RyderShare – Ryder Control Tower Manual
Tenders, Appointments and Status Updates

All users are required to register for RyderShare.

Please visit the registration page at https://rscs.ryder.com/#!/signup/rydershare to start the process.

Three users types will be available to select, click on **Carrier**.

Type your transportation company SCAC into the '**Primary SCAC Code**' field. Then click **Next**.

Additional information will be required to complete registration. Fill out all required fields marked with an *. Once finished, click **Sign Up.**

**Important Note: Confirm the email address is accurate before submitting, as it will be used when logging in and for all future RyderShare communication related to your account.

Sign Up

Please note, your access may require additional validation. Once validated, your password will be sent to you via email.

* FIRST NAME

* LAST NAME

* EMAIL ADDRESS

* PHONE NUMBER

* PREFERRED LANGUAGE

Select One ▾

Cancel   Sign Up

Once completed, a 'Success!' message will appear stating the request has been received and additional access instructions will be sent via email.
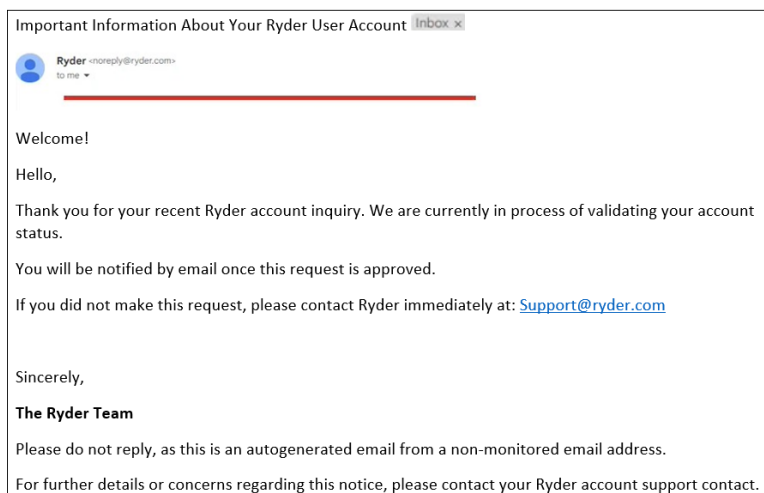
Success!

Your request has been received and is being processed. Please check your email for additional instructions.

Back to Login

Two separate emails will be sent after completing registration.

First:
-   An informational email advising the registration request is in process of being validated will be sent. No action is required at this time.

Second:
-   Once the registration request has been validated, an email containing your RyderShare login credentials and link to activate your account will be sent. *Activation of your RyderShare account must be done within 7 days of receipt of this email.*
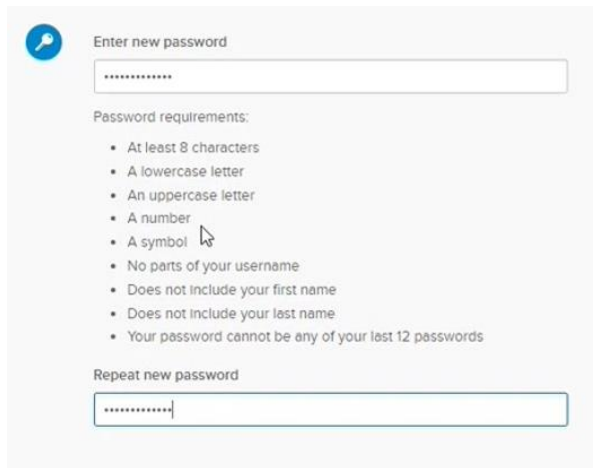
The validation process can take up to 24 hours. If the second email is not received prior to 24 hours from submission of your registration, contact the **Ryder Command & Control Team your transportation company supports for assistance.

Click on the link located in the email. You will be navigated to an account activation page.

There are **three steps** that must be completed before your RyderShare account can be activated.

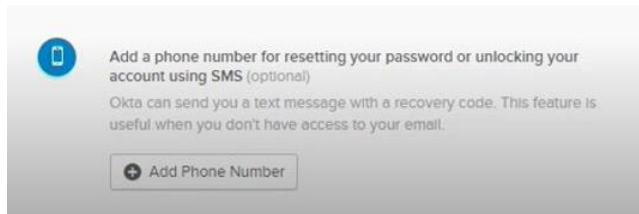1. **Reset your password**. Follow the listed requirements when creating the new password.

2. **Add a phone number.** This will assist with resetting your password in the future. A recovery code will be sent to your phone number instead of receiving an email. **This is optional*
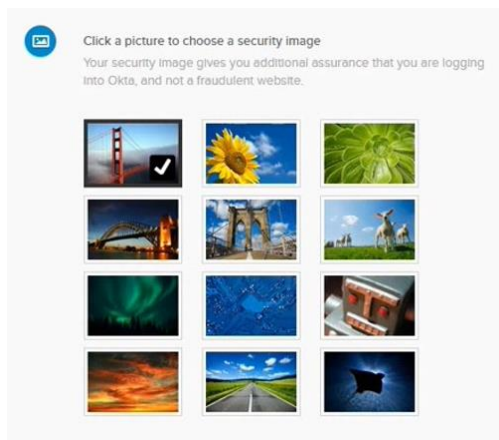

3. **Choose a security image.**

Once done. Click on **Create My Account** located in the bottom right corner.

Once your account **is activated**, navigate to https://www.rydershare.com/home and login with the username and password created during the account setup process.

**Please note: *When logging in for the first time Terms of Use must be reviewed and accepted*
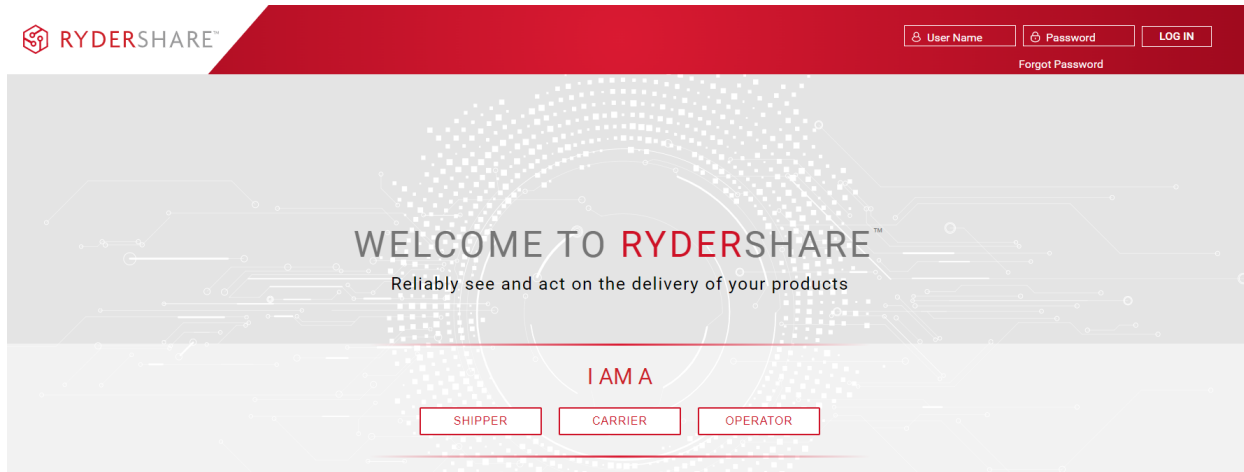
RyderShare Dashboard

A **widget dashboard** that provides access points to the different Ryder tools.
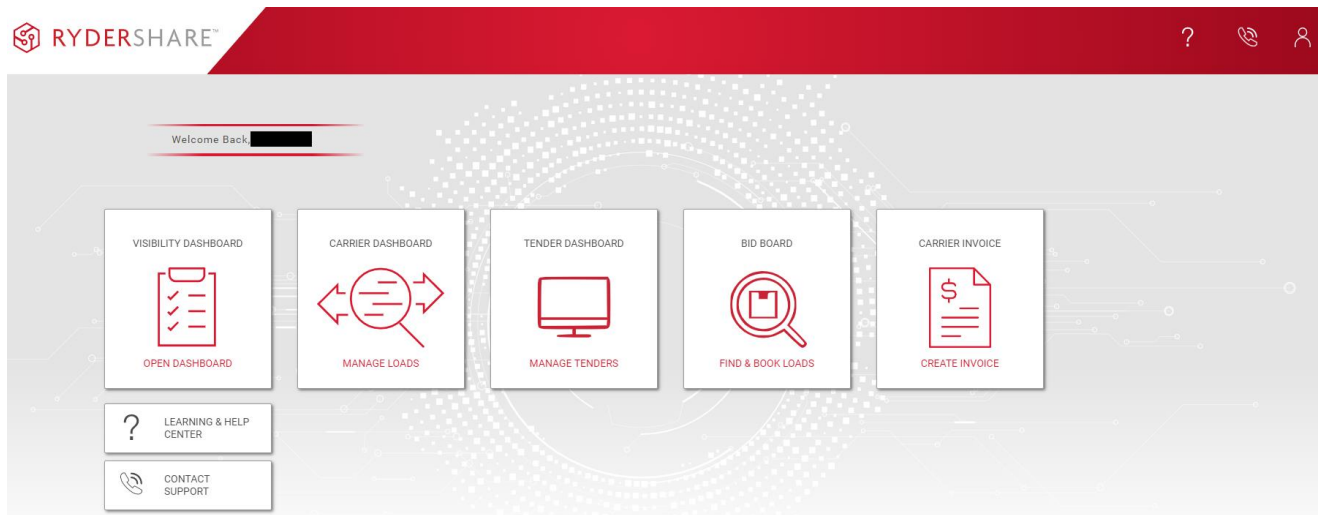
Visibility Dashboard: Provides a quick view and direct access to view load events that require action and the current status of tenders.

Carrier Dashboard: Update open loads, schedule appointments, and add events.

Tender Dashboard: View and action tenders.

Bid Board: Spot bid board utilized for auctions (Trucker Tools). If access is needed to this tool, contact the Ryder Command & Control Team your transportation company supports.

Carrier Invoice: View and submit freight bill invoices.

**Visibility Dashboard, Carrier Dashboard & Tender Dashboard are accessible and navigable within one tool – Ryder Control Tower.

Tender Dashboard

Accepting & Rejecting a Tender

When a new load is tendered, you will receive an email notification that a load is waiting to be accepted or rejected.

You will have 60 minutes (time may vary depending on account) to accept or reject the tender. The Tender Dashboard is where you will go to action your tenders.

Tenders will display in the dashboard based on what filters are applied. First step is to access the filter menu.
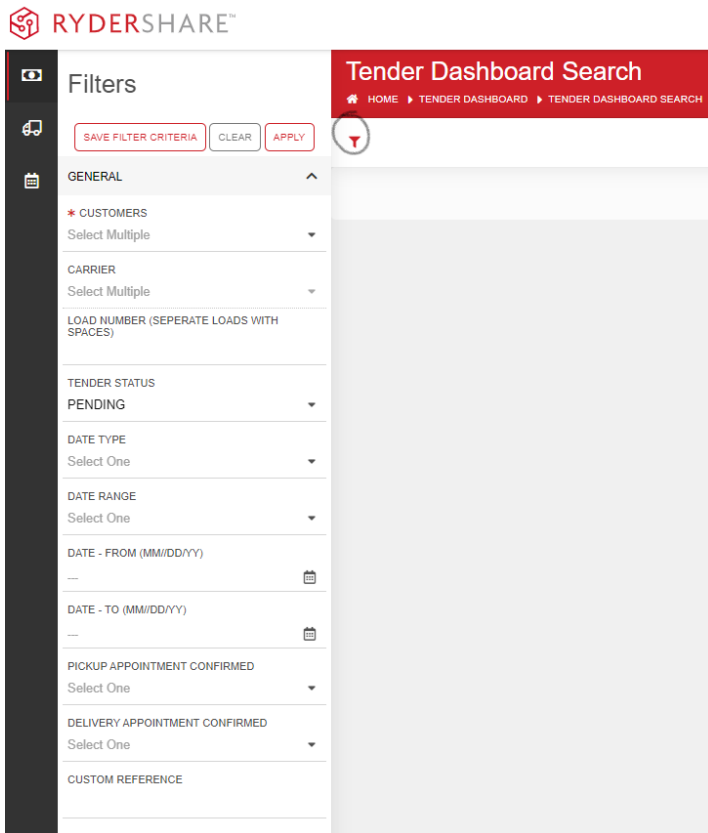
**When first accessing the Tender Dashboard, certain fields will be automatically selected:

- **Customers:** Lists all the customers your transportation company supports.

- **Carrier:** Transportation company name & SCAC will display which is based on the information entered during registration.

- **Tender Status:** Pending

Filters can be changed and applied when looking for different tenders. Additionally, filter criteria can be saved for visibility of specific tenders allowing for quick action on certain routes.

In order **to accept or reject tenders**, select the tender(s) by clicking in the **Select** box for each chosen tender or click **Select All** to choose all tenders. Once selected, accept the tenders by clicking on the **Accept Selected** button. Or **Reject Selected** to reject the tenders.

**Multiple tenders can be selected and actioned at one time.

***If a tender you wish to action has expired, **do not** accept. Reach out to the Command & Control team for the account to check availability.*

Viewing & Printing Tender Details

Load details can be viewed prior to actioning the tender by clicking on the load number.

In the **Load Details Screen**, multiple tabs will be available to view. Be sure to review the below tabs:

- Summary – Includes general load details, i.e. origin/destination information, pickup/delivery details, dimensions & notes
- Shipments – Shipment number/details
- References – All load reference numbers
- Transaction History – Event history of the load

If you wish **to print** the tender details for any accepted tender, then first access the filter menu and change the **Tender Status** field **from** Pending **to** Accepted. Once the accepted tenders are displayed, select the specific tender(s) then click on 'Print Selected BOL' to print the BOL or 'Print Selected Tender' to print the tender information.

Carrier Dashboard

Updating a Load
Within the Carrier Dashboard you can enter Appointments, Actual Arrival & Actual Departure for each stop and add Events.

Click on the **truck image** located in the left-hand black bar to navigate to the Carrier Dashboard.
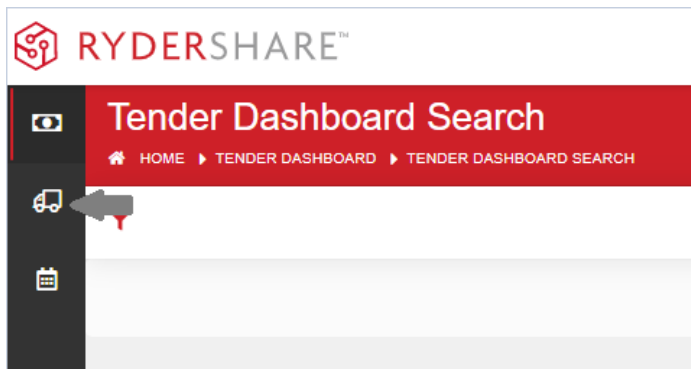
Be sure to select and apply the filters for what loads are wished to be viewed. As an example, if you wish to view loads that are missing specific event updates, then select from the Exception Type field.
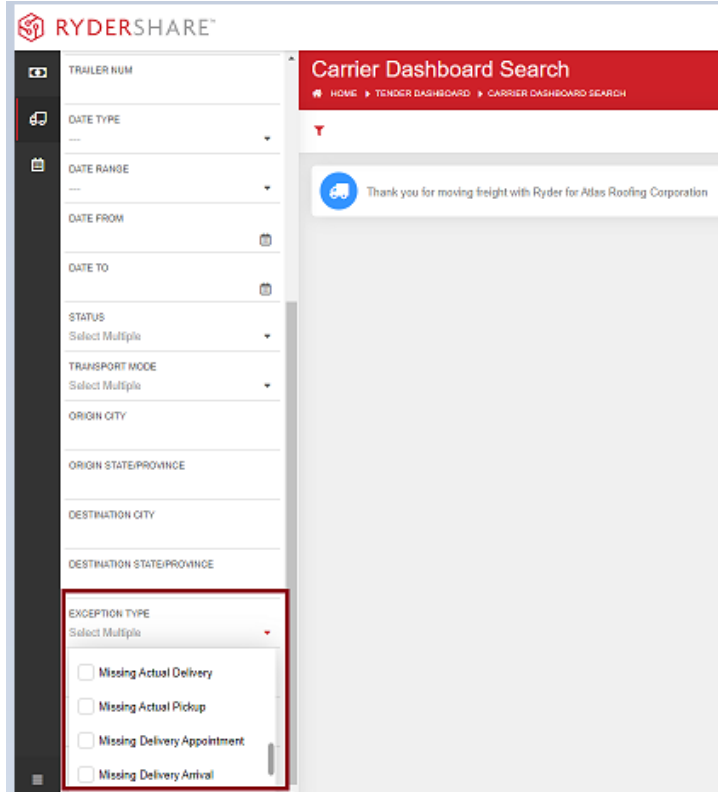
If a filter from the **Exception Type** field is applied, the loads displayed will highlight in red which events are missing updates. As noted in the below example:

On the left side of the load are fields in which details can be entered for reference.

- Carrier Tracking/Pro Number: Carrier reference number
- Trailer #: Trailer number (If applicable)
- Operated By: Driver/Operator Name
- Driver Phone Number: Driver's phone number

There are **6** required load events that must be updated (may vary depending on the account). *Check the account specific instructions to determine which events are required and the time frame for when the updates are due.*

	PICK UP EVENTS (Loading)			DELIVERY EVENTS (Unloading)		
CODES	AA-Pick Up Appointment	X3-Arrived at Pick Up Location	AF- Carrier Departed Pick Up Location	AB- Delivery Appointment	X1- Arrived at Delivery Location	D1- Completed Unloading at Delivery Location

*It is **important** to add required events in a **chronological order**. Please note the importance of updating the departure from delivery location. **All loads must show as completed in RCT with the Completed Unloading at Delivery Location (D1) event in order for the freight bill to eligible for payment.** This is including stop offs, all stop offs must have the D1 to show as completed. To avoid a delay in the billing process, verify that all loads are completed with the D1 prior to invoicing.*

Appointment Date Column
Two Options

1. Dock Scheduler
See the pickup location under the appointment date column in the above example.
Some customer locations utilize Dock Scheduler to schedule appointments. This means you can schedule your appointments directly in the Carrier Dashboard. Those locations will say **Dock Scheduler** in the Appointment Date column. Click the calendar icon. In the pop-up box use the dropdown menus to select from available dates and times. Click **Schedule**.

Appointment		✕
★ APPOINTMENT TYPE	★ DATE	
★ TIME	REASON	
OPERATED BY	TRAILER #	

> A reason must be selected if re-scheduling an appointment

** If you receive any error message while trying to schedule the appointment, then you will need to reach out to the Ryder Command & Control team for the account to get an appointment scheduled.

Please note: Once the appointment has been made in Dock Scheduler, the scheduled date and time will appear in the Appointment Date column.

2. Non-Dock Appointment
See the delivery location under the appointment date column in the above example.
Follow the account specific instructions for scheduling appointments. Either utilizing a third party scheduling tool or contact the location directly. Once scheduled, populate the appointment date and time on the dashboard. Click into the field to access the pop-up calendar. Select the appointment date & time (military time). Click the **Save** button located in the top right corner.

Actual Arrive & Actual Depart Columns
When the driver arrives or departs a location you will need to update the actual arrival/departure. Click into the field to access the pop-up calendar. Select the appropriate date & time (military time). If the driver was late or delayed in arriving, then a reason will be required. Select the applicable reason from the **Reason** dropdown menu. Click the **Save** button located in the top right corner to submit the actuals.

Adding Events
Any time a driver is late/delayed, a Shipment Delay (SD) event must be added. Click **Add Event** to add a new event.

<table>
<thead>
<tr><th></th><th>ADDRESS</th><th>ORIGINAL SCHEDULED ARRIVE DATE</th><th>SCHEDULED ARRIVE DATE</th><th>APPOINTMENT DATE</th><th></th><th>APPOINTMENT #</th><th>ACTUAL ARRIVE DATE</th><th>ACTUAL DEPART DATE</th><th>ETA</th><th>REASON CODE</th></tr>
</thead>
<tbody>
<tr><td>Pickup</td><td>MERIDIAN, MS</td><td>10/13/2022</td><td>10/13/2022</td><td>Dock Scheduler</td><td>📅</td><td></td><td>mm/dd/yy hh:mm</td><td>mm/dd/yy hh:mm</td><td>mm/dd/yy hh:mm</td><td>⌄</td></tr>
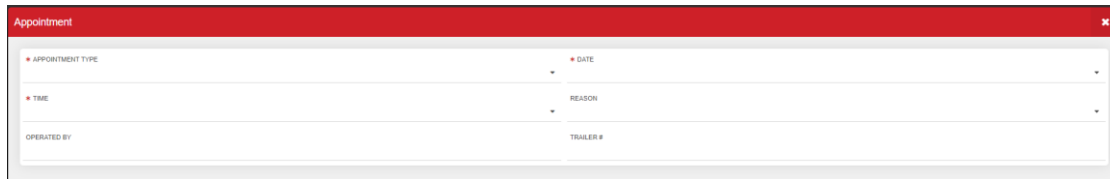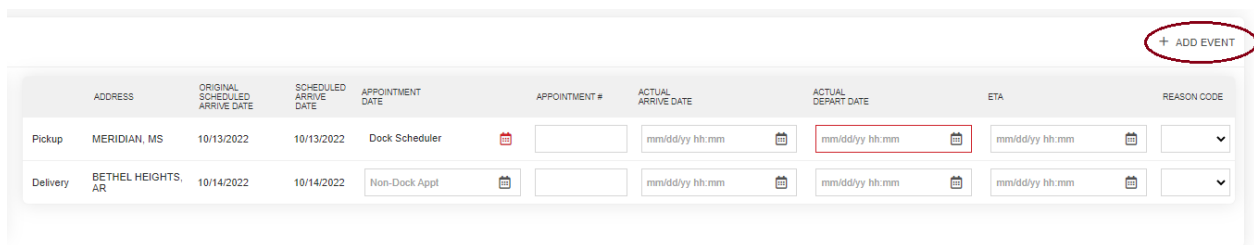<tr><td>Delivery</td><td>BETHEL HEIGHTS, AR</td><td>10/14/2022</td><td>10/14/2022</td><td>Non-Dock Appt</td><td>📅</td><td></td><td>mm/dd/yy hh:mm</td><td>mm/dd/yy hh:mm</td><td>mm/dd/yy hh:mm</td><td>⌄</td></tr>
</tbody>
</table>

+ ADD EVENT

In the Create Event window, enter the location information. Select **Shipment Delayed – SD** in the *Status* field. Select the **Reason** why the driver was late, then the date & time associated with the late arrival/departure. ***Normal Status is **not** a valid reason for a shipment delay.*

Ryder's Command & Control Team <u>must</u> be notified within 1 hour (time may vary depending on account) of any delay. Check "Send Email" box. In "Email List" enter the email address for the Ryder Command & Control team that supports that particular account. Enter the senders email address and the Email Subject should be the load number. A shipment delay must also include a memo – driver's location, ETA, details and etc. Click "Save". You have now updated the load and sent an email as notification of the Shipment Delay.

Load & Shipment Tracking

Visibility of load & shipment tracking and option to favorite specific loads for direct access.
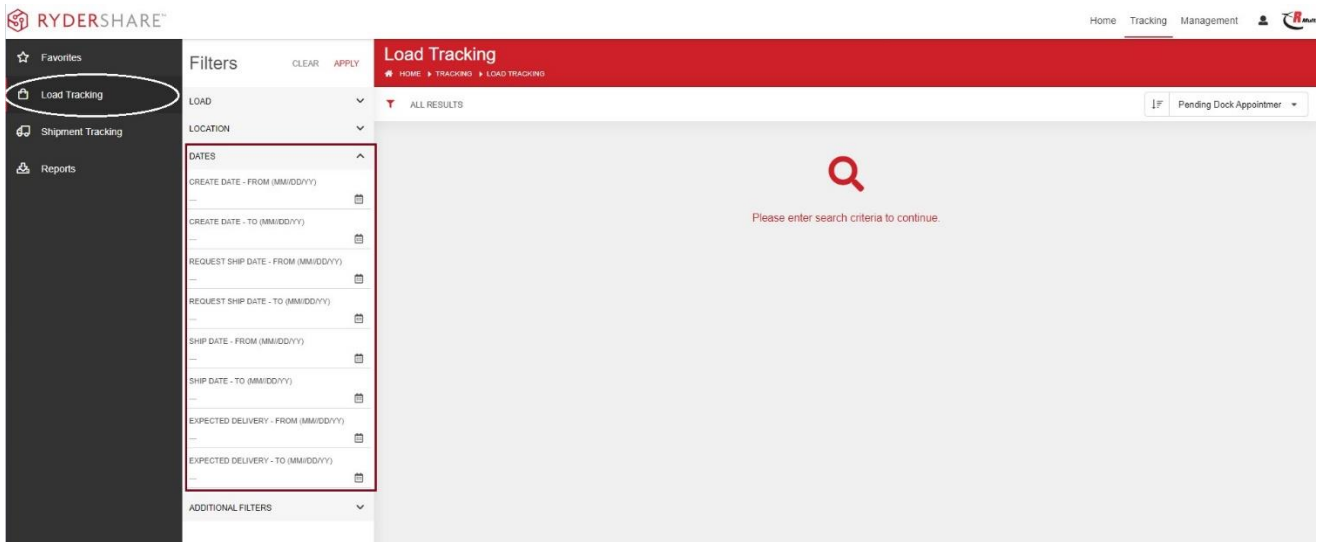
Load Tracking

Click on **Tracking**, then select **Load Tracking** in the drop down.
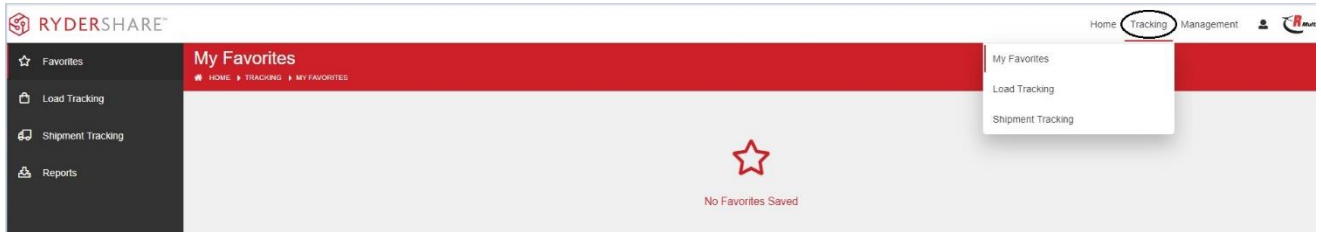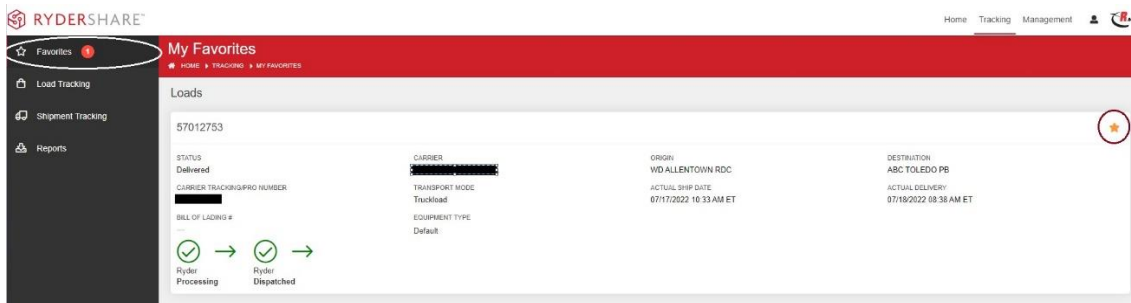

Filter menu will automatically display. Select fields for which loads you wish to display. Make sure a date range is selected, as no results will display without specific dates.

Each step in the load's progress will be displayed as well as the current tracking status. Load details can be accessed by clicking on the red up arrow located in the top right corner of the load.
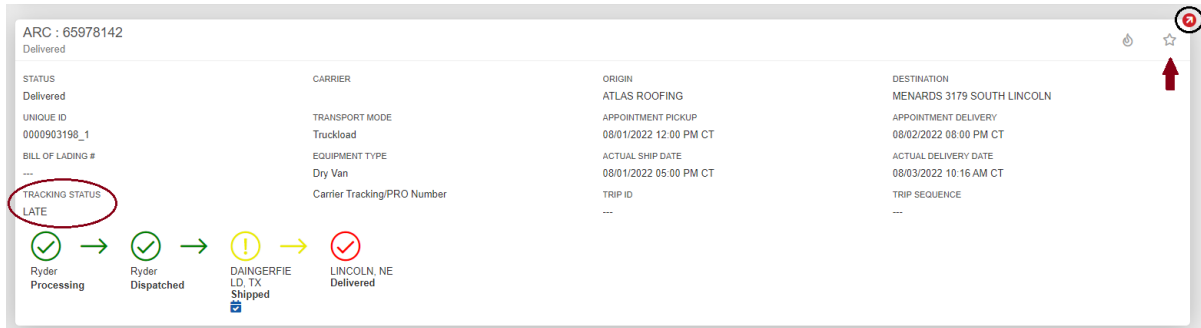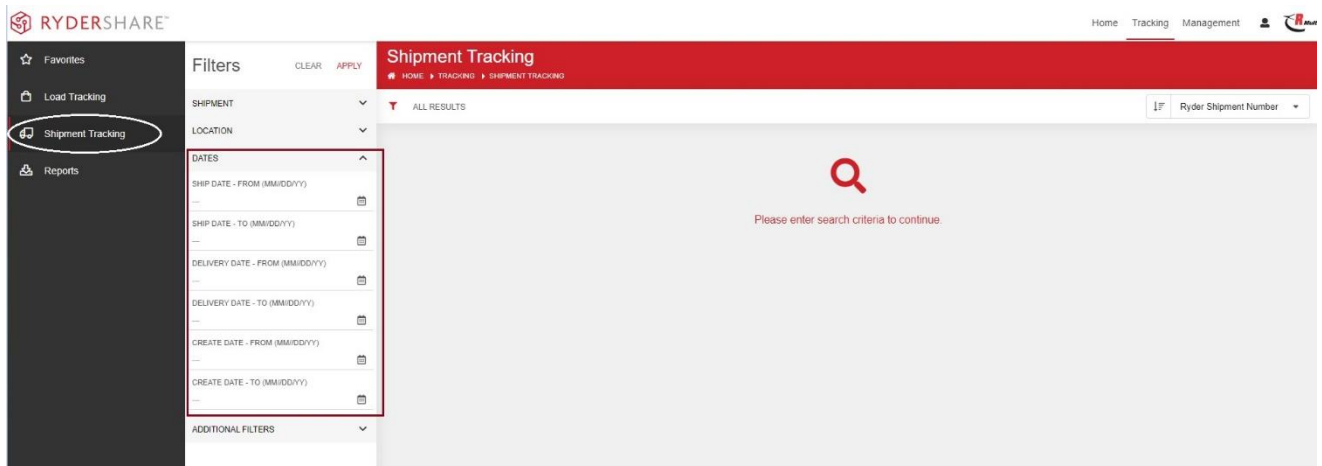
Any load can be favorited by clicking on the star icon in the right corner. Once favorited, the load will be added to **My Favorites.**

Shipment Tracking

Click on the truck icon in the left side black bar. Select fields for which shipments you wish to display. Make sure a date range is selected, as no results will display without specific dates.

Tracking status and associated load number will be included in the shipment details. **Any shipment** can be favorited as well by clicking on the star icon in the right corner. Once favorited, the shipment will be added to **My Favorites.**

ARC : 2236024343
Delivered - Load # 66673538

STATUS	CARRIER	ORIGIN	DESTINATION
Delivered		ATLAS ROOFING	MENARDS 3337
Carrier Tracking/PRO Number	TRANSPORT MODE	APPOINTMENT PICKUP	APPOINTMENT DELIVERY
	Truckload	09/02/2022 12:00 PM ET	09/03/2022 08:00 PM ET
LOGISTICS GROUP	FREIGHT CLASS	ACTUAL SHIP DATE	ACTUAL DELIVERY DATE
ARC1	---	09/02/2022 12:15 PM ET	09/02/2022 02:56 PM ET
DIVISION	URGENT	BILL OF LADING #	TRACKING STATUS
ARC1	No	66673538	On Time

Ryder Processing → Ryder Dispatched → FRANKLIN, OH Shipped → INDIANAPOLIS, IN Delivered