

# TRANSFLO \$Velocity®

## Common Carrier Questions



### 1. Why should I use this?

This is Load Delivered's preferred delivery method so you can GET PAID FASTER.

### 2. I fax and/or email today, can I still do this?

TRANSFLO \$Velocity is the preferred delivery method. With this process, you are provided a confirmation number gives you the ability to see what you sent, when it was sent and when it was DELIVERED to Load Delivered. No follow up calls needed to inquire if the documents were received, no lost paperwork.

### 3. Where do I get the software?

The software is located at [www.transfloveLOCITY.com](http://www.transfloveLOCITY.com) for download. Upon downloading the application, you will need to register and then you are ready to submit your documents. The entire process takes just a few minutes.

### 4. What is the cost to me?

The service is free.

### 5. Do I need a scanner to use TRANSFLO \$Velocity?

TRANSFLO \$Velocity accepts TIF or PDF images of documents – either scanned with a local scanner, a network scanner or received electronically, such as scanned at a truck stop.

### 6. Once I download the software, what do I need to do?

- Once the software is installed, it will open to the Registration Information screen.
- Fill out the Registration information fully.
- Enter the Broker ID **LDLCV**
- Fill in the balance of the Registration Information with your specific carrier information including the email address of the person who has downloaded the software and will be using it.
- You will receive a Registration Email after you submit your information. Please remember to click on the link in the Registration Email to activate your account.

### 7. Now that I have activated TRANSFLO \$Velocity, how do I use it?

- Click on F1 to Add Documents
- Click on Scan Documents if you have a local scanner hooked up to your individual computer and will be scanning paper documents.
- Click on Add File if you are adding TIF or PDF files.
- After all documents and the invoice for one load have been added, click Finish Adding Documents.
- Type in Order Number, Invoice Number and Invoice Amount for the load.
- Select the document type for each image.
- Click Submit Documents to send all documents to the Broker.

### 8. Can I send paperwork and invoices for multiple loads all at once?

No, you should send only the loads associated with the specific invoice being sent. .

### 9. How do I know that the Broker received my paperwork?

A confirmation email will arrive confirming delivery of your documents. You can look at any submission in the TRANSFLO \$Velocity software for reference. You may also use the unique confirmation number to access your documents online for 14 days at [www.transfloexpress.com](http://www.transfloexpress.com).

### 10. How do I get additional help with the product?

Please call Customer Support at **866.503.5707**, or email them at [tfvsupport@transflo.com](mailto:tfvsupport@transflo.com). Hours of operation are 830-530E, Monday through Friday.