Carrier Management (RMIS) Reference Guide

We have now fully transitioned into using the Carrier Management system for all carrier compliance needs. The Carrier Management system will be used for all account updates including insurance, address, name change, W9 updates, payment, etc. You will make these updates yourself; you will no longer need to contact Ready Logistics to make these changes. Please view the guide below to see how you can update your account for company updates or if your account is in a non-certified status.

How to login to the Carrier Management Portal

1. Access the Carrier Management Portal Here:
   https://readylogisticscarriers.rmissecure.com/_c/std/carrier/LoginV2.aspx
2. Enter your login credentials that you received when the registration is completed. This will be in an email called **'Ready Logistics, LLC – Carrier Registration Confirmation'**
   a. If you no longer have the email with the credentials, you could use the two options available at login 'Click here if you forgot your password' or 'Click here to update your password.' Example below.
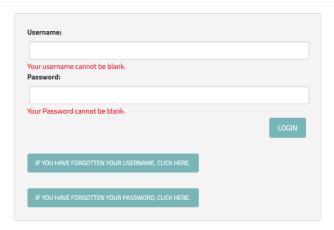
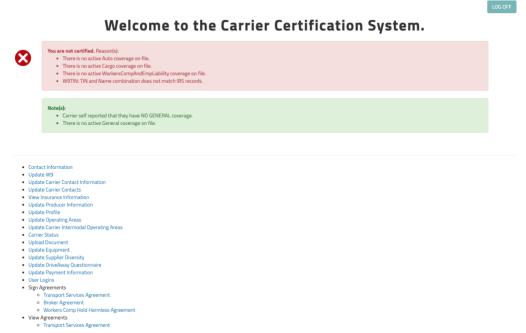   b. If you are still having issues with login; either your account is locked, or the email is not correct on your account please contact RMIS directly at katia@truckstop.com.

3. Once logged in you will see a screen with your status and multiple options to update your company information. See below.
      a. If you are not certified, there will be the red box (see below) with reasons as to why your company is not certified.
      b. If you are certified, you will not see a red box and that means you do not need to provide anything at this time.

4.
5. You can update multiple company profile options. The only thing that cannot be update is company MC, DOT, Company Name, Main Number as this information comes directly from the FMCSA. If this information needs to be updated, you must contact the FMCSA.

Insurance Issues

Below are the most common issues we see with insurance and how you can correct this.
*All insurance certificates must be sent from your insurance agent. If sent by anyone other than the insurance agent, RMIS will not accept it. **Insurance certificates must be sent to transportation@truckstop.com.**

- Reason: There is no active Auto coverage on file.
  - o Solution: Insurance certificate has not been provided or was not correct. Please have insurance agent send over a new copy of the certificate.
- Reason: There is no active Cargo coverage on file.

- o Solution: Insurance certificate has not been provided or was not correct. Please have insurance agent send over a new copy of the certificate.
- Reason: There is no active PhysicalDamage coverage on file. / CA 20 05 or Drive Away Service – Drive Away Contractors must be included on the certificate. / Auto Category Auto_Drive_Away not found.
  - o Solution: All these insurance requirements for are for carriers that provide Drive Away Services, meaning the vehicles are driven not transported on a car hauler. If you do not provide these services, you will need to update the 'Drive Away Questionnaire' to reflect 'No'. This will remove the Drive Away Services insurance requirements.
- Reason: Auto/Auto_Combined_Single Limit of ($XXXXXX) does not meet the requirement: $1,000,000
  - o Solution: You must contact your insurance agent to increase your Automobile Liability to the requirement amount of $1,000,000
- Reason: Additional Insured not found for Auto, property: Ready Logistics, LLC
  - o Solution: You must contact your insurance agent to have Ready Logistics added as additional insured in respect to Automobile Liability policy.
- Reason: Cargo/Cargo_Limit Limit not found.
  - o Solution: You must contact your insurance agent to provide the cargo limit and deductible on your insurance policy.
- Reason: Cargo/Cargo_Limit Limit of ($XXXXXX) does not meet the requirement: $XXXXXX
  - o Solution: You must contact your insurance agent to increase your cargo limit to the required amount listed.
- Reason: There is no active WorkersCompAndEmpLiability coverage on file.
  - o Solution: You must contact your insurance agent to send over your insurance policy for workers compensation. If you do not require workers compensation, you can sign into the Carrier Portal and sign the 'Workers Comp Hold Harmless Agreement'. This agreement states they do not need Workers Comp and you are acknowledging this.
- Reason: Auto has expired: XX/XX/XXXX / Cargo has expired: XX/XX/XXXX
  - o Solution: You must have your insurance agent provide an updated certificate of insurance. RMIS takes 24-48 hours to update an insurance certificate.

W9 Issues

Below are the most common issues we see with a W9 submission. We do not accept PDF W9 options, we only accept W9's that are submitted electronically through the Carrier Portal.

- Reason: W9TIN: TIN and Name combination does not match IRS records.
  - o Solution: You must login to the Carrier Portal and resubmit an electronic W9 and confirm that all information provided is exactly how the IRS has it listed.

(Common mistake that we see is the Business Name is not listed on the first line of the W9).

- Reason: There is no electronic W9 on file.
    - Solution: The electronic W9 was deleted from your account, you must login to your Carrier Portal and resubmit an electronic W9.
- Reason: W9TIN: Check Pending
    - Solution: You will have to wait for the W9 check to complete. The system is doing a check with the IRS to confirm all information matches, this could take up to 6 hours to complete. If it has been longer than 6 hours, please contact RMIS directly.
- Reason: W9TIN: TIN entered is not currently issued.
    - Solution: The W9 submitted does not have the correct Employee Identification Number (EIN). You must confirm that the EIN provided is correct and resubmit a new electronic W9 on the Carrier Portal.

DOT Authority Issue

Below are the most common DOT Authority issues we see. Many of these issues are due to FMCSA, to contact them directly please call 800.832.5660.

- Reason: Operation Status is INACTIVE US DOT NUMBER PER 49 CFR 390.19(B)(4)
    - Solution: You must contact the FMCSA to understand why your DOT is not active and correct the issue directly with the FMCSA.
- Reason: Operating Status NOT AUTHORIZED.
    - Solution: You must contact the FMCSA to understand why your DOT is Not Authorized and correct the issue directly with the FMCSA.
- Reason: No DOT Authority is Active.
    - Solution: You must contact the FMCSA to understand why your DOT is not active and correct the issue directly with the FMCSA.