

About BigRoad Freight

- **What is BigRoad Freight?**
 - [BigRoad Freight](#) is a load matching platform that acts as a **Personalized Load Board** for Owner Operators.
 - We send you recommended loads based on your preferences (preferred lanes, equipment type, etc...). 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.
 - 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.
 - [Introducing the App](#) (watch this to learn everything)
 - ['My Loads' - Your Personalized Load Board](#)
 - [Using Search to Find Loads](#)
 - [Requesting a Load](#)
 - [Settings](#)
 - [Information Shown on a Load](#)
- **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 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 load matches.
 - You can **Request A Load** to help us find you a match the next time your truck will be empty.
 - You can also **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?**
 - We have partnerships with shippers, brokers, 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 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.

- **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 BigRoad 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 users - [Contact one of our reps](#) and we'll get you setup quickly
- **Who pays me for the load?**
 - The shipper / broker / 3PL who posted the load is responsible for all fees, rates and other costs (eg. 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?**
 - Usually 15-30 days but this depends on the shipper / broker / 3PL providing the load.
 - Make sure to get these details and anything else you need to know when you connect with the company that posted the load.
- **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

- **Can I change my preferred distance measurement from miles to 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 will show the rate & currency set by the shipper / broker / 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 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 \$3000 with a 1,000 mile distance between pickup and dropoff locations works out to \$3/mile ($\$3,000 / 1,000 = \3.00).
- **I've found a load I like. How do I book it?**
 - Tap on a load to see its details. You will see contact details for the shipper / broker / 3PL that posted the load. Use those details to reach out to them and express your interest in the load.
- **The rates on these loads are too low.**
 - Rates are negotiable.
 - A shipper / broker / 3PL may start with a low offer but you can and should negotiate with them when you connect for a conversation.
- **How come some loads don't show an offered rate? / Why does it say 'call for price'?**
 - This depends on the shipper / broker / 3PL that posted the load.
 - If they provide a rate, we'll share it with you.
 - If no rate is posted, discuss the rate when you connect with them 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).
- **How do the Local / Short / Long buttons work when Searching Loads?**
 - Use these buttons to tailor your search results by trip distance.
 - **Local** - The trip distance is less than 150 miles. These are trips that can be completed in one day, or in some cases, within a few hours.
 - **Short** - The trip distance is between 150 and 500 miles. These are trips that can be completed in one day.
 - **Long** - The trip distance is more than 500 miles. These are trips that can be completed over multiple days.
- **What is the default deadhead when using Search or Request A Load?**
 - 50 miles is the default setting.

- This can be changed to your preferred deadhead.
 - On the **Search** page, select **Filter**.

FILTER

Equipment(s)

Reefer

Deadhead

50 Miles

- On the **Request a Load** page, select **Advanced Options**.

Advanced Options

Equipment(s)

Reefer

Available Date

07/05/2020 Expires On

Deadhead

50 Miles

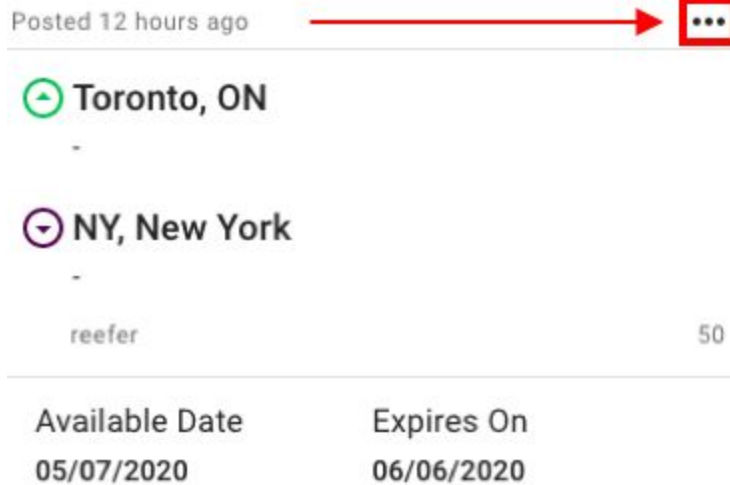
Rate

1 \$/Mile

- **How does 'Request A Call' work?**
 - You can use the Request A Call feature to send an automated email to the shipper / broker / 3PL who posted the load letting them know you're interested. This is a good first step to making contact.
 - For the best chances of securing a load, we recommend that you call the shipper / broker / 3PL that posted the load. Tap on any load and look in the bottom right corner to see their contact information.
- **I accepted a load but can no longer take it.**
 - Contact the shipper / broker / 3PL as quickly as possible and let them know.
 - Their contact details can be found on the rate confirmation that they sent to you or by going back to the load in the BigRoad Freight app.
- **Where do I get the Bill of Lading, Load Tender, Invoice and other documents?**
 - The shipper / broker / 3PL is responsible for all documents.
- **How does document sharing work?**

- You can upload your carrier packet (for example, your W9, certificate of insurance, carrier authority...) in the Settings section. This allows for easy sharing and onboarding with new shippers / brokers / 3PLs.
 - Go to the **Settings** page by tapping the **gear icon** in the top right corner of any screen.
 - Scroll down to the **Documents** section and tap the **pencil icon** on the right side.
 - Select which document type you would like to upload.
 - You will be prompted to upload the document. Please note that the document must be in PDF (.pdf) or image format.
 - Tap the **Done** button when you are finished.
- Once your documents have been uploaded, you can share them with a shipper / broker / 3PL.
 - Do this from any **Load Details** page by scrolling down and tapping the **'Share My Documents Here'** button.
 - You can also go to the **Documents** section on the **Settings** page and tap the **'Send Documents'** button. Here, you can enter the email address of the shipper / broker / 3PL you would like to send your documents to. Tap the **green arrow icon** to send.
- **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.
- **Can 'Request A Load' postings be edited?**
 - No, but you can delete the request and create a new one.
- **How do I delete 'Request A Load' postings?**
 - 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 these dots.

- When the delete button appears, tap **Delete**.



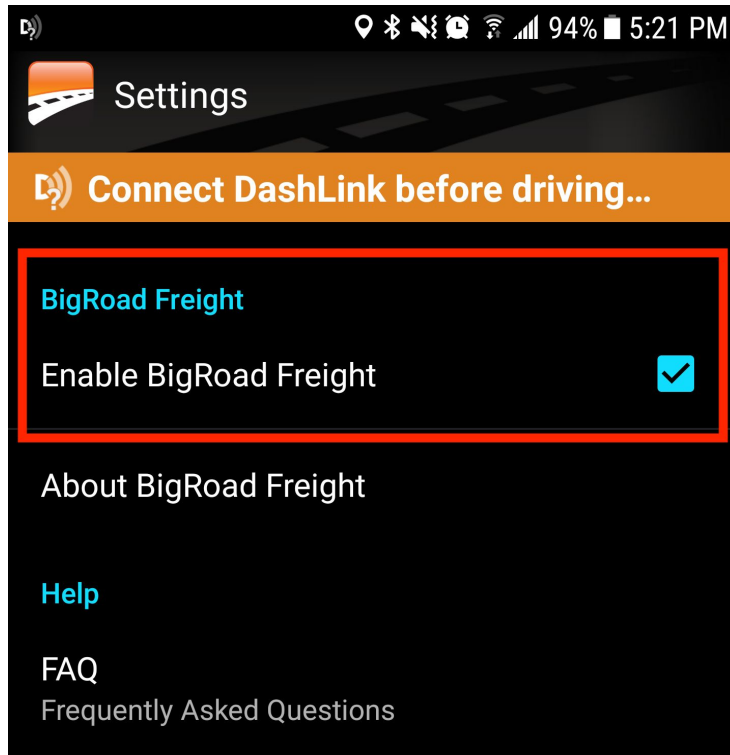
- **What if I delivered the shipment and the shipper / broker / 3PL won't pay me?**
 - The company providing the load is responsible for paying you.
 - Please get in touch with our team and we'll do our best to help solve this for you:
 - **Call:** 1-877-228-1167
 - **Email:** freight@bigroad.com
 - Please include:
 - Your name
 - Company name
 - Contact information
 - Description of load
 - Pickup/Dropoff Date
 - Pickup/Dropoff Cities
 - Commodity
 - Name & contact details of shipper / broker / 3PL that posted the load
 - Description of issue
- **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 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 Freight Team | Monday - Friday | 9-5 AM ET
 - **Call:** 1-877-228-1167
 - **Email:** freight@bigroad.com
 - Talk to the BigRoad Support main 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 Fleet Complete account manager or email support@fleetcomplete.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 call us at **1-800-220-0779**.

- **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.
 - It's possible that we haven't found any load matches 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 Loads** to see other available loads.
- **Your emails are going to my spam / junk folder.**
 - Add freight@bigroad.com to your contacts/safe senders list.