

# ONLINE BOOKING **TMS** USER GUIDE



## Table of Contents

Login	01
Start new quote	02
LTL and FTL quotes	02
View carrier options, transit times, and total price	03
Drayage Quoting	03
Enter address information, special instructions, and reference numbers	04
Assign your file number as the BOL#	05
Dispatch your Shipment and print your BOL	05
Bill of Lading	06
Your Dashboard Explained	07
Email Documents from the TMS	07
Shipment tracking page	08
Order Confirmation and Tracking Update Email	08
FAQ and Contacts Sheet	09



Login to the ECU Trucking Customer Portal: [www.ecutrucking.com](http://www.ecutrucking.com)



## Start a new quote or shipment

**Rating Applet**

Dashboard | Quotes | Book | Track | Open Invoices | Logout

**Shipments List**

Search: [ ] [4/05/22] to [05/05/22] Criteria [All shi] Export

**Get a Quote**


Volume Request | Batch Quote

Start a New Quote System will quote LTL, FTL and Drayage

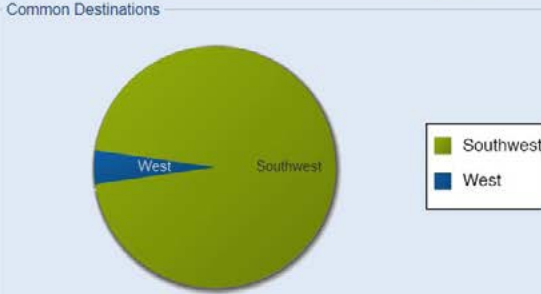
BOL #	Shipper	Consignee	Latest Status	Total Due
125842	05/03/22 ABC Company - DOES N...	XYZ Test Company	PICKUP DISPATCHED	* 363.02
125629	05/02/22 ABC Company - DOES N...	XYZ Test Company	PICKUP DISPATCHED	* 780.32
125080	04/27/22 ABC Company - DOES N...	XYZ Test Company	PENDING DISPATCH	* 4068.30
125079	04/27/22 ABC Company - DOES N...	XYZ Test Company	PICKUP DISPATCHED	* 617.10
125026	04/27/22 ABC Company - DOES N...	XYZ Test Company	PICKUP DISPATCHED	* 315.33
124929	04/26/22 ABC Company - DOES N...	XYZ Test Company	PICKUP DISPATCHED	* 462.25

Page 1 of 1 \* Estimated charges. Final charges may vary. Displaying 1 - 22 of 22

**Monthly Shipments**



**Common Destinations**



## LTL and FTL Quoting: Enter zip codes, product information, and generate quotes

**Rating Applet**

Dashboard | Quotes | Book | Track | Open Invoices | Database | Settings | Logout

**LTL Quote**

Origin: USA 90045 LOS ANGELES, CA Pickup Date: [ ]

Destination: USA 77073 HOUSTON, TX

**Enter Zip Codes**

**Freight Info**

Items: 2 Qty: 2 Type: PLT Weight: 1000 ea. Dimensions LxWxH: 48 40 48 Stack: No Volume: 106.67 NMFC: [ ] Haz: [ ]

**Get Rates** **Clear** Totals: 2 pcs. 2000.00 lbs. 106.67 CFT 18.75 PCF

**Accessorials**

**Origin**

☐ Airport Pickup ☐ Construction Site Pickup ☐ Inside Origin ☐ Liftgate in Origin ☐ Limited Access Pickup ☐ Residential Pickup

**Destination**

☐ Airport Delivery ☐ Appointment at Destination ☐ Construction Site Delivery ☐ Fair Delivery ☐ Farm/Ranch Delivery ☐ Inside Destination ☐ Liftgate in Destination ☐ Limited Access Delivery ☐ Residential Delivery ☐ School Delivery

**Other**

☐ Alcohol ☐ CFS Pickup ☐ Canadian Crossing ☐ Inbond Fee ☐ Inbond preparation ☐ Insurance ☐ TSA - FTL

**Enter pallet count, weight and dimensions. No Freight Class required**

**Click Here to Generate Quotes**




**Select Applicable Accessorials**

View carrier options, transit times, and total price. Select “Save Quote” or “Book Shipment”

**Rating Applet**

Dashboard Quotes Book Track Open Invoices Database Settings Logout

**LTL Quote**

Carrier	Service Level	Transit	Total
 EDI Express VL ★★★★★	Less than Truckload ⚠️ On Time Pick up: 100% On time Delivery: 76.92%	3	456.87
 Frontline Freight ★★★★★	Less than Truckload ⚠️ On Time Pick up: 96,67% On time Delivery: 50% The accessorail HAZ is not defined for Frontline Freight	5	468.47
 Best Overnight Express Inc ★★★★★	Less than Truckload ⚠️ On Time Pick up: 100% On time Delivery: 50% Please notate the Quote ID number on each bill of lading to ensure proper pricing. This rate quote is based upon the information conveyed to Best Overnight Express, Inc. and will be valid for shipments from one business to another business, or loading dock to loading dock, for the next 48 hours unless any of the following occur with the actual shipment: 1. Any discrepancies in weights, classification or shipment characteristics. 2. General rate increases (GRI). 3. Accessorial charges for additional services required to make delivery, i.e. residential delivery, notification, liftgate, school, construction site, etc. This quote is subject to the National Motor Freight Classification, the ATA Hazardous Materials Tariff and the fuel surcharge, which is effective on the actual shipment date. All the above terms, conditions and rules are maintained at our Corporate office. Should you have any questions, please feel free to call our Customer Service Department.	3	548.05

**Save a Quote**

**Total Charges**

**Book Shipment**

Drayage Quoting: Select “CON” and filter the mode to “Drayage”

**Rating Applet**

Dashboard Quotes Book Track Open Invoices Database Settings Logout

**LTL Quote**

Origin: USA 90802 LONG BEACH, CA Pickup Date:

Destination: USA 90501 TORRANCE, CA Volume Request:


Freight Info: Items: 1 Qty: 1 Type: CON Weight: ea. Dimensions LxWxH: No Volume: NMFC: Haz: ☐

DRAY ☒ LTL ☐ Volume ☐ Small Pack ☐ Drayage ☒

Get Rates Clear Totals: 1 pc. 0.00 lbs. 0.00 CFT PCF

**Select “Container” and “Drayage”**

Rating finished ☒ Show guaranteed ☒ Show Volume Distance: 16.4 mi.

Carrier	Service Level	Transit	Total
 FCL ECU	Drayage ⚠️ Click <a href="#">HERE</a> for Availability and Additional Charges Port Congestion fees apply for some areas Rates are valid for 7 days	-	810.29

**Check Availability**

**Base Rate + FSC**

Booking a Shipment: Enter address information, special instructions, and reference numbers

**Rating Applet**

Dashboard Quotes Book Tools Case Studies Database Settings Logout

**Book a Shipment**

**Enter Address and Contact Info**

Origin and Destination

**Shipper** **Consignee** **Bill To** ☒ Third Party

ABC Company - DOES NOT EXIST XYZ Test Company Doug Cumming TEST USER

Reference#

More

Address 9999 NOT A REAL STREET 4321 CENTER STREET

City LOS ANGELES, CA HOUSTON, TX City name, enter the zipcode first

Country USA Zipcode 90045 USA Zipcode 77073 USA Zipcode

Phone (310) 890-4960 (831) 123-4567

Fax

Email john@gmail.com jane@gmail.com VARUN.MAINI@ALLCARGOLOGISTICS.COM

Contact JOHN DOE JANE DOE Varun Maini

Contact Ph. (310) 890-4960 (831) 123-4567

Update Save as new Update Save as new Update Save as new

**Click Here to add to favorites**

**Estimated Freight**

Items Qty Type STC Commodity NMFC Haz. UN#

1 CON 20 AUTO PARTS

All Modes Get Rates Clear Totals

Accessorials

Pickup and Delivery

Pickup On 08/05/22 From 08:00 To 16:00 Appt

Deliver By 08/09/22 From To Appt

Broker Add'l Info

BOL Special Instructions Shipment Notes

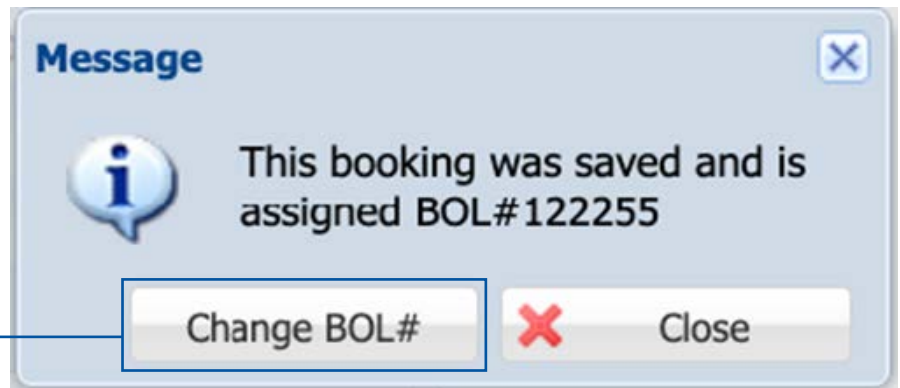
Instructions

New Shipment Save Shipment Close

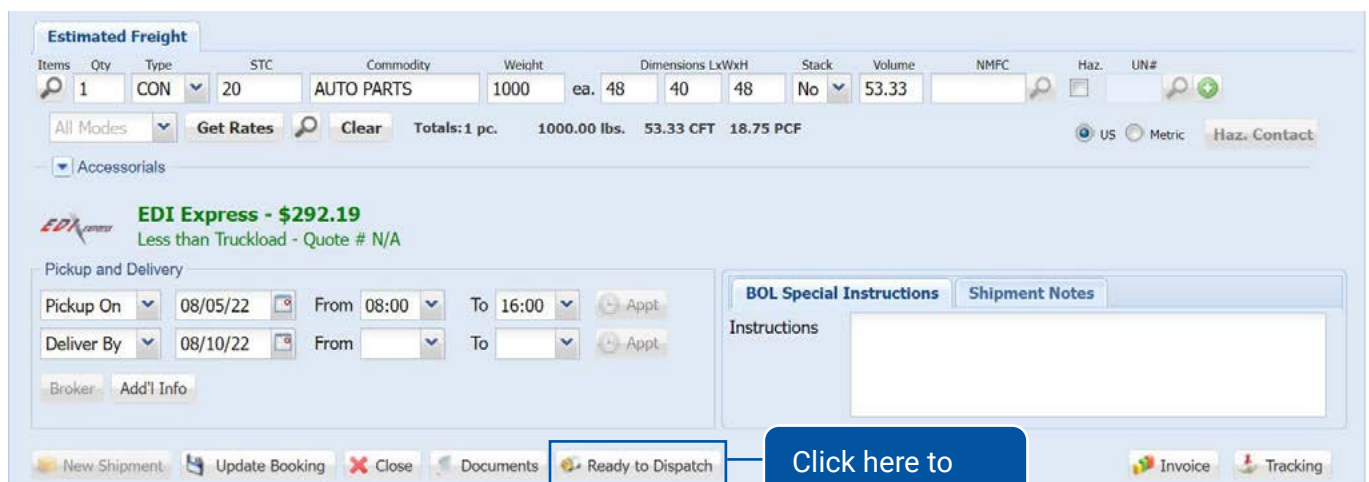
**Click "Save Shipment"**

**Select Pickup Date and Open/Close times at the Shipper**

Want to assign your file number as the BOL number? Go right ahead.



Once Saved, click "Ready to Dispatch" to send pickup request to carrier



**Estimated Freight**

Items	Qty	Type	STC	Commodity	Weight	Dimensions LxWxH	Stack	Volume	NMFC	Haz.	UN#
1	CON	20	AUTO PARTS	1000 ea.	48 40 48	No	53.33				

All Modes Get Rates Clear Totals: 1 pc. 1000.00 lbs. 53.33 CFT 18.75 PCF

Accessorials

**EDI Express - \$292.19**  
Less than Truckload - Quote # N/A

Pickup and Delivery

Pickup On 08/05/22 From 08:00 To 16:00 Appt

Deliver By 08/10/22 From To Appt

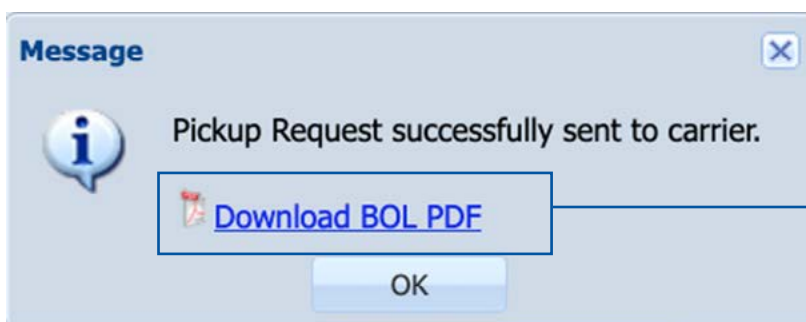
Broker Add'l Info

**BOL Special Instructions** Shipment Notes

Instructions

New Shipment Update Booking Close Documents Ready to Dispatch Invoice Tracking

Click here to dispatch pickup



Once the dispatch request has been sent, you can print your BOL

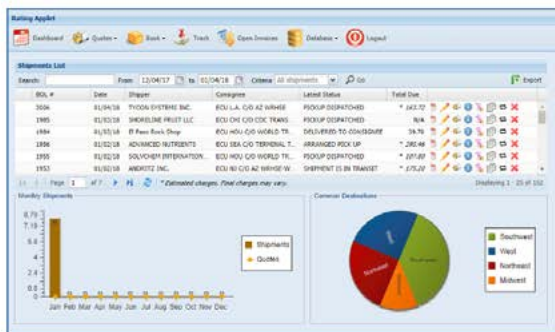
Have any questions about your shipment? Contact us at [dispatch@ecutrucking.com](mailto:dispatch@ecutrucking.com) or by calling (833) ECU-SHIP (833) 328-7447.

## Bill of Lading

	<b>ECU Trucking</b> 2401 NW 69TH Street MIAMI, FL 33147 Phone: (833) 328-7447	<b>BOL# 131396 - Pickup# 0391269</b> <b>CARRIER: Averitt Express - PRO# 0650289397</b> <b>CARRIER PHONE #: (833) 328-7447</b> <b>CARRIER QUOTE#: 63430161</b> <b>DATE: 06/14/22</b>									
<b>CARRIER BILL OF LADING</b>											
<b>PICKUP FROM:</b> <b>JACKSONVILLE ELLIS RD PLANT</b> 155 ELLIS RD SOUTH  Jacksonville, FL 32254  Phone: (904) 783-7913 Contact: RACHEL RANDALL - Ph.: (904) 783-7913 Pickup On 06/14/22 between 13:00 and 17:00 REF.#: SO 12790103   PO 4500609626	<b>DELIVER TO:</b> <b>ATL STG - CFSE</b> 7405 GRAHAM RD  Fairburn, GA 30213  Phone: (404) 346-9777 Contact: RECEIVER - Ph.: (404) 346-9777  REF.#: BOOKING#HOU/BKK/0535041	<b>BILL TO THIRD PARTY:</b>  ECU Trucking 2401 NW 69TH Street  MIAMI, FL 33147  Phone: (833) 328-7447 Contact Ph.: (833) 328-7447									
<b>SPECIAL INSTRUCTIONS:</b> REF SO 12790103   PO 4500609626 BOOKING#HOU/BKK/0535041											
<b>MARKS AND NUMBERS:</b> - Reference #114255028 - Carrier Quote #63430161											
<b>DESCRIPTION OF ARTICLES</b>											
QTY	HZ	TYPE	STC	SHORT DESCRIPTION	LEN	WID	HGT	STACK	NMFC	CLASS	ACT WT
1		PLT		SOD SULFITE ANHY HP BAG114 - 16140653-FCC-KO-GRAN	45	45	40	-		250	100
TOTAL: 1							IN		VOLUME: 46.875 CFT 100 LB		
<b>FREIGHT CHARGES</b>			Prepaid ( ) Collect ( ) Third Party (X)			<b>TOTAL FREIGHT COST:</b>					
<small>NOTE(1) Liability Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C §14706(c)(1)(A) and (B)          NOTE(2) Commodities requiring special or additional care or attention in handling or stowing must be so marked and packed as to ensure safe transportation with ordinary care. See Sec. 2(e) of NMFC Item 360.</small>					<b>SECTION 7</b> <small>Subject to Section 7 of conditions of applicable bill of lading, if this shipment is to be delivered to consignee, without recourse on the consignor, the consignor shall sign the following statement:          The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.          Per ECU Trucking</small>						
<small>RECEIVED, subject to the classifications and lawfully field tariffs in effect on the date of issue of this Original Bill of Lading. The property described below, in apparent good good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated below, which said carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract, agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any portion of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to the terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in Official, Southern, Western and Illinois Freight Classifications in effect on the date hereof, if this is a rail or rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment. Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading set forth in the classification or tariff which governs the transportation of this shipment, and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.          THIS CARRIER CONFIRMS THEIR WORKERS COMPENSATION, AUTO LIABILITY AND CARGO COVERAGE IS CURRENT.</small>											
(COD) COLLECT ON DELIVERY: \$				COD FEE TO BE PAID BY:							
<input type="checkbox"/> CHECK HERE IF COMPANY CHECK IS ACCEPTABLE				<input type="checkbox"/> SHIPPER <input type="checkbox"/> CONSIGNEE							
<b>SHIPPER CERTIFICATION</b>						<b>CARRIER CERTIFICATION</b>					
<small>This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation</small>						<small>Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent document in the vehicle.</small>					
PER:			DATE:			PER:			DATE:		
AFFIX LABEL HERE						PIECES:			TRAILER:		
						CARRIER:					
<b>CONSIGNEE CERTIFICATION</b>				CONSIGNEE:				DATE:			
								<input type="checkbox"/> DAMAGED <input type="checkbox"/> GOOD CONDITION			

## Dashboard

### Your Dashboard



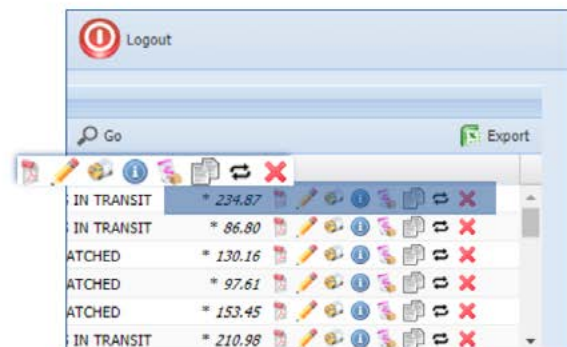
#### How it looks

Check your company freight behavior and easily export any data to an Excel file.

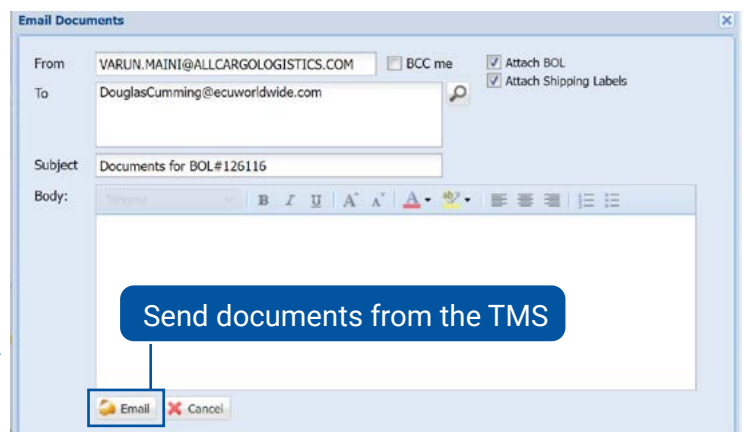
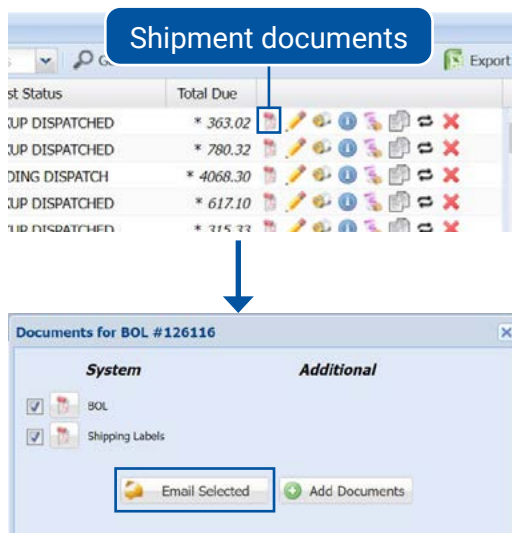
Search and apply filters to find what you need. Use keywords like BOL #, booking #, tracking #, reference, dates, etc.

#### Let's see what you can do in your dashboard with just one click

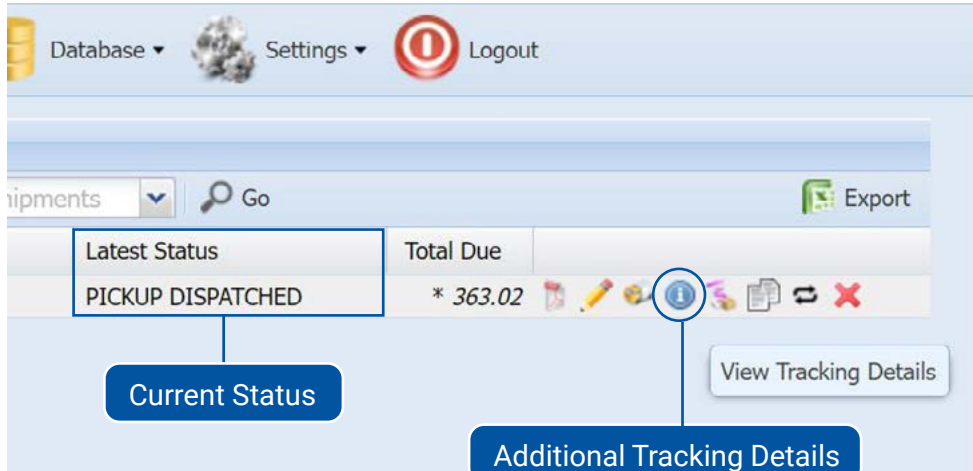
- Download and send documents such as BOL, shipping labels, and quotes.
- Edit your shipments before dispatching them.
- Dispatch your shipments with just one click.
- Get real time tracking information thanks to our API connection with our carriers.
- Download your invoice after your shipment has been delivered.
- Duplicate, reverse or delete a shipment.



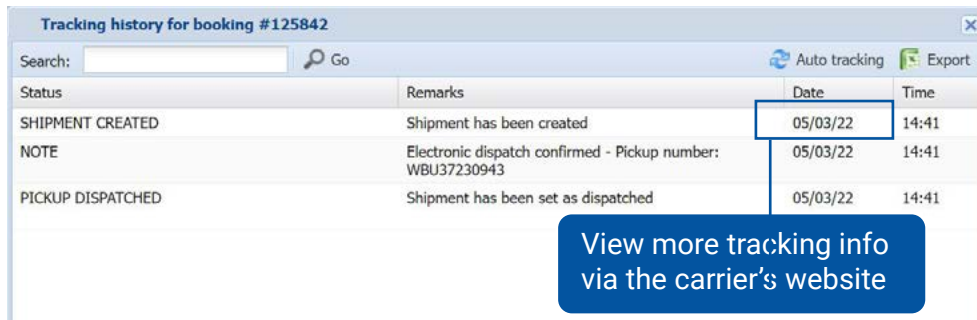
## Send Documents as an Email via the TMS



Track Your Shipment: View current status, additional tracking via carrier's website



The screenshot shows the ECU Tracking interface. At the top, there are links for Database, Settings, and Logout. Below this is a search bar with a 'Go' button and an 'Export' button. The main section displays the 'Latest Status' as 'PICKUP DISPATCHED' and the 'Total Due' as '\* 363.02'. A blue box highlights the 'PICKUP DISPATCHED' status, with a callout pointing to it labeled 'Current Status'. Another blue box highlights the information icon (i) in the toolbar, with a callout pointing to it labeled 'Additional Tracking Details'. A 'View Tracking Details' button is also visible.

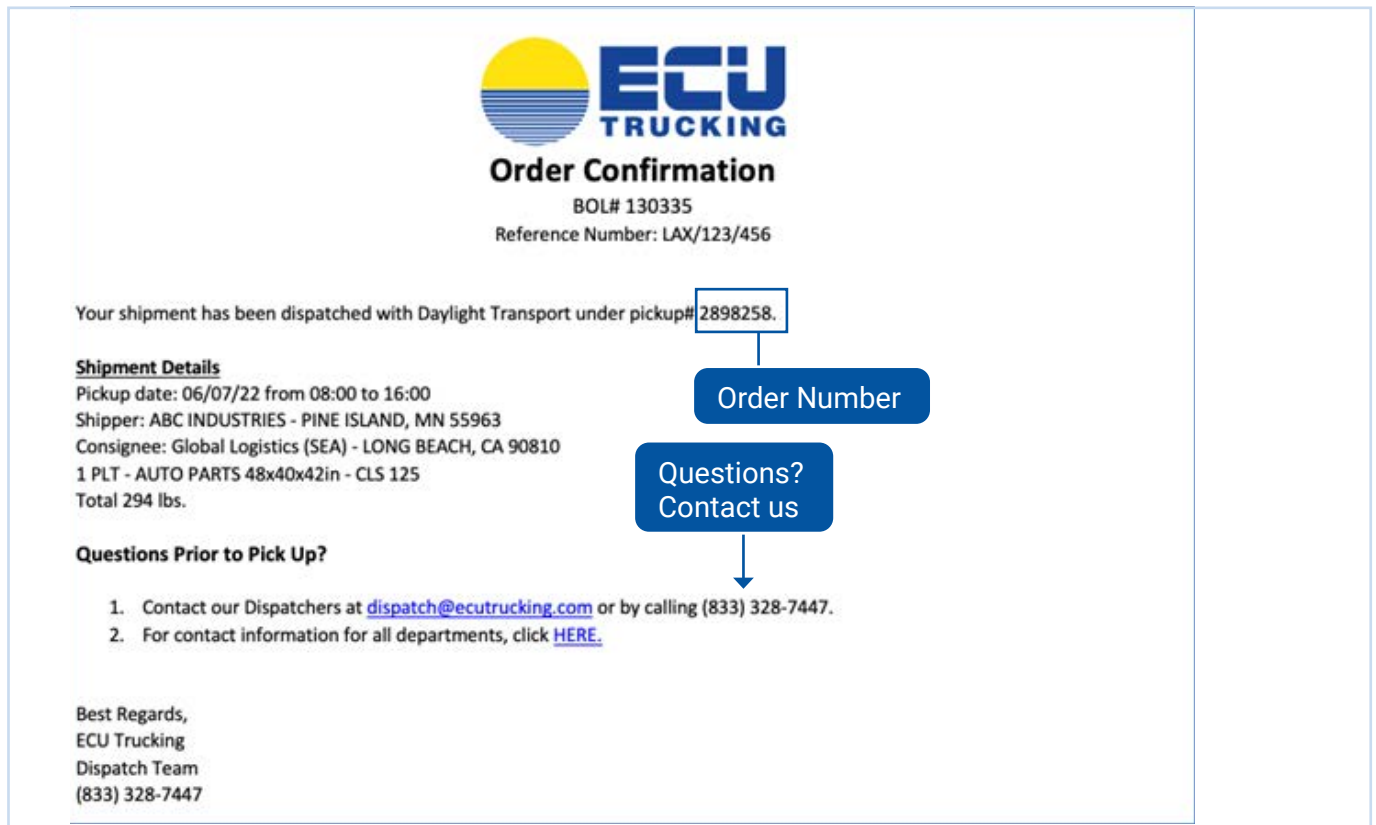


The screenshot shows the 'Tracking history for booking #125842'. It includes a search bar, 'Auto tracking' checkbox, and 'Export' button. The table below shows the tracking history:

Status	Remarks	Date	Time
SHIPMENT CREATED	Shipment has been created	05/03/22	14:41
NOTE	Electronic dispatch confirmed - Pickup number: WBU37230943	05/03/22	14:41
PICKUP DISPATCHED	Shipment has been set as dispatched	05/03/22	14:41

A blue box highlights the date '05/03/22' in the first row, with a callout pointing to it labeled 'View more tracking info via the carrier's website'.

Order Confirmation and Tracking Update Emails



The screenshot shows an 'Order Confirmation' email from ECU TRUCKING. The email includes the following information:

- Order Confirmation**
- BOL# 130335**
- Reference Number: LAX/123/456**
- Your shipment has been dispatched with Daylight Transport under pickup# 2898258.
- Shipment Details**
  - Pickup date: 06/07/22 from 08:00 to 16:00
  - Shipper: ABC INDUSTRIES - PINE ISLAND, MN 55963
  - Consignee: Global Logistics (SEA) - LONG BEACH, CA 90810
  - 1 PLT - AUTO PARTS 48x40x42in - CLS 125
  - Total 294 lbs.
- Questions Prior to Pick Up?**
  - Contact our Dispatchers at [dispatch@ecutrucking.com](mailto:dispatch@ecutrucking.com) or by calling (833) 328-7447.
  - For contact information for all departments, click [HERE](#).
- Best Regards,  
ECU Trucking  
Dispatch Team  
(833) 328-7447

Callouts in the image point to the pickup number '2898258' labeled 'Order Number' and the contact information section labeled 'Questions? Contact us'.

## Frequently Asked Questions & Contacts Sheet

### **Q** How can I avoid extra charges on my shipment?

Most Common Reasons for Extra Charges on LTL Shipments:

#### **Bill of Lading (BOL)**

It is your responsibility to send the ECU Trucking system generated BOL to your shipper prior to pickup. For standard pickups, truck drivers will not have the BOL when they arrive. If another BOL is used, extra charges may apply.

#### **Re-weigh**

If the weight of your shipment is found to be more than what was booked, extra charges may apply. You should always use actual weight when quoting.

#### **Density Change**

If the density of your shipment is found to be different than what was booked, extra charges may apply. Always confirm the most accurate weight and dims prior to quoting.

#### **Re-consignment**

A re-consignment fee may be assessed when the freight is rerouted in transit or when the shipper did not use the ECU Trucking Bill of Lading.

#### **Limited Access**

An adjustment may be applied if the pickup or drop off location has limited access. Limited access locations include camps, churches/temples, educational facilities, grounds of an airport, construction sites, fairs and carnivals, storage units, military bases, mine sites, some government facilities, schools, businesses located outside city limits, rural locations and farms. Limited access may also include commercial businesses not open to the walk-in public or where an employee is not available to assist with loading or unloading.

## **Q What should you expect in regard to final freight charges?**

ECU Trucking performs a freight bill audit once after pickup and again 1-2 business days after delivery. If additional charges apply to your shipment, we will communicate those to you during this time. Please wait to invoice your customer until you have received your final invoice from ECU Trucking.

## **Q What should I know about my transit time?**

Transit times are always estimated and are listed in terms of business days not including the day of pickup, weekends, or holidays. For example, if you are selecting a 3-day transit and the freight picks up on a Wednesday, estimated delivery would be the following Monday, Thursday, Friday, & Monday count as days 1, 2, & 3.

## **Q Can I upgrade to Guaranteed Service?**

Yes. Please use the “Guaranteed Only” filter button at the top of the carrier choices to only display carriers that offer guaranteed service for that lane. If you ever have any questions about delivery dates or expedited service, please contact [customersupport@ecutrucking.com](mailto:customersupport@ecutrucking.com) and we can help you.

## **Q What should I know if my shipment is picking up or delivering to a Trade Show?**

Please contact our quotes team via email at [quotes@ecutrucking.com](mailto:quotes@ecutrucking.com) for shipments picking up or delivering to a Trade Show.

## **Q How can I track my shipment?**

Login to your account at [www.ecutrucking.com](http://www.ecutrucking.com) and click “Track” at the top of your Dashboard.

## Q How can I help ensure a same day pickup?

For standard pickups at a normal business with a dock, our LTL carriers typically need a 2-4 hour window from the time you place your order. Pickups at CFS Stations and Airlines require a minimum of 24 hours notice. Please note, same day pickups are not guaranteed. If you have any questions, please contact [dispatch@ecutrucking.com](mailto:dispatch@ecutrucking.com).

## Q Will accessorial services affect my transit time?

Possibly yes. Services such as lift gate, appointment prior to delivery, residential pickup/delivery may require additional time and preparation from the carrier and/or shipper/consignee.

### Customer Service Contacts

<b>LTL and FTL Quotes</b>	<a href="mailto:quotes@ecutrucking.com">quotes@ecutrucking.com</a>	(833) 328-7447 Ext. 1606
<b>LTL Dispatch Team</b>	<a href="mailto:dispatch@ecutrucking.com">dispatch@ecutrucking.com</a>	(833) 328-7447
<b>LTL Customer Support Team</b>	<a href="mailto:customersupport@ecutrucking.com">customersupport@ecutrucking.com</a>	(833) 328-7447
<b>Drayage Quotes</b>	<a href="mailto:drayage@ecutrucking.com">drayage@ecutrucking.com</a>	(833) 328-7447 Ext. 1609
<b>Full Truckload Team</b>	<a href="mailto:truckload@ecutrucking.com">truckload@ecutrucking.com</a>	(833) 328-7447 Ext. 1635
<b>Accounting</b>	<a href="mailto:receivables@ecutrucking.com">receivables@ecutrucking.com</a>	(833) 328-7447 Ext. 1268

### Escalation Contacts

<b>Elizabeth David</b> - Operations Manager	<a href="mailto:edavid@ecutrucking.com">edavid@ecutrucking.com</a>	(833) 328-7447 Ext. 1614
<b>Susana Osorio</b> - Director	<a href="mailto:sosorio@ecutrucking.com">sosorio@ecutrucking.com</a>	(833) 328-7447 Ext. 1615
<b>Douglas Cumming</b> - Vice President	<a href="mailto:douglascumming@ecuworlwide.com">douglascumming@ecuworlwide.com</a>	(310) 890-4960