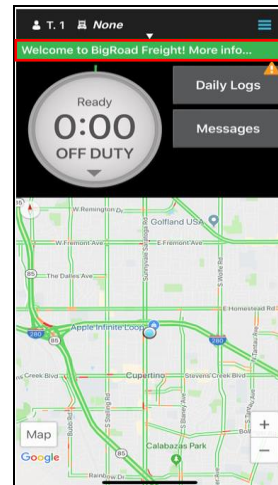# Working with BigRoad Freight

ABOUT BIGROAD FREIGHT

Big Road Freight, a Fleet Complete company, is an on-demand freight marketplace that matches freight from Shippers and Brokers to Drivers. It is a load matching platform that gives owner-operator drivers the ability to maximize their Hours of Service and increase their earnings by matching loads, which maximizes the utilization of their vehicle. More importantly, drivers can see upfront how much they will get paid and determine when they will work. Suggested loads are in real-time, 24 hours a day and 7 days a week based on their driver's preferred location, their availability and their BigRoad Freight Driver Profile.

SIGN UP FOR BIGROAD FREIGHT

Before a Driver can use the BigRoad Freight mobile app they first need to set up their user preferences. This information is used by the mobile app to Match and then Suggest loads that are best suited for the driver to take on.

1. Login to the BigRoad Mobile App
2. Tap the **Welcome to BigRoad Freight!** green banner on top of the *Home* page
3. Tap **Get Started** from the bottom of the page
4. On the *Can you Tell Us More About Yourself* page, complete the fields as necessary
5. Tap the **Save and Continue** button
6. On the *What are your Trucks and Equipment type* page, select the checkboxes next to the Trucks and Equipment that you will be using to perform the loads with
7. On the *We would like to know your preferred lanes* page, select the checkboxes next to the States/Provinces that you want to perform loads in
8. Select the checkbox next to **I follow the money**! **To have** full visibility of what can be earned for all loads in the United States
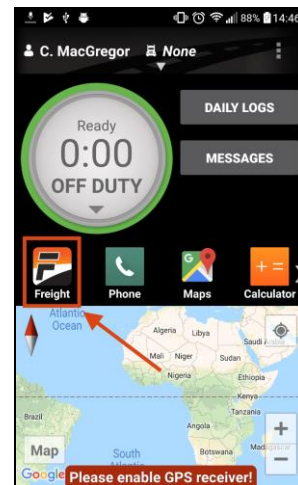9. Tap the **Save and Continue** button

   Note: Tap the **Skip and Continue** button to proceed with the sign-up process without specifying a region.

ACCESS BIGROAD FREIGHT

Once the Sign-up process is completed, BigRoad Freight is listed as a button on the BigRoad Mobile App.

1. Login to the BigRoad Mobile App
2. Tap the **Freight** button on the *Home* page
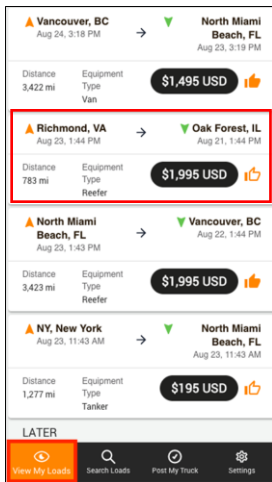
VIEW MY LOADS

This page allows you to view all the suggested Loads. It displays load matches in a chronological order with the following details:
- Pick-up location
- Drop-off location
- Distance
- Equipment Type
- Load Payment
- Like button

1. Complete steps 1-2 from Access BigRoad Freight above.
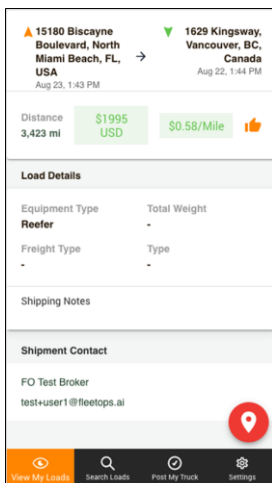2. The View My Loads page displays by default

VIEW THE LOAD DETAILS

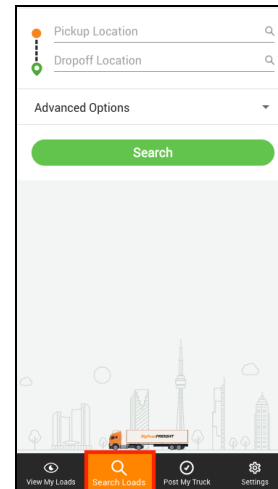The *Load Details* page displays additional information about the matched Load.

1. On the *View My Loads* page, tap a matched Load to see the details
2. The Load Details page includes the following information:
   - **Load Header** indicating the posted Distance of the Load in miles, followed by the Load Payment and the Per Mile Rate
   - **Load Details** indicating the Equipment Type, Total weight, Freight Type and Shipment Notes
   - **Shipment Contact** indicating name of the broker whom the driver can contact to secure the posted load

SEARCH FOR LOADS

The Search Loads page helps drivers search for loads based on Pickup & Dropoff Locations.

1. Complete steps 1-2 from Access BigRoad Freight on page 1.
2. On the *View My Loads* page, tap the **Search Loads** button
3. On the *Search Loads* page, type the ***Pickup Location***
4. Tap the **Search** button
5. A list of all the load matches based on the Pickup Location display
6. Alternatively, to include more Advanced criteria, tap the **Search** button and type the ***Pickup Location***
7. Tap the **Advanced Options** dropdown arrow
8. Tap the **Equipment Type** dropdown arrow and from the list specify the type of Equipment that you have
9. Tap the *Pickup Date* **Calendar** button to indicate when you are available for the pickup
10. Tap the *Dropoff Date* **Calendar** button to indicate when you are available for the drop off
11. Tap the **Radius** dropdown and select a preferred radius to indicate how far you are willing to travel from the Pickup location
12. In the *Rate* section, type the preferred per mile **$/Rate**
13. Tap the **Total Weight** dropdown arrow and select the preferred load weight
14. Tap the **Search** button

Note: If no loads are found, the following message displays: ''Sorry, we couldn't find any loads that match your search.'' Drivers can try expanding their radius or use the Post My Truck feature and let the loads come to them.

POST YOUR TRUCK

The Post Your Truck page helps the Mobile App match loads to the Drivers. This feature allows drivers to broadcast their location and availability to enable matches to be sent to them.

1. Complete the steps 1-2 from *Access BigRoad Freight on page 1.*
2. On the *View My loads* page, tap the **Post my Truck** button
3. On the *Post my Truck* page, type the **Pickup Location**
4. Tap the **Post** button
5. Click the **View My loads** button on the bottom of the page to view the matches based on the Pickup Location
6. Alternatively, to include more Advanced criteria, tap the **Post my Truck** button and type the *Pickup* and *Dropoff Location*
7. Tap the **Advanced Options** dropdown arrow
8. Tap the **Equipment Type** dropdown arrow and from the list specify the type of Equipment that you have
9. Tap the **Calendar** button in the *Available Date* section and select a date to indicate the date you are available for the pickup
10. Tap the *Expires On* **Calendar** button to indicate the date when you are available until
11. Tap the **Radius** dropdown and select a preferred radius to indicate how far you are willing to travel from the Pickup and Dropoff locations
12. In the *Rate* section, type the preferred per mile **$/Rate**
13. Tap the **Post** button

SETTINGS

1. Complete steps 1-2 from *Access BigRoad Freight on page 2*
2. Tap *Settings* from the bottom of the page
3. The **Settings** page includes the following options:
   - Profile
   - My Truck
   - General

PROFILE

The *Profile* section allows users to update their contact information.

1. Tap the **Pencil** button on the right-hand side of the *Profile* section
2. Update the **Mobile Number** as necessary
3. Tap the **Pencil** button again
4. Click the **Save** button

MY TRUCK

The *My Truck* section allows drivers to update the Equipment information and their preferred *Rate of Pay*.

1. Tap the **Pencil** button on the right-hand side of the *My Truck* section
2. Update the **Equipment** and **Preferred Rate** of pay as necessary
3. Tap the **Pencil** button again
4. Click the **Save** button

GENERAL

The General section has the following areas:
- Terms of Service
- Send Feedback
- Log out

LOG OUT OF BIG ROAD FREIGHT

You can log out of Big Road Freight by navigating to the Settings page.

1. Login to the BigRoad Mobile App
2. Tap the **Freight** button on the *Home* page
3. Tap *Settings* from the bottom of the page
4. Tap the **Log Out** button to exit out of Big Road Freight