

READY LOGISTICS CARRIER GUIDE

This guide is designed to assist carriers that are networked with Ready Logistics (RL). Read and save this guide for reference, as needed, for our expectations & required transport processes.

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FUNDAMENTAL EXPECTATIONS OF CARRIER PARTNERS

- **Account Updates:** Keep contact details, payment account information, equipment, capacity, preferred lanes, and insurance up-to-date in RMIS.
- **Transportation Orders:** review transport order for important load information.
- **Professional Conduct:** Maintain a professional demeanor in all situations to uphold the reputation and trust our clients have in us.
- **Communication:** Proactive communication is essential for successful transport. Carriers must promptly update Ready Logistics via phone or email for assistance or to report challenges, ensuring timely issue resolution and clear communication with both Ready Logistics and the client.
- **Order Completion:** Carriers must complete at least one order every month to avoid re-registration.
- **Order Responsibility:** Carriers assigned to orders are responsible for the vehicle throughout transport from pickup until signed for upon delivery.
- **Load Pricing:** Ready Logistics posts and prices loads as single vehicle moves.
- **Load Booking:** Do not hold orders to build a load. If unable to pick up within 24-48 hours, cancel the order. Failure to do so may result in account restrictions.
- **Estimated Dates:** Keep all estimated dates updated and accurate for Ready Logistics loads. If rescheduling, provide detailed notes for the delay.
- **Expired Loads:** Loads with expired pickup dates will automatically cancel after 48 hours and be reassigned to another carrier.
- **Loading Expectations:**
 - No wheel-lifts are allowed
 - Use soft tie downs on all transports, unless damage or physical condition of vehicle makes it impossible to do so.

- Appropriate equipment must be used for pick up based on the specific nature of the pick up location and vehicle specifications and operability.
- **App Usage:** All carriers must use the Ready Logistics Inspection Tool powered by Central Dispatch (Mobile App) for all loads. Failure to do so will result in a temporary restriction until the requirement is met.
- **High-Performing Carriers:** Consistently high-performing carriers will receive direct offers before orders are posted publicly.
- **Authorization for Drive Away:** Vehicles may not be driven, unless authorized by RL and covered by Drive Away Service (DAS) insurance.

SYSTEMS

Carrier partners will utilize the following systems when partnering with RL.

- [RMIS](#)
 - Carrier information management system.
- [CentralDispatch.com](#)
 - Ready Logistics Private Marketplace Load board and dispatch management system.
- **Ready Logistics Inspection Tool powered by Central Dispatch (Mobile App)**
 - Mobile app to manage dispatches.
- [Carrier Connect](#)
 - Resource site for RL information and training tools.

Updating carrier account information in the RMIS PORTAL

RMIS is a third party carrier management system that is used to house and manage all carrier information and updates, including insurance, business address, contact information, W-9 updates, etc.

- [RMIS Reference Guide](#) – use this guide to help with actions in the RMIS system.
- Contact information can be updated anytime via the [RMIS Portal](#)
- It's important that information is up-to-date, and that equipment capabilities are current and accurate as they are used for assigning and dispatching loads.
- The carrier's insurance agents must send updated insurance certificates to rmishelp@truckstop.com prior to the expiration date.

Navigating Central Dispatch & the Ready Logistics Private Marketplace

Please review the instructions on how to use the Ready Private Marketplace within CentralDispatch.com using the resource links below:

User Management:

- [User Management Resources Page](#) – How to add and manage users

Search Listings (Open Market):

- [Overview of Search Listings Page](#)
- [Searching for Vehicles](#)
- [Saved Searches and Notifications](#)
- [Creating a Saved Search](#)
- [Finding a Saved Search](#)
- [Edit a Saved Search](#)
- [Selecting Search Filters](#)
- [Sorting Listings](#)

Dispatch Management:

- [Carrier dispatches](#)
- [Private Marketplace Reference guides](#)

Ready Logistics Carrier Inspection Tool – Mobile App

All loads from RL are required to have an inspection at both pickup and delivery using the Ready Logistics Carrier Inspection Tool powered by Central Dispatch.

Mobile App Demo & Overview: [App Demo & Overview](#)

Download the Mobile App:

- For [Apple](#) click [here](#)
- For [Android](#) click [here](#)

COMMUNICATION & TEAM CONTACTS

The Ready Logistics team is available to support via email, phone, and / or SMS. Carriers are expected to proactively reach out via these channels if challenges or delays are encountered. This communication allows our internal support teams to advise our clients and keep all necessary parties updated about the transportation status of the orders. To assist with knowing when to reach out, a list of urgent (phone call) and non-urgent issues (other contact

methods) is provided below. It is also extremely important that *detailed* notes are provided if the order needs to be rescheduled or canceled on the Mobile App or the website.

Urgent Issues to Report via phone:

- Altercations between drivers and locations
- Vehicle was damaged during loading or unloading
- Truck broke down after the order was picked up
- Location not providing resolution for lot issues (e.g., vehicles blocked, units not cleaned out, location charging fees to enter the gate)
- Location refusing to release the unit to the carrier
- VIN doesn't match what is on Transport order
- Alternate pickup or delivery addresses provided, and do not match what is on the Transport order

Non-Urgent Issues to Report via other contact method:

- Incorrect or missing contact information on the transport order
- Vehicle Release documents or Hold Harmless are missing
- Fees due before release (Do not pay fees before contacting Ready Logistics)
- Keys required for release
- Incorrect address
- Change in unit status (INOP, specialty, biohazard, etc.)

NOTE: If the issue takes place after hours, the carrier should reschedule or cancel the order (if not already picked up).

Contact Matrix

Team	Description	Phone	Emails/Chat/Other Contact Channels
Regional Operations	Handle all open market dispatching, load information requests, operability updates	480-558-3200	<ul style="list-style-type: none"> • South: ReadyLogisticsSouthOperations@coxautoinc.com • North: ReadyLogisticsNorthOperations@coxautoinc.com • West: ReadyLogisticsWestOperations@coxautoinc.com
Recruiting	Assists with RL Private Marketplace, Onboarding needs, EBOL App Issues	623-473-6860	Carrierrecruiting@coxautoinc.com

Team	Description	Phone	Emails/Chat/Other Contact Channels
Claims	Damage and mid-transport claim management.	480-558-3200 (Option 2, then 4)	Claims@readylogistics.com
Carrier Relations	Compliance Inquiries, Account Restrictions, and Registration questions	N/A	<ul style="list-style-type: none"> Email: carrierrelations@coxautoinc.com Chat feature available M-F 7 am – 4 pm MST via Carrier Connect website.
Accounting	Carrier payments	N/A	<ul style="list-style-type: none"> For payment status, create a ticket using the AP Customer Service Inquiry Form Email: rad.nonIBSpot@coxautoinc.com for unpaid loads after five business days.
Central Dispatch	Password reset challenges, Central Dispatch public load board	623-335-4400	

Medallia Survey

The Carrier Relations team may contact select carriers to request feedback on their experience with Ready Logistics based on the survey they filled out through Medallia.

- We encourage carriers to provide honest and concise feedback.
- This feedback is separate from day-to-day concerns like rate changes, load dispatching, or inventory requests.

READY LOGISTICS CARRIER PERFORMANCE EXPECTATIONS

Compliance and KPIs

Ready Logistics consistently evaluates and monitors the performance of carrier partners. Should a carrier fail to meet the minimum performance targets, as specified in the matrix below, the following escalation process will be initiated to assist the carrier to improve their overall performance scores.

1. **Initial Non-Compliance:** A discussion will take place to address the issue, and a performance improvement plan will be created.

2. **Ongoing Non-Compliance:** A follow-up discussion will occur, the performance plan will continue, and there may be a reduction in load opportunities, as well as account restrictions.
3. **Continued Non-Compliance:** If performance does not improve, the carrier may fully lose access to Ready Logistics inventory.

KPI	Standard
Ready Logistics Private Marketplace Load Board	Board up to date daily, no expired ETAs
Pickup	Within 24-48 business hours from assignment
% of On-time Delivery	>=75%
EBOL Condition Report	>= 98%

Service Level Agreement (SLA) Matrix for On Time Delivery

Each load has a standardized SLA that should be followed. This is based on the miles from the origination location to the destination location.

NOTE: SLAs may vary for certain clients, this will be reported to the carrier prior to dispatch.

Min Miles	Max Miles	SLA Days
0	80	2
81	160	3
161	240	4
241	400	4
401	800	5
801	1,200	6
1,201	1,600	7
1,601	2,000	10
2,001	2,400	10
2,401	3,000	13
3,001	4,000	14
4,001	+	15

EBOL Guidelines

- **EBOL Compliance:** All load inspections must be completed via the Mobile App.
 - **Alternative Options:** Paper BOLs are acceptable if there are app issues reported (e.g., poor connection, malfunctions).
- **Reporting App Issues:** Any app-related issues (including VIN details / screenshots) must be reported to Ready Logistics to maintain compliance.
 - All reported issues will be logged in the carrier's internal profile. Using the app for inspections and reporting issues ensures continued EBOL compliance.
- **EBOL Audits:**
 - Monthly audits for EBOL compliance are conducted by RL.
 - Non-compliant carriers will receive feedback and an action plan for improvement.
 - Persistent non-compliance results in temporary restrictions (minimum 30 days). Restrictions are lifted after improvements are made.
 - Carriers on temporary restrictions for EBOL non-compliance can still transport inventory but must call in to request load assignments.

Carrier Restrictions

Carriers can receive restrictions placed on their accounts for performance-related reasons. All restrictions will be communicated before placement. Below are the types of restrictions that RL enforces:

- **Yellow Listed:** The carrier account is restricted for a minimum of 30 days or until performance improves. The carrier can bid on the load board or call in for dispatches but will not receive automated dispatching.
- **Red Listed:** The carrier account is restricted for a minimum of 60 days. RL will advise if the carrier should complete outstanding dispatches.
- **Black Listed:** The carrier is no longer able to do business with Ready Logistics.

CARRIER TRANSPORTATION PROCESS OVERVIEW

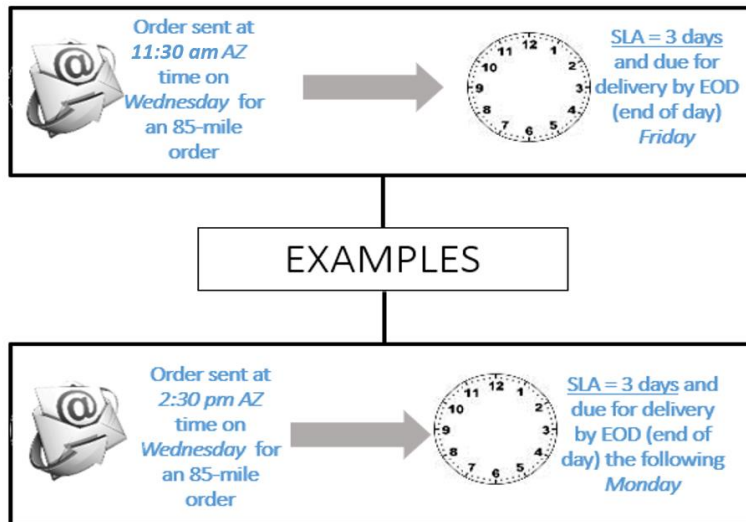
Once a load is dispatched, the following steps must be followed:

1. Identify the Days to Deliver

Weekends are not counted in the On-Time Delivery calculations. Pickup and drop off ETA dates generated by the system are based on the date and time of the original dispatch, as well as distance of the move.

- Orders sent to the dispatch board at 12pm (EST) or earlier, day one begins the day of dispatch.
- Orders sent to the dispatch board after 12pm (EST), day one begins the following business day.

Examples below:



2. Verification and Appointment Setting

VERIFY LOCATION AND READINESS WITHIN 24 HOURS OF ASSIGNMENT

- Some locations may want to be emailed as opposed to called.
- Check service and body shop at dealerships if sales department is not sure about location.
- Attempt verification 3 times in a 24-hour business timeframe

VERIFY VEHICLE INFORMATION

- Verify VIN, Year, Make, Model
- If VIN or Year, Make, Model do not match the order – DO NOT PROCEED WITH TRANSPORT

DETERMINE CONDITION OF THE VEHICLE

- Is the vehicle operable or inoperable, standard size or oversized?
- If INOP, why is the vehicle inoperable?
- Does Transport Order show INOP, if not call Ready Logistics for the operability change.

ASK IF RELEASE OR FEES NEEDED

- If release is needed and not attached to transport order, contact Ready Operations Team
- If fees are due, contact Ready Operations Team

VERIFY PICKUP LOCATION ADDRESS, HOURS, LOT RESTRICTIONS

- What is the pickup address and contact name, and does it match the Transport Order?
- What are the hours to pick up and do they require a 24/1 call ahead?
- Are there any lot restrictions that the lot has?

SCHEDULE APPOINTMENT FOR PICKUP

- Ensure that dates on Transport Order align with pickup and SLA needed.
- If SLA will not be met due to appointment availability, then use "Next Available Appointment" with notes to specify appointment time/date and adjust the estimated dates to reflect new pickup and drop off.

3. Pickup and Delivery

Inspection & Signatures: Upon arrival at pickup and drop-off locations, the carrier must complete inspections and obtain signatures using the Mobile App. This protects the carrier from potential damage claims as well as ensures delivery information is transmitted to Ready's AP team for timely payment.

Delivering a Load: A unit is not considered delivered at an auction until it is properly stocked in by the auction team or security. Do not leave orders outside the gates. If a unit is delivered to the incorrect location, the carrier must resolve the issue immediately and contact the Regional Support Team.

Load Payments & Payment Follow-Up: Once proof of delivery from the mobile app or a paper BOL is received and verified, payment is initiated. For payment status, create a ticket using the AP Customer Service Inquiry Form. For unpaid loads after five business days, email: rad.nonIBSpot@coxautoinc.com.

TRANSPORTATION EXCEPTIONS

Failure to Meet Appointment Times:

If the carrier cannot meet the scheduled pickup time, they must communicate the cancellation to the pickup location in advance. The carrier is responsible for any fees incurred due to missed appointments.

Failure to meet the load pickup ETA may result in cancellation of the load and reassignment to another carrier.

Rescheduling Process

All orders will be automatically canceled if dates are not updated or picked up within 48 hours of assignment. Reschedule the orders if:

- The pickup location is a repo lot, and you must call to schedule an appointment, usual response time takes 1- 2 business days.
 - If you made 3 attempts to verify and location is unresponsive, please cancel the order so we can work on getting better contact information.
 - Most dealerships do not require 24 hours call ahead or verification. You should proceed with pickup of these orders when assigned.
 - If it's a challenging location, please reach out to Ready for assistance.
- An appointment is scheduled, or the location confirmed that the vehicle will be ready for release past the originally assigned ETAs.

Note: Rescheduling is not intended for building loads. Carriers may face inventory restrictions if delays occur for load building purposes.

Rescheduling Option Glossary

RESCHEDULE REASON	SELECTION SCENARIO	PURPOSE/RESULT
Agent Unable to Release	Vehicle will be ready to release at a later date.	Carrier can reschedule with the date that unit will be released from location. Ex: the pickup location needs to clean out the vehicle and can't be released until (carrier to add date 01/01)
Limited Lot Hours/ Days	If location doesn't have availability based on operating hours or is booked up for appointments at this time.	Use if location ran out of available appointments for regular release days.
Mechanical Issues with Carrier's Truck	Carrier's equipment needs repairs and can't transport until repairs are completed.	Use this if the repairs will not take more than 2 business days.
Next Available Appointment	Lot provides the earliest pickup date that is outside of Ready Logistics SLA.	Use this option if the appointment can be rescheduled for the next 7 days.

RESCHEDULE REASON	SELECTION SCENARIO	PURPOSE/RESULT
No Release / Gate Pass	Unit can't be released due to missing documents.	The carrier reached out to RL and confirmed that documents will be sent over.
Traffic Delay	Traffic delays will cause carriers to miss pick up appointments or transport delivery.	Use this if they will not meet the scheduled pick up or drop off ETA.
Unexpected Inop	Carrier arrived at the pickup location and status of unit changes from OP to INOP.	The carrier can reschedule if they need to come back with different equipment.
Unresponsive Pickup Location	Pick up location has been unresponsive after 24 hours.	Carrier can use this as a rescheduling reason if they have called and LVM or sent an email without a response for 24 hours.
Vehicle Not at Location	The unit is not located at the address on the transport order and has been confirmed at a different location.	After speaking with RL and confirming the carrier can still move this unit, the order will be updated with the new address.
Weather Delay	Carrier can't make pick up or drop off due to weather conditions or weather impacts.	Carriers can use this in road closures. If weather permits safe travel.

Cancellations Process

If a unit is not ready for transport after verification, the carrier may cancel the order. In case of vehicle unavailability, contact Ready Logistics to report the issue and submit the cancellation via the Mobile App.

Update the order in Central Dispatch by clicking "Cancel", selecting the appropriate reason from the dropdown menu, and including detailed notes on the cancellation submission.

The notes should include who was contacted, the situation, actions taken, and any details about vehicle availability for pickup (e.g., dates, special circumstances, vehicle condition, or equipment needed).

NOTE: Before an order is picked up, Ready Logistics may cancel it because the client no longer needs transport or has requested to place the order on a transport hold. The carrier's primary email that is listed in RMIS will receive a cancelation notice via email in this situation.

Cancellation Glossary:

CANCELLATION REASON	SELECTION SCENARIO	PURPOSE/RESULT	EXAMPLE NOTES
Assign to Next Truck	Unable to fulfill the load.	Use this reason if transport is no longer possible within the dates originally accepted.	"Location remote and can't get there within agreed SLAs."
Cannot Contact Pick Up Location	Carrier has attempted to reach out to the pick-up location at least 3 times within a 48-hour period without receiving a response.	The load is sent back to RL for reverification to confirm different contact information.	"Called/emailed twice each day to pick up on 6/21, 6/22, lot is unresponsive. No alternate contact. Unable to verify."
Client Hold/Key Hold	Order is not available for transport due to client hold or a key hold.	The load is sent back to RL for reverification.	"Per John Doe at pickup, unit is on key hold until date unknown."
Extreme Weather	Natural disasters or weather conditions that cause roadways to be closed.	The load will be sent back to the Private Marketplace load board.	"Per Jane D, lot is flooded and will not release until dry."
Fees Due	Order is not available for transport due to pending fees due.	The load is sent back to RL for reverification.	"Storage fees owed before location will release."
Location Change	The carrier discovers the vehicle is located at a different address.	The load is sent back to RL for reverification.	"Vehicle is at Ft Wayne storage lot and not in Ohio per Jim, needs updated."
Personal Reasons	The carrier is ill or has a personal situation specific to them and not order related.	The load will be sent back to the Private Marketplace load board.	"Unexpected closure of company due to hospitalization."
Redeemed/Dealer Purchase	The order is not available due to being redeemed or purchased by the dealer.	The load is sent back to RL for reverification.	"Vehicle on redemption hold with no end date per Chuck Smith at lot."
Release/Gate Pass Not Available	The carrier has reached out to RL, and there is no available release or gate pass.	The load is sent back to RL for reverification.	"Per John at ABC pickup, unable to release due to hold harmless requirement."
Truck/Trailer Mechanical Issues	The carrier's truck is down for mechanical repair and is not able to be fixed within 48 hours	The load will be sent back to the Private Marketplace load board.	"Truck down and will need 2 weeks to repair."
Unexpected INOP	The carrier arrives at the location and discovers the order is INOP (inoperable) and they do not have INOP capabilities.	The load will be sent back to the Private Marketplace load board.	"Unit is INOP, no keys, operable transport only"
Unit Not There	Location is not able to locate the order on their lot.	The load is sent back to RL for reverification.	"Per Sally, unit is not at their location and never has been."

Dry Run Fee (DRF) Process

When requesting a Dry Run Fee due to a vehicle not being at the pickup location after an initial verification call, or no longer available for transport, the following guidelines below must be adhered to.

DRF Qualifications:

1. Must have verified availability 24 hours and 1 hour prior to arrival.
2. The contact's name that provided verification for the appointment must be documented.
3. DRF must be reported when it's occurring. If afterhours – report via [email](#).

If all verification requirements are fulfilled a DRF request will be submitted for review. Updates are provided within 1 business week.

SPECIALTY, ENCLOSED, DRIVEAWAY, TWIC/PORTS, AND OVERSIZED UNITS

Specialty units are unique transport types that require one or more of the following:

- Enclosed truck
- TWIC Card required
- Biohazard vehicles
- Ability to transport a unit at or above 7,200 lbs.
- Ability to transport a unit with a height or width greater than 90 inches

If a unit exceeds these specifications, submit for rate discussion to RL.

Any questions on whether a unit would qualify as Oversize (OS), or specialty should be directed to the Regional Support Coordinator with a picture provided for clarification.

Sizing Chart – XL, OS, Specialty:

EXTRA LARGE (XL)	OVERSIZE (OS)
<ul style="list-style-type: none"> • Medium/High Roof/Cargo Vans or Truck (ex. Mercedes Sprinter, GMC Savana, Ford F150, GMC Sierra) • Add-ons will make a vehicle be considered OS. • There is an added surcharge for height. 	<p>F250/2500+ **are considered OS Units if they include one of the following:</p> <ul style="list-style-type: none"> • Service Body • Boom and bucket • Box • Dually • Flatbed • Cab and chassis • Brush/Cattle/Grill guard • Headache rack • Ladder rack • Any additions to stock vehicles such as lift kits.

SPECIALTY (curb weight ≥ 7200 lbs., width > 90 in., height > 90 in.)	
<ul style="list-style-type: none"> • RVs (motorhome, 5th wheel, bumper pull, etc.) • Toy Hauler • Boat • Motorcycle • Semis • Box Trucks • Biohazard Vehicles 	

INOP Units

INOP vehicles may include non-runners, vehicles without keys, or wrecked vehicles. If a unit is identified as inoperable, the carrier must:

- Communicate with Ready Logistics to ensure the unit is marked as INOP and the rate is updated before pickup.
- Confirm that the rate change (from operable to inoperable) is completed before loading.
- Arrive with the appropriate equipment to load and unload the INOP unit.
- Avoid attempting pickup if not properly equipped, as most locations do not assist with loading. The carrier is responsible for loading and unloading if a drop location can't assist.
- Biohazard vehicles will always be marked as INOP.

CLAIMS

Claims Handling:

Ready Logistics Claims Department will review, assess, and determine if the damage is transport-related within 10 business days of ALL required documentation, and any other requested documentation, being received. During this time Ready Logistics Claims Department will ensure the repair to be fair and reasonable. Immediately upon the determination of the claim, the Ready Logistics Claims Department will notify the carrier and client of the findings. If the damage is deemed transport-related, and the repair fair and reasonable, Ready Logistics Claims Department will submit a request for reimbursement to the client.

Collection of the Damage Amount:

If the damage is deemed to be transport-related, and the repair to be fair and reasonable, Ready Logistics Claims Department will notify the carrier immediately. Once reimbursement has been issued to the client, Ready Logistics Claims Department will notify the carrier. The Ready Logistics Department will forward the repair documentation, and notification that payment in the amount of the repair is due. The notification is to inform the carrier that the payment for



the repair is due within 7 days, and the carrier will receive a link via text and/or email. The link gives the carrier 4 hours from receiving the link to pay the claim with their debit/credit card. After 4 hours the link will expire.

If the Ready Logistics Claims Department does not receive payment, and/or a payment arrangement is not set up for the claim the carrier's account may be restricted for a minimum of 30 days or until claim has been paid in full.