

BIG BLUE NEWS

MAGNUM'S NEWSLETTER

February 2026

SERVICE THAT SHOWS UP

Customer Service at Magnum goes beyond one department or location. Across our five divisions, these teams work together to keep freight moving, solve problems quickly and deliver a reliable experience. Their work often happens behind the scenes, but the impact is felt across the entire network.

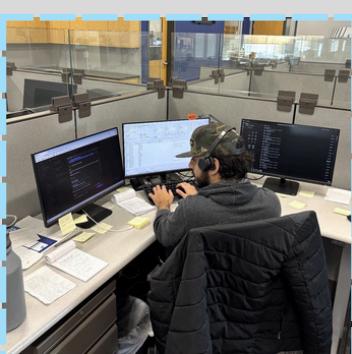


2026 Best Place to Drive

LTL CUSTOMER SERVICE

Our LTL Customer Service team is the front line of the customer experience. They manage emails, queues, calls, and tracking updates while navigating multiple systems to keep freight moving.

As a trusted escalation point, they turn problems into solutions and proactively address issues before they grow. Spread across multiple states, they stay connected through strong collaboration and fast communication.



2026 ELITE FLEET

We're proud to announce we've been named a Certified Elite Fleet Carrier by the Truckload Carriers Association (TCA) for 2026, marking our second consecutive year earning this prestigious recognition.

BENEFITS UPDATE

Have you checked out the new Magnum Benefits tab in UKG yet? It is your go-to spot for plan summaries, direct website links, and other helpful benefits info. **Reminder:** Magnum's vision provider for 2026 is VSP.

MAGNUM BIG BLUE CLUB

Don't forget to check out the Big Blue Club Official Rule Book, available in UKG under the One Magnum tab. This program recognizes drivers across all divisions who demonstrate excellence in safety, reliability, and professionalism. Drivers are recognized monthly through clear performance criteria, including safety scores, compliance, and professional driving behaviors, with opportunities to earn recognition across three tiers. Reviewing the rules helps you stay eligible and position yourself for monthly recognition and end of year bonus entries.

TRUCKLOAD & LOGISTICS

In Truckload and Logistics, Customer Service shows up through Operations. This team manages customer relationships, prioritizes freight, and keeps communication flowing between customers, planners, and drivers.

Their days are fast-paced and unpredictable. From filling network gaps to handling last-minute challenges, they adapt quickly and find solutions, even in a tough market.