The Ultimate Guide to Managing Sunbelt Loads

Bennett-BridgeHaul Support Resource for Sunbelt Carriers & Drivers

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GETTING DISPATCHED / RECEIVING INVITE TO TRACK LOAD

Sunbelt loads will use BridgeHaul, a division of Bennett, to assist with track and trace, as well as provide an easy-to-use a Driver Mobile Application to capture, upload, and manage load images and documents.

Upon accepting a Sunbelt load, dispatched drivers will receive a text message from BridgeHaul requesting you to self-onboard, as well as prompting you to download the BridgeHaul Mobile App. Please follow the instructions below which will step you through the self-onboarding process.

Good luck, you are on your way to managing your Sunbelt load!

1. After accepting a load, the dispatched driver will receive an invitation to register with BridgeHaul via text message (e.g., self-onboard)

2. Enter the **required information (*)**, like **CDL details** (feel free to include optional information regarding certifications and endorsements)
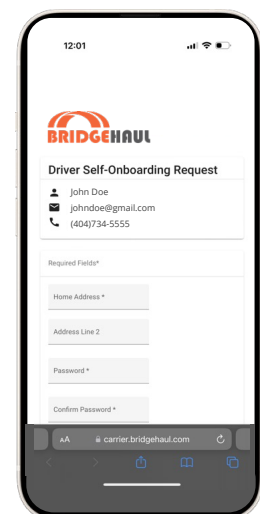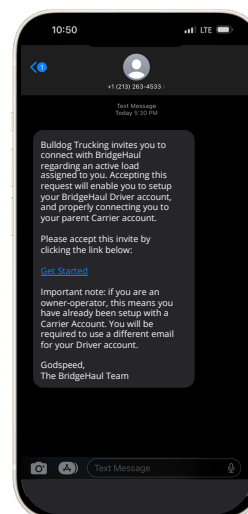
3. Click **Accept Invite**

4. In the pop-up window confirming your submission, click the appropriate operating system to download the **BridgeHaul Mobile App** (Apple or Android)

5. You will be routed to the appropriate app store, click **Get** or **Install**
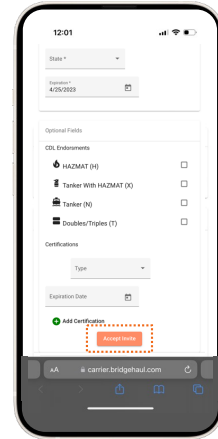

DOWNLOADING THE BRIDGEHAUL APP

1. Welcome to the **BridgeHaul App Overview** for Sunbelt Carriers

2. To get started, you'll first need to download the BridgeHaul app (if you haven't already done so)

   Already downloaded the app?

   a. If you've already downloaded the app, you'll get a prompt to **"Open"**

   Need to download the app?

   b. If this is your first time downloading the app, you'll click on the prompt to download (e.g., **"Get"** or **"Install"**)

3. For first-timers, you'll walk through a quick app orientation overview

4. Click **Get Started**
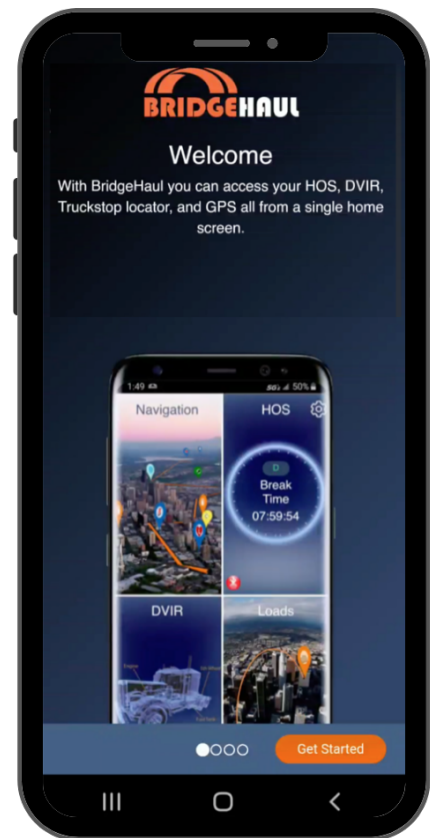
5. Select **Proceed**

6. You'll be prompted by the welcome landing page or home screen

   a. Log in using the e-mail address that you used to create your account
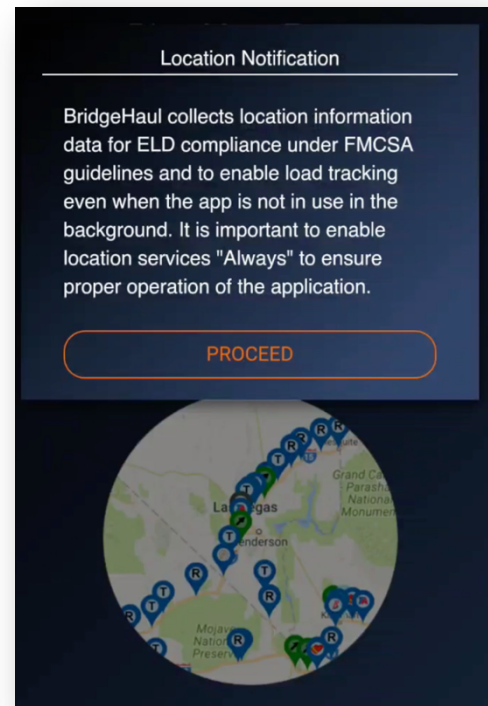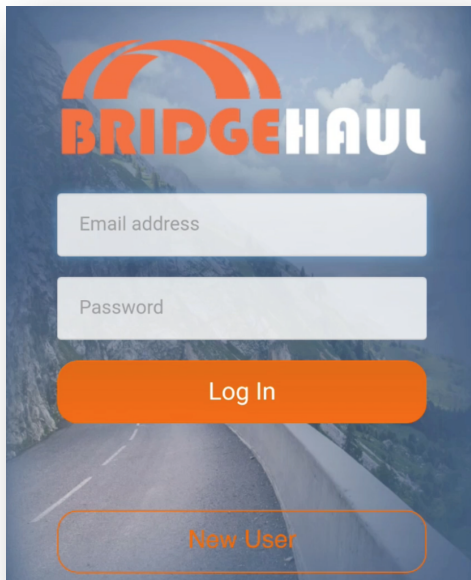

ENABLING PERMISSIONS

1. If it's your first time signing in, you'll be prompted to enable permissions—allow ALL PERMISSIONS to ensure the app has uninterrupted connectivity

2. To enable Locations Services correctly, select from the following prompts:

   a. Select **Precise** and **Allow all the time**

   b. Select **Allow** to enable access to your *Physical Activity* (this enables tracking while in-motion)

   Important Notes:

   - Location sharing with Sunbelt will only be allowed on individual-load basis; **your activity will NOT be shared in perpetuity**
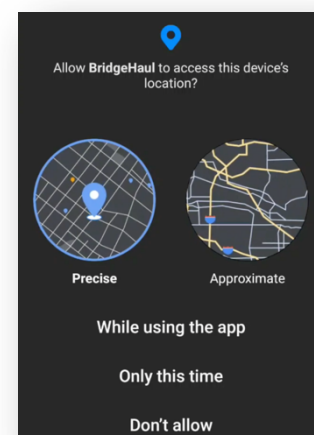
- Select **"Allow"** when asked to access to your physical activity

3. Once logged into the BridgeHaul app—you'll see four panels—**Navigation**, **HoS**, **DVIR** and **Loads**

a. The **Navigation** module enables routing to your preferred destination, while also serving as a Truck Stop Locator; even if you are not a BridgeHaul Fuel customer, you can still view the BridgeHaul prices for in-network stops and retail prices for out of network stations

b. **Loads** will be the most important and relevant section for Sunbelt carriers and drivers, as that's where you'll manage Sunbelt loads, update duty status, and manage load-specific documentation

c. **HOS** (Hours of Service) and **DVIR** (Driver Vehicle Inspection Report) are customer-specific sections of the app and only relevant for BridgeHaul ELD customers—helping them manage compliance and related reports (though you'll have access to these modules, no data will be available)
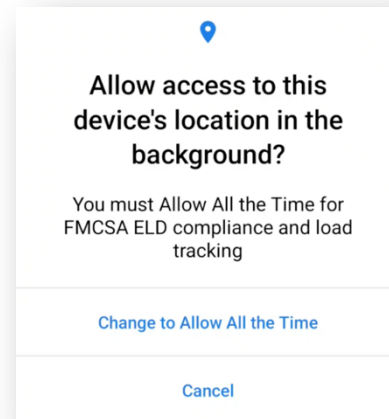
MANAGING SUNBELT LOADS (ACTIVE LOADS)

1. To manage loads for Sunbelt, you'll click on **Loads** from the home screen

2. From the next screen, you'll see a number of tabs at the top of the page, including **Current** (active loads) and **History** (historical loads)
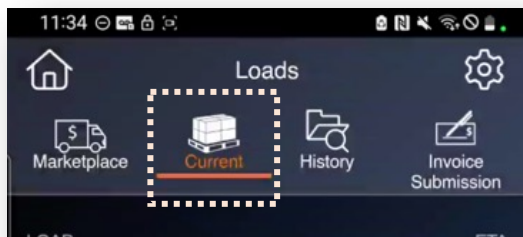
3. From the **Current** tab, you'll be able view your active loads, where you can tap on a specific load to get more information

   a. Clicking **SEE DETAILS** will allow you to see the specifics of the load

   b. In the **Documents** section, you can view load documents you've uploaded or where you upload new documents (see next section for instructions to upload, view, and manage documents)
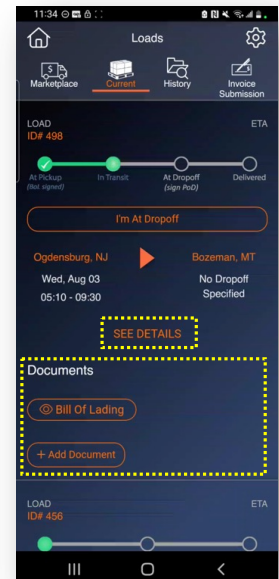

UPLOADING & VIEWING DOCUMENTS

1. Under **Documents**, you can:

   a. View previously uploaded documents (e.g., Bill of Lading, Pre- and Post Trips)

   b. Upload new documents

2. Let's first walk through uploading documents; to upload a document or documents, click the ('+') **Add Document** button
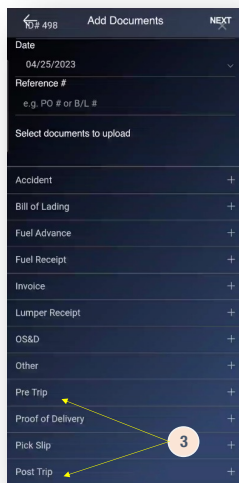

Important Note: Drivers will be required to upload a **Pre Trip** and **Post Trip** image for Sunbelt loads (Pre Trip images are required at Pick Up and Post Trip images at Drop Off)
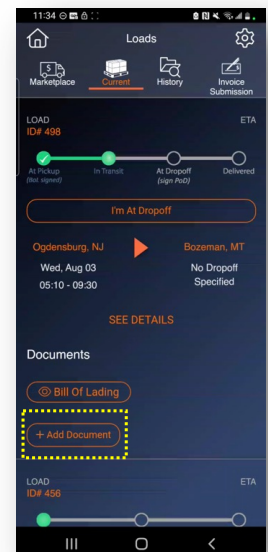

3. You can upload and manage more than one document at a time, just select the document types you would like to address, click on **Pre Trip** and **Post Trip**

4. Confirm the documents you selected, then click **NEXT**

5. After selecting your document type(s)— you'll click **Camera** to take an active shot or **Gallery** to select a picture you've already taken
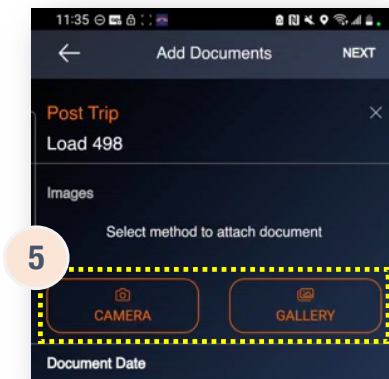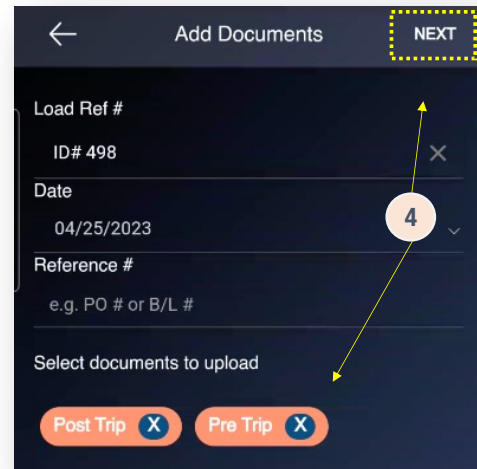

6. Let's grab a file from our mobile device's **Gallery**; upon selecting an image, you will get the chance to review the added image

7. Select a **Stop Number** for your upload from the drop-down (if it is a **Pre Trip**, it'll prompt you with pickup locations; **Post Trips** will include drop-off locations)

8. You'll then need to select the **Line Item(s)** associated with the pickup or drop off
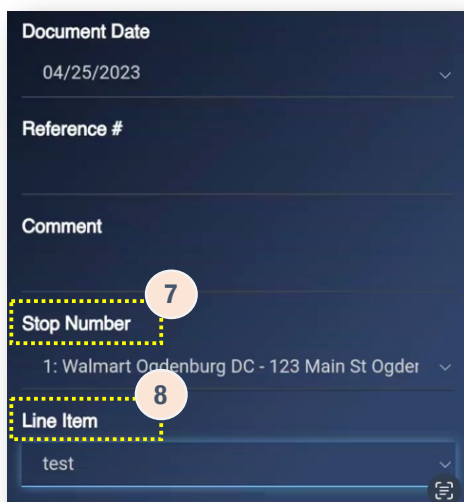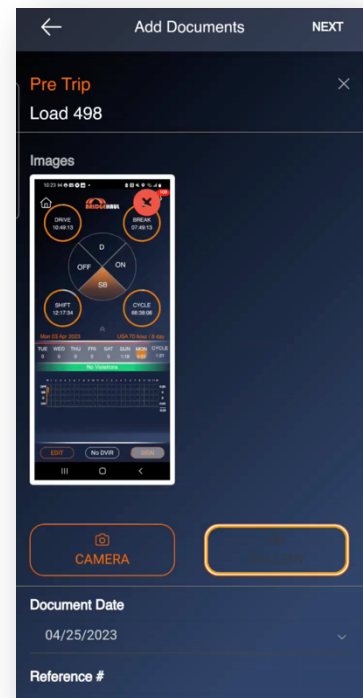
9. Once finished with **Pre Trip**, click **NEXT** and you'll be **auto-directed** to the **Post Trip**

10. Repeat the same process for your **Post Trip**; simply **upload another image**, indicate the appropriate **Stop Number**, add **Line Items**; then click **Next**

11. You now have a **Pre Trip** and **Post Trip** document
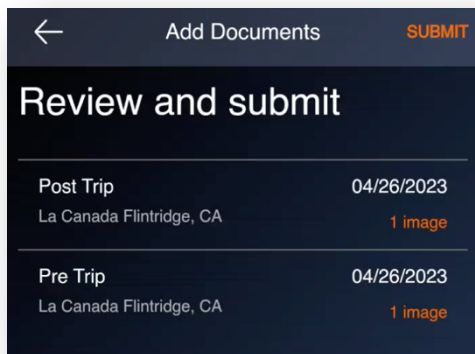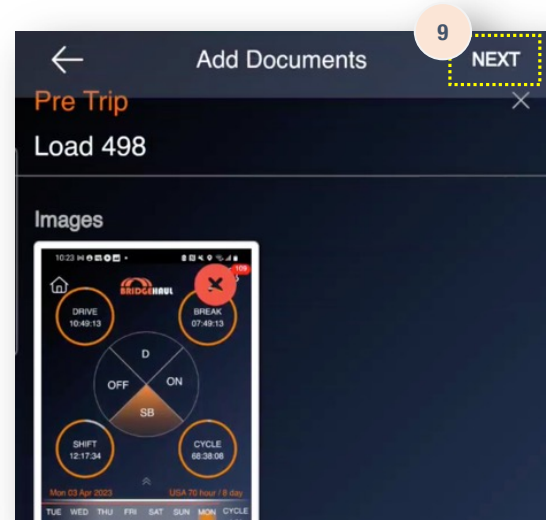
12. To review what you've added, click the item to review; you'll be able to view the image, who uploaded it, when, and where it was uploaded

13. To upload the documents, click **SUBMIT** and you'll see that the documents have been uploaded as well as all other documents you've uploaded from past loads
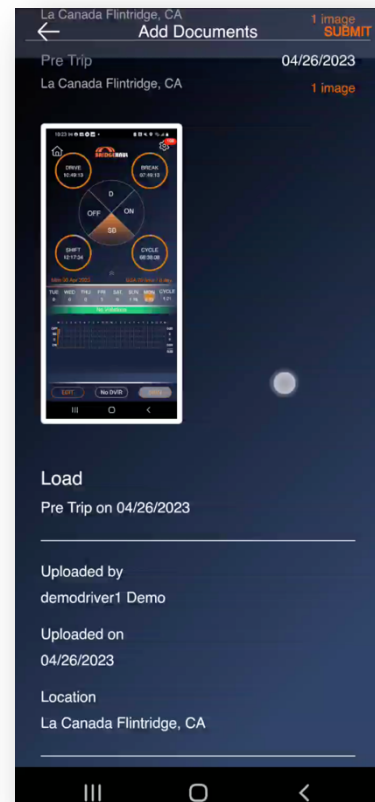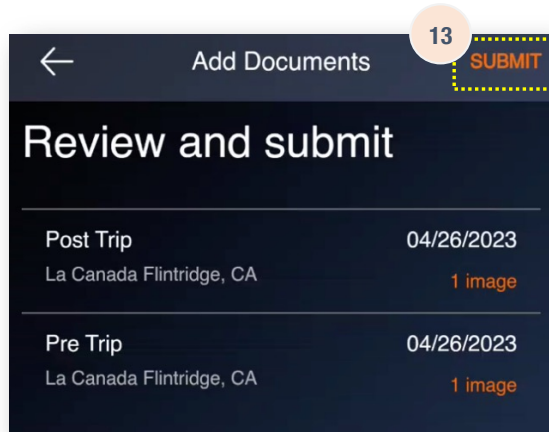
UPDATING LOAD STATUS

1. Between Pickup and Dropoff, it's important to update the status of your Sunbelt load; there are four (4) phases of the load that require duty status updates—**At Pickup**, **In Transit**, **At Dropoff**, and **Delivered**.

2. To change the **status of a load**, first click the **Current** tab to find your active load(s)

3. Click on the active load requiring a status update and click the button **I'm At Dropoff** (if recently In-Transit)

4. After completing your Sunbelt load, click the status button again, **Load Delivered**; your load is now ready for invoicing!
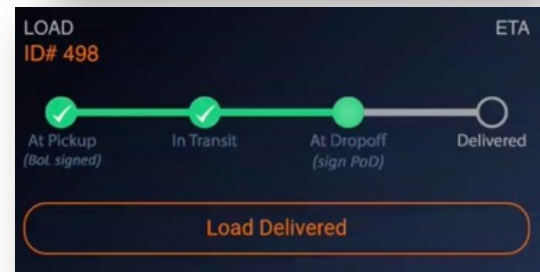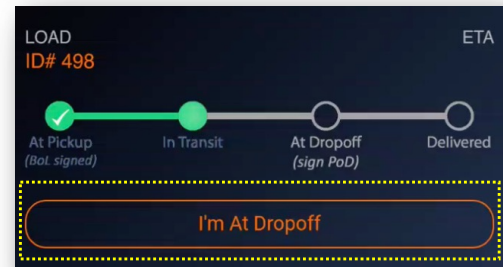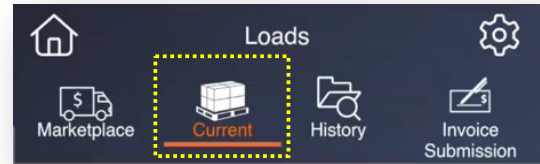
VIEWING RECENT LOAD HISTORY

1. You can access all load history/activity from the **History** tab

2. By clicking on the load of interest, you can view load details and uploaded documents (*e.g., Bill of Lading, Pre Trip, Post Trip*)

   a. You can view documents uploaded by simply clicking on the name of your upload (i.e., Bill of Lading)