FREIGHT UNIVERSITY · LOGISTICAL FORWARDING SOLUTIONS

The Professional Logistics Service Provider Certification

FIELD MANUAL · PART 1 — FOUNDATIONS

CHAPTER 2

The flow of the load, start to finish

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keep your word · keep your deal · freight gets moved

REFERENCE

How every chapter is built

Eight parts, in this order, in every chapter of this manual. Full explanation is in chapter i.

1. **Objective** What you can do when you finish the chapter.
2. **The teaching** The substance.
3. **Forms and documents** What paperwork this subject touches.
4. **Terms** The language of this subject.
5. **Official sources** Where the rule comes from, cited so you can read it yourself.
6. **What this protects the carrier from** The reason the chapter exists at all.
7. **Do this now** The work.
8. **Linked video and chapter** Where to go deeper.

The sixth part is why the chapter is in the book. If a chapter cannot answer it, it does not belong in your manual. That is the filter on everything in this program: **does this keep the trucking company alive.**

The flow of the load, start to finish

OBJECTIVE

By the end of this chapter you can follow one load through every hand and every document that touches it, and name the points where a carrier loses money without ever knowing it happened.

THE TEACHING

Last chapter you learned the chain. Now watch one load move through it.

We are going to follow a dry box load from Fort Worth to Memphis. Paper products, forty-two thousand pounds, twenty-four pallets, one pickup and one delivery. About as ordinary as freight gets.

I want you to count how many places along the way money can quietly leave your carrier's pocket. Then I want you to notice how many of those places he is physically unable to be, because he is driving.

THE FLOW OF ONE DRY BOX LOAD

■ money can leak here

1 Load is tendered Rate already set before you hear it	
2 Check it out Broker credit, factoring approval, is it real	■
3 Rate confirmation Read the fine print, then sign	■
4 Dispatch the driver Appointment, directions, what to expect	
5 Check in at origin Note the in time	■
6 Loading Shipper load and count, or driver count	■
7 Bill of lading Clean, or signed with exceptions	■
8 In transit ELD, telematics, broker tracking	
9 Check in at delivery Note the in time	■
10 Unload and lumper Get the original itemized receipt	■
11 Paperwork in 24 hours, or it costs you	■

Eight of the eleven stages can cost the carrier money. He is driving for three of them.

BEFORE THE TRUCK IS EVEN INVOLVED

Somebody ordered this truck — the paper plant that sold the freight, or the distribution center that bought it. That was settled before anybody called your carrier.

The load went to a broker or a 3PL, or it was already on a contract. A rate got set. An appointment window may already exist. By the time your carrier hears about this load, most of the decisions about it have been made by people he will never speak to.

That is not a conspiracy. That is just the structure from chapter 1, working the way it works. But it is why the first thing you do is not accept — it is check.

CHECK IT OUT BEFORE YOU SIGN ANYTHING

This is the step almost nobody teaches, and it is the one that saves a carrier from the worst weeks of his business life.

Before that rate confirmation gets signed:

— **Check the broker's credit.** If your carrier is factoring, the factoring company has to approve that broker before the load moves. If the factor will not buy the invoice, your carrier hauls the freight and then waits — or never gets paid at all. That approval takes one phone call or one lookup. It happens before, not after.

— **Check that the broker is real and authorized.** Active authority, active bond. You already know where to look — the same place you looked up your carrier.

— **Look at where the load came from.** Off a load board? Emailed cold? Who sent it?

— **Look at the email address.** Is it a corporate domain, and does that domain go back to the actual company website? A real broker at a real company does not email you from a free address that does not match anything.

— **Call the number on the company's own website** — not the number in the email signature — and ask for the person who sent it.

If any of that does not line up, walk away. There is more freight.

Fraud in this industry is not rare and it is not clumsy any more. There is a whole chapter on it at chapter 24, and the compliance checks behind it run through all of Part 3. For right now, learn the habit: **verify before you sign, not after the truck is loaded.**

THE RATE CONFIRMATION

The rate confirmation is the contract for this load. Everything your carrier is owed, and everything he is not owed, is decided on this one page.

Here is what one looks like. This is a made-up broker and a made-up load — but the terms at the bottom are written the way real ones are written.

MIDLAND FREIGHT SOLUTIONS, LLC **RATE CONFIRMATION**

MC 000000 · Dallas, TX · dispatch@midlandfreight.com Load 4471982

CARRIER
Your Carrier Trucking LLC
MC 000000 · DOT 0000000

EQUIPMENT
53' dry van
42,000 lbs · 24 pallets

STOP 1 — PICKUP
Cardinal Paper Products
1400 Industrial Row, Fort Worth, TX 76106
Appt Tue 08:00–12:00 · PO 88-41902 · shipper load & count

STOP 2 — DELIVERY
Greenline Distribution Center #12
755 Commerce Pkwy, Memphis, TN 38118
Appt Wed 06:00 · receiver unload · lumper expected

Line haul, all miles, all stops **TOTAL AGREED RATE**

TERMS AND CONDITIONS

1. Paperwork must be received within 24 hours of delivery. Late or incomplete submissions are subject to a $200 administrative deduction.
2. Detention: 2 hours free at each stop. Detention is payable only where arrival and departure times are noted on the bill of lading and confirmed by Broker prior to accrual.
3. Lumper fees reimbursed with original itemized receipt only. Receipts submitted after invoicing will not be reimbursed.
4. Truck order not used is payable at Broker's sole discretion and only where Carrier has been dispatched and confirmed in writing.
5. Carrier shall not re-broker, co-broker, assign or interchange this load. Violation voids all payment obligations.
6. Carrier shall accept electronic tracking for the duration of the load. Refusal or loss of tracking may result in rate reduction.
7. Signature below constitutes acceptance of all terms herein.

Carrier signature Date

A generic rate confirmation. Company, load, and rate details are illustrative.

Read the fine print before it gets signed. Every single time. I am going to keep saying that in this program until you are tired of hearing it, because it is where the money is.

Look at what those seven lines actually do.

Clause 1 — the paperwork clock. Twenty-four hours after delivery, or a two hundred dollar deduction. That is real, it is common, and it comes straight off the top of what he earned. A driver who gets home Friday night and turns his paperwork in Monday just paid two hundred dollars for the weekend.

Clause 2 — the detention trap. Two hours free sounds generous until you read the rest of it. Detention is payable *only* where the arrival and departure times are noted on the bill of lading and confirmed by the broker before it accrues. So a driver who sat six hours and did not get his in and out times written down has no claim. The clause did not deny him. He denied himself at the guard shack.

Clause 3 — the lumper receipt. Original itemized receipt, and it has to be in before the invoice goes out. Not after. A receipt found in the truck two weeks later is worth nothing.

Clause 4 — truck order not used. Read this one twice.

Your carrier is already rolling toward the pickup. The load gets cancelled. In most cases it is because the broker found somebody who would haul it cheaper. Now your carrier has burned fuel and hours going toward freight that no longer exists.

Whether he gets paid a dime for that is decided by this clause, in small print, at the bottom of a page he signed two days ago. *At Broker's sole discretion* means no. And if TONU is not written on the rate confirmation at all, there is nothing to argue about.

This is one of the most expensive things that happens to small carriers, and almost none of them read for it before they sign.

Clause 5 — no re-brokering. He cannot hand this load to another truck. Violating it voids payment entirely. That matters more than it looks, and it comes back at chapter 24.

Clause 6 — tracking. He has to accept electronic tracking for the whole load. If he refuses, or the app drops, the rate can be reduced. Tracking is no longer a courtesy — for most brokers it is a condition of getting the freight.

AT THE SHIPPER

He arrives at the paper plant. Checks in at the guard shack or the office. Gets a door, or gets told to wait.

Write down the in time. Not remember it — write it. Clause 2 just told you why.

Then the loading question, which is where responsibility gets decided. On this load it is **shipper load and count** — their people load it, their count. If instead the driver has to count it, or a third party loads it, that changes who answers for a short or damaged pallet at the other end.

THE BILL OF LADING

The bill of lading is the receipt for the freight. Piece count, condition, seal number, and a signature.

The single most important decision on this load happens here. He signs it clean, or he signs it with exceptions noted.

Signing clean means: I received twenty-four pallets, in good condition, as described. If twenty-three come off in Memphis, or three are crushed, he just took responsibility for it — because he said they were fine when he picked them up.

A driver who never saw the count and signs clean anyway has accepted a risk he has no way to answer for. If he cannot verify it, that goes on the paperwork. If something is already damaged, that goes on the paperwork, before he pulls off the property.

This is where claims are won and lost, and they are won and lost months before anybody files one.

IN TRANSIT

Three different systems are running while that truck moves, and students mix them up constantly.

— **The ELD** is a legal requirement. It records hours of service. That is compliance, and it is covered in Part 3.

— **Telematics** is the carrier's own system — location, fuel, idle time, engine faults. That is his information, for running his business.

— **Load tracking** is the broker or the customer watching this specific load, usually through an app on the driver's phone. That is clause 6.

Shippers today expect to see where their freight is without calling anybody. A carrier who cannot be tracked gets less freight, and a carrier who can gets more. That is simply where the industry is.

AT THE RECEIVER

Appointment at six in the morning in Memphis. Check in. **Write down the in time again.**

Then the lumper.

A lumper is a third-party crew that unloads the trailer. Grocery and retail distribution centers use them heavily — they will not let the driver touch the freight, and they will not unload it themselves. So the driver pays a company to take his own load off his own truck before he can leave.

He pays it on the spot, usually by a check code the broker issues or out of his own pocket, and then gets reimbursed on the invoice — *if* he has the original itemized receipt, and *if* it goes in before invoicing. Clause 3.

Lumper fees are heaviest on dry box and refrigerated freight going into distribution centers. This is money moving through your carrier's hands that is not his, and if the paperwork slips, it comes out of his pocket permanently.

Then the receiver signs. Same decision as the shipper, in reverse — clean, or with exceptions. If pallets are short or damaged, it gets noted *now*, in front of the person signing.

MULTIPLE DROPS

Our load has one delivery. Many do not.

Every additional stop is another appointment, another wait, another signature, and another chance for a short count that gets blamed on the truck. Stop-off pay exists for exactly that reason — and like everything else, only if it is written on the rate confirmation.

A four-stop load at the same total rate as a one-stop load is not the same load. It is three more days of exposure for the same money.

THEN THE PAPERWORK BECOMES MONEY

The load is delivered. He has not been paid, and nothing about being paid is automatic.

The invoice packet goes in: the signed proof of delivery, the lumper receipt, and the rate confirmation. Within twenty-four hours, per clause 1.

If he is factoring, he sells that invoice to the factoring company and gets paid this week instead of in thirty or forty-five days. The factor takes a percentage for doing it — that is the trade, and for a small carrier with a payment due it is often the right trade.

But the factor will not buy a bad invoice. Missing POD, illegible signature, no lumper receipt, broker not approved — and it goes back to him. Now he is waiting on a broker to pay in forty-five days, with a truck payment due in ten.

The paperwork is not administrative. The paperwork is the money. That sentence is most of what separates a carrier who survives from one who does not.

WHAT CHANGES WITH DIFFERENT EQUIPMENT

We followed a dry box. Here is what shifts when it is something else.

Refrigerated. Everything above, plus temperature. Pre-cool before loading, a set point on the rate confirmation, continuous or cycle, a temperature record the receiver can ask for, and reefer fuel that somebody has to pay for. Produce carries the heaviest lumper fees in the industry and the highest chance of rejection at the door. A reefer that fails is not a late load, it is a total-loss claim.

Flatbed. Almost no lumper fees — nobody is unloading a flatbed with a pallet jack. The exposure moves somewhere else entirely: securement, tarping, permits if it is oversize, weather, and the driver's own physical labor. Loading happens in a yard by crane or forklift, not at a dock. Tarp pay and stop pay are real money that regularly goes uninvoiced because nobody wrote it on the rate confirmation.

Container and drayage. Freight comes off a ship, into a terminal, onto a chassis, and into a distribution facility where it gets broken down, repalletized, and sent back out on a dry van. That flow runs on a clock the others do not have — free time at the terminal, then demurrage, and per diem on the equipment. Miss the appointment and charges start accruing on something your carrier does not even own.

Different equipment, different leaks. Same principle every time: the money is decided on the paperwork, and the paperwork is decided before the freight moves.

FORMS AND DOCUMENTS

— Rate confirmation — the contract for the load.

— Bill of lading — the receipt for the freight.

— Proof of delivery — the signed BOL at the other end.

— Lumper receipt — original and itemized.

— Invoice packet — POD, lumper receipt, and rate confirmation together.

TERMS

Rate confirmation — the contract for a single load. Everything owed and not owed is decided here.

Bill of lading (BOL) — the receipt for the freight. Piece count, condition, seal, signature.

Proof of delivery (POD) — the signed bill of lading at delivery.

Clean BOL — signed with no exceptions noted — an acceptance that the freight was as described.

Detention — money owed when a truck is held past the free time. Payable only where the times are documented.

TONU — truck order not used. Payment when a dispatched load is cancelled — if the rate confirmation provides for it.

Lumper — a third-party crew that unloads the trailer, paid by the driver and reimbursed on the invoice.

Shipper load and count — the shipper loaded it and counted it, and is responsible for the count.

Accessorials — everything paid on top of the line haul — detention, stop pay, tarp pay, layover.

Factoring — selling an invoice at a discount to get paid now instead of in thirty to forty-five days.

Demurrage — charges for holding a container at the terminal past its free time.

Per diem — daily charges for holding equipment such as a chassis past its free time.

OFFICIAL SOURCES

None cited in this chapter. The regulations behind bills of lading, cargo claims, and recordkeeping are cited by section in Part 3.

WHAT THIS PROTECTS THE CARRIER FROM

A carrier hauling a load he was never going to get fully paid for. He signed without reading, did not write down his times, signed the bill of lading clean on a count he never saw, lost the lumper receipt, and turned his paperwork in three days late. He did the work. He gave most of the money back, and never knew where it went.

DO THIS NOW

1. Ask your carrier for a rate confirmation from a recent load — any load. Read the fine print line by line. Find the paperwork deadline, the detention terms, and the TONU clause.
2. Ask him whether he writes down his in and out times at every stop. Just ask. Do not coach him.
3. Ask him what happens to his lumper receipts.
4. Walk his last load through the eleven stages in this chapter and mark every point where money could have leaked. Write down what you find.
5. Answer in writing: how many of those eleven stages was he physically able to be present for?

All five come back at the opening of the next session. You will be asked for them by name.

LINKED VIDEO AND CHAPTER

Chapter 2 audio lesson — ____

In Freight University: the teachings on the flow of the load and the paperwork. Start at the top of the page and work your way down.

Hands forward to chapter 3 — you have seen one load move; now the structures it can move inside.

NOTES — CHAPTER 2

NOTES — CHAPTER 2

BEFORE THE NEXT SESSION

1. A real rate confirmation, with the fine print read and marked.
2. What your carrier does about his in and out times.
3. What happens to his lumper receipts.
4. His last load walked through the eleven stages, with the leaks marked.
5. Your written answer on how many stages he could actually be present for.

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keep your word · keep your deal · freight gets moved