not a one-time build.

It is a living operating machine.

It must learn.

It must update.

And if your system doesn't learn... it dies.

Phase Two is next.

Come prepared.