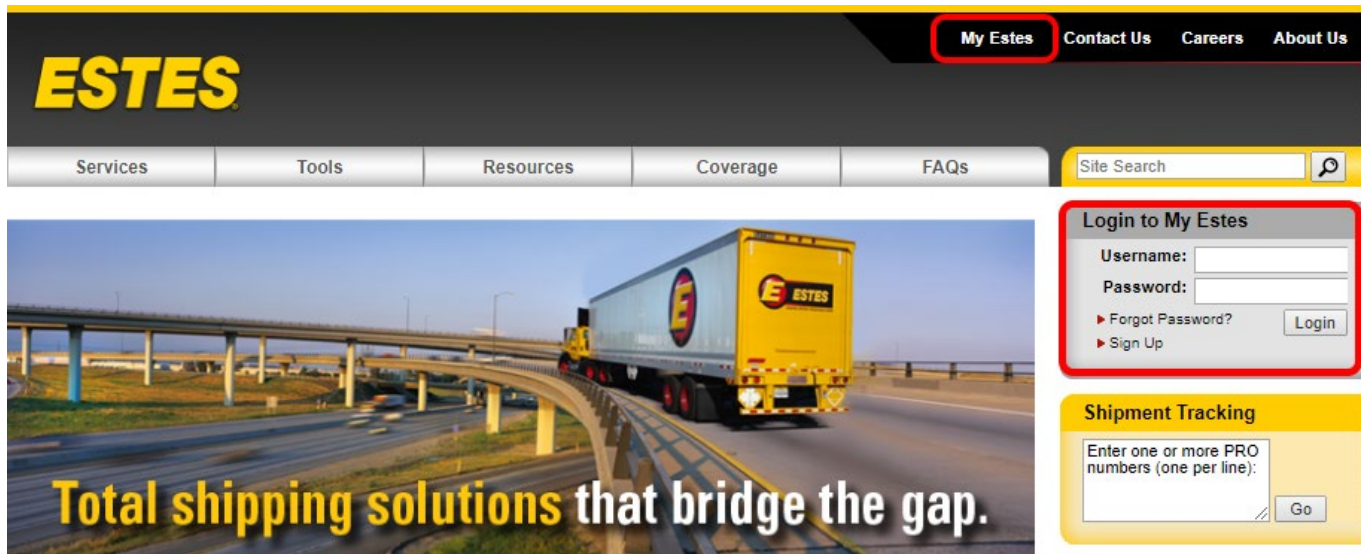


QUICK START GUIDE: Getting a Time Critical Rate Quote on My Estes

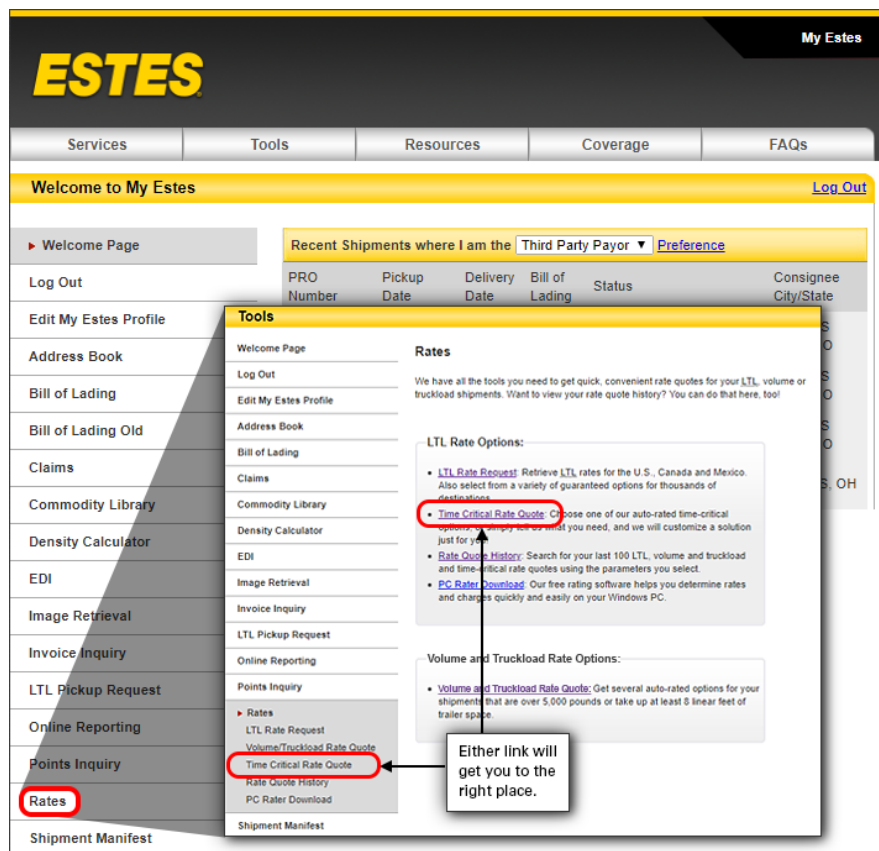
STEP 1

Go to 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 marked with an asterisk (*). 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 update 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 and truckload and time critical.
- 3 The progress bar shows you where you are in the quote process.
- 4 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.
- 5 You can add additional comments (up to 100 characters), but when you do, the next screen will instruct you to click **Contact Me** if you've chosen any of the volume and truckload 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 and truckload 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', 'Volume and Truckload', 'Quote History', 'Schedule Pickup', and 'Create BOL'. A progress bar below the tabs shows steps 1, 2, and 3, with step 1 'Enter Quote Details' being the current active step. A 'Need Help?' box provides contact information for the Estes Solution Center: 1-800-645-3952 and solutions@estes-express.com. A note states: 'NOTE: Only volume and exclusive use rates will display if your shipment exceeds 350 cubic feet unless there are different thresholds noted for your account. For other options or more information, please give us a call at the number indicated.' The main form is divided into sections: 'Contact and Routing Information' (with fields for Full Name, Email, Phone, My Role, Terms, Origin, and Destination), 'Scheduling' (with fields for Pickup Date, Available By, and Close At), 'Commodities' (with a table for Class, Pieces, Piece Type, and Total Weight, and an 'Additional Commodity' button), 'Freight Information' (with a 'Declared Value' field, a checkbox for 'I would like additional cargo liability coverage', and a 'Comments' text area), and 'Accessorials' (with a list of checkboxes for various services like Alaska Inside Delivery, Lift-Gate Service, etc.). 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 point to specific elements: 1 (tabs), 2 (Quote History tab), 3 (progress bar), 4 (checkbox for additional cargo liability coverage), 5 (Comments text area), 6 (Expand button), and 7 (Submit button).



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 and Truckload** tab.

If additional information is needed, **Contact Me** will appear on the next screen. 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 and 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

NOTE: Only volume and exclusive use rates will display if your shipment exceeds 350 cubic feet unless there are different thresholds noted for your account. For other options or more information, please give us a call at the number indicated.

1

Select rate to get quote # and save in history!

Update Quote
New Quote

Time Critical and LTL Standard Options ?			
Delivery Date ▼	Delivery Time ▼	Service Level ▼	Charges ▼
Wednesday, January 23, 2019	9:00 PM	🚚 Guaranteed Exclusive Use	\$XXX.XX
Friday, January 25, 2019	10:00 AM	Guaranteed LTL Standard Transit: 10AM	4 Contact Me ?
Friday, January 25, 2019	12:00 PM	Guaranteed LTL Standard Transit: 12PM	\$XXX.XX
Friday, January 25, 2019	5:00 PM	LTL Standard Transit	\$XXX.XX
Friday, January 25, 2019	5:00 PM	Guaranteed LTL Standard Transit: 5PM	\$XXX.XX

Volume and Truckload Options ?			
Delivery Date ▼	Delivery Time ▼	Service Level ▼	Charges ▼
TBD (Based on standard transit and capacity) ?	TBD	Volume and Truckload Basic	\$XXX.XX
Monday, January 28, 2019	5:00 PM	Guaranteed Volume and Truckload Economy	8 \$XXX.XX
Friday, January 25, 2019	5:00 PM	Guaranteed Volume and Truckload Standard	9 \$XXX.XX

- 1 You must select a quote to complete the quote process, get a quote number and save the quote to Quote History.
- 2 Time-critical guaranteed options.
- 3 To choose a rate, click on the appropriate link in this column, which takes you to the **rate details** page.
- 4 When you click **Contact Me**, your information is sent to us, and we contact you directly.
- 5 Volume and Truckload options.
- 6 Volume and Truckload Basic shipments are not subject to standard LTL transit time; however, we make every attempt to deliver your freight as close to the transit standard as possible.
- 7 Guaranteed volume and truckload options.
- 8 Guaranteed Volume and Truckload Economy.
- 9 Guaranteed Volume and Truckload Standard.



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.

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.

Unless otherwise provided, any LTL shipment that exceeds 350 cubic feet of a trailer will be subject to a minimum charge based on 6 pounds per cubic foot, at the customer's applicable class 125 rate and using the customer's discount. Please refer to [EXLA 105 series tariff](#) Item 615 for complete information.

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) for guaranteed volume, commodity-rated and over-length shipments.

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.

VOLUME and TRUCKLOAD:

Notice to Shipper/Customer

Customer is required to note Estes' quote number and selected V/TL service level (V/TL Basic, V/TL Guaranteed Economy or V/TL Guaranteed Standard) 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. V/TL Basic quotes expire 30 days from the date received. V/TL Guaranteed Economy and V/TL Guaranteed Standard quotes expire at 3:00 p.m. local time on the date the quote is issued.

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 \$60.00 per hour.

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

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

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

Note regarding Truckloads - If "Piece Type" selected is Truckload, rate provided is for one full 53' trailer only, regardless of quantity listed in "Pieces" field. Additional commodity lines are also ignored when any line uses Truckload in the Piece Type.

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 or by calling 804-353-1900, 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



Service Is What Our People Deliver!®

STEP 6

Next, you'll see the rate details Page.

- 1 Need Help? Here is the contact information specific to your quote in case you have questions.
- 2 Note the alpha-numeric quote number format. You will be able to find this number in Quote History for future reference.
- 3 These are your options if you need to work with a different quote. Note that **Update Quote** generates a new quote number.
- 4 Verify quote details before booking.
- 5 Requestor contact information.
- 6 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.
- 7 Click on this option to print your quote.
- 8 To email the quote, enter up to five comma-separated addresses, and click **Email Quote**.

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

Time Critical Rate Quote

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

Your quote and a summary of the information you provided are below. Please feel free to contact us if you have any questions. We appreciate your business and look forward to serving your time-critical transportation needs!

1

Enter Quote Details | Select Service Level Rate | Get Final Quote

Quote Number: 2XZB2WJ 2

Update Quote | New Quote | Select Another Quote

Time Critical Quote Detail Summary

Service Quote Number: 2XZB2WJ Service Level: Guaranteed LTL Standard Transit: 12PM Account: WIDGETS UNLIMITED - 1234567 My Role: Shipper Terms: Pre-paid Declared Value: \$0.00 Food Warehouse or Distr. Center: No Freight Stackable: No	Routing Service Lane: 2 Days Origin: RICHMOND, VA 23230 United States Destination: FAIRFIELD, OH 45014 United States
Contact Information Contact Name: JOHN DOE Phone Number: 555-555-5555 Email Address: JOHNDOE@EXAMPLE.COM	Scheduling Details Pickup Date: 01/23/19 Delivery Date: 01/25/19 Avail. By: 8:00 AM Close At: 5:00 PM <small>For data review purposes only. To request a pickup, you must select book shipment and follow the prompts. Please refer to disclaimers below for additional pickup and delivery information.</small>

4

5

Fee Summary

Commodity Description	Class	Pieces	Weight	Length	Width	Height
Widgets	100	3	3000	48	48	48

Charge Items	Charge
Commodity Total	\$XXX.XX
Discount	(\$XXX.XX)
Fuel Surcharge 24.00%	\$XXX.XX
Service Level Adjustment	\$XXX.XX
Estimated Freight Charges	\$XXX.XX

6

Quote Actions

I have read and agree to the disclaimers and Terms of Service below.

Book Shipment | Print Quote

Email Address(es):

Email Quote

7

8

STEP 7

Once you've clicked on **Book Shipment**, you still need to finalize your request. This screen allows you to schedule a pickup or create a Bill of Lading (BOL). Be sure to include your quote number and the full service level name on the BOL, e.g., "Guaranteed by 12PM."

Commodity Total \$1,055.40

Continue Booking Shipment

Quote Number: 2XZB2WJ

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-XXX-XXX-XXXX

Schedule Pickup | Create BOL

1

2

- 1 Questions? Call the number that will be provided here.
- 2 Choose **Schedule Pickup** or **Create BOL** to continue booking your shipment. (A pickup option is also available if you choose Create BOL.)



STEP 8

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!

Details for WIDGETS UNLIMITED - 5555555		Service Level: Guaranteed LTL Standard Transit: 12PM	
Contact Information: JOHN DOE; 555-555-5555; JOHNDOE@EXAMPLE.COM			
Rate Quote: 2XZB2WJ	From: RICHMOND, VA 23230 To: FAIRFIELD, OH 45014 Service Standard: 2 day(s)*	Pickup Date: Jan 23, 2019 Pickup Ready: 8:00:00 AM Declared Value: \$0.00	Delivery Date: Jan 25, 2019 Closing Time: 5:00:00 PM Food Warehouse: No Stackable: No

Comments:

Class	Pieces	Total Weight (lbs)	Dimensions (L/W/H)	Description
100	3	3,000	48/48/48	Widgets

Description	Charge
Commodity Total	\$XXX.XX
Discount	(\$XXX.XX)
Fuel Surcharge 24.00%	\$XXX.XX
Service Level Adjustment	\$XXX.XX
Estimated Freight Charges	\$XXX.XX

Terminal Information

From: RICHMOND, VA 23230 Terminal: 1 Richmond Address: 1200 Commerce Road Richmond, VA 23224 Phone: (804) 233-6900 Fax: (804) 231-3349	To: FAIRFIELD, OH 45014 Terminal: 62 Cincinnati Address: 6459 Allen Road West Chester, OH 45069 Phone: (513) 779-9581 Fax: (513) 779-9765
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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.

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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.

- 1 Be sure to write the quote number on the BOL as well as the full service level name, e.g., "Guaranteed by 12PM."
- 2 Requester contact information
- 3 Shipment details
- 4 Line-item charges
- 5 Origin
- 6 Destination
- 7 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 5PM."



Service Is What Our People Deliver!®