

ABOUT BIGROAD FREIGHT

WHAT IS BIGROAD FREIGHT ?

- [BigRoad Freight](#) BigRoad Freight is a **FREE**, load matching platform that acts as a **Personalized Load Board** for Owner Operators.
- Loads are recommended based on your preferences (preferred lanes, equipment type, etc...) so you can spend less time searching for loads and more time running your business.
- When we find a good load for you, it will show in the **My Loads** section of your BigRoad Freight app.
- You can also:
 - **Search** to find freight on your own.
 - **Request A Load** for any future date and location. We'll start finding loads based on where your truck is headed.
- BigRoad Freight uses Artificial Intelligence to adapt itself to your preferences. The more that you use the app, the smarter it gets at finding loads that you like.

HOW IS THIS DIFFERENT FROM A LOAD BOARD?

- BigRoad Freight doesn't just connect you to a marketplace of shippers, brokers and 3PLs. We *match* you to loads based on your equipment type, app use and preferences so you can quickly see and book the best loads available.

HOW DO YOU MATCH ME TO LOADS?

- Our freight matching algorithm uses your preferences (preferred lanes, equipment type, etc...), previous lane history, and current truck location to match you to loads.
- You can also:
 - **Request A Load** to help us find you a match the next time your truck will be empty.
 - **Search Loads** to see other loads that are available.
- The more that you use the app to Search and Request Loads, the smarter it gets at finding loads that you like.

WHERE DO THE LOADS COME FROM?

- To ensure a consistent supply of high quality freight, loads are sourced from a variety of sources. We have partnerships with Digital Brokers, 3PLs, Load Aggregators, TMS Providers, Shippers and more.

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 including:

- **Van**
- **Reefer**
- **Flatbed**
- **Stepdeck**
- **Double Drop**
- **Low Boy**
- **Auto Carrier**
- **Tanker**
- **Hopper Bottom**
- **Container**
- **Conestoga**
- **Dump Trailer**
- **Power Only**

WHO CAN USE BIGROAD FREIGHT ?

- The program is available to all Owner Operators with a BigRoad ELD.
- Those with ELD exemptions or trial accounts do not qualify.

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

- This service is only available to BigRoad and Fleet Complete customers - [Contact one of our reps](#) and we'll get you quickly set up.

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

- We are not a broker and do not have an MC number.
- We're more similar to a load board that does the searching for you and then matches you to loads that we think you will like.

WHO PAYS ME FOR THE LOAD?

- The company that posted the load is responsible for all fees, rates and other costs (e.g. detention)
- BigRoad Freight simply connects you with load opportunities and does not post any loads or serve as a broker.

HOW LONG DOES IT TAKE TO GET PAID?

- The industry standard is 15-30 days but this depends on the policies of the company providing the load.
- Make sure to get these details and anything else you need to know when you contact the company to book or negotiate.

DO YOU PROVIDE ROUTING?

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

DO YOU PROVIDE FACTORING?

- We do not currently provide factoring.

USING BIGROAD FREIGHT

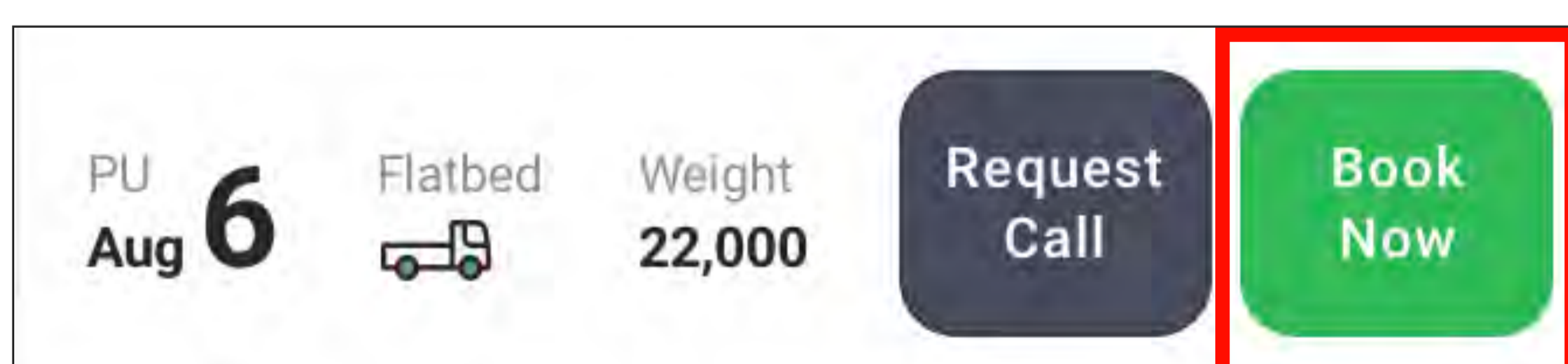
I'VE FOUND A LOAD I LIKE. HOW DO I BOOK IT?

- **Option 1:**

Tap on any load to see its full details. At the bottom of the screen, you will see the contact details for the company that posted the load.



- Tap the phone button once to see the phone number and tap it a second time to make the call from your mobile device.
 - Tap the email button to choose from one of our pre-written email templates or write your own email from scratch. Once you have made your selection, click Next to open your email client and send the email.
- **Option 2:**
- Loads from certain partners will show an additional 'Book Now' button, allowing you to book the load from within the app.



- In order to use this feature, first upload your carrier packet to the app on the **More** page.
- After clicking 'Book Now':
 - Your request will be sent to the broker for approval.
 - The status of the load will change in the app. The available statuses are:

- Pending
- Booked
- Complete
- Cancelled

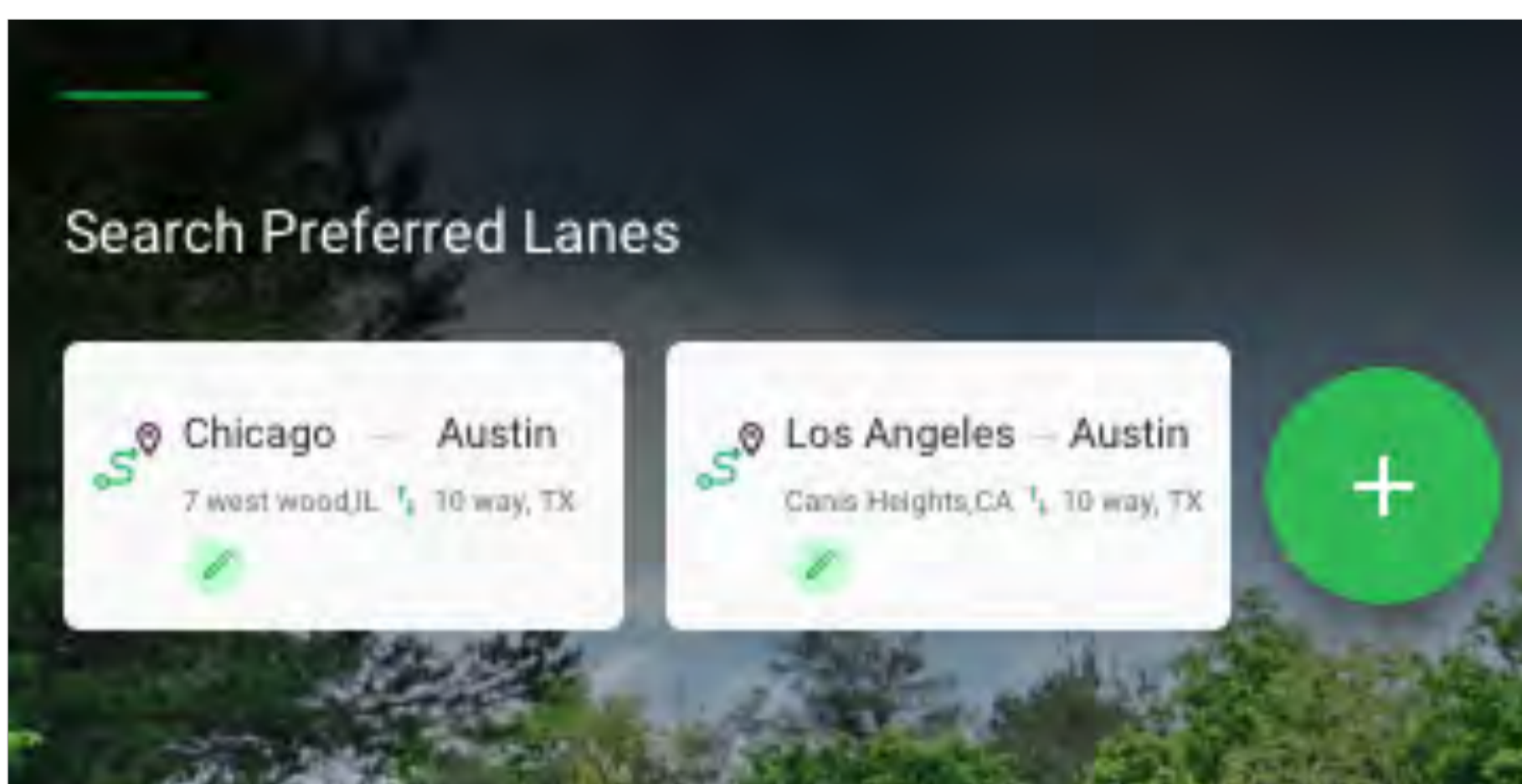
■ The load will be moved to the **Active Loads** section of the **My Loads** page.

HOW CAN I SET OR EDIT MY PREFERENCES TO ENSURE I SEE THE BEST LOADS FOR MY BUSINESS?

- You can edit or change your preferences in the **More** section of the app.
- You can set your:
 - Preferred Rate per Mile
 - Equipment type(s)
 - Preferred travel lanes
 - Radius options (preferred deadhead)
 - Communication Preferences
- You can also upload your carrier packet and other related documents to simplify onboarding with new brokers and shippers.

WHAT ARE PREFERRED LANES?

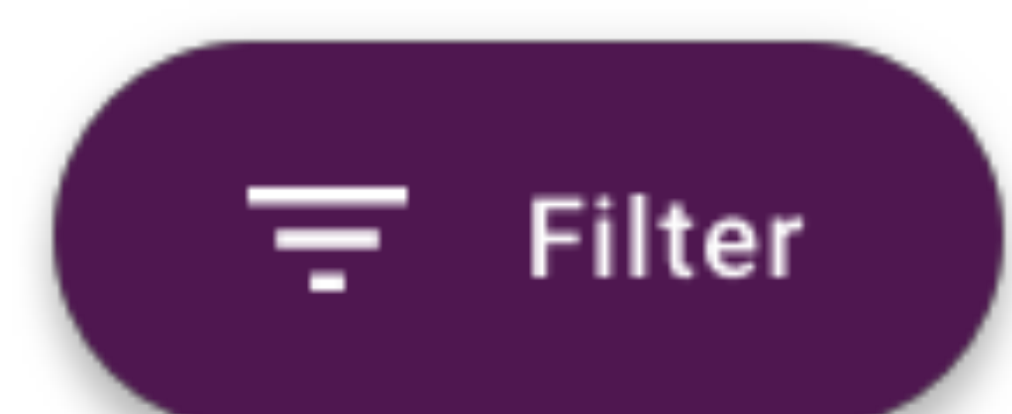
- Preferred lanes are designed so you can instantly search for loads in lanes that you travel regularly.



- On the **Search Loads** page, create a preferred lane by:
 1. Tapping the green Plus button
 2. Entering the pickup and dropoff locations
 3. Naming the lane (optional)
 4. Clicking the Checkmark to Save
- Once you have created a Preferred Lane, simply tap on the lane to run a search.

HOW DO I SORT OR FILTER SEARCH RESULTS?

- After searching for a load, click the purple Filter button to choose how search results are sorted or to filter loads based on specific preferences.



WHAT ARE ACTIVE LOADS?

- Active loads are loads you have previously interacted with (for example, 'Requesting A Call' or clicking 'Book Now').
- To make it easy to return to these loads, you can visit the **My Loads** page and click on **Active Loads** at the top of the page.

HOW DOES TRACKING WORK?

- The tracking section allows you to automate track & trace by sharing your location with a broker or shipper.
- To use this feature, visit the **My Loads** page and click on the **Tracking** section at the top of the page.
 - Invite the broker to track you on a load by entering their email address.
 - We will email them to send you the load through BigRoad Freight.
 - You will receive a notification and additional instructions once the broker sends you the load.
- **Coming Soon:**
Loads from select freight partners will include an option to initiate tracking from within the application.

HOW DOES DOCUMENT SHARING WORK?

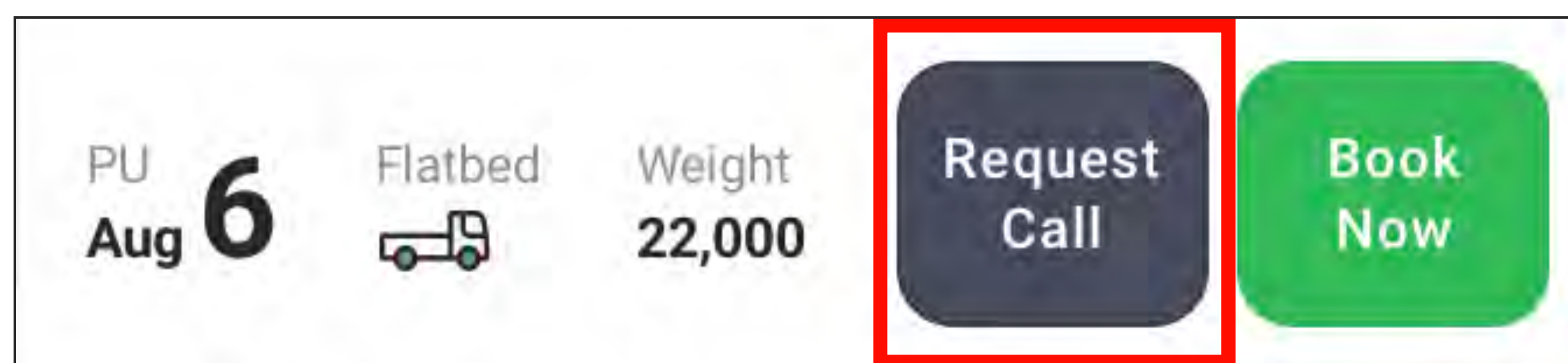
- You can upload your carrier packet (for example, your W9, certificate of insurance, carrier authority...) in the **More** section. This allows for easy sharing and onboarding with new brokers & shippers.
- You will be able to share documents from BigRoad Freight after 'Requesting A Call' or Clicking 'Book Now.'

HOW DOES 'REQUEST A LOAD' WORK?

- Visit the **Request A Load** page and enter a future date and location where you will next need a load.
- BigRoad Freight will begin searching for loads on your behalf so you have plenty of options to choose from before you finish your current load.
- Your request will expire after the pickup date has passed.

HOW DOES 'REQUEST A CALL' WORK?

- You can use the Request A Call feature to send an automated email to the company that posted the load, letting them know you're interested. This is a good first step to making contact..
- Click 'Request A Call' on the load you are interested in and set your preferred date / time for the call.



- For the best chances of booking a load, we recommend that you call the company that posted. Tap on any load and look in the bottom right corner to see their contact information.
- After Requesting A Call, the load will move to the **Active** section of the **My Loads** page.

HOW CAN I EARN MORE MONEY / HOW CAN I SEE LOADS OFFERING HIGHER PAY?

- **Option 1:**

Set your preferred Rate per Mile in the **More** section.

- **Option 2:**

After searching for a load, tap on the Filter and

- Sort results by Highest Price
- Filter results by updating the Minimum Rate per Mile

- **Option 3:**

- Keep in mind that rates are always negotiable.
- A company may start with a lower posted offer but you can negotiate with them when you connect for a conversation.

WHAT IS A 'BRF CERTIFIED' LOAD?

- BigRoad Freight Certified loads are loads that come from one of BigRoad Freight's certified partners. These partner companies have been vetted by our team, post loads with all of the details you need to make a decision, and have teams standing by ready for your call.
- Some BRF Certified Loads will have special features not available on other loads in the app (for instance, 'Book It Now' instant load bookings).

CAN I CHANGE MY PREFERRED DISTANCE MEASUREMENT FROM MILES TO KILOMETRES?

- Not at this time. Trip distance will be displayed in both miles and kilometres.

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

- Not at this time. The system will show the rate & currency set by the company that posted the load.

HOW DO YOU DETERMINE THE PER MILE RATE?

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

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

- The company that posted the load is responsible for all documents.

DO I NEED TO ADD BIGROAD FREIGHT AS A POLICY HOLDER ON MY INSURANCE?

- No. You do not need to add BigRoad / BigRoad Freight / Fleet Complete... as a policy holder on your insurance.
- Some shippers / brokers / 3PLs may request that you add them as a policy holder.
- Make appropriate arrangements based on the best decision for your business and the advice of your insurance company.

DO I HAVE TO LOG IN THROUGH MY BIGROAD TRUCKING LOGBOOK MOBILE APP?

- No. As long as you have BigRoad Freight enabled, you can visit www.bigroadfreight.com and log in with your existing BigRoad credentials.

DOES LOGGING OUT OF BIGROAD FREIGHT 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?

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

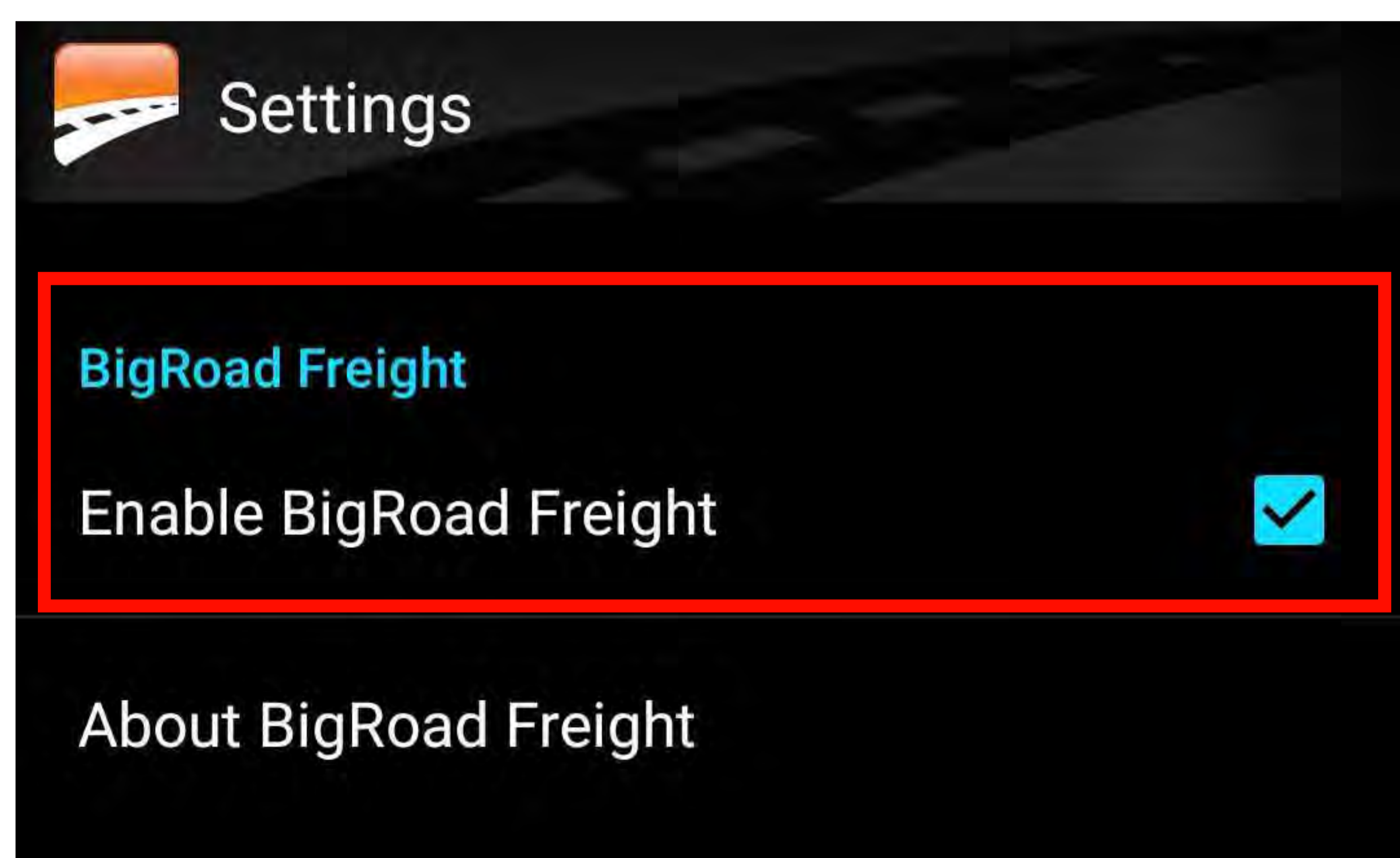
SUPPORT

I NEED HELP AND WANT TO TALK TO SOMEONE.

- Talk to our our Freight Specialists | Monday - Friday | 9-5 AM ET
 - **Call:** 1-877-228-1167
 - **Email:** freight@bigroad.com
- Contact the main BigRoad Support line | 24/7
 - **Call:** 1-888-305-8777
 - **Email:** support@bigroad.com
- Contact the main Fleet Complete Support line | 24/7
 - **Call:** 1-800-220-0779
 - **Email:** support@fleetcomplete.com

I'M A BIGROAD USER. HOW DO I ENABLE BIGROAD FREIGHT?

- In your BigRoad Trucking Logbook App:
 - Tap **More** at the bottom right corner of the screen.
 - Open **Settings**.
 - Scroll down to the **BigRoad Freight** section.
 - Tick the checkbox next to **'Enable BigRoad Freight'**.



- If you need help or do not see a section for BigRoad Freight, contact your BigRoad or Fleet Complete account manager or email freight@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 Trucking Logbook App.
- Update your app and try again.
- If it still does not work, email us at support@fleetcomplete.com or support@bigroad.com

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 EMAILS FROM YOU.

- Check your spam folder to make sure our emails are getting through.
 - Add freight@bigroad.com to your contacts / safe senders list.
- Check your Communication Preferences on the **More** page and make sure we have permission to communicate with you

YOUR EMAILS ARE GOING TO MY SPAM / JUNK FOLDER.

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