

About BigRoad Freight

WHAT IS BIGROAD FREIGHT?

- [BigRoad Freight](#) is a new program that acts as a **Personalized Load Board** for Owner Operators and Dispatchers of small fleets.
- We send you load opportunities based on your preferences (preferred lanes, equipment type...)
- When we find a good load for you, it will show in the **My Loads** section of your BigRoad Freight app. We will also alert you via push notification and email.
- You can also Search for loads and Request loads
- Start by watching the short videos linked below. They will show you everything you need to know to get the most out of this service.

OWNER OPERATORS

- [App Overview](#)
- [Introducing the App Screens](#)
- [Your Personalized Load Board](#)
- [Using Search to Find Loads](#)
- [Requesting a Load](#)
- [Settings](#)

FLEET DISPATCHERS

- [App Overview](#)
- [Quick Start Guide](#)
- [Your Personalized Load Board](#)
- [Using Search to Find Loads](#)
- [Requesting A Load](#)
- [Settings](#)
- [Fleet Mode Driver Experience](#)

HOW IS THIS DIFFERENT FROM A LOADBOARD?

BigRoad Freight doesn't just connect you to a marketplace of shippers and 3PLs - we *match* you to loads based on your equipment and preferences so you have a higher chance of winning the load.

HOW DO YOU MATCH ME TO LOADS?

- We use your preferences (preferred lanes, equipment type...) to find you matches
- The more that you use the app, the smarter it gets at finding loads that you like
- You can also [Request a Load](#) to help us find you a match the next time your truck will be empty and [Search](#) for loads to see what other loads are available

WHERE DO THE LOADS COME FROM?

We have relationships with shippers, 3PLs and manufacturers and are also integrated with a number of load boards.

WHAT'S YOUR MC NUMBER / ARE YOU A BROKER?

We are not a broker so we do not have or need an MC. We're more similar to a load board except we match you to loads that we think work well for you

WHAT EQUIPMENT TYPES CAN YOU PROVIDE LOADS FOR?

- Loads for **Vans**, **Reefers** and **Flatbeds** are the most common but we also service many specialized types of equipment
- The entire list is below:
 - Van
 - Reefer
 - Flatbed
 - Stepdeck
 - Double Drop
 - Low Boy
 - Auto Carrier
 - Tanker
 - Hopper Bottom
 - Container
 - Conestoga
 - B-train
 - Dump Trailer
 - Power Only
 - Dry Bulk

WHO CAN USE BIGROAD FREIGHT?

The program is currently available to:

- Select Owner Operators and Company Drivers with their own authority
- Select Dispatchers managing small fleets

I WANT TO USE BIGROAD FREIGHT BUT DON'T USE BIGROAD

This service is only available to BigRoad users - [Contact one of our reps](#) and we'll get you setup quickly

WHO PAYS ME FOR THE LOAD?

The shipper / 3PL is responsible for all fees, rates and other costs (eg. detention). BigRoad Freight simply connects you with load opportunities

HOW LONG DOES IT TAKE TO GET PAID?

- Usually within 15-30 days but this depends on the shipper / 3PL providing the shipment
- Make sure to get these details and anything else you need to know when you connect with the shipper / 3PL

HOW DO YOU DETERMINE THE PER MILE RATE?

- The per mile rate is an estimate based on the total rate for the load and the distance between pickup and dropoff
- Your per mile rate may vary if your route is shorter/longer than our estimate
- For Example, a load paying \$3000 with a 1,000 mile distance between pickup and dropoff works out to \$3 / mile ($\$3,000 / 1,000 = \3.00)

DO YOU PROVIDE ROUTING?

We do not provide routing at this time. We show you an estimated route based on the distance between pickup and dropoff locations but you may find that you need to take different routes / detours in order to deliver your load.

THE RATES ON THESE LOADS ARE TOO LOW

Rates are negotiable. A shipper / 3PL may start with a low offer but you can and should negotiate with them when you connect for a conversation

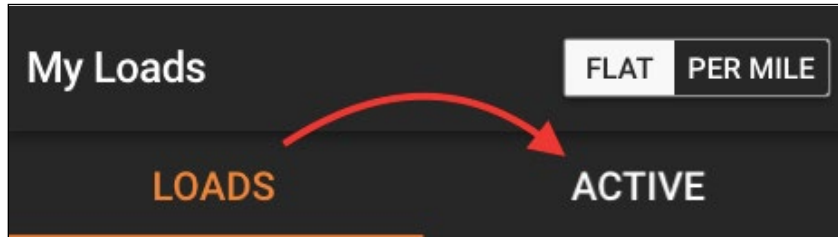
DO YOU PROVIDE FACTORING?

We do not currently provide factoring.

Using BigRoad Freight

WHAT HAPPENS AFTER I "EXPRESS INTEREST" IN A LOAD?

- You'll get an email confirmation that also includes the load details and contact information of the poster of the load
- The load moves from the **Loads** tab to the **Active** tab of the **My Loads** page
 - Come back to this section to easily reference these loads



- We'll share your details with the broker or shipper via email to let them know you're interested. Keep in mind that not everyone checks these emails proactively so if you see a load you like, you should call right away.

HOW COME SOME LOADS DON'T SHOW A PRICE?

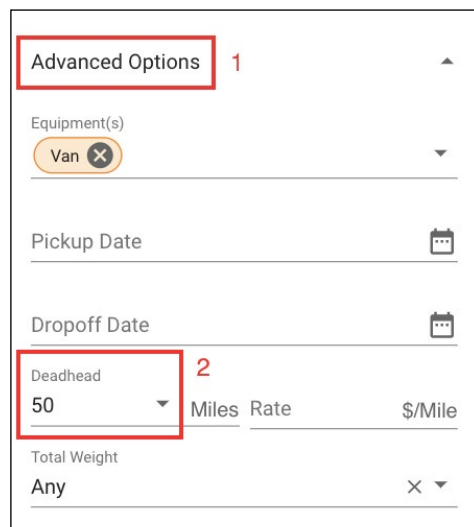
•



- This depends on the shipper / 3PL that posted the load. If they provide a rate, we'll share it with you. If no rate is posted, discuss rate when you connect via phone or email.

WHAT IS THE DEFAULT DEADHEAD WHEN CONDUCTING A SEARCH OR REQUESTING A LOAD?

- 50 miles is the default setting
 - This can be changed to your preferred deadhead in **Advanced Options**



I ACCEPTED A LOAD BUT CAN NO LONGER TAKE IT

- Contact the shipper / 3PL as quickly as possible and let them know
 - Their contact details can be found in the email we sent after you expressed interest or at the bottom of the screen in your BigRoad Freight app (under **Shipping Notes** or **Shipment Contact**)

WHERE DO I GET THE BILL OF LADING, LOAD TENDER, INVOICE AND OTHER DOCUMENTS?

The shipper / 3PL is responsible for all documents

DOES LOGGING OUT OF BRF LOG ME OUT OF THE BIGROAD TRUCKING LOGBOOK APP?

No. Logging out of BigRoad Freight **does not** log you out of your Bigroad Trucking Logbook app

HOW DO I GO FROM BIGROAD FREIGHT BACK TO THE BIGROAD TRUCKING LOGBOOK APP (MOBILE)?

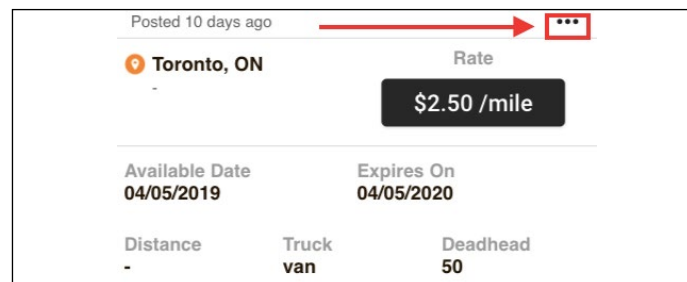
- **iOS** - Tap the back button
- **Android** - Tap the ←**arrow** in the top left corner of the screen

CAN REQUEST A LOAD POSTINGS BE EDITED?

No, but you can delete the posting and request another load

HOW DO I DELETE LOAD REQUESTS (FROM THE REQUEST A LOAD SECTION)?

- Go to the **Request a Load** section of the app
- Find the load request that you want to delete
- There are 3 dots in the top right corner of the load - tap or click these dots with your finger/cursor
 - When the delete button appears, click **Delete**



WHAT IF I DELIVERED THE SHIPMENT AND THE SHIPPER / 3PL WON'T PAY ME?

- The company providing the load is responsible for paying you
- Please get in touch with our team and we'll do our best to help solve this for you:
 - **Call:** 1-877-228-1167
 - **Email:** freight@bigroad.com
 - Please include:
 - ♦ Your name
 - ♦ Company name
 - ♦ Contact information
 - Description of load
 - ♦ Pickup/Dropoff Date
 - ♦ Pickup/Dropoff Cities
 - ♦ Commodity
 - Description of issue

Fleet Mode Questions

WHAT IS FLEET MODE?

Fleet mode is a new feature that extends BigRoad Freight to small fleets. It empowers dispatchers to find and assign loads to their drivers.

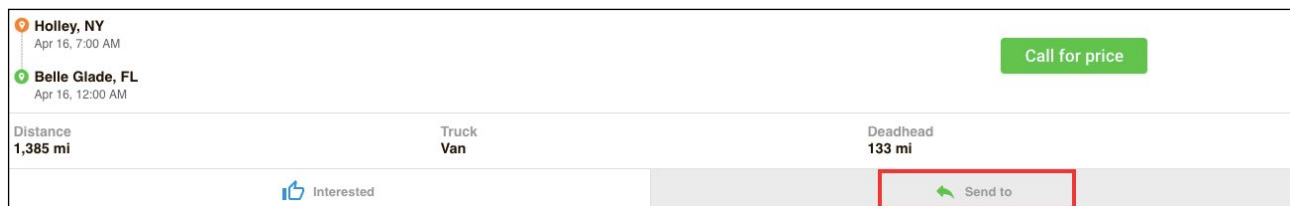
HOW CAN DISPATCHERS GAIN ACCESS TO FLEET MODE?

- We are releasing invites to early users for Fleet Mode.
- If you are part of this initial group, you will see an option for **Freight** when you open the menu in your BigRoad Web App.
- We expect to release Fleet Mode to all other small fleets in the near future.

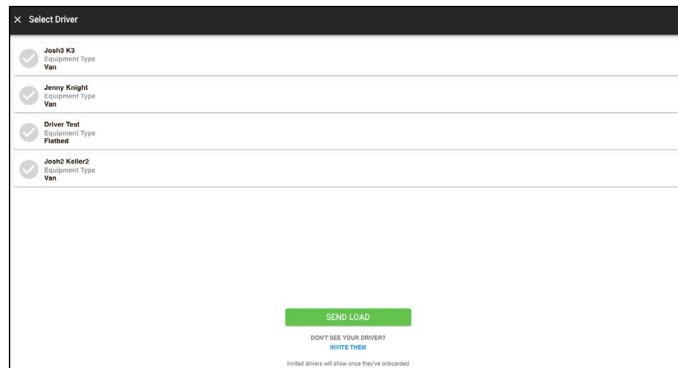


HOW DO I SEND A LOAD TO A DRIVER?

- Click the 'Send To' button (available in **My Loads**, **Load Details** or loads that come up in a **Search**).



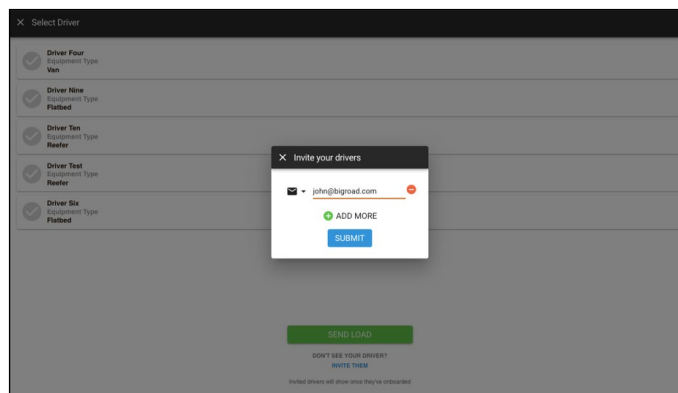
- You will be prompted to assign a driver from a list of available drivers.



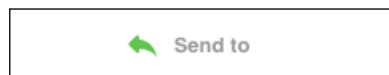
- Drivers will be notified of the load on their mobile device where they can Accept or Decline.

HOW CAN I ADD DRIVERS TO MY FLEET?

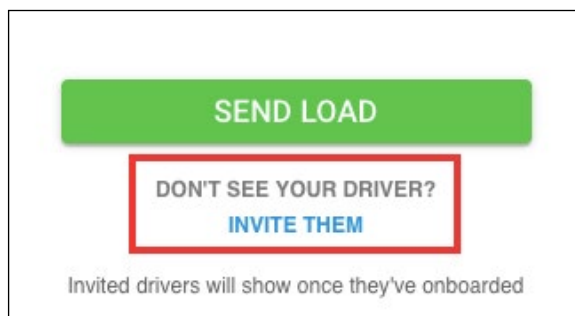
- During onboarding, you will be asked to invite drivers to your fleet via email or text message. They will receive instructions (via email or text) on how to opt-in and join your fleet.



- Once they join, you will see them as an available driver when you click the 'Send To' button on any load
- To invite additional drivers, click 'Send To' on any load:

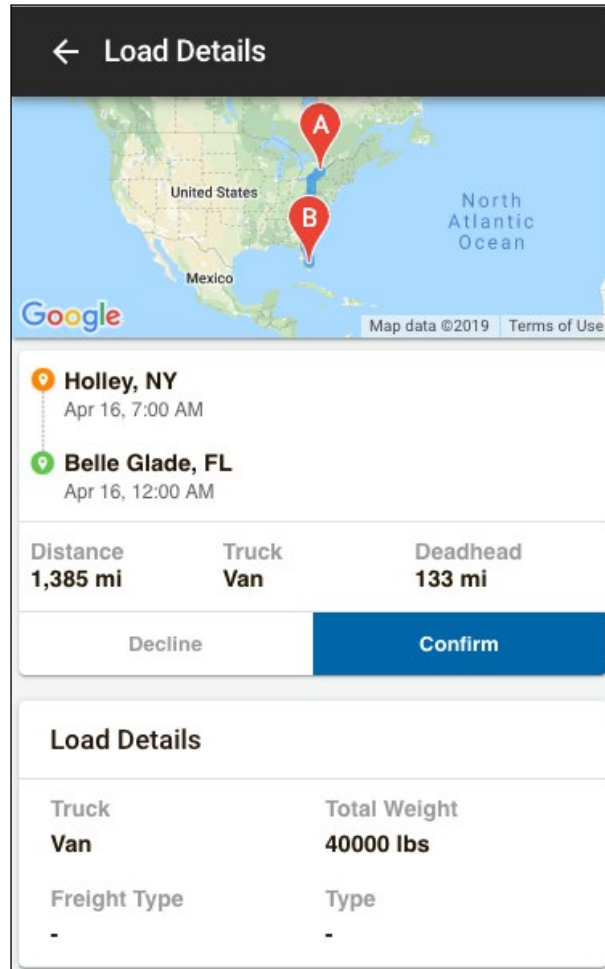


- Below the list of existing drivers, you have the option to invite additional drivers via email or text message



DO DRIVERS SEE ALL OF THE SAME INFORMATION AS DISPATCHERS WHEN LOADS ARE SENT TO THEM?

- No. Drivers see everything except for the price, shipment details and contact information. The dispatcher will have to provide any additional details to the driver.



CAN DRIVERS UNDER THE DISPATCH PROGRAM USE ALL FEATURES OF BIGROAD FREIGHT?

No. Drivers can only accept/decline loads that are sent to them from dispatch.

CAN DISPATCHERS LOGIN TO BIGROAD FREIGHT WITHOUT GOING THROUGH THE BIGROAD WEB APP?

Yes. Visit www.bigroadfreight.com and login with your BigRoad credentials

CAN DISPATCHERS SEE THE LOCATIONS OF THEIR DRIVERS?

Not yet but this will be coming soon. In the interim, you can use the BigRoad Web App to see the driver location.

Support

I NEED HELP AND WANT TO TALK TO SOMEONE

- Talk to our Freight Team | Monday - Friday | 9-5 AM EST
 - Call: 1-877-228-1167
 - Email: freight@bigroad.com
- General BigRoad Support | Call/Email 24/7
 - Call: 1-888-305-8777
 - Email: support@bigroad.com

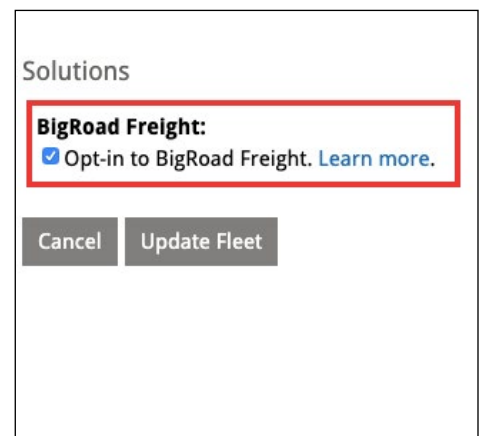
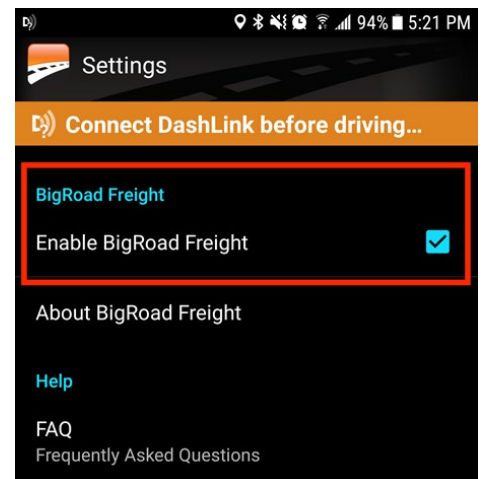
I HAVE A COMPLAINT / COMPLIMENT / IDEA FOR BIGROAD FREIGHT

- We want to hear from you
 - Call: 1-877-228-1167
 - Email: freight@bigroad.com
 - Form: [Fill out the form on our contact page](#)

I'M A BIGROAD USER. HOW DO I SIGN UP FOR BIGROAD FREIGHT?

BigRoad Freight is only available for select **Owner Operators**, **Company Drivers with their own authority** and **Select Small Fleets**. If you fall into one of these categories:

- **Drivers:**
 - First, make sure the program is enabled in **Settings**
 - Open Settings in your BigRoad Trucking Logbook App
 - Scroll down to the BigRoad Freight section
 - Make sure the checkbox is ticked next to "Enable BigRoad Freight"
 - If you need help or do not see a section for BigRoad Freight, contact your account manager or email support@bigroad.com to get this feature turned on.
- **Dispatchers:**
 - In the BigRoad Web App:
 - ◆ Open the hamburger menu
 - ◆ Click **Fleet**. The Settings page will open. Click **Edit**
 - ◆ Scroll down to bottom of page where it says **Solutions**
 - ◆ Make sure the checkbox is ticked next to "Opt-in to BigRoad Freight" and click "Update Fleet"
 - ◆ If you need help or do not see a section for BigRoad Freight, contact your account manager or email support@bigroad.com to get this feature turned on.



BIGROAD FREIGHT DOESN'T WORK ON MY PHONE / TABLET

- BigRoad Freight requires Version 25.0 or newer of the BigRoad Logbook App
- Update your app and try again
- If it still does not work, email us at support@bigroad.com or call us at **1-888-305-8777**

ARE THERE VERSIONS OF ANDROID / IOS THAT BIGROAD FREIGHT WILL NOT WORK ON?

Yes. Please see below:

- **iOS** - Requires iOS 10 or higher
- **Android** - Requires Android 5.0 or higher

I SIGNED UP BUT I'M NOT GETTING ANY MATCHES

- Check your spam folder to make sure our emails are getting through
 - Add freight@bigroad.com to your contacts / safe senders list
- It's possible that we haven't found any freight that fits your preferences yet - we'll send you something soon
 - In the meantime, you can [Request a Load](#) to help us find you a match or [Search](#) to see other available loads

YOUR EMAILS ARE GOING TO MY SPAM/JUNK FOLDER

Add freight@bigroad.com to your contacts/safe senders list

CAN I CHANGE MY PREFERRED DISTANCE MEASUREMENT BETWEEN MILES AND KILOMETRES?

Not at this time. The system is only configured in miles.

CAN I CHANGE MY PREFERRED CURRENCY FROM \$ USD TO \$ CAD?

Not at this time. The system is only configured in \$USD.

