

ACERTUS®



# Transportation Management System

ONBOARDING GUIDE





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## WELCOME TO ACERTUS

We want to personally thank you for entrusting our team with your business - it is an honor and a privilege to partner with you.

At ACERTUS, we pride ourselves on service and continually improving the customer experience through technological innovation and delivering solutions that help our customers thrive in today's on-demand market.

As an ACERTUS partner, you'll have exclusive access to our platform; this technology will simplify and streamline all of your automotive logistics needs by instantly connecting you to our expansive network of drivers, carriers, storage locations and comprehensive title and registration processing capabilities throughout North America. With instant quotes, seamless ordering, real-time reporting and access to our full suite of automotive logistics services, our technology will help you run your business more efficiently.

If you have any feedback, please reach out to us; feedback is a gift that fosters continuous improvement.

On behalf of our 750 employees, thank you for the opportunity to serve you and showcase our relentless drive to deliver.

A handwritten signature in black ink, appearing to read "Trent Broberg", with a long horizontal line extending to the right.

**Trent Broberg**  
ACERTUS, Chief Executive Officer

## WHY ACERTUS

ACERTUS helps dealers move inventory faster with end-to-end logistics that accelerate speed to market, while protecting against fraud through rigorous carrier vetting and insurance-backed safeguards. With real-time tracking and centralized order management, you gain the visibility and efficiency needed to stay in control and ahead of the competition.





## ACERTUS TMS OVERVIEW

The ACERTUS TMS is a secure, easy-to-use platform that gives you full control over your vehicle moves. With instant quotes, order placement for single or multiple VINs, real-time shipment visibility, and streamlined billing, the TMS simplifies every step of the transport process. Designed for dealers, it helps you save time, reduce costs, and manage your inventory more efficiently—all from one central portal.



To get started quickly, watch our step-by-step tutorial video for a guided walkthrough of the TMS.

## HOW TO CONTACT US

Whether you have a question, need support, or want to provide feedback, we're here to help. Here's how to get in touch with the right person, at the right time.

### Technical Support

Need help with the platform or troubleshooting an issue?

- **Email:** [tmssupport@acertusdelivers.com](mailto:tmssupport@acertusdelivers.com)

### Order & Logistics Questions

For help with orders, shipping updates, or logistics-related issues:

- **Contact Your Account Manager or:**
  - **Email:** [ACERTUSTransports@acertusdelivers.com](mailto:ACERTUSTransports@acertusdelivers.com)
  - **Phone:** (314) 334-3400, option 4

### Your Dedicated Account Contact

- **Name:** \_\_\_\_\_
- **Email:** \_\_\_\_\_
- **Phone:** \_\_\_\_\_
- **Availability:** Monday - Friday, 9 AM-5 PM

## GETTING STARTED

### LOGGING IN FOR THE FIRST TIME

Your ACERTUS representative will help set up your team in the TMS platform. Once your credentials are created, you'll receive a password reset link via email to complete your account setup.

- Click the password reset link provided in your email.
- Create and confirm your new password on the password reset page.
- Once confirmed, you'll be automatically redirected to the login page.
- Log in using your email address and the new password you just set.



### Important Reminders:

- Your TMS portal URL is unique to your company—be sure you're using the correct link that was included in the email with instructions to set your password.
- Bookmark your TMS portal URL for easy access in the future.



Scan the QR code for video tutorial

### Once logged in, you'll be able to:



Place new transportation orders



Access real-time reporting and dashboards



Obtain quotes



Track vehicles in transit

**Need help with login or access?** Call us at (314) 334-3400. Select Option 4 or email [tmssupport@acertusdelivers.com](mailto:tmssupport@acertusdelivers.com) with your name, company information, and question.

## QUOTES

### GETTING A QUICK QUOTE

To generate a quick transportation quote in the TMS:

Navigate to “Get a Quote” in the main menu and enter the required details:

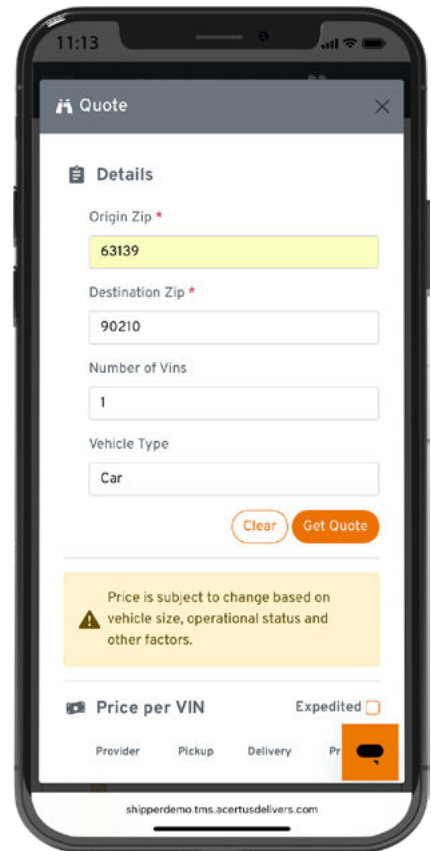
- Origin and destination ZIP codes
- Number of vehicles
- Vehicle type (e.g., car, truck, oversized)

A rate will appear instantly based on your input.

#### Need faster delivery?

Select the Expedited option to view updated pricing for quicker transit times.

Once you're satisfied with the quote, you can continue directly to place an order with just a few clicks.



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# PLACING AN ORDER

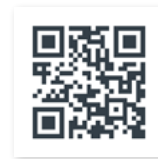
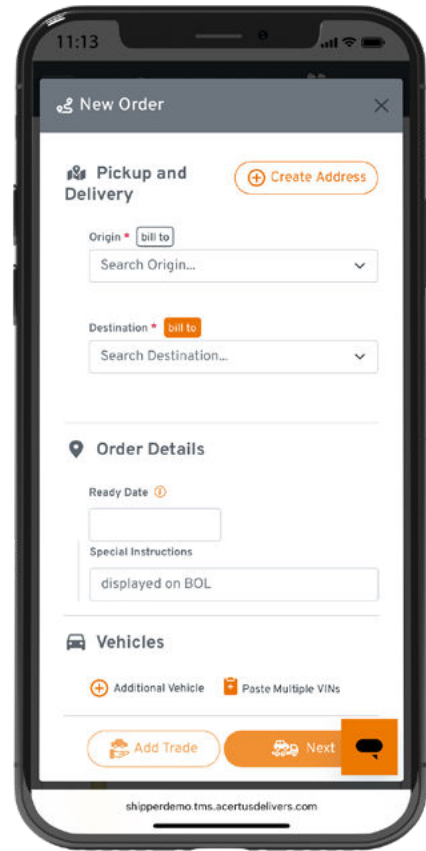
## HOW TO PLACE AN ORDER

- Enter the origin and destination addresses.
  - You can create and save frequently used addresses for future orders.
- Select who will be billed – either the shipper or the receiver.
- Add any dealer codes or special instructions as needed.
- Enter your Ready Date – this is the date the vehicle will be available for pickup.
  - Note: If you do not enter a Ready Date, the system will automatically default it to today's date.

### Input vehicle details, including:

- Enter the full VIN. Our decoder will automatically fill in the Year, Make, and Model. Please review and verify that the vehicle information is correct before proceeding.
- Indicate if the vehicle is inoperable, sold, or requires enclosed shipping
- Upload any relevant documents (e.g., bill of sale or title)
- Review your order summary to ensure all details are correct.
- Confirm the pricing and make any necessary edits.

Once everything looks good, agree to the terms and click **Submit Order** to finalize.



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# BULK/MULTI VIN ORDERING

## PLACING AN ORDER WITH MULTIPLE VINS

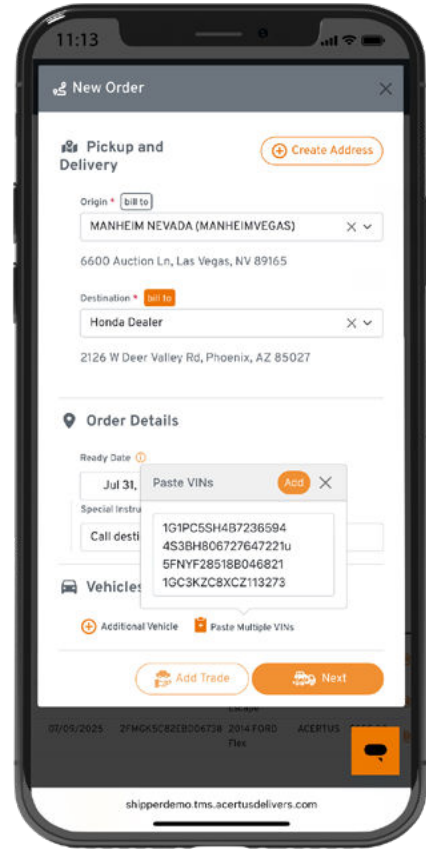
Need to ship multiple vehicles at once? When entering vehicle details follow these simple steps to place a multi-VIN order in the TMS:

### Enter Vehicle Details

- Click **Paste Multiple VINs**.
- In the pop-up box, paste **one VIN per line**.
- Click **Add** – the system will automatically decode the VINs and populate vehicle details.
- Review and verify each vehicle’s information.
- Mark if a vehicle is:
  - Inoperable
  - Sold
  - Requires enclosed transport
- Upload any supporting documents (e.g., bill of sale, title) if needed.

### Review and Submit

- Click **Next** to go to the **Order Summary Confirmation** page.
- Review all order details carefully.
- If you need faster delivery, check the **Expedited** box.
- To make changes, click **Edit** in the bottom-left corner.
- Check the box to confirm you’ve read and agreed to the **Terms of Service**.
- Click **Submit Order** to complete.



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## CLAIMS

### SUBMITTING A CLAIM

We proudly boast a 99.6% damage free delivery rate. In the rare event a vehicle arrives damaged or with missing items, ACERTUS makes it easy to report and resolve claims quickly.

You have two ways to submit a claim:

#### Through the TMS

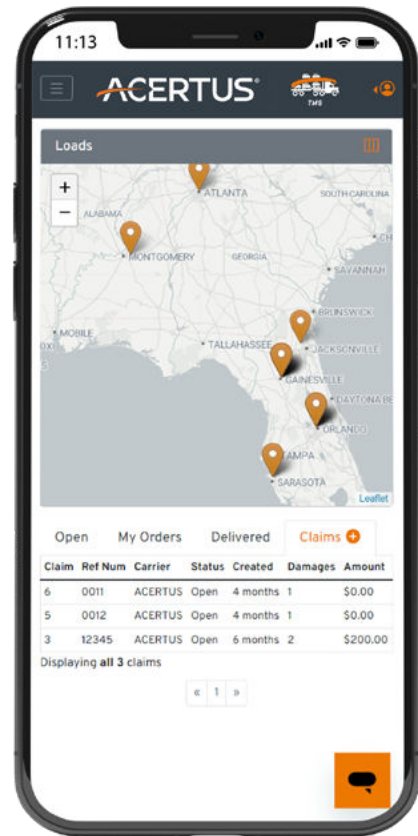
- Enter a reference number and claim amount. Then select one more multiple items from the list of notated damages.
- Upload any supporting documentation.
- Click Submit – this notifies our Claims team immediately.

#### Via Email

- Send claim details to [claims@acertusdelivers.com](mailto:claims@acertusdelivers.com)

#### Be Sure to Include

- Photos of the damage
- Vehicle inspection reports
- Signed Bill of Lading with delivery notes



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#### Important

Claims must be filed promptly and should be documented at the time of delivery to ensure a smooth resolution process.