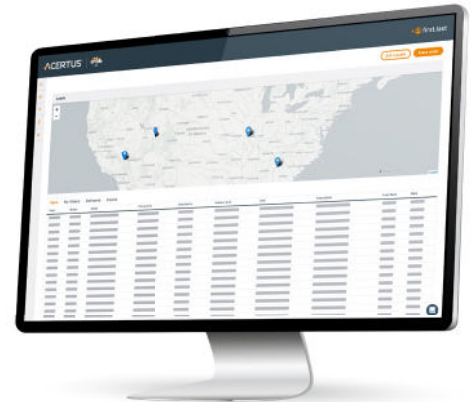


# Quick Start Guide

Whether you're moving vehicles between locations, to auctions, or to customers, the ACERTUS TMS ensures you can do it faster, safer, & smarter – all with just a few clicks.

- ✓ Real-time tracking & visibility of your vehicle moves
- ✓ Centralized access to order placement, status updates, invoices & reporting
- ✓ Complete transparency into costs & performance metrics
- ✓ Secure, user-friendly web portal accessible 24/7



1

## LOGGING IN

Once your ACERTUS TMS account is created, you'll receive a password reset email. Need help finding your email or logging in? Chat us or call us at **(314) 334-3400**, option 4.

1. Click the link in the email
2. Set your new password
3. You'll be redirected to the login page
4. Log in with your email & new password

Your TMS portal URL is unique to your company. Use the link from your password setup email and bookmark it for easy access.

2

## GETTING A QUICK QUOTE

Go to "Get a Quote" in the TMS menu and enter:

 Origin & destination ZIPs    
  Number of vehicles    
  Type of vehicle

Your rate will appear instantly.

3

## PLACING AN ORDER

1. Click "Place Order" from the main menu
2. **Enter Pickup & Delivery Info:** Name, full address, contact, phone
3. **Select Who Will Be Billed:** Choose Origin or Destination
4. **Set Ready Date:** Defaults to today if not entered
5. **Add Special Instructions:** Gate codes, sold status, dealer notes, etc.
6. **Enter Vehicle Info:**
  - **For a single vehicle:** Paste the full VIN. Year, Make, and Model will auto-fill. Verify the details are correct.
  - **For multiple vehicles:** Click "Paste Multiple VINs", enter one per line, & the system will auto-fill details. Review & flag any special needs (inoperable, sold, enclosed, etc.)
7. **Review & Submit:** Confirm details, agree to terms, & click **Submit Order**

## 4

### STATUS UPDATES & TRACKING

You can check order status & estimated time of arrival (ETA) at any time in the Dashboard, Open Orders, or My Orders tabs

#### Order status definitions:

- Assigned - Order scheduled, no carrier yet
- Dispatched - Carrier assigned; pickup/delivery ETA available
- En Route - Vehicle is on the move; GPS & photos may be visible

#### Click any order to view load details:

- GPS location & tracking
- Pickup & delivery info, dates, & times
- Signatures & inspection photos
- Blue icon = inspection photo
- Red icon = damage noted

## 5

### CLAIMS & EXCEPTIONS

In the rare event of damage or missing items:

1. Go to the **Claims** tab
2. Click the orange + to start a new claim
3. Select damage type, enter a reference number & claim amount
4. Click **Save** to submit – our Claims team will be notified immediately
5. Click any claim to view status, damage details, or add comments
6. Upload supporting documents (e.g., photos, BOL, estimates) directly to the claim

## 6

### CONTACT US

Need help or support? We're here for you.

#### Tech Support

- Email: [TMSsupport@ACERTUSdelivers.com](mailto:TMSsupport@ACERTUSdelivers.com)

#### Orders & Logistics

- Email: [TMSsupport@ACERTUSdelivers.com](mailto:TMSsupport@ACERTUSdelivers.com)
- Phone: (314) 334-3400, option 4



## Let's Drive Forward

ACERTUS is proud to be your logistics partner. With our powerful TMS platform & nationwide logistics network, we're ready to help deliver vehicles faster, safer, & more efficiently.

EXPERIENCE OUR RELENTLESS DRIVE TO DELIVER

[www.ACERTUSdelivers.com/TMS](http://www.ACERTUSdelivers.com/TMS) | 1-855-ACERTUS | [f](#) [in](#) [p](#) [v](#) [☰](#)