

# QUICK START GUIDE: Getting a Time-Critical Rate Quote on My Estes

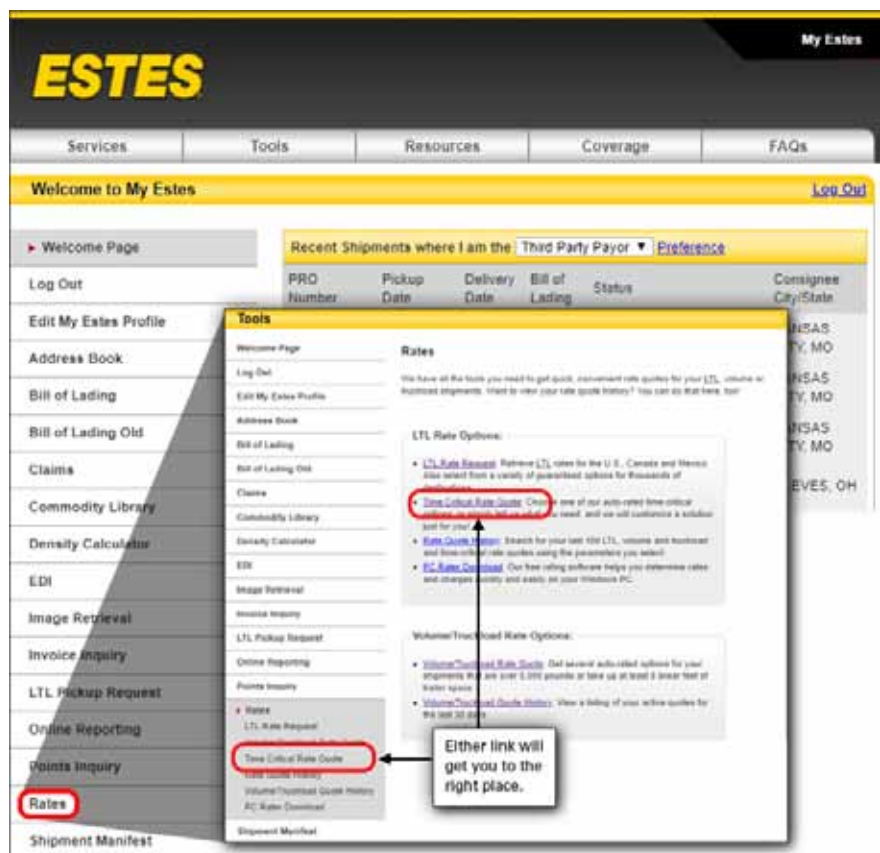
## STEP 1

Go to [www.estes-express.com](http://www.estes-express.com) and log in to **My Estes**.



## STEP 2

On the welcome page, click **Rates**. Then click on **Time Critical Rate Quote**. If you're unsure about which rate tool to use, check out this [handy chart](#) on our website that explains the options.



### STEP 3

Fill in the quote details, including Contact and Routing Information, Scheduling, Commodities, Freight Information and Accessorials, and hit **Submit**. Required fields are in **\*BOLD**. Note that you can toggle to other rate quote tools using the buttons across the top of the application page. Or, you can go to the quote history to recalculate and book a saved quote.

- 1 Use these tabs to access the different rate tools.
- 2 Quote history includes past quotes from all rating tools in one place—LTL, volume/truckload and time critical.
- 3 Additional coverage is automatically selected if you input a declared value. Additional liability coverage is often a desirable choice, but you can decline it by unchecking this box.
- 4 If you need alternative equipment, hover over the ? to see contact information for getting a quote for that service.
- 5 You can add additional comments (up to 100 characters), but when you do, the next screen will instruct you to click **Contact Us** if you've chosen any of the volume/TL time-critical options. In that case, all information you've already input will transmit to the V/TL team, and they will contact you directly. However, comments will not affect the ability of any non-volume/TL time-critical options to automatically rate.
- 6 Expand to see additional accessorials.
- 7 Click **Submit** to see and select service-level options based on the information you provided.

The screenshot shows the 'Time Critical Rate Quote' application interface. At the top, there are navigation tabs: 'LTL Rate Request', 'Time Critical' (highlighted with a red box and callout 1), 'Volume & Truckload', 'Quote History', 'Schedule Pickup', and 'Create BOL'. Below the tabs is the title 'Time Critical Rate Quote' and a sub-header 'Need Help?' with contact information for the Estes Solution Center (1-800-645-3952 and solutions@estes-express.com). The main form is divided into several sections: 'Contact and Routing Information' with fields for Full Name, Email, Phone, My Role, Terms, Origin, and Destination; 'Scheduling' with fields for Pickup Date and Available By; 'Commodities' with a table for Class, Pieces, Piece Type, and Total; 'Freight Information' with fields for Declared Value, Type of Equipment Needed, and a checkbox for 'I would like additional cargo liability coverage'; and 'Accessorials' with a list of checkboxes for various services like Alaska Inside Delivery, Appointment Request, and Overlength Freight. A 'Submit' button is at the bottom. A pop-up window titled 'Additional Cargo Liability Coverage Guidelines' is overlaid on the Freight Information section, providing details on standard and additional liability coverage. Numbered callouts 1 through 7 are placed throughout the interface to highlight key features and steps.



## STEP 4

If you chose the **Time Critical** tab to access rate quotes, the time-critical rates will show at the top, with LTL and volume and truckload rates below for comparison. You'll see the reverse order when you go through the **Volume/Truckload** tab.

At this point in the process, your quote will be stored in **Quote History**.

If additional information is needed, **Contact Us** will appear on the screen below. When you click on that link, your information will transmit to us, and we will contact you directly. You'll receive a **Success** message confirming that we have received your information. Or, you can call the number provided to contact the team directly.

LTL Rate Request **Time Critical** Volume & Truckload Quote History Schedule Pickup Create BOL

**Time Critical Rate Quote**

Select a Time Critical option below. Be sure to call the Estes Solution Center for Exclusive Use or any selection faster than by 5 on the standard transit date so we can finalize the details of your shipment.

Need Help?  
Estes Solution Center  
1-800-645-3952  
solutions@estes-express.com

Quote Number: **4DGPELR** Update Quote New Quote

Time Critical <span>?</span>				
Delivery Date ▼	Delivery Time ▼	Service Level ▼	Standard ▼	Guaranteed ▼
Monday, April 02, 2018	9:00 PM	Exclusive Use		\$XXX.XX
Wednesday, April 04, 2018	10:00 AM	Standard Transit Plus: 10AM		<span>Contact Us</span>
Wednesday, April 04, 2018	12:00 PM	Standard Transit Plus: 12PM		\$XXX.XX
Wednesday, April 04, 2018	5:00 PM	LTL Standard Transit: 5PM	\$XXX.XX	\$XXX.XX

Volume & Truckload <span>?</span>				
Delivery Date ▼	Delivery Time ▼	Service Level ▼	Standard ▼	Guaranteed ▼
Less than 2 Weeks	5:00 PM	VTL Basic	\$XXX.XX	
Thursday, April 05, 2018	5:00 PM	VTL Guaranteed Economy		\$XXX.XX
Wednesday, April 04, 2018	5:00 PM	VTL Guaranteed Standard		\$XXX.XX

1 New alpha-numeric quote number format

2 Time-critical guaranteed options

3 V/TL options when applicable (When shipments weigh less than 5,000 lbs. or take up less than 8 linear feet of trailer space, no volume or truckload options other than exclusive use will automatically rate.)

4 To choose a rate, click on the appropriate link in this column, which takes you to the **Rate Details** page.

5 When you click **Contact Us**, your information is sent to us, and we contact you directly.

6 Guaranteed volume/truckload options

7 Standard LTL transit date plus one day guaranteed by 5 PM

8 Standard LTL transit date guaranteed by 5 PM



## STEP 5

Before clicking on any of the links, **be sure to carefully review the terms and conditions** below the chart of rate options (and also repeated on the **Quote Detail Summary** page). Carefully reading these will help you facilitate your shipment and ensure that you don't have any surprises later in the shipping process. And of course, if you have any questions, contact the appropriate team using the contact information shown at the top of each page.

For delivery by 10 a.m. or 12 noon or for a customized time/date, expedited or exclusive use, [all](#) customers (including those with a Select Account Agreement) must contact the Time Critical department (1-800-645-3952) for authorization prior to shipping.

Time-critical guaranteed rates shown here may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions and other factors. Exclusive Use rate is based on the availability of the specific vehicle type quoted at the time of order confirmation. Time-critical quotes expire at 3:00 p.m. today. Shipments must be tendered prior to 3:00 p.m. local shipping time on the day of pickup.

\*Transit times apply to standard Estes LTL shipments and are based on the actual date and time of the pickup, which may be different from the shipment date entered. Travel times for specialty services and custom solutions provided by other Estes operating entities may differ based on service selected.

Additional charges may apply to shipments to or from Cape Cod, Massachusetts; Harbor points in the state of Washington; remote areas of northern Canada; remote areas of Montana, Nevada, Oregon, Utah, and the Eastern Sierra of California. Please refer to [EXLA 105 series tariff](#) Items 290 through 299 for a complete list of points and applicable charges.

All quotes are estimates based on the information provided by the requesting party. Actual tariffs and contracts on file at Estes Express Lines and in place at the time of shipment prevail. Unless otherwise provided, rules and service charges provided in [EXLA 105 series tariff](#) are applicable. Guaranteed LTL shipments consuming over 12 linear feet of trailer, exceeding 10,000 pounds OR containing seven (7) or more non-stackable skids will incur additional surcharges. Please call or email the Time Critical department (1-800-645-3952 or [solutions@estes-express.com](mailto:solutions@estes-express.com)) for guaranteed volume, commodity-rated and over-length shipments.

The National Motor Freight Classification governs all freight classification disputes and is the sole source for determining actual classes. On collect shipments, if the consignee has a pricing program with Estes Express Lines, the consignee pricing prevails. Rates provided are only applicable to LTL shipments serviced by Estes Express Lines. Automated rate quotes are not applicable to service provided by other Estes operating entities.

### VOLUME & TRUCKLOAD:

#### Notice to Shipper/Customer

Customer is required to note Estes' quote number on the bill of lading at time of pickup. Customer certifies shipment information is accurately stated above. Only accessorial charges noted above are included in this rate. This volume spot quote will expire 30 days from date received.

#### Terms and Conditions

Estes' liability under the provisions of this quote shall not exceed \$2.00 per lb./per article for new product or equipment and \$0.10 per lb./per article for anything used or new and uncrated. Subject to maximum liability of \$10,000 per trailer. Additional coverage may be purchased upon request.

#### Charges

IF CUSTOMER HAS AN EXISTING CONTRACT OR TARIFF PUBLICATION, THIS SPOT QUOTE BECOMES NULL & VOID AND THE CONTRACT/PUBLISHED RATE APPLIES.

This quote does not imply exclusive use, guaranteed service or equipment availability.

Rate is based on Shipper Load/Consignee unload, no-touch freight.

Customer agrees to pay charges within 30 days of invoice. If charges are not paid in accordance with this agreement and collection efforts are necessary, this Spot Quote becomes void, and the charge reverts to your Estes LTL Pricing Program. If you do not have a current LTL Pricing Program, you will be charged according to Estes 720 LTL Tariff.

Customer is granted 1 hour free of charge for pickup and delivery. Additional time will be billed at \$80.00 per hour.

Volume/Truckload shipments are not subject to standard LTL transit times.

LTL tariff/contract discounts do not apply to Volume/TL quotes.

LTL tariff/contract discounted accessorial do not apply to Volume/TL shipments. [EXLA 105 series tariff](#) mandates accessorial charges.

If actual shipment requires additional services not noted on this Spot Quote, Customer will be charged for additional service based on [EXLA 105 series tariff](#) (A copy of the EXLA 105 series tariff is available at [www.estes-express.com/resources/rules-tariff.html](http://www.estes-express.com/resources/rules-tariff.html) or by calling 004-353-1900, Ext. 2300.)

*Pay special attention to the highlighted content shown in this example*

## Questions?

Call **1-800-645-3952**, or email:  
**[solutions@estes-express.com](mailto:solutions@estes-express.com)**



**Service Is What Our People Deliver!®**



## STEP 6

Next, you'll see the Rate Details Page.

- 1 Contact information in case you have questions.
- 2 Your options if you need to work with a different quote. Note that **Update Quote** generates a new quote number.
- 3 Verify quote details before booking.
- 4 You must read and agree to disclaimers and Terms of Service printed below the Time Critical Quote Detail Summary before **Book Shipment** can be activated.
- 5 Option to print your quote
- 6 To email the quote, enter up to five comma-separated addresses and click **Email Quote**.

The screenshot shows the 'Time Critical Rate Quote' page. At the top, there are navigation tabs: 'LTL Rate Request', 'Time Critical', 'Volume & Truckload', 'Quote History', 'Schedule Pickup', and 'Create BOL'. The 'Time Critical' tab is active. A 'Need Help?' section (1) provides contact information for the Estes Solution Center: 1-800-645-3952 and solutions@estes-express.com. Below this are buttons for 'Update Quote' (2), 'New Quote', and 'Select Another Quote'. The 'Quote Number: 4DGPELR' is displayed. The 'Time Critical Quote Detail Summary' section includes 'Service' details (Service Level: Standard Transit Plus 12PM - Guaranteed, Account: WIDGETS UNLIMITED - 1234567, My Role: Shipper, Terms: Pre-paid (3), Declared Value: \$000.00, Equipment Type: Trailer, Food Warehouse: No, Freight Stackable: No), 'Routing' details (Service Level: 2 Days, Origin: RICHMOND, VA 23230, Destination: FAIRFIELD, OH 45014), and 'Scheduling Details' (Pickup Date: 04/02/18, Delivery Date: 04/04/18, Avail. By: 8:00 AM, Close At: 5:00 PM). A 'Fee Summary' table shows commodity details. A 'Charge Items' table lists charges like Commodity Total, Discount, Fuel Surcharge 20.60%, Service Level Adjustment, and Net Freight Charges. The 'Quote Actions' section (4) includes a checkbox for 'I have read and agree to the disclaimers and Terms of Service below.' (5), buttons for 'Book Shipment' and 'Print Quote', and an 'Email Quote' button (6) with an email address input field.

## STEP 7

Once you've clicked on **Book Shipment**, you still need to finalize your request. This screen allows you to schedule a pickup, create a Bill of Lading (BOL) or select another option. Be sure to include your quote number and service level on the BOL.

The screenshot shows a 'Continue Booking Shipment' dialog box. It displays the 'Quote Number: 4DGPELR'. Below this, there is text: 'Choose one of the options below to continue booking your shipment. If you are not using our BOL, be sure to write your quote number on your document to ensure seamless processing. Have questions? Feel free to give us a call at 1-800-645-3952.' (1). At the bottom, there are three buttons: 'Schedule Pickup', 'Create BOL' (2), and 'Select Another Quote'.

- 1 Questions? Call the number that will be provided here.
- 2 Choose **Schedule Pickup** or **Create BOL** to continue booking your shipment. Or click **Select Another Quote** to choose a different service-level option.



## STEP 7

The confirmation email you will receive from the time-critical team contains some important information. Please review it carefully.

Estes is pleased to offer this time-critical quote. Below you will find the shipment details you provided. Feel free to contact us at 1-800-645-3952 if you need to correct any errors, supply additional details or would like to engage our services. We look forward to serving you!

1 Details for WIDGETS UNLIMITED - 5023958		Service Level: Standard Transit Plus: 12PM		
Rate Quote: <b>4DGPELR</b>	From: RICHMOND, VA 23230 To: FAIRFIELD, OH 45014 Service Standard: 2 day(s)*	Pickup Date: Apr 2, 2018 Pickup Ready: 8:00:00 AM Declared Value: \$3,000.00 Equipment Type: Trailer	Delivery Date: Apr 4, 2018 Closing Time: 5:00:00 PM Food Warehouse: No Stackable: No	
Comments:				
2 Class	Pieces	Total Weight (lbs)	Dimensions (L/W/H)	Description
100	3	3,000	48/48/48	test
Description				Charge
Commodity Total				\$X,XXX.XX
Discount				(\$XXX.XX)
Fuel Surcharge 20.50%				\$XX.XX
Service Level Adjustment				\$XXX.XX
Net Freight Charges				\$XXX.XX
Terminal Information				
4 From: RICHMOND, VA 23230 Terminal: 1 Richmond Address: 1200 Commerce Road Richmond, VA 23224 Phone: (804) 233-6900 Fax: (804) 231-3349		5 To: FAIRFIELD, OH 45014 Terminal: 62 Cincinnati Address: 6459 Allen Road West Chester, OH 45069 Phone: (513) 779-9581 Fax: (513) 779-9765		
Delivery Date	Delivery Time	Service Level	Standard	Guaranteed
Monday - 04/02/2018	9:00 PM	Exclusive Use		\$X,XXX.XX
Wednesday - 04/04/2018	10:00 AM	Standard Transit Plus: 10AM		\$XXX.XX
Wednesday - 04/04/2018	12:00 PM	Standard Transit Plus: 12PM		\$XXX.XX
Wednesday - 04/04/2018	5:00 PM	LTL Standard Transit: 5PM	\$XXX.XX	\$XXX.XX
Wednesday - 04/04/2018	5:00 PM	VTL Guaranteed Standard		\$XXX.XX
Thursday - 04/05/2018	5:00 PM	VTL Guaranteed Economy		\$XXX.XX
Monday - 04/16/2018	5:00 PM	VTL Basic	\$XXX.XX	

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**VOLUME & TRUCKLOAD:**

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**Terms and Conditions**

Estes' liability...

1 Be sure to write the quote number on the BOL.

2 Shipment details

3 Line-item charges

4 Origin

5 Destination

6 Non-guaranteed options

7 Guaranteed options

8 Chosen option

9 Pay special attention to the highlighted text, especially the fact that you need to call for authorization for ANY guaranteed shipment other than "Standard by 5 PM."



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