



User Training Guide

Your Premier Project & Procurement Platform

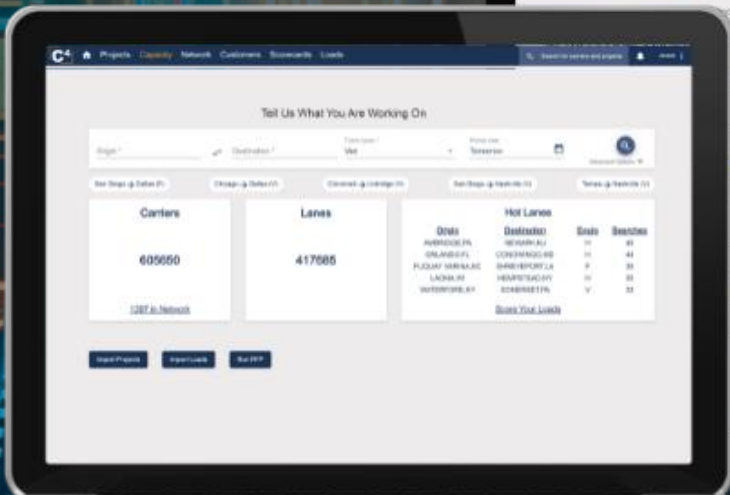
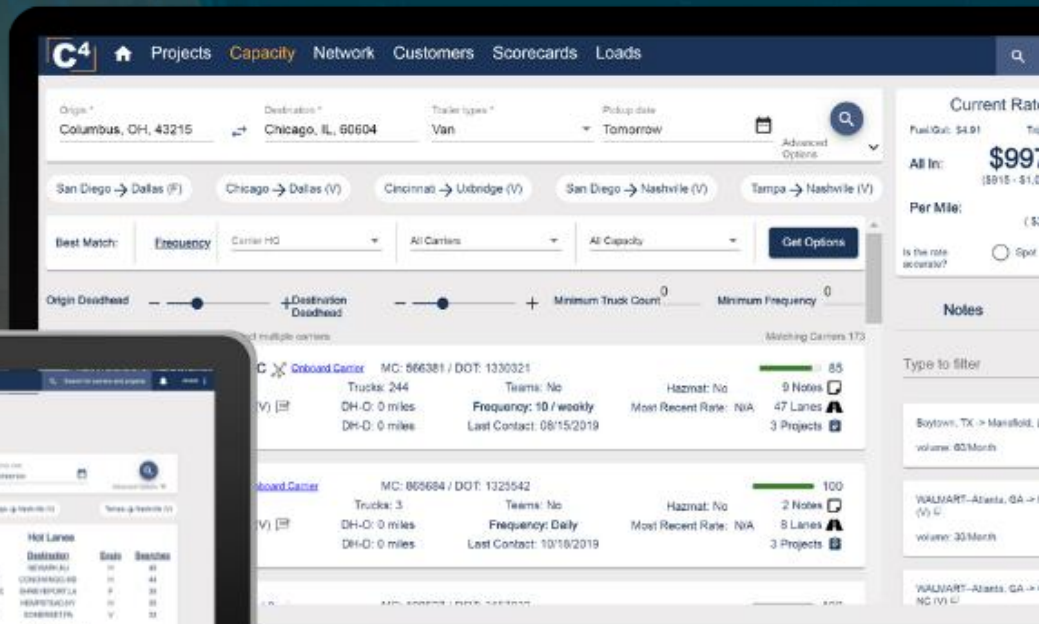


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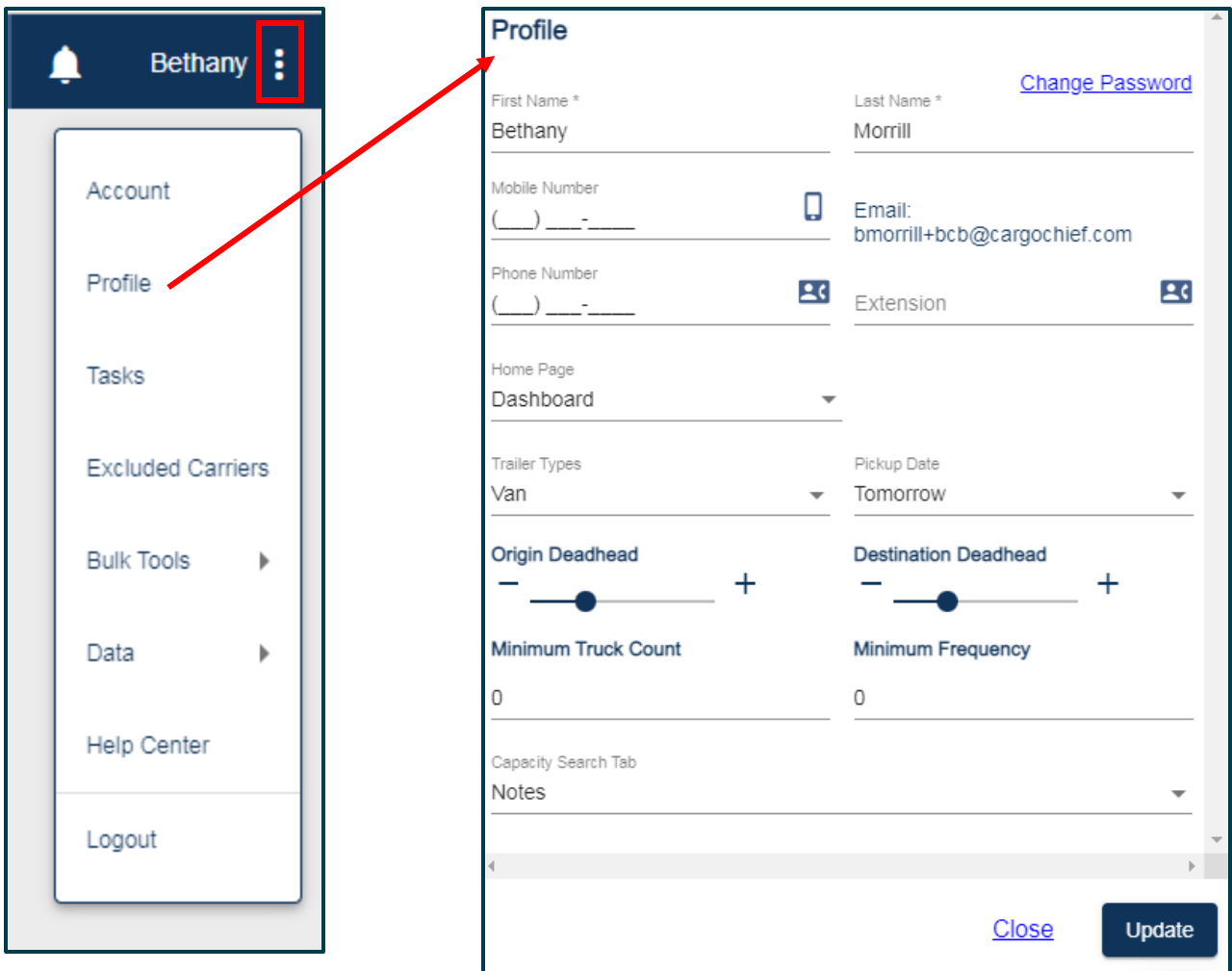
17 Booking Assistant and RFP Tool

What is C4?

C4 is a Project and Procurement Software built exclusively for brokers. Our real time pricing engine keeps you informed on market rates and our extensive carrier base gives you, insight on what lanes carriers are running in and out of your network.

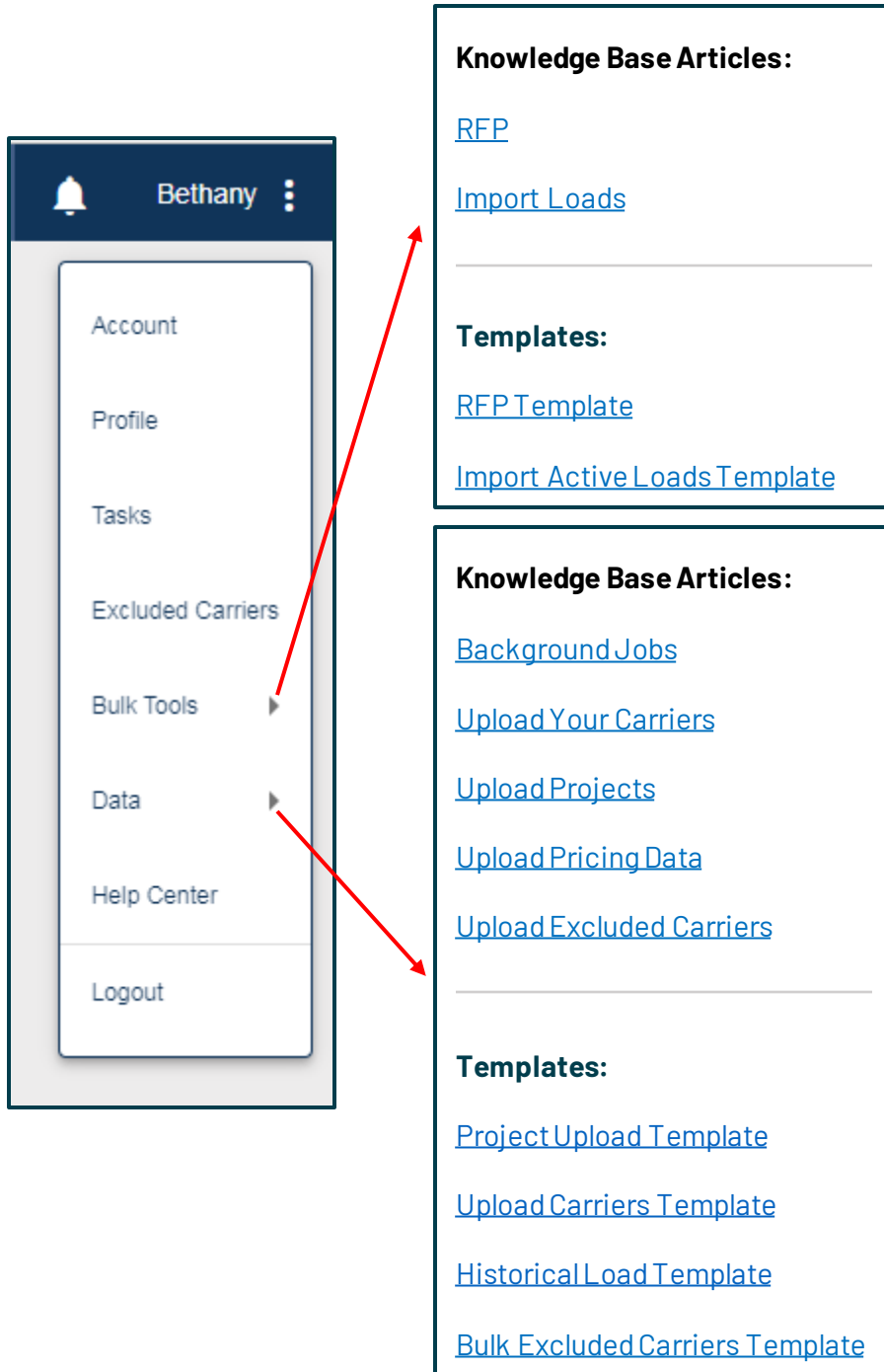
Settings Menu

To adjust your profile settings, review your open tasks, update your DNU carrier list, upload your data, or [access our Help Center](#), refer to the Settings menu.



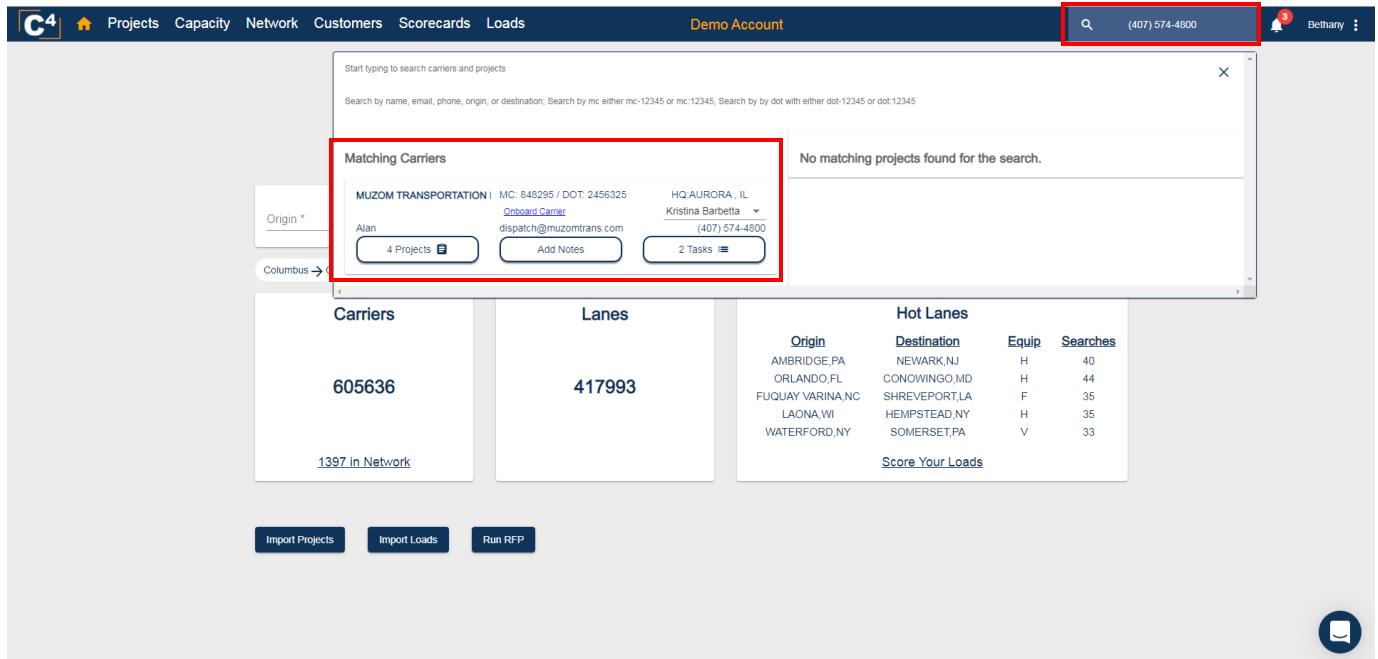
Bulk Tools and Data

Locate and upload all data templates and perform RFP functionality in this section. Click on each item to learn more!



Master Search

C4's master search bar allows you to quickly find a carrier using their phone number, email address, business name, MC#, or DOT#



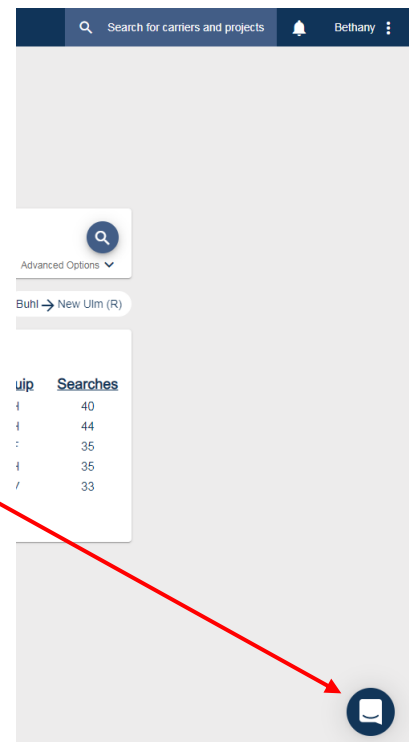
Helpful Tip:

Fraudulent activity is rampant in our industry, when a carrier calls in on a shipment, search their phone number or email address to see if they are associated with the MC#/DOT# they give you!

C4 Support

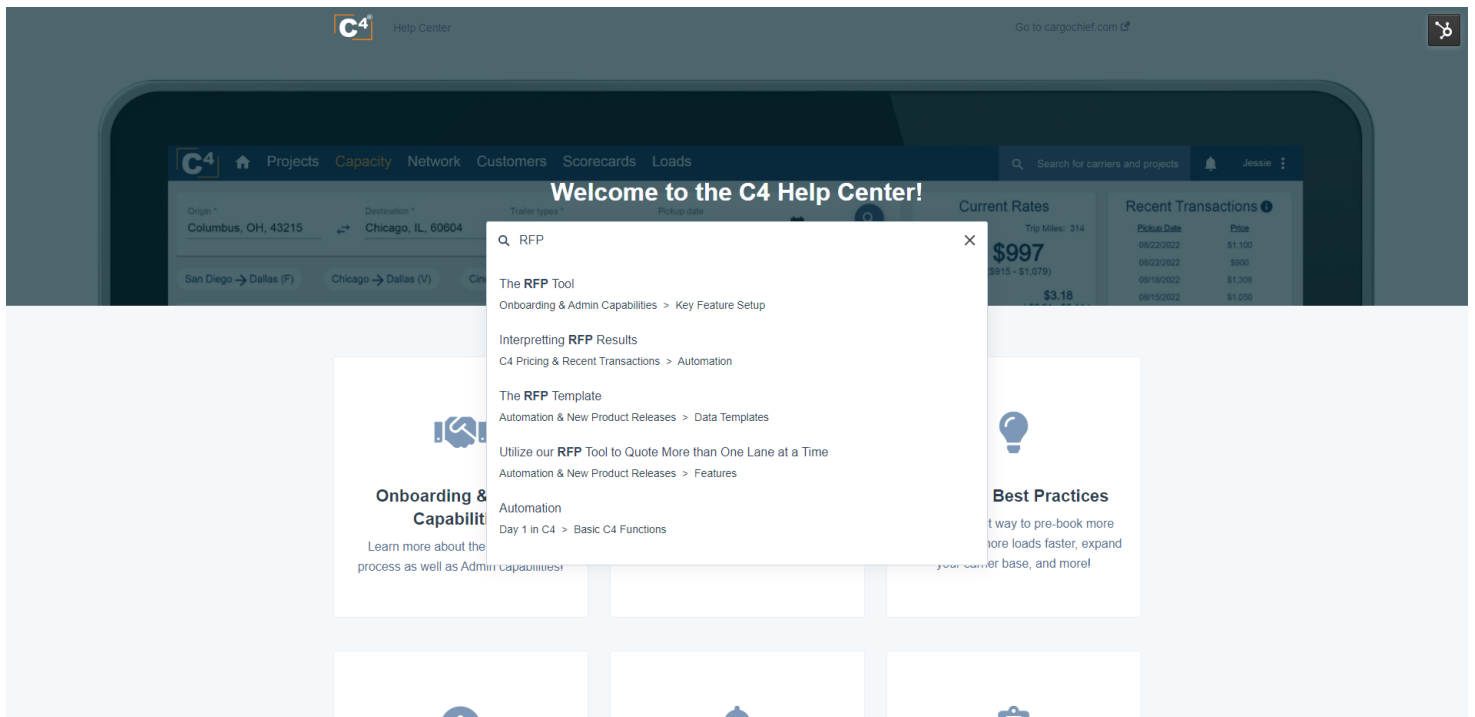
Need to reach out to our support team? Use the chat box in the app to ask questions about anything and everything. We are all former brokers so if you have a question on how to source different types of freight or how to perform a certain function in C4, we are here to help.

You can also reach support at support@cargochief.com



Help Center

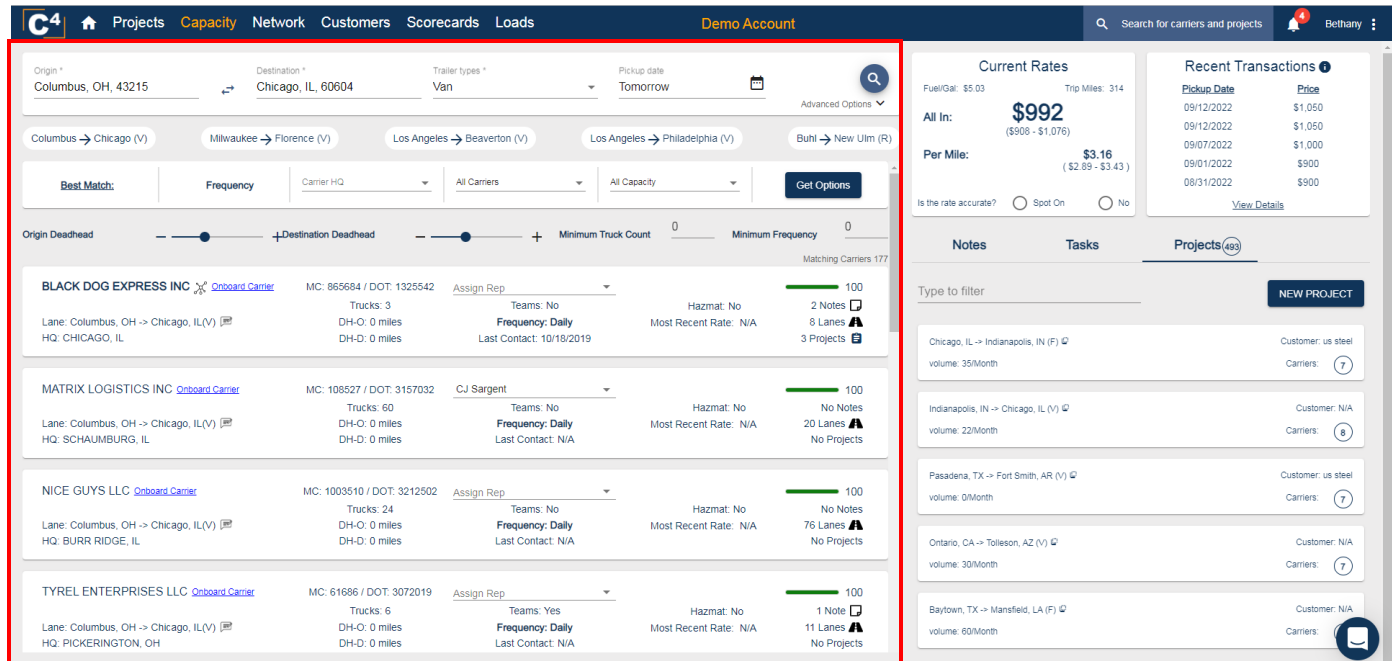
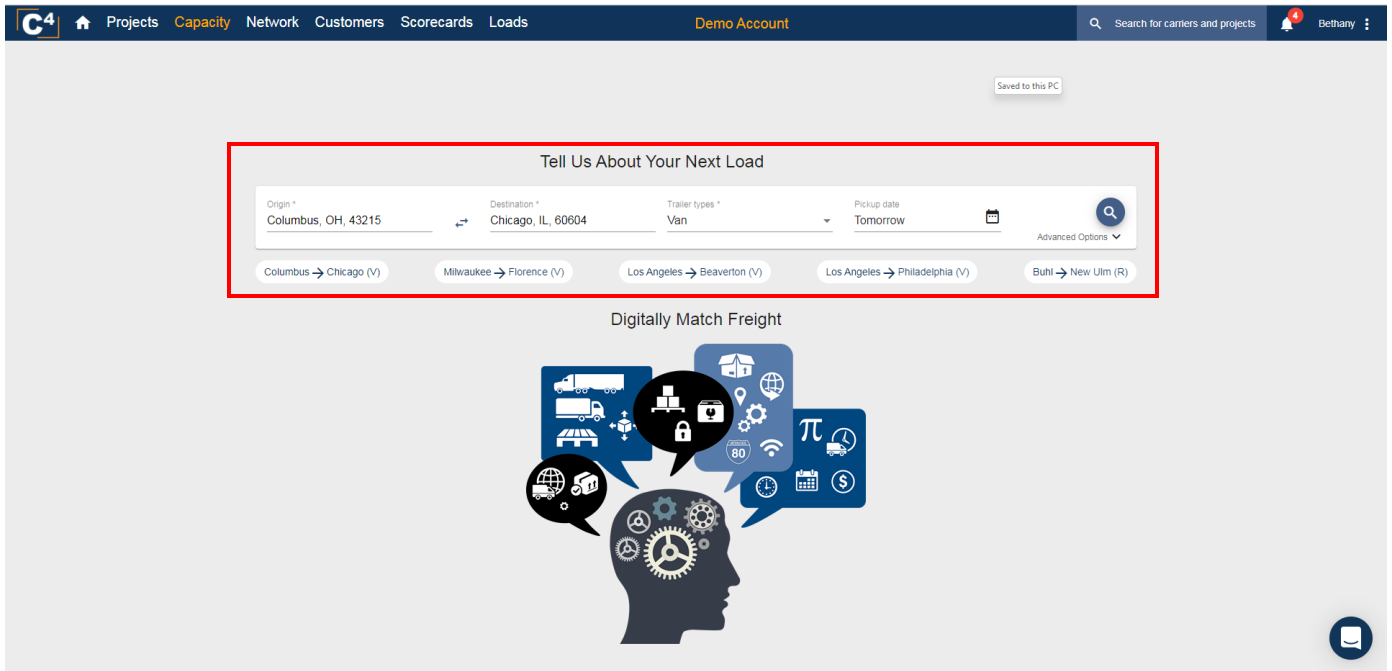
The Help Center is a great resource for guided training on all functionality in the platform. If you have a question, chances are someone else has had it too! Search keywords in the Help Center to find related articles and expand your understanding of certain features in the platform.



[CLICK HERE](#) to check out our Help Center

Capacity

Running a capacity search is the best way to get pricing and capacity matches on a lane.



Why do carriers match on a lane?

We associate lanes to carriers multiple ways:

1. Our internal **Carrier Recruiting Team** updates carrier profiles by preferences captured from each carrier directly. They add key lanes, equipment types, and desired lanes they would like to run
2. Data collection from the FMSCA and MyCarrierPackets to monitor authority status, domicile location, driver, and truck count
3. As carriers are booked on loads, we collect the transaction information, and map the lane to the carrier profile

Click on the carrier card to expand contact info and reveal additional information about the carrier.

When the text is bolded, that means the carrier is in your network

This is the lane in the carrier's profile that matches your capacity search

Breakdown of truck count pulled from FMSCA

Best Match Score is factored by how long a carrier has been active, how closely they match the lane searched, and the frequency than can run a lane

BLACK DOG EXPRESS INC [Onboard Carrier](#) MC: 865684 / DOT: 1325542 [Assign Rep](#) 100

Lane: Columbus, OH -> Chicago, IL(V) **Trucks: 3** Teams: No Hazmat: No 2 Notes
HQ: CHICAGO, IL DH-O: 0 miles Frequency: Daily Most Recent Rate: N/A 8 Lanes
DH-D: 0 miles Last Contact: 10/18/2019 3 Projects

[Full Profile](#)

Recent Activity

10/18/2019	Lane: Chicago, IL -> Columbus, OH (V)	User: Russell	Contact: Ana	★★★★☆
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Representatives

First Name	Last Name	Email	Phone Number	Mobile Number	
Ana	Rodriguez	blackdog0569@yahoo.com	(773) 851-2504		<input type="checkbox"/> <input type="checkbox"/>

We have done business with this Carrier in the Past

Select "Full Profile" to review any notes, lanes, and other key insights about each carrier in C4.

BLACK DOG EXPRESS INC [Onboard Carrier](#) MC # 865684 DOT # 1325542

HQ: CHICAGO, IL Trucks: 3 Trainers: No Teams: No Drivers: 2 Active: Yes

Representatives

First Name	Last Name	Email	Phone Number	Mobile Number
Ana	Rodriguez	blackdog0569@yahoo.com	(773) 851-2504	

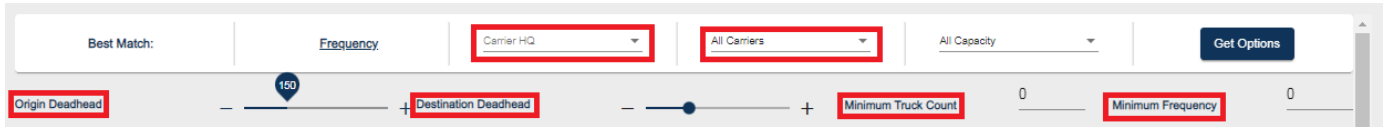
Lanes

Origin	Destination	Equipment	Frequency	Last Match	Last Booked	Last Rate	Last Recent Activity	Notes
Chicago, IL	Indianapolis, IN	VAN	Daily			N/A		
Nashville, TN	Chicago, IL	VAN	Daily			N/A		
Chicago, IL	Columbus, OH	VAN	Daily			N/A		
Chicago, IL	Nashville, TN	VAN	Daily			N/A		
Indianapolis, IN	Chicago, IL	VAN	Daily			N/A		
Louisville, KY	Chicago, IL	VAN	Daily			N/A		
Columbus, OH	Chicago, IL	VAN	Daily			N/A		
Chicago, IL	Louisville, KY	VAN	Daily			N/A		

Notes

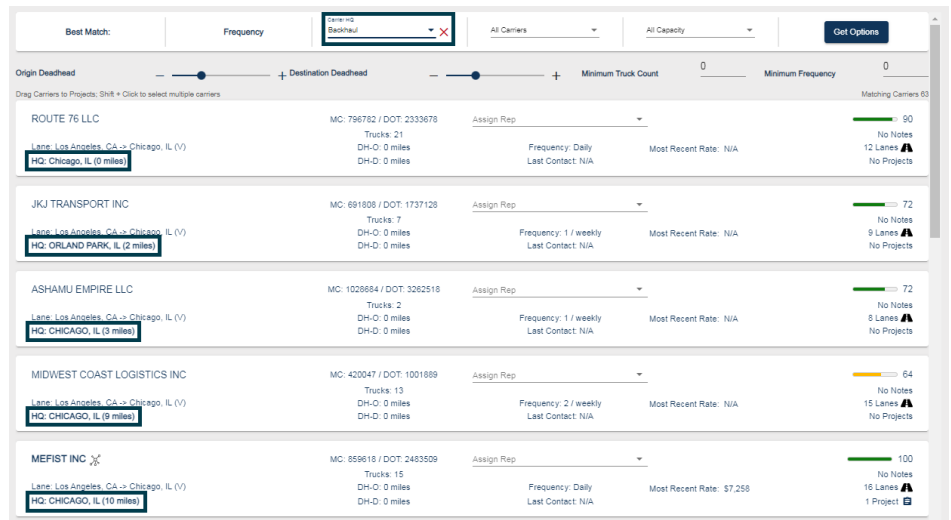
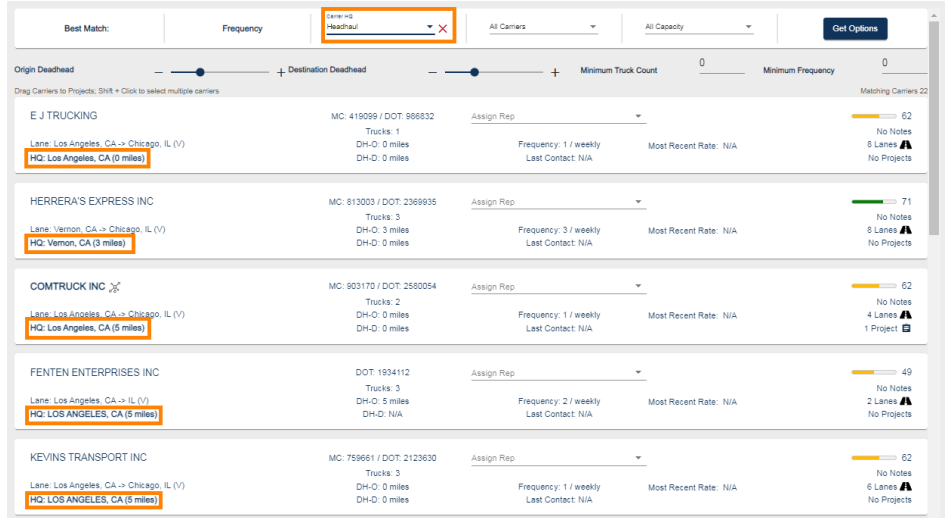
- 11/17/21 BLACK DOG EXPRESS INC. Last Edited by: Russell at 9:22 AM. Will not haul Deers gear.
- 10/18/19 BLACK DOG EXPRESS INC. Last Edited by: Russell at 4:52 AM. they run scooters, no bats.

Use filters to modify search results



Helpful Tips:

1. Decreasing/Increasing the deadhead mileage will expand and retract the number of carriers listed respectfully.
2. Citing a higher **Minimum Truck Count** will be helpful to find carriers with more assets and equipment available to you. This would be a good strategy for sourcing loads with a **drop trailer, expedited shipment, lanes with higher volumes**, etc.
3. Carrier HQ: When this is set to **"Headhaul"**, carriers domiciled at the origin location of your search will appear.
4. Carrier HQ: When this is set to **"Backhaul"**, carriers domiciled at the destination location of your search will appear.
5. The **Best Match Score** factors how long a carrier has had their authority, how closely the lane in their profile matches the lane searched, and how recent the carrier has been updated in the system.



Pricing

How is our pricing factored?

We capture transaction data from multiple sources in real time. That transaction data is pushed through our pricing engine where we give you a real time rate - this is broker to carrier and adjusts with fuel as the national average changes.

Feel free to let us know if we are Spot On or a little off here

Current Rates

Fuel/Gal: \$5.03 Trip Miles: 314

All In: \$992
(\$908 - \$1,076)

Per Mile: \$3.16
(\$2.89 - \$3.43)

Is the rate accurate? Spot On No

Along with our pricing you will notice some Recent Transaction data visible to you on most lanes - this is a way for you to peak into the market and see what other brokers are paying on similar lanes in the same market

Pickup Date	Origin	Destination	Trailer Type	Total Price	LoH	Price/Mile	Deadhead Diff
08/31/2022	GROVEPORT,OH	AURORA,IL	Van	\$875.00	361	\$2.42	48
09/01/2022	NEW ALBANY,OH	WAUKEGAN,IL	Van	\$1,100.00	366	\$3.01	48
09/01/2022	GRANVILLE,OH	MINOOKA,IL	Van	\$900.00	407	\$2.21	70
08/31/2022	WEST CARROLLTON,OH	OSWEGO,IL	Van	\$950.00	341	\$2.79	109
08/31/2022	WADSWORTH,OH	NILES,IL	Van	\$670.10	373	\$1.80	113
09/08/2022	Trenton,OH	North Aurora,IL	Van	\$900.00	322	\$2.80	121
09/09/2022	CINCINNATI,OH	WAUKEGAN,IL	Van	\$900.00	346	\$2.60	132
09/12/2022	Blue Ash,OH	Franklin,WI	Van	\$1,200.00	385	\$3.12	156
09/07/2022	NEWCOMERTOWN,OH	LOVES PARK,IL	Van	\$1,000.00	481	\$2.08	156
09/13/2022	RITTMAN,OH	RENSELAE,IN	Van	\$1,050.00	325	\$3.23	164
08/31/2022	WEST CHESTER,OH	JANESVILLE,WI	Van	\$900.00	404	\$2.23	176
09/04/2022	West Chester,OH	Peru,IL	Van	\$1,000.00	350	\$2.86	177
09/12/2022	Hamilton,OH	Byron,IL	Van	\$1,050.00	387	\$2.71	178
09/12/2022	Hamilton,OH	Byron,IL	Van	\$1,050.00	387	\$2.71	178
09/12/2022	Hamilton,OH	Byron,IL	Van	\$1,050.00	387	\$2.71	178

Notes and Tasks

A lot of C4 customers use the platform as a carrier rep CRM. Want to express to your team how a conversation went with a carrier? Want to keep tabs on when to follow up with a carrier about an upcoming shipment? These are scenarios where Notes and Tasks really come in handy.

The screenshot shows the C4 interface with a carrier profile for MERX GLOBAL LOGISTICS INC. The carrier details include: MC: 566381 / DOT: 1330321, Jennie M, Trucks: 244, Teams: No, Hazmat: No, 10 Notes, 47 Lanes, and 3 Projects. A 'Notes' modal window is open, showing a note from 09/15/22: "Great conversation with Milan, doesn't have cap today but said they usually do, added to carrier network and added to project lane." Below the note, there are fields for "Did they have capacity?" (Yes/No) and "How was the conversation?" (star rating).

This screenshot shows the same carrier profile for MERX GLOBAL LOGISTICS INC, but with a different view of the 'Notes' modal. The modal displays a list of notes for the carrier, including the note from 09/15/22 and another from 09/08/22: "TWIC Card driver available MWF". The modal also includes a 'Start typing to add a note...' input field and 'Cancel' and 'Save' buttons.

Notes and Tasks Continued

Add Task

What needs to be done *

Milan advised to call back next week about dedicated business

Due Date
9/20/2022

Carrier: MEXX GLOBAL LOGISTICS INC
Chicago, IL -> Indianapolis, IN (F) ✗

Assign User
Bethany Morrill

[Assign To Me](#)

Cancel Add Task

Tasks

Actions ▾ NEW TASK

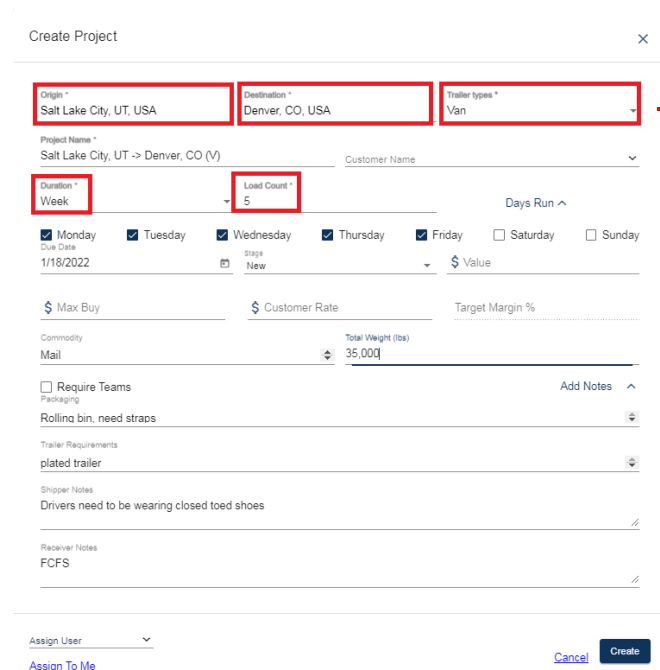
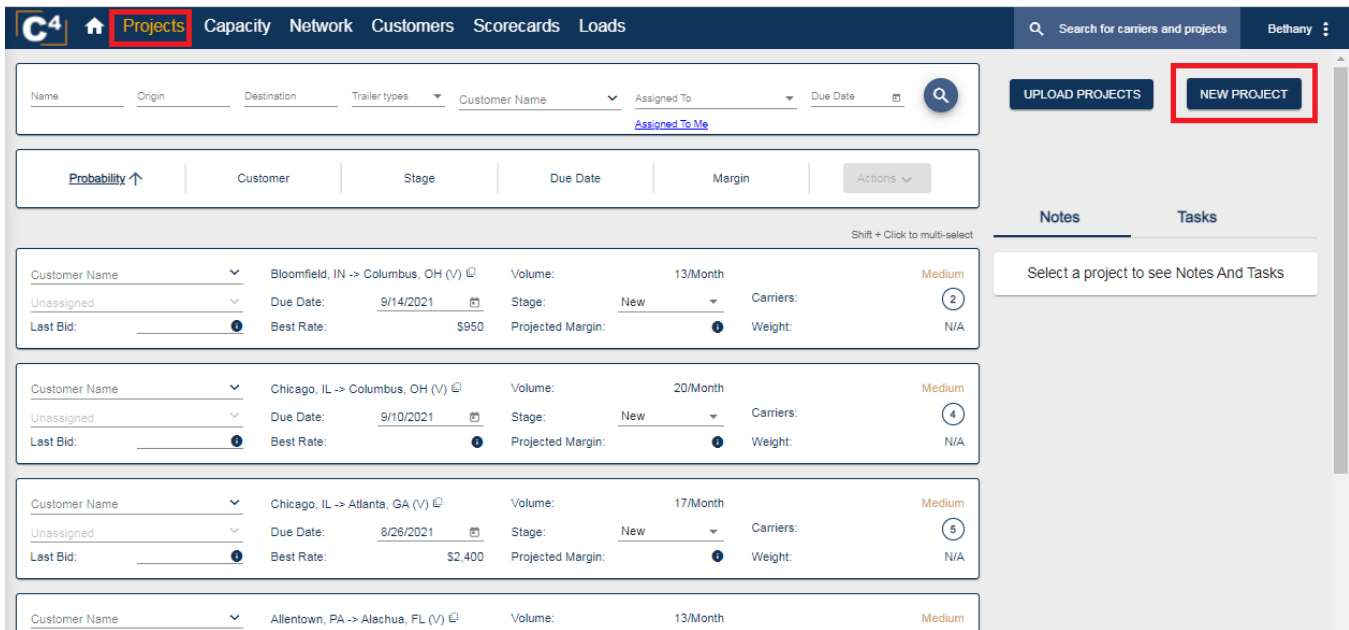
Status	Title	Project	Carrier	Due Date	Assignee Name
<input checked="" type="checkbox"/> In Progress	Book Load for Coors Lite		JOHNNY M ROCKHOLD SR	04/07/2020	Russell Jones
<input type="checkbox"/> To Do	Call thursday PM		ALLIANCE TRANSPORT INC	04/09/2020	Chrisbroker A
<input type="checkbox"/> To Do	follow up		GARY BEARD TRUCKING INC	04/10/2020	Chrisbroker A
<input type="checkbox"/> To Do	get a tv		-	04/10/2020	Russell Jones
<input checked="" type="checkbox"/> In Progress	call BFC with load		BFC TRANSPORTATION INC	04/18/2020	Chrisbroker A
<input type="checkbox"/> To Do	call later 4 pm		AS CARRIERS INC	04/24/2020	Chrisbroker A
<input checked="" type="checkbox"/> In Progress	call Reve at 4 PM		REVE TRUCKING, INC.	04/29/2020	Chrisbroker A
<input type="checkbox"/> To Do	call golden at 4 PM		Golden Hawk Transport, Inc	05/01/2020	Chrisbroker A
<input type="checkbox"/> To Do	call at 4		ANATOLY ANTONENKO	05/08/2020	Chris A
<input type="checkbox"/> To Do	call monday 4 PM		FA EXPRESS INC	05/18/2020	Chrisbroker A
<input type="checkbox"/> To Do	CALL AT 4 PM		DAVIS TRANSFER COMPANY INC	06/03/2020	Chris A

Projects

What is a project?

A tool to help source your problem lanes, high volume lanes, some upcoming business, dedicated freight, or simply an area for you to distinguish your go to carriers on a lane-by-lane basis.

Begin by building a Project:



Required Fields: Origin, Destination, Trailer Type, Load Count, and Duration

All info added to a project is editable and strictly used for internal purposes.

Only the user who created a project can delete it.

Everyone who has access to your C4 account will have access to any projects created.

The goal is to create a collaborative space to keep your team informed who your go to carriers are on a certain lane.

Projects Continued

Once your project is built you can start sourcing through the recommended carrier list and procure carriers.

Helpful Tips:

1. Although it is not required, include the Total Weight and Commodity so when your carriers are notified about the load, they can see more load details.
2. If the shipper allows for multiple equipment types multi select them accordingly.
3. **Due Date = Start Date.** If the business is currently running, select a current date. If the business doesn't start for a while adjust the Due Date to when the business will begin.
4. Admins can assign users to projects to delegate sourcing.
5. Use the filters to narrow down search results.
6. Sourcing a drop trailer at the front end? Use the HQ filters to find carriers based out of pick-up location.
7. Sourcing a drop trailer at the back end? Use the reverse HQ filter to find carriers based out of the delivery location.
8. Sourcing for a large volume lane? Use the Min Truck Count filter to find higher asset-based carriers.
9. Don't know where to start? Procure all carriers in your network who match on the lane and work backwards.

[CLICK HERE](#) For more info on projects

Procured Carriers

What is a procured carrier?

A procured carrier is someone you want to email any time you have the load coming up or distinguish on a lane by lane basis. They could be a dedicated carrier, they could be a carrier who expressed interest in the line of business but cannot commit to a certain rate or quantity, it could mean many things. "Procured" is truly a subjective term. Overall, the goal is to stage capacity on your project lane.

Charlotte, NC -> Fort Myers, FL (V) Origin: Charlotte, NC Destination: Fort Myers, FL

Current Rates: Fuel/Gal: \$5.03 Trip Miles: 698 All In: **\$2,006** (\$1,819 - \$2,192) Per Mile: **\$2.87** (\$2.61 - \$3.14)

Recent Transactions: Pickup Date Price 09/12/2022 \$1,800 09/11/2022 \$1,800 09/09/2022 \$2,800 09/07/2022 \$2,000

Best Match: 75 Frequency Carrier HQ All Carriers All Capacity

Origin Deadhead Destination Deadhead Minimum Truck Count Minimum Frequency

Recommended (142) **Procured (4)** Rates Only Search carrier **SEARCH CAPACITY** **CHECK CAPACITY** Notes (0) Tasks

BEST CARRIER, INC. Offered Rate: \$2,250 09/14/2022 Update Rate MC: 859780 / DOT: 2483835 Trucks: 21 Drivers: 21 Last Activity: N/A

SWABY ENTERPRISE LP Offered Rate: - Add Rate MC: 1009908 / DOT: 2470678 Trucks: 5 Drivers: 7 Last Activity: N/A

Hit "Check Capacity" to email your procured carriers about your load

Tell Us What You Are Working On

Origin: Columbus, OH Destination: Columbus, OH

Matching Carriers

MAXIM TRANSPORTATION MC: 842298 / DOT: 2488325 HQ: AURORA, IL 1071 574-8000

ADD LINE ITEM

SEARCHES

CLICK HERE
For more info on procuring carriers

Current Rates: Fuel/Gal: \$3.37 Trip Miles: 314 All In: **\$1,074** (\$1,015 - \$1,133) Per Mile: **\$3.42** (\$3.21 - \$3.62)

Recent Transactions: Fuel/Gal: \$3.37 Trip Miles: 314 All In: **\$1,461** (\$1,425 - \$1,517) Per Mile: **\$4.64** (\$4.47 - \$4.82)

Best Match: 100 Frequency Carrier HQ All Carriers All Capacity

Origin Deadhead Destination Deadhead Minimum Truck Count Minimum Frequency

MAW TRANS INC. MC: 110307 / DOT: 2184591 Assign Rep. Trucks: 11 No Notes 0 Lane 11 Projects

NICE GUYS LLC MC: 1035410 / DOT: 3212932 Assign Rep. Trucks: 10 No Notes 0 Lane 10 Projects

LEONARDO TRANSPORTATION, INC. MC: 840172 / DOT: 2819954 Assign Rep. Trucks: 10 No Notes 0 Lane 10 Projects

Current Rates: Fuel/Gal: \$3.37 Trip Miles: 314 All In: **\$1,461** (\$1,425 - \$1,517) Per Mile: **\$4.64** (\$4.47 - \$4.82)

Recent Transactions: Fuel/Gal: \$3.37 Trip Miles: 314 All In: **\$1,461** (\$1,425 - \$1,517) Per Mile: **\$4.64** (\$4.47 - \$4.82)

Best Match: 100 Frequency Carrier HQ All Carriers All Capacity

Origin Deadhead Destination Deadhead Minimum Truck Count Minimum Frequency

HALO TRANSPORT LLC MC: 873610 / DOT: 2617020 Assign Rep. Trucks: 4 No Notes 0 Lane 4 Projects

Booking Assistant and RFP Tool

Send load offers to carriers in your network in the C4 app using the **Get Options** button by adding Booking Assistant to your subscription

The screenshot shows the C4 app interface. At the top, there's a navigation bar with 'C4' logo, home icon, and tabs for Projects, Capacity, Network, Customers, Scorecards, and Loads. A 'Demo Account' label is on the right. Below the navigation bar, there's a search bar and a user profile 'Bethany'. The main area is divided into several sections:

- Search Filters:** Origin (Columbus, OH, 43215), Destination (Chicago, IL, 60604), Trailer types (Van), Pickup date (Today). There are also buttons for 'Advanced Options' and a list of suggested routes like 'Columbus -> Chicago (V)'. Below this are filter options for 'Best Match' (Frequency), 'Carrier HQ', 'All Carriers', and 'All Capacity'. A red box highlights the 'Get Options' button.
- Current Rates:** Fuel/Gal: \$5.03, Trip Miles: 314. All In: \$989 (\$905 - \$1,073). Per Mile: \$3.15 (\$2.88 - \$3.42). There are radio buttons for 'Spot On' and 'No'.
- Recent Transactions:** A table with columns 'Pickup Date' and 'Price'. Transactions include dates from 09/19/2022 to 09/07/2022 with prices ranging from \$600 to \$1,000.
- Notes, Tasks, Projects:** A section with a 'Type to filter' input and a 'NEW PROJECT' button. It lists projects like 'Chicago, IL -> Indianapolis, IN (F)' with volume and carrier counts.
- Matching Carriers:** A list of carriers with details:
 - MERX GLOBAL LOGISTI...**: MC: 566381 / DOT: 1330321, Jennie M. Trucks: 244, Teams: No, Hazmat: No, 11 Notes, 47 Lanes, 3 Projects. Lane: Columbus, OH -> Chicago, IL(V). HQ: ELK GROVE VILLAGE, IL. Frequency: 10 / weekly. Last Contact: 09/15/2022.
 - BLACK DOG EXPRE...**: MC: 865684 / DOT: 1325542, Assign Rep. Trucks: 3, Teams: No, Hazmat: No, 2 Notes, 8 Lanes, 3 Projects. Lane: Columbus, OH -> Chicago, IL(V). HQ: CHICAGO, IL. Frequency: Daily. Last Contact: 10/18/2019.
 - MATRIX LOGISTICS INC**: MC: 108527 / DOT: 3157032, CJ Sargent. Trucks: 60, Teams: No, Hazmat: No, No Notes.

[CLICK HERE](#) to learn more about Booking Assistant Addon

Quote multiple lanes at once using C4 RFP Tool

A	B	C	D	E	F	G	H	I	J	K	L
:kup_date	delivery_date	trailer_tyr	origin_city	origin_sta	destination_city	destination_state	all_in_high	all_in	all_in_low	per_mile	distance
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Chicago	IL	3835	3584	3334	2.56	1398
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Carson	CA	1518	1392	1266	1.99	701
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Reno	NV	1493	1400	1307	2.7	518
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Phoenix	AZ	1496	1380	1264	2.14	645
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Indianapolis	IN	4278	4005	3732	2.63	1521
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Pittsburg	PA	5258	4982	4705	2.7	1844
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Flushing	NY	6277	6000	5724	2.74	2187
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Detroit	MI	4528	4251	3974	2.55	1665
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Atlanta	GA	5510	5177	4844	2.79	1857
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Dallas	TX	3502	3284	3066	2.71	1214
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Sparks	NV	1484	1392	1300	2.71	514
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	New Orleans	LA	4568	4291	4014	2.47	1734
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Fort Worth	TX	3498	3284	3071	2.76	1191
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Seattle	WA	2951	2802	2653	3.38	829
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	Boise	ID	1231	1170	1109	3.45	339
9/16/2021	9/18/2021	VAN	Salt Lake City	UT	San Leandro	CA	1325	1192	1059	1.61	739

[CLICK HERE](#) to learn more about the RFP tool