Welcome to Roadrunner

A Guide for Our Customers

roadrunner™

smart long haul

Dear Valued Roadrunner Customer,

On behalf of the entire Roadrunner team, I'd like to take this opportunity to welcome you as a new customer. We are thrilled to offer you our Smart Long Haul LTL services and grow together with your business.

We recently reinvented ourselves to create a more focused, sophisticated Smart Network to solve what's most important to you in today's ever-changing freight market. Our network offers non-stop service between major metros, meaning faster transit times and less rehandling at a better value versus traditional hub-and-spoke carriers.

Our Smart Technology and proprietary dock automation system ensures that your freight is constantly monitored and visible, enabling us to efficiently create loads for safe handling and intelligently design routes for faster transit.

Our Smart Team is committed to running more direct routes with superior performance than any other LTL carrier.

We at Roadrunner never forget that you, our customer, is the most important part of our business, and we're dedicated to ensuring that your freight arrives on time, intact, and damage free. Our promise to you is to be easy to work with, provide clear communication, give you access to real-time data and tracking, and prioritize your needs above all else.

Thank you again for entrusting Roadrunner with your most important business needs and remember...Ship Smart...Ship with Roadrunner.

Sincerely,

Chris Jamroz

Executive Chairman of the Board and CEO
Roadrunner

Company Overview

Roadrunner offers more direct long-haul metro-to-metro shipping than any other nationwide LTL carrier in the United States. The company moves its customers' freight over-the-road and rail free via the most-direct route possible with the least amount of handling by its expert team members. Roadrunner's on-time pickup and delivery percentages are industry-leading, and its customers report less than 1% exceptions on freight delivery.

With Driver Teams executing Over-the-Road (OTR) moves and no freight moving on rail, their customers enjoy industry-leading transit times. The award-winning operations platform is fueled by Artificial Intelligence (AI) and Machine Learning (ML) technology assuring integrity of custodial controls of freight and real-time tracking and visibility. Direct routing eliminates the need for rehandles and reduces the risk of loss or damage..

More than 1,000 drivers leverage the Roadrunner Smart Network™ to empower their businesses and are fiscally motivated to deliver freight on time, intact, and damage free. Roadrunner was ranked Most Improved LTL Carrier by Mastio™ and recognized by Newsweek™ as one of America's Most Trustworthy Companies. (PINK: RRTS)

Leadership Team

Chris Jamroz
Executive Chairman of
the Board and CEO

Tomasz Jamroz
Chief Operating Officer

Dave Ross
Executive Vice President

Kevin Westberg
Interim Chief Financial
Officer

Kendra Patton-Richard
Vice President of Driver
Recruitment

Phil Thalheim
Vice President Head of
Strategy & Yield

David Rumpf
Vice President of
Technology

Leadership Team

Phil Atwell
Vice President, Sales

Barry Barnes
Regional Vice President,
Sales

Dave Black
Vice President, Corporate
Sales

Jeff Bacon
Regional Vice President,
East

Ken Boyd
Regional Vice President,
Sales

Mike Ermitage
Vice President of
Marketing

Shari Leon
Vice President of
Linehaul Operations

Jeff Grega
Vice President of
Purchase Transportation

Kris Hackett
Vice President of
Operational Excellence

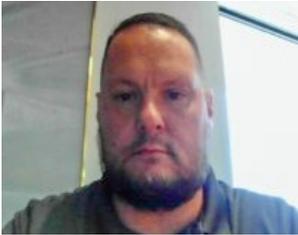**Nick Gavalick**
Controller of LTL Finance

Jeff Roe
Regional Vice President,
Sales

Amy Kappel
Director of Customer
Service

Ryan Schelb
Vice President of Partner
Services

Rich Whalen
Regional Vice President,
Ops

Zach Zertuche
Regional Vice President,
Ops

Your Roadrunner Contacts

NAME	TITLE/ROLE	PHONE NUMBER	EMAIL

Customer Service Team

The Roadrunner team operates a dedicated Customer Service Call Center in Akron, Ohio for customers' questions related to scheduling pickups, tracking shipments, getting rate quotes, and other questions.

Customers can access all these services on our Customer Portal.

Contact Information

Phone: 855.776.3567
General Email: LTLCustomerService@rrts.com
Rate Quotes: Rates@rrts.com

To email pickup orders: Pickups@rrts.com

Hours

Monday – Friday: 8:00AM to 8:00PM Eastern Time

Setting Up Your Roadrunner Account

Your Account Executive will make it easy for you to get setup. This will include creating an account, and receiving your customer log in credentials.

Customer Portal & Online Tools

Once your line of credit is approved, your Account Executive will communicate your new credentials to log on to our customer portal.

Inside of your new customer portal, you can access the following tools:
- LTL Rate Quote
- Spot Quote / Volume Quote
- Quick Pickup Request
- Bill of Lading Maker
- Label Maker
- Submit a Claim
- Density Calculator
- Find a Service Center
- Track a Shipment
- Transit Time Calculator
- Online Payment

Additional information available to you in your customer portal:

- Holiday Schedule
- System Integration Information
- FAQs
- Download Center (Ad hoc documents)
- Maps (Long Haul, Regional & Next Day)
- PC Rating Program
- Fuel Surcharge Information
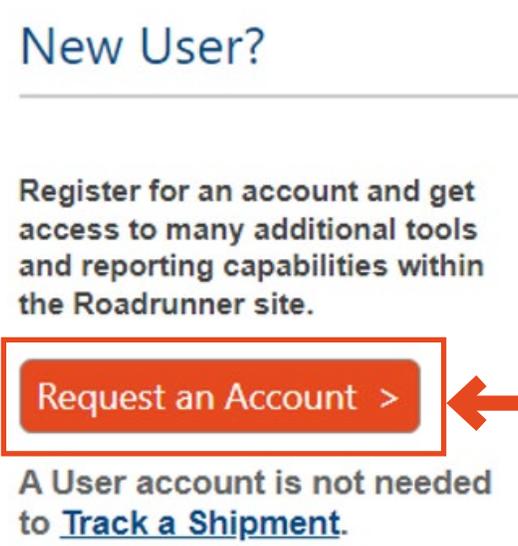- Reporting Specific to Your Account

Schedule a Quick Pickup

In order to schedule a pickup online, you must be logged in. Go to the website https://freight.rrts.com/Pages/Home.aspx

- Click Login / Register at the top right of the screen.

If you do not have an account, click Request an Account under the 'New User' section.

- If you have an account, enter your Username and Password then click Sign In.
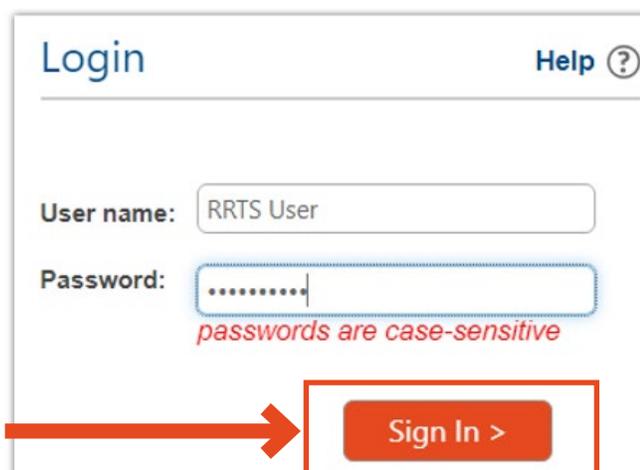
- Scroll down and click 'QUICK PICKUP' in the middle of the page.

- You can either select a saved shipping address or fill in the shipping address manually.

- Select a saved billing address or fill in the bill to information manually.

Third Party (Bill To) Information

- Enter the details of the pickup ie. the pickup date, total shipment weight, hours for pickup (must have a 2 hour window), destination zip, how many pallet spots the shipment will take, the packaging type, number of packages, handling unit type, number of handling units and any comments we need for the pickup (ex. If we need a PO or reference number at pickup).

Quick Pickup : Once all the pickups are entered and correct, click the "Submit All Pickups" button to submit all of them. Please contact custmaster@rrts.com for assistance.

Line #1

*Pickup Date:	10/10/2024 12:00:00 AM	*Weight(lbs.): 0
*Ready Time:	11:00 AM	☐ Hazmat:
*Close Time:	1:00 PM	☐ Freezable:
*Destination Postal Code:		*Pallet Positions: 0
*Package Type:	Select	*Number of Packages: 0
*Handling Unit Type:	Select	*Number of Handling Units: 0
Comments:		

- You can also upload a copy of the BOL here.

Optionally, upload a BOL image (required for third party pickups)
Allowed file type jpg, tif, tiff, doc, pdf, gif, jpeg, png

Choose File No file chosen

- Once you have completed filling out the information, you can continue entering more pickups for the same shipper by clicking Add Another Line, or if you are finished entering pickups for this shipper, click Submit All Pickups.

Delete Pickup

⊕ Add Another Line

Submit All Pickups

Order Cutoffs

Roadrunner requires a minimum of two-hours lead time for pickup requests. For example, if your shipment is ready at 3:00PM, the pickup request must be submitted prior to 1:00PM. Please include operation close time with your request.

Get a Quote

Go to the website https://freight.rrts.com/Pages/Home.aspx

- Click Login / Register at the top right of the screen.

LTL Rate Quote

- LTL Rate Quote should be used to get a quote for a shipment that falls within your tariff pricing.
- At the top of the screen, under Requests, click on LTL Rate Quote.

- Select the billing account you want to use under the Select Account dropdown. Enter the date you want the shipment picked up, choose the appropriate selection under the You Are: and Payment Term: sections, then input the Origin and Destination zip codes for your shipment.
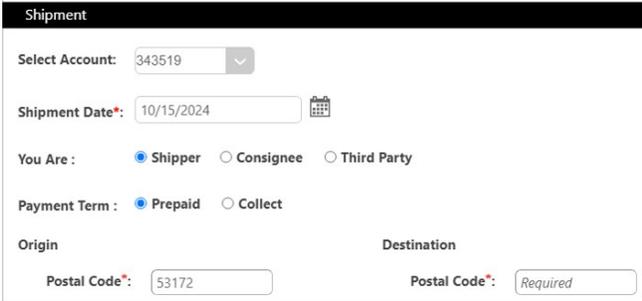
- Enter the freight class and total weight. Enter any info you have available under pallet count, linear feet, cubic feet and pallet position. If you have more than one freight class, click Add Class for additional lines.

- Select any accessorials needed for the shipment from the dropdowns and enter the Value if you wish to add insurance.

- If you would like to save the shipment information for a future quote, click Show Save Template, then enter a Template Name and Template Description.

- When you are ready to get the quote, Click Request Rate.

Spot Quote

- Spot Quote should be used to get a quote for a shipment that exceeds your tariff pricing.
- At the top of the screen, under Requests, click on Spot Quote.

REQUESTS

- Enter the Origin and Destination zip codes for your shipment.

Shipment

Origin Postal Code*: [   ]   Destination Postal Code*: [   ]

- Enter the total weight, package type and number of handling units. Select one of the freight characteristics to enter.

Freight Characteristics

Weight(lbs)*: [   ]   Package Type*: [Pallets   ⌄]

Piece Count: [   ]   Handling Unit: [   ]

Select One Characteristic to Enter

Class   Cubic Feet   Linear Feet
■   ☐   ☐

Class*: [Unknown   ⌄]

- Click Save Freight.

Save Freight

- If you have additional freight to add, enter the freight characteristics and click Save Freight.
- Select any needed accessorials and enter any additional comments, then click Request Rate.

Additional Options

Select Accessorial: [⌄]   Select Accessorial: [⌄]

Select Accessorial: [⌄]   Select Accessorial: [⌄]

Comment:
[   ]

Request Rate   **Reset Form**

Packaging & Labeling Tips

Minimum packaging requirements can be found on the NMFC (National Motor Freight Classification). When shipping with Roadrunner, we recommend that you follow these best practices. Properly packaged freight keeps your shipments safe, easier to move, and simplifies tracking with clear labelling. Improper packaging may result in damaged goods.

Shown below: examples of properly packaged freight with clear labeling.

Best Practices for Packaging LTL Freight

Packaging Materials
- Use bubble wrap, Styrofoam, or other internal separating materials to secure the items packaged into cartons.
- Be sure to use new, unused packing materials for best protection.
- Only use packaging once, as recycled/reused packaging will not protect your shipment as well as new material.

Pallets
- Using a strong wooden pallet and durable cartons will better support and protect your goods when shipping.

Stacking freight
- Begin with the heaviest items at the base.
- This helps prevent shipments from becoming top-heavy and unsteady.
- Do not let freight hang over the edge of the pallet.
- This helps ensure that you are using the pallet space optimally and reduces chance of damage.
- Wrap your goods in shrink wrap to help hold stacked boxes in place on the pallet.

Labeling
- Use packaging labels for identification of your freight.
- Use labels to identify shipper and consignee for each unique item on a pallet.
- Place a label on the outside of the shrink wrap on the upper right corner of each item.
- This will facilitate proper scanning and tracking of your shipment.
- Roadrunner offers a Label Maker to ease the labeling process. Click here to access our free tool.
- If you use electronic PROs, labeling your freight with that electronic PRO barcode is crucial to the efficient movement of your freight.

Packaging Tips to Minimize Damage When Shipping LTL (Less-than-Truckload)

Shipments must meet minimum packaging requirements as assigned to the commodity type per the National Motor Freight Classification (NMFC)

For additional information regarding packaging requirements please visit: https://nmfta.org/nmfc/

Package product to sustain the normal rigors of LTL Transportation

Use proper sized, undamaged pallets for the product – product that hangs over the sides of the pallet will often become damaged or damage other shipments

Follow the requirements for fiberboard boxes:
- Size and weight limits
- Strength of fiberboard used
- Box manufacturer's certificate (BMC) must be present on all conforming boxes

Use appropriate sized boxes with room for enough inner packaging. This prevents shifting and protects from shocks and vibration
- Bubble wrap
- Styrofoam
- Small material that will easily fill the voids

Wood crates
- Use high quality undamaged wood supports
- Enclosed crates provide much more protection

Building pallets
- Always place heavy product on the bottom of the pallet and avoid over stacking
- Corner boards improve balance and stability and also protect corners from damage

Label each handling unit
- Apply instructional stickers as necessary
  - Do not stack
  - Fragile
  - This side up

Keeping these tips in mind will help minimize damage.

Tracking Your Shipment

Not Logged In

- Go to the website https://freight.rrts.com/Pages/Home.aspx

- At the lower right side of the screen, type the Pro number or Pickup number (can enter multiple shipments at once) you would like to track into the 'Track LTL Shipments' box then click 'Track'.

Logged In
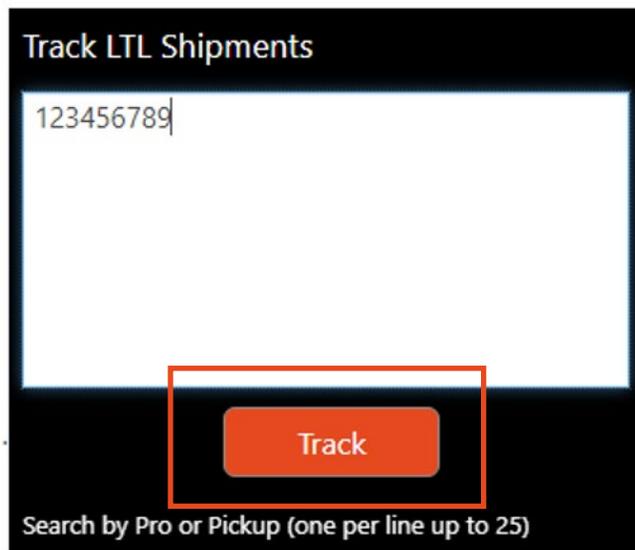
- Go to the website https://freight.rrts.com/Pages/Home.aspx
- Click Login / Register at the top right of the screen.

- Enter your User name and Password then click Sign In.

- At the lower right side of the screen, type the Pro number or Pickup number (can enter multiple shipments at once) you would like to track into the 'Track LTL Shipments' box then click 'Track'.
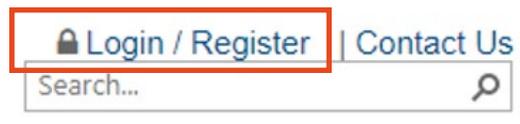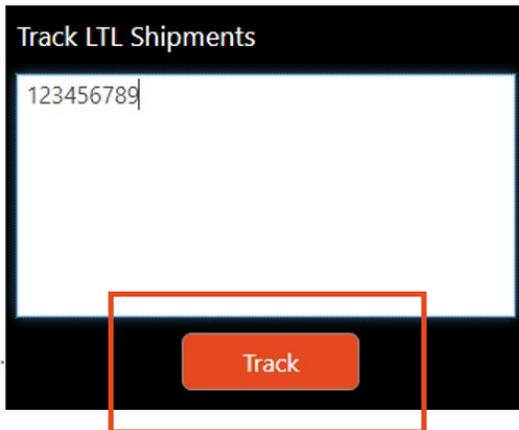

Auto Subscribe to Shipment Notifications

Roadrunner offers the ability for our shippers to subscribe to hassle-free automatic text/email shipment notifications to save time at every step of the shipping process. Automatic shipment notifications are available for specific PROs, or you can also subscribe to all of your shipments to be notified of pick-up, in-transit, and delivery steps throughout your shipment's life cycle.

This quick guide will walk you through the simple steps of setting up text and/or email shipment notifications.

Step 1:
- Navigate to freight.rrts.com and log into your account (Note: If you do not have a login, please reach out to your Account Executive to have one set up for you): Submit.
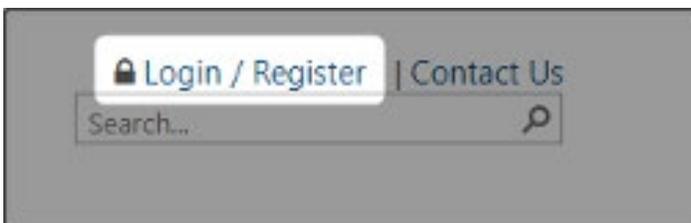
Step 2:
- Once logged in, navigate to the "Tools" tab:

Subscribe to Specific PRO(s)

To subscribe to specific PRO(s) use the below steps:

1. Click on "Track a Shipment":

2. Enter your PRO(s) and click Track (Note: you can enter up to 25 PROs at a time):

3. Navigate to the bottom of the Shipment Details page to "Notify Me When Shipment Updates". You can enter your email address or click "Prefer Text" to enter your mobile number to receive text notifications. Click Subscribe:

    Or

Example of Text Notification for a single PRO:

Subscribe to All Shipments

To subscribe to all shipments use the below steps:

1. Click on Tracking Subscriptions: Enter your PRO(s) and click Track (Note: you can enter up to 25 PROs at a time):
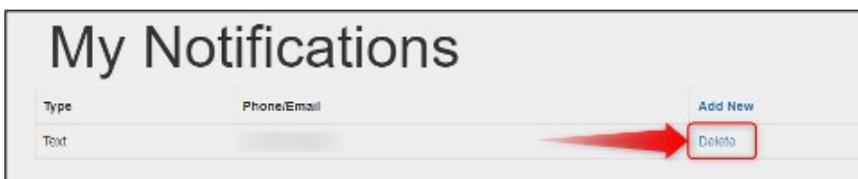

2. Click on "Add New"

3. Select Email or Text and enter your information (Note: You can subscribe to both email and text if you'd like). Click Save Changes:

Note: You can unsubscribe at anytime by navigating to "My Notifications" and clicking "Delete".

Invoicing & Payment

Invoicing

Customers have three options for receiving invoices, shown below. We strongly recommend using EDI or email invoicing.

- EDI: Roadrunner can send "210" invoice messages to a single trading partner and accept "997" Functional
- Email: customer must provide a billing contact, email address, and phone number.
- Acknowledgment" and "824" Application Advice responses to the invoice message.

Payment Options

Customers have three payment options at Roadrunner. Your Account Executive will help you set up your preferred payment method during your account set up process.

Note: Remittance details must be submitted with all payments. Please see remittance options below.

ACH (wire transfer):
- Send Remittance Details to: CashReceipts@rrts.com
- ACH A/R Contact: Petar Cuturic Petar.Cuturic@rrts.com
- A/R Phone: 716.238.1703
- EIN: 39-1452112
- MC#: 170247
- SCAC Code: RDFS

Online Payment Portal (ACH is free while credit cards incur a 2.75% Service Fee)
- This option can be found on your Customer Portal under the "Online Payment" tab
- If you are receiving paper invoices, you can sign up for electronic invoices and credit card payment with the steps linked here.
- You will need your account number and your enrollment token (either provided by your Account Executive or at the bottom of your paper invoice).
- This method also supports one-time payment if the PRO number and Customer Account Number are known.

Check – BMO Bank Lockbox Address:
Roadrunner
P.O Box 74857
Chicago, IL 60694-4857

Additional Lockbox Contact Information:
- Lockbox A/R Email Contact: CashReceipts@rrts.com
- Lockbox A/R Phone: 331.233.7782

Claims & Exceptions

In the unfortunate event there is loss or damage to your shipment, you will need to file a claim within 9 months of your delivery date.

To submit a claim, fill out the submission form as completely as possible. You may email your completed form and supporting documents to claims@rrts.com or mail the completed form with the below items.

Using the EZ Claim Portal

- Go to your Customer Portal > Requests > Submit a Claim.
- Fill in your PRO number and Consignee Zip Code.
- Fill out the Claim Entry Form.
- You must include the invoice in order to submit.
- Submit.

Mail a Claim Submission

- To submit a claim via mail, fill out the document linked here with as much detail as possible.

When submitting a claim, please be sure to include the supporting documents:

- Copies of any other documents supporting your claim.
- Copy of all invoices which verify your cost of repair or replacement.
- Copy of all original invoice pertaining to shipment.

For general questions, or to check status of your claims, please email: claims@rrts.com

Ways to Connect with Us

LinkedIn   Facebook   Instagram   YouTube

Important Contacts

Login to **RoadrunnerLTL.com** with your username and password. Your account rep can set you up if you don't already have access.

Get a Rate Estimate
Phone: 855.776.3567 (Option 1)
Email: Rates@rrts.com
Rate Quote: https://www.rrltl.com/ratequote
Spot Quote: https://www.rrltl.com/quote

Schedule a Pickup
Phone: 855.776.3567 (Option 2)
Email: Pickups@rrts.com
Quick Pickup: https://www.rrltl.com/quickpickup
e-BOL: https://www.rrltl.com/BOL
Label Maker: https://www.rrltl.com/label

Shipment Status
Phone: 855.776.3567 (Option 3)
Email: Status@rrts.com
Track and Trace: https://www.rrltl.com/tracking

Request a Reconsignment
Phone: 855.776.3567 (Option 3)
Email: Reconsignment@rrts.com

File a Claim
Phone: 800.831.4394 (Option 6)
Email: Claims@rrts.com

Pay Online & View Transit Time
Pay Online: https://www.rrltl.com/payonline
Transit Time: https://www.rrltl.com/transit-time

Requests for TMS/Rapidship
Have your own TMS and want to get our Roadrunner rates through API?
Integrate with our System using our API Key found here: https://www.rrltl.com/tracking

Don't have your own TMS and want to set up Rapidship?
To learn more about our in house TMS system, please reach out to your local AE

Billing Inquiries
Phone: 855.776.3567 (Option 3)
Rating Issues/Disputes: Adjustments@rrts.com
Invoice Requests: InvoiceRequests@rrts.com
Payment Disputes: PaymentDisputes@rrts.com
W&I Documents: Widocs@rrts.com
W&I Disputes: Widispute@rrts.com

To reset your password or for other general questions, please email us at **Custmaster@rrts.com**

How to Calculate Freight Density

One of the key determinants of NMFC Class is freight density. Density measures the weight of a shipment relative to its size (volume). It is calculated by measuring the height, width, and depth of a shipment in inches, which equals total cubic inches, divided by 1,728 (the number of cubic inches in a cubic foot). The result is the cubic feet of the shipment. Dividing the weight of the shipment (in pounds) by total cubic feet equals the pounds per cubic foot (i.e., density).

Roadrunner offers a Density Calculator on our customer tools site for ease of use.

Bill of Lading API Developer's Guide

For more information about our API capabilities please visit our website. The BOL API Developer's Guide can be found here to help you integrate your applications with Roadrunner's BOL API.

NMFC Basics

The National Motor Freight Classification (NMFC)® is managed by the National Motor Freight Traffic Association, Inc. (NMFTA™), a nonprofit membership organization headquartered in Alexandria, VA which serves the LTL shipping community. Through the NMFC book, and its digital companion ClassIT®, the classification system gives shippers a clear and standard method by which to classify items for shipping. The NMFC system accounts for density, handling, stowability, and liability in assigning classification numbers, which are then applied by carriers to determine shipping rates.

There are 18 freight classes ranging from class 50 to class 500. Classification is determined by the NMFTA. The lowest classed (most dense) freight has the lowest rates because it occupies the least amount of space on a trailer; conversely the highest classed (least dense) freight has the highest rates because it occupies the most amount of space on a trailer.

Glossary of Freight Terms

Accessorial:
Additional services that enhance your shipping process; may be required or optional.

Bill of Lading (BOL):
A bill of lading is a legal contract for the movement of Freight. It has three roles:
- Evidence of the contract for carriage that details the amount, type and destination of the goods being shipped.
- Receipt that the goods have been properly loaded.
- Title of goods, which usually requires the carrier to turn over the goods to the consignee (receiving party) noted on the Bill.

Cargo Claim:
Claim for goods allegedly lost or damaged while shipment was in the carrier's possession. Roadrunner offers an online claim tool that helps make submission easy.

Commodity:
Any kind of good that is shipped.

Concealed Loss:
Damages you are unable to see until the packaging is opened.

Consignee:
Recipient of freight being shipped.

Consignor:
Sender of shipment.

Corrected Bill of Lading:
Revised BOL necessary for any changes requested after the tender of goods, e.g., pieces, reference numbers, etc.

Delivery Receipt (DR):
The delivery receipt is verification of delivery – both counts and condition.

Density Calculator:
Tool used to determine density of a shipment and used in calculating a shipment's freight class. Access Roadrunner's Density Calculator here.

Dispatch:
The action of sending a driver on the route to pick up or deliver freight.

Dock:
Platform that is used to unload and load a trailer; typically it's the same height as the trailer.

EDI or Electronic Data Interchange:
Electronic transmission of business documents between companies, e.g., pickup tender, invoice. Learn more about Roadrunner's system integration here.

Freight:
Any boxed, palletized, or crated product being transported.

Freight Class:
Number ranging from 50 to 500 that classifies the commodities of a shipment.

Hazmat or Hazardous Material:
Material considered a health risk to human, machine, or environmental safety when transported.

Inspection Certificate:
If the actual class or description is found to be different than the BOL.

Lane:
Route that is commonly serviced by Roadrunner.

Lift Gate:
Hydraulic or electronic gate installed onto the back of a truck to assist in lifting heavy pallets.

LTL or Less-than-Truckload:
Goods weighing less than 10,000 lbs. from several different shippers, all combined into one trailer.

Linehaul:
Movement of goods between cities, terminals, etc. Does not include local pickup and delivery services.

NMFTA or National Motor Freight Traffic Association:
The National Motor Freight Traffic Association, Inc. (NMFTA™) is a nonprofit membership organization headquartered in Alexandria, Virginia. The association's membership is comprised of motor carriers operating in interstate, intrastate, and foreign commerce. NMFTA provides critical services to the industry in the form of classification standards, identification codes, digital operation standards, and support for cybersecurity within the industry.

Packing Slip:
A packing slip is a shipping document that travels with the freight from pickup location to point of final delivery. It details the contents of the shipment.