



Welcome! We are looking forward to a great working relationship. We have prepared a short policy letter to help you better understand our operation.

**Please submit all documents to the Plano Office; all Subcontractors must provide the following prior to loading:**

- A. W-9 (with legible SS# or Tax ID #)
- B. Certificate of Operating Authority
- C. Certificate of Insurance- Listing Moore Transport as additional insured on the auto liability policy and loss payee on the cargo policy
- D. 1M Auto Liability and:
  - 350K Cargo for 8-10 car capacity
  - 250K Cargo for 4-7 car capacity
  - 150K Cargo for 1-3 car capacity
- E. Signed Broker Motor Carrier Agreement (each page must be initialed)
- F. Signed Welcome Letter
- G. Signed Payment Terms

**CARRIERS WILL NOT BE DISPATCHED A LOAD UNTIL ALL DOCUMENTS ARE RECEIVED.**

**\*When sending in updated certificates/agreements, please fax to 419-725-2622 or email to [recruiting@mooretransport.com](mailto:recruiting@mooretransport.com)**

### **EPOD's**

All subcontractors that are signed up with Moore are required to implement the use of Moore Transport EPOD System. This is an application that can go on any smartphone or tablet that allows electronic load assignments, delivery receipts and the ability to report damages. All new subcontractors **MUST** implement the use of the EPOD system before Moore Transport will allow them to haul a load for us.

### **Quality**

Moore Transport and our customers require damage free deliveries therefore, **All** subcontractors must follow Moore Transports quality standards. This means following all of Moore's and our customers loading requirements; four straps on each vehicle, proper strapping procedures for each type of vehicle etc etc. Moore Transport has Safety and Quality Control Supervisors (SQCS) at each terminal. These SQCS will be inspecting loading procedures of all subcontractors and addressing any quality issues that they see. If the Subcontractor is not willing to abide by Moore Transport procedures, they will not be able to haul for Moore Transport. In addition, when a subhauler finds a pre-bay damage, they must report this damage to the SQCS prior to moving the vehicle out of the bay. If you do not, you will be responsible for any unreported damages. Along with this, at the time of delivery, all subcontractors must call the SQCS to report any damages caused by the carrier; all damages must be reported within 12 hours of the damage occurring. **ALL** Damages, pre-load and delivery damages, must be reported into the EPOD system. Failure to follow these standards will result in the subcontractor to be disqualified from hauling for Moore transport.

### **Damages**

You are responsible for all damages from the time you inspect the vehicle and move it from the bay area to the point you receive a signed Bill of Lading ("BOL"). A BOL that is marked as Subject to Inspection ("STI") is **NOT** a signed BOL and you are still responsible for any damage



to the cargo that the dealer reports. Read section 9 of the Agreement for further information on Damages. All severe and or total loss damages must be reported to Moore Transport's terminal manager at the location you picked up the load immediately. In case of a total loss, the carrier should also collect pictures of the damages and submit those to Moore Transport.

**Payment Terms:**

- Moore Transport requires an Invoice **AND SIGNED** Proof of Delivery for payment. \*NOTE: Any Proof of Delivery marked STI is **NOT** a signed Proof of Delivery & will result in **NON-PAYMENT** until signature is provided by the dealer and verified.
- If Proof of Delivery is NOT made through EPOD, the terms will default to Net 30.
- If Proof of Delivery is made through EPOD, but not marked as "Next Day Pay" on the face of the invoice, the payment terms will default to Net 30.
- Include VIN numbers and delivery dates on your invoice
- Terms 5% Next Day\*, Net 30 from the date of **receipt** of your invoice and Proof of Delivery **signed by dealer** using EPOD.
- Damages **will** result in payments being suspended.
- **Invoices can be emailed to**  
**ap@mooretransport.com or faxed to 972-767-3820.**

**People you may need:**

Dispatch: 313-985-1556 option 1

EPOD Technical Assistance and Setup: 419-726-4499 ext. 4357 or help@mooretransport.com

Accounts Payable: 313-985-1556 option 4 or ap@mooretransport.com

Damage Claims: 313-985-1556 option 6 or claims@mooretransport.com

Carrier Name: \_\_\_\_\_

Contact Signature: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Date: \_\_\_\_\_