



## Quick Reference Card

# Working with BigRoad Freight

### ABOUT BIGROAD FREIGHT

BigRoad Freight, a Fleet Complete Company, is an on-demand freight marketplace that specializes in matching BigRoad drivers with loads from shippers, brokers and 3PLs.

Personalized load matches are based on your current location, equipment type, and company preferences, and are recommended in real-time, 24 hours a day and 7 days a week. BigRoad Freight exists to help maximize your Hours of Service, increase your total earnings, and cut down on empty miles.

### GETTING STARTED WITH BIGROAD FREIGHT

Before you can use BigRoad Freight you need to quickly set up your account. This information is used by the app to match and recommend loads that are best suited for you.

1. Log into the **BigRoad Trucking Logbook App**.
2. Tap the green **Welcome to BigRoad Freight!** banner at the top of the **Home** page.
3. Tap **Start Using BigRoad Freight Now** on the next page.
4. You can now begin creating your BigRoad Freight profile. This information is used to match you with your ideal freight. To get started follow the steps below.
5. Select your equipment type. Additional equipment types are accessible by swiping left. Once your equipment type has been selected tap the **Save** button.
6. Enter your preferred lanes and tap the **Save** button.
7. Upload your carrier documents (W9, Authority, Weight Permits, etc) and tap the **Finished** button. If you do not have your documents on hand this stage can be skipped and documents can be uploaded at a later date.
8. Tap the **Get Started** button to accept the Terms of Service and start using the app.



### 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



### MY LOADS

This is your personalized load board. The **Recommended for you** section of the **My Loads** page displays all of the



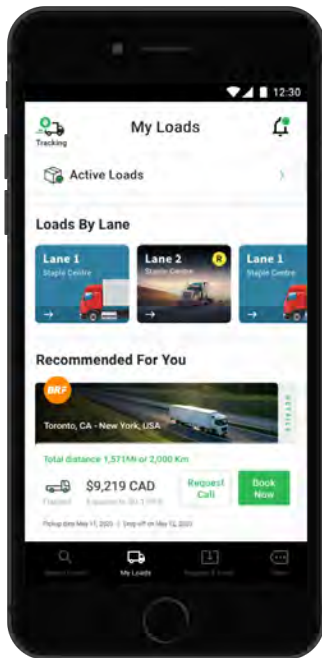
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recommended loads that we've found for you. Loads are displayed with the following details:

- Pickup location, date and time
- Dropoff location, date and time
- Equipment type
- Estimated trip distance
- Estimated deadhead
- Tracking Requirements
- Rate offered and currency (if provided by the shipper / 3PL)
- The **Request A Call** button (to request a call from the shipper / 3PL that posted the load)

The **Active** tab of the **My Loads** page displays all of the loads that you've interacted with. For instance, **Requesting A Call** will add a load to the **Active** tab.

1. To access this page, launch BigRoad Freight from the **BigRoad Trucking Logbook App**.
2. Tap the **My Loads** tab at the bottom of the screen
3. Tap the **Active Loads** section at the top of the page.

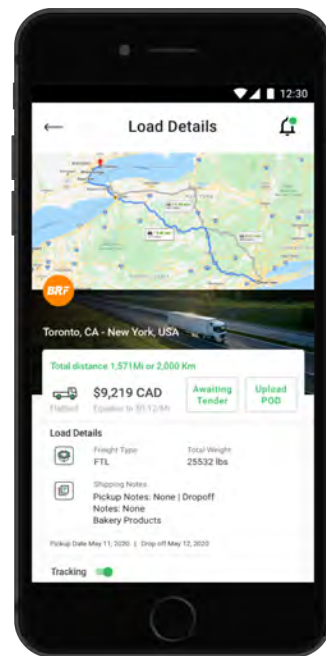


### VIEW LOAD DETAILS

The **Load Details** page displays additional information about any load that you tap on.

1. Tap any load to see additional information.
2. The **Load Details** page includes:
  - A **Map** displaying the estimated route.

- A **Load Header** indicating the same load information shown on the previous page.
- The **Request A Call** button. Tap this button to input a date and time you would like a call and we'll email the shipper / 3PL requesting that they call you.
- **Load Details** indicating freight type, total weight, and shipping notes.
- The **Share My Documents** button. Upload your carrier packet in **Settings** and tap this button to send your packet to the shipper / 3PL that posted the load.
- The **Contact Details** of the shipper / 3PL that posted the load. Call them to book, negotiate or ask questions.



### SEARCH LOADS

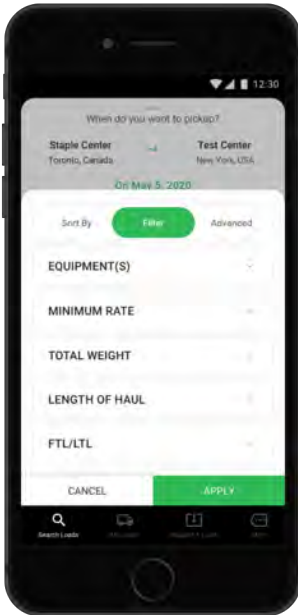
The **Search Loads** page helps drivers search for loads based on Pickup and Dropoff locations.

1. Launch BigRoad Freight from the **BigRoad Trucking Logbook App**.
2. Tap the **Search Loads** button at the bottom of the page.
3. On the **Search Loads** page, enter a **Pickup Location** and tap the **magnifying glass** or **← back arrow**.
  - a. You can enter an exact address, a city, or a state / province in all Pickup / Dropoff fields in the app.
  - b. Alternatively, tap **Shipments Nearby** to select an address near your current location.
4. Enter a **Dropoff Location (optional)**.



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5. A list of recommended loads will display based on the pickup / dropoff locations entered.
6. To specify additional search criteria, tap the purple **Filter** dropdown arrow.



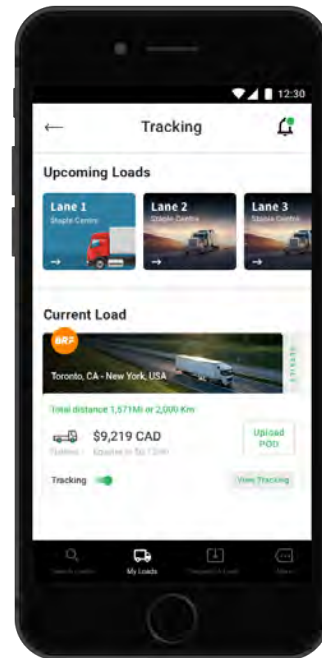
7. Tap the **Sort By** tab to access a range of sorting filters including, most recently posted, highest price, nearest pickup, hazmat, requires tracking.
  - a. Activate your preferred sort filter by simply swiping the green filter button to the right.
8. Tap the **Filter** tab to access equipment type, minimum rate, total weight, length of haul and FTL/LTL load filters
  - a. Tap the **Equipment(s)** dropdown arrow to edit the type(s) of equipment that you are searching for. You can select more than one equipment type.
  - b. Tap the **Minimum Rate** field to specify your preferred \$ / Mile rate (\$USD).
  - c. Tap the **Total Weight** dropdown arrow to select your preferred load weight (lbs).
  - d. Tap the **Length of Haul** dropdown to select your preferred length of haul in miles.
  - e. Tap the **FTL/LTL** dropdown to select between full truck loads and less than truck loads.
9. Tap the **Advanced** Tab to access pick-up and drop-off radius filters
  - a. Adjust the **pickup radius** filter to determine the maximum distance you are willing to travel to pickup a load
  - b. Adjust the **delivery radius** filter to determine your maximum delivery radius.
10. Tap the **Apply** button at the bottom of the page

11. A list of loads will display based on your criteria. Scroll down to see additional loads. At the bottom of the page, tap a page number or the arrows on the left / right hand sides of the screen to see additional pages of search results.

### TRACKING

The **Tracking** section allows you to automate track & trace by sharing your location with the company that posted the load.

This is not a requirement for all loads. Tracking intends to simplify instances where tracking has been requested by a broker.

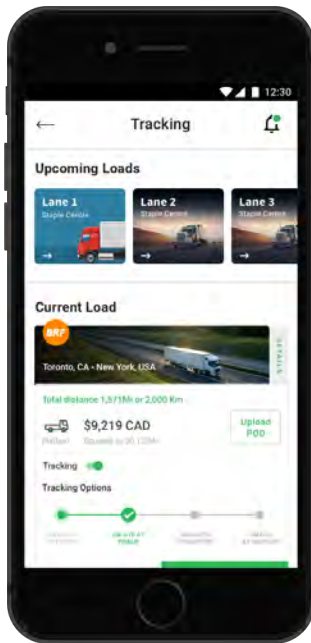


#### To activate or view currently tracked loads

1. Click on the **tracking** section at the top of the My Loads page
2. You will see your currently tracked load as well as any upcoming loads
3. Click on the **current load** to see the current tracking status or click on **upcoming loads** to see when tracking is scheduled to begin



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- Tracking will begin approximately 2 hours before the load is scheduled for pickup and will end when you leave the delivery destination
- If the status is incorrect, you can click on the tracking section and manually update the status

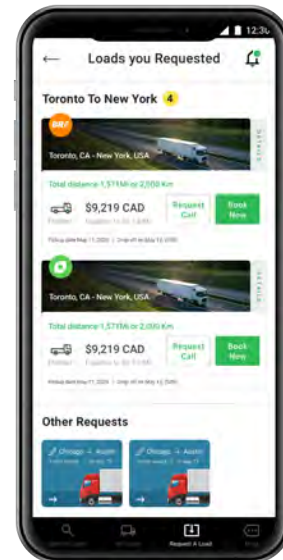


### REQUEST A LOAD

The **Request A Load** page helps match loads to drivers. The **Request A Load** tab allows you to input a future date and location where you will next need a load.

BigRoad Freight will search for loads that match your request. Available matches will be listed on the **Available Loads** tab of this page. Review your available matches to book your next load before your current trip ends.

- Launch BigRoad Freight from the **BigRoad Trucking Logbook App**.

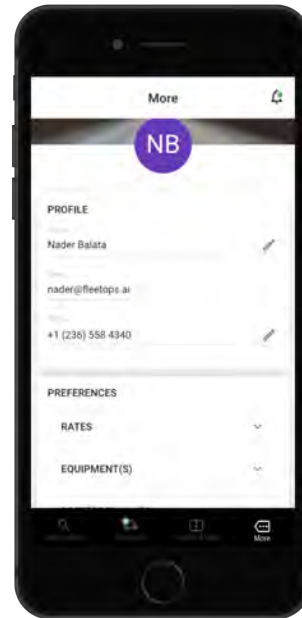
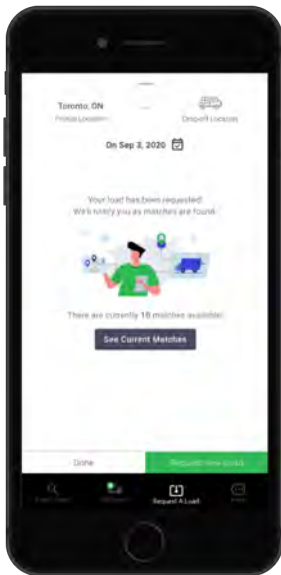


- Tap the **Request A Load** button.
- On the **Request A Load** page, enter a **Pickup Location**.
  - You can enter an exact address, a city, or a state / province in all Pickup / Dropoff fields in the app.
- Tap the **magnifying glass** or **← back arrow**.
- Enter a **Dropoff Location** (optional).
- Tap the **Send Request** button when you are finished.
- To specify additional search criteria, tap the **Advanced Options** dropdown arrow.
- Tap the **Equipment(s)** dropdown arrow to edit the type(s) of equipment that you are searching for. You can select more than one equipment type.
- Tap the **Calendar** button in the **Available Date** section and select the date when you will be available for the pickup.
- Tap the **Calendar** button in the **Expires On** section to indicate the expiry date for this load request.
- Tap the **Deadhead** dropdown arrow and specify how far you are willing to travel (in miles) between your preferred Pickup location and the actual pickup location of the load.
- Tap the **Rate** field to specify your preferred \$ / mile rate (\$USD).



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13. Tap the **Send Request** button when you are finished or tap **Reset** to clear all fields and start over.
14. You can see all previous, non-expired load requests at the bottom of the **Request A Load** page. To delete a previous request, tap the three dots in the top right corner of the request and then tap **Delete**.



### More

The **More** page allows you to update your information and manage your preferences. Keeping your settings up to date ensures that you only receive the best load matches.

1. Launch BigRoad Freight from the **BigRoad Trucking Logbook App**.
2. Tap the **more icon** in the bottom left corner of any page.
3. The **More** page includes the following sections:
  - a. **Profile**
  - b. **Preferences**
    - i. Rates
    - ii. Equipment
    - iii. Preferred Lanes
    - iv. Radius Options
    - v. Documents
    - vi. Communication Preferences
  - c. **General**
    - i. Terms of Service
    - ii. Log out

#### PROFILE

The **Profile** section allows you to update contact information including your phone number and email address

1. Tap the **pencil icon** on the right side of the **Profile** section.
2. Update your mobile number.
3. Update your email address.
4. Tap the **pencil icon** again to lock in your changes.
5. Changes will be saved and updated automatically.

#### PREFERENCES

The **Preferences** section is where you tell us a bit more about yourself and the freight you like to haul.

This section is important to complete in its entirety as it helps our algorithms to determine what load suggestions and matches to provide to you.

The preferences section includes the following components, rates, equipment, documents, radius options, preferred lanes, and communication preferences.

#### Rates

The **Rates** section allows you to update your preferred rate per mile, this information is used to inform what loads we suggest, and or match you with.



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### To update your rate

1. Tap the **Rates** dropdown.
2. Tap the pencil on the right side of the form field and enter your preferred rate per mile (\$).
3. Tap the pencil again and your input will be saved.
4. To change, simply go through steps 1 - 3 again.

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### Equipment(s)

The **My Truck** section allows you to update your equipment type(s) and preferred rate.

### To update equipment types

1. Tap the **pencil icon** on the right side of the **My Truck** section.
2. Update your **equipment** and / or **preferred rate** (\$USD).
3. Tap the **pencil icon** again to lock in your changes.
4. Tap the **Save** button.

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### Preferred Lanes

The **Preferred Lanes** section allows you to specify your preferred lanes. This helps the app learn where you prefer to pick up and deliver loads so you receive better load matches.

### To update preferred lanes

1. Tap the **Add Lane** button.
2. Enter your preferred pickup / dropoff locations.
3. Tap the **Add** button.
4. Drag and drop lanes to rank your order of preference.
5. Update this section whenever your preferences change.

This is especially helpful if you travel different lanes during different times of the year.

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### Radius Options

The radius options section allows you to input your preferred pick-up and drop-off radius in miles. This information is utilized to provide you with better load suggestions that meet your unique needs.

### To update radius options

1. Tap the **Radius Options** dropdown.
2. Slide the **Pick-Up Radius** filter to your preferred radius.

3. Slide the **Drop-Off Radius** filter to your preferred radius.
4. Once all radius options are adjusted simply tap the drop down arrow and changes will be automatically saved.

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### Documents

The **Documents** section allows you to upload your carrier packet for easy sharing with shippers / 3PLs.

1. Tap the **pencil icon** on the right side of the **Documents** section.
2. Tap on the document type you want to upload.
3. Upload the document as an image or PDF file.
4. Tap the **Done** button when finished.
5. To replace any document with an updated version, simply repeat steps 2-4.
6. To send your documents to a shipper / 3PL (or to any email address you choose), tap the **Send Documents** button, enter their email address, and tap the **green arrow** ( ➤ ) to send.

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### Communication

The **Communication** section allows you to control the types of emails and in-app notifications you receive from BigRoad Freight.

Toggle available sections on or off. A **green switch**, pushed to the right hand side, indicates a preference to receive the communication and a **grey switch**, pushed to the left hand side, indicates a preference to turn off the communication.

#### You can choose to:

- **Receive Responses to Load Requests** from requests made in the Request A Load section.
- **Receive Scientifically Sourced Recommendations** for loads BigRoad Freight has matched for you.
- **Receive BigRoad Freight Certified Recommendations** for loads from BigRoad Freight certified partners.

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### GENERAL

The **General** section includes the following options:

- **Terms of Service**, if you'd like to read the agreement.
- **Log out**, if you'd like to sign out of BigRoad Freight.