



Freight University Study Guide

The Flow of the Load

Produced by Freight University and Logistical Forwarding Solutions (2026)

How to Use This Guide

Use this study guide while you listen to the full teaching session. The goal is not to memorize words. The goal is to **install the system** so your team can run it under pressure—booking, pickup, delivery, disputes, and fraud attempts.

Core Doctrine (repeat until it's automatic):

A load is not complete when it delivers. A load is complete when it funds.

Learning Outcomes

By the end of this session, you should be able to:

1. Explain the **two-stream model**: Movement vs Proof and Payment Control.
2. Run a load through **six phases** with no gaps.
3. Identify the top **fraud vectors** and apply the Freight University defensive procedures.
4. Build a repeatable **proof packet** that makes payment easy to approve and hard to deny.
5. Train drivers and dispatchers to communicate in ways that prevent disputes and speed funding.

The Two Streams You Must Run in Parallel

Stream One: Movement

Booked → Dispatched → Pickup → In Transit → Delivery

Stream Two: Proof and Payment Control

Verified → Documented → Time-stamped → Uploaded → Audited → Submitted → Funded

Study Reminder: You can run Stream One perfectly and still go broke if Stream Two breaks.

Your Roles in the System

Dispatcher (Frontline Control)

- Screens identity and payer risk.
- Builds the proof plan before wheels move.
- Owns the “no silence” communication cadence.

Driver (Frontline Accounts Receivable)

- Collects evidence at the source.
- Fixes paperwork on-premises.
- Uploads clean proof into the T-M-S immediately.

Back Office (Funding Engine)

- Audits the packet for fundability.
- Controls document release.
- Submits same-day when possible.

The Six Phases

Phase 1: Booking and Identity Verification

Objective

Verify identity before you accept the rate.

Freight University Hard Stops

- Generic email accounts or lookalike domains.
- Pressure to skip verification.
- “Just sign it, we’re busy.”

Independent Channel Verification Checklist

- Call the **official corporate main line** (not the email signature number).
- Verify the employee exists.
- Verify the load exists and is active.

- Confirm official booking email and official invoice/proof submission path.

Notes for the Student

Write down your current booking process. Circle every step that relies on information from the rate confirmation itself. Those are your exposure points.

Practice Drill (10 minutes):

- Pick a broker name.
- Find the main line through trusted sources.
- Write the exact verification questions you will ask.

Phase 2: Credit and Approval

Objective

Movement without credit is gambling.

The ACME Model (Funding Partner Credit Approval)

- ACME checks payer approval through the **accounts receivable/funding partner** (credit department or portal).
- Confirm credit limit covers this load plus likely accessorials.
- Confirm payment terms and submission instructions.

Load Board Intelligence Layer

If the load came from a board, review reputation:

- Scan carrier feedback patterns: double brokering warnings, payment delays, identity changes.
- Treat reviews as a **fraud early-warning system**, not a replacement for credit approval.

Study Exercise

Create a one-page “Credit Approval SOP” for your company:

- Who requests approval?
- What info must be included?
- What’s your hard-stop list?

Phase 3: Rate Confirmation and Contract Control

Objective

The rate confirmation is contract control.

The Weight of the Signature

- Do not sign until identity is verified and credit is approved.
- Avoid signing and backing out—this can trigger reputation damage and reduced access to freight.

Entity Integrity (Single-Entity Rule)

- One payer setup.
- If the rate confirmation shows extra entities that don't match your verified contact, stop and investigate.

Lock-and-Key Checklist

Must be in writing:

- Linehaul rate.
- Appointments.
- Accessorials: detention, layover, T-O-N-U, lumper, stop-offs, driver assist.
- Approval process: who authorizes, required timestamps, and submission method.

Red-Alert Rule

Any mid-load revision or “split pay” request is a stop-and-verify event through the original trusted contact.

Phase 4: Dispatch Readiness and the Proof-of-Execution Doctrine

Objective

Dispatch does not dispatch movement. Dispatch dispatches a plan.

Legal Feasibility

- Confirm Hours of Service as a cashflow control.

- Missed appointments → disputes → delayed invoices → delayed funding.

Proof Plan (Before Wheels Move)

- Pickup documents required.
- Delivery documents required.
- Photos required.
- Communication cadence.

Driver Role Reminder

Drivers deliver evidence. Evidence is collected on-site or it doesn't exist.

Pickup Discipline Checklist

- Verify facility name and address.
- Time-stamp check-in.
- Cross-reference pickup and P-O numbers.

Page Count Doctrine

- If it's five pages, you leave with five pages.
- If they keep a page, photograph the stack and document what stayed.

Stop-Sign Behaviors (Fraud Indicators)

- "Don't say your company name at the dock."
- "Lie about who you work for."
- Suspicious blind-load instructions.

Phase 5: In-Transit Communication and Anti-Reroute Control

Objective

Communication is a control system, not a courtesy.

No Silence Policy

- Moving = status.
- Stopped = reason documented.
- Changes = time-stamped and communicated immediately.

Professional Update Pattern

- Rolling to shipper with E-T-A.
- Arrived and checked in time.
- Loaded and sealed with seal number and bills received.
- In transit with receiver E-T-A.
- Arrived and checked in at receiver.
- Delivered with signed-by name, time, and total pages.
- Documents uploaded with load number and upload time.

Anti-Reroute Rule

No in-transit change happens until verified through the original trusted contact.

Controlled Release Reminder

Drivers do not email or text P-O-D or B-O-L to random requests. Documents go to T-M-S, then back office, then verified payer.

Phase 6: Delivery and Proof of Delivery

Objective

Delivery is the start of funding.

Proof of Delivery Discipline

- Treat P-O-D like cash.
- Confirm signature.
- Get printed name when possible.
- Confirm date/time if required.
- Confirm page count.

On-Premises Fix Rule

If anything is missing, correct it before leaving.

Scan Standards (Fundability Standards)

- Flat paper.
- Bright light.
- No shadows.
- Full page in frame.

- Backup image per page.
- Close-ups for signatures and dates.

Immediate Upload Rule

Upload into the T-M-S under the dispatched load number immediately.

Final Step: The Load Proof Packet

The Philosophy

At Freight University and Logistical Forwarding Solutions, we teach a simple distinction: Paperwork can be questioned. Proof triggers payment.

Load Proof Packet Contents

- Rate confirmation.
- Bill of lading: every page.
- Proof of delivery: every page.
- Seal photo (if applicable).
- Lumper receipt (if applicable).
- Time-stamped status log.
- Exception notes (if anything went sideways).

Back Office Audit Checklist

- Rate confirmation matches B-O-L.
- B-O-L matches P-O-D.
- Page counts complete.
- Accessorial proof attached.
- No pay-to changes or suspicious contact swaps.

Funding Clock (Track This)

Delivery time → Upload time → Audit time → Submit time → Fund time

Fraud Defense Quick Reference

Naming the Threats (2026)

- Paperwork trap.
- Man-in-the-middle double brokering.
- Document harvesting.
- Payment diversion.
- International syndicate vectors.
- A-I weaponization: voice spoofing, synthetic identities, counterfeit C-O-I.

If You Suspect Fraud

1. Stop uncontrolled document sharing.
2. Verify through trusted channels only.
3. Escalate internally: dispatch, safety, accounting.
4. Preserve evidence: emails, texts, call logs, document versions.
5. Switch to Verified-Contact-Only mode.

Student Practice Lab

1) Build Your Company's Flow of the Load SOP

Write your SOP in one page per phase. Keep it operational, not theoretical.

2) Role-Play Drills (15 minutes each)

- Booking verification call.
- Credit approval request.
- Rate confirmation review and corrections.
- Driver pickup paperwork discipline.
- Anti-reroute verification scenario.
- Delivery P-O-D cleanup and scanning.

3) The “Dispute Prevention” Checklist

List the top five disputes you've experienced and identify which phase would have prevented each one.

4) Proof Packet Inspection Game

Take a real delivered load packet and grade it:

- Fundable today?
- Missing pages?

- Missing name/time?
- Scan quality?
- Accessorial proof?

Scoreboard and KPIs

Track these weekly:

- Average minutes from delivery to upload.
- Average minutes from upload to audit complete.
- Same-day submission rate.
- Number of missing-page incidents.
- Number of paperwork rejections.
- Number of fraud red flags detected before movement.

Study Suggestions

1. Listen once for system overview. Second time, pause after each phase and write your SOP steps.
2. Train drivers on a single rule per week: page count doctrine, on-premises fix rule, scan standards.
3. Hold a ten-minute daily “proof stand-up” with dispatch and drivers: yesterday’s misses, today’s standards.
4. Build a shared checklist inside your T-M-S for every load so the proof plan is consistent.
5. Create a “hard stop” list your team can recite without looking.

Final Reflection

Answer these in writing:

1. Where does fraud most likely enter your operation today?
2. Which phase is your weakest link—and why?
3. What is one rule you will enforce starting today that improves fundability?

Final reminder: Delivered isn’t done. Funded is done.