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Have Questions?

- Visit our Help Center at <https://help.rogerthat.com/hc/en-us/categories/360003641632-Carriers> for onRamp articles
- Email info@rogerthat.com
- Or call [402-542-5402](tel:402-542-5402) for assistance

What is onRamp?

Roger onRamp provides an innovative compliance platform combined with the ability to make and maintain business connections between Shippers and Carriers.

onRamp partners with myCOI, a unique compliance tracking system, and is responsible for tracking and verifying your insurance qualifications, W-9 verification, and that your Certificate of Insurance meets the requirements specified in your contract agreement with your Shipper(s).

myCOI and Roger will maintain your insurance information. You won't need to upload documents when making new connections or when your insurance renews.



CONNECT WITH NEW SHIPPERS

onRamp helps you connect with new shippers and expand your business.

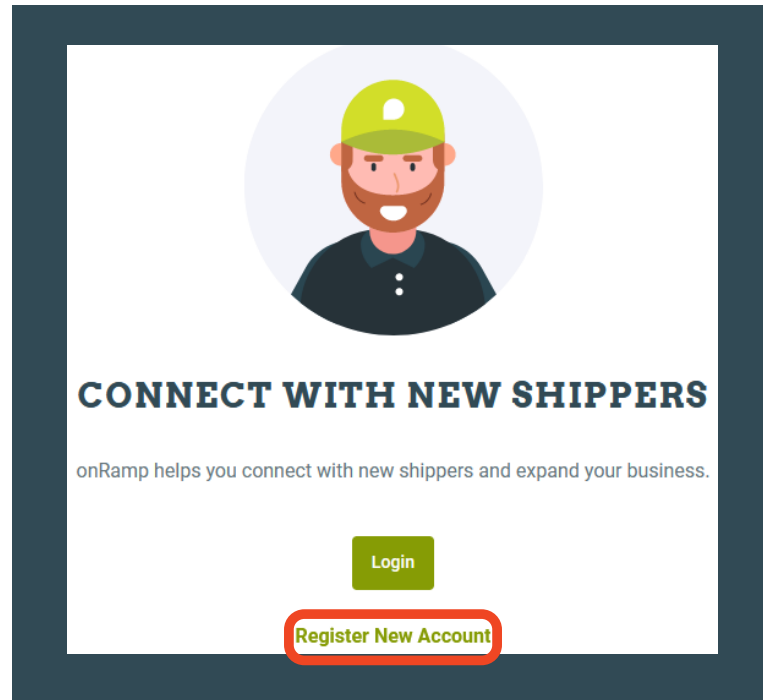
Login

[Register New Account](#)

Registration

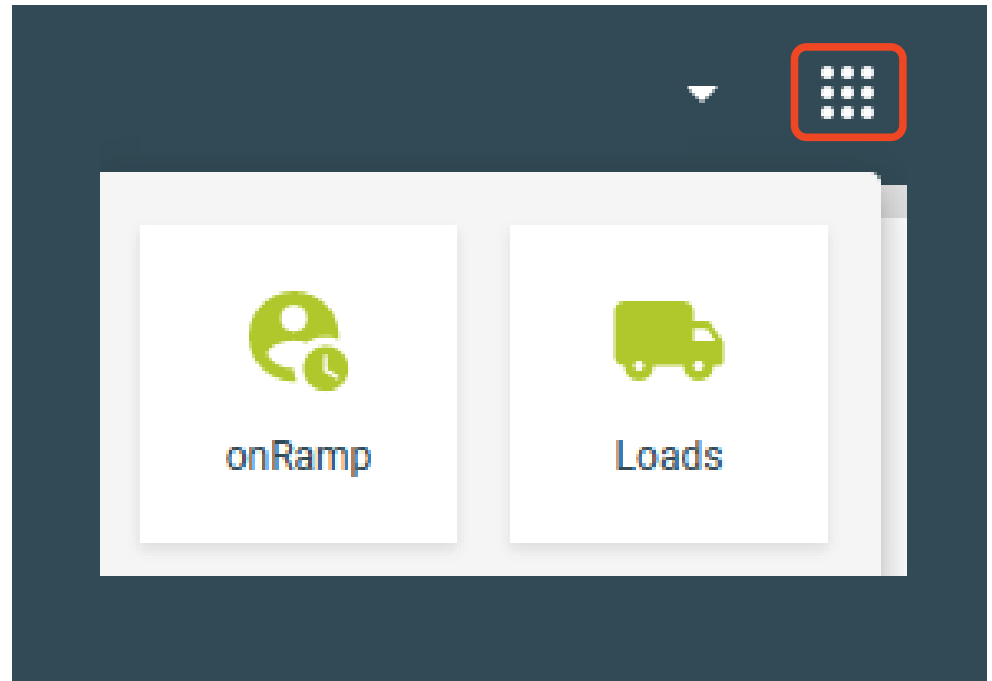
If you are new to **Roger**, you will need to go to <https://onramp.rogerthat.com> to **Register a New Account**.

onRamp will walk you through your account creation. You will need a phone number, email, and your DOT/MC number (if applicable).



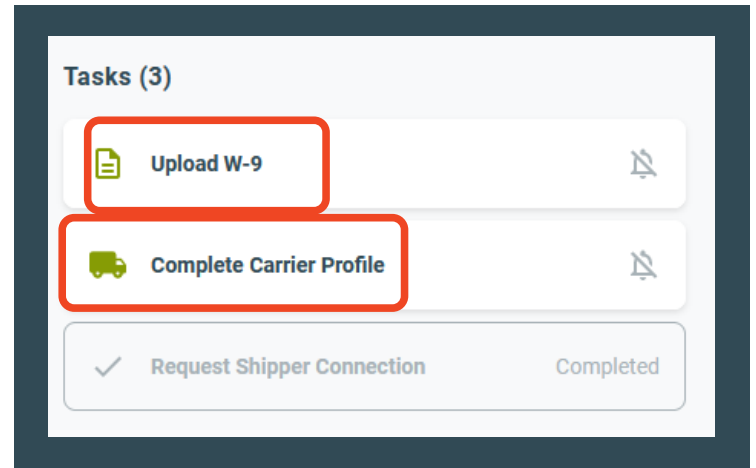
Login Instructions

Once your account is created, or if you are already a **Roger** user, you can login via <https://onramp.rogerthat.com> or navigate to **onRamp** by clicking on the nine dots in the upper right of the command center.



Upload W-9

After logging into **onRamp**, you will see a short list of tasks. To upload your **W-9**, click on **Upload W-9** and select the document from your computer.



SETTINGS

- Personal Information
- Update Phone Number
- Change Password
- Company Information



View/Upload W-9

Carrier Name

DOT #

MC #

Primary Contact Name *

Primary Phone Number *

Primary Email *

Entity Type

Carrier

Complete Carrier Profile

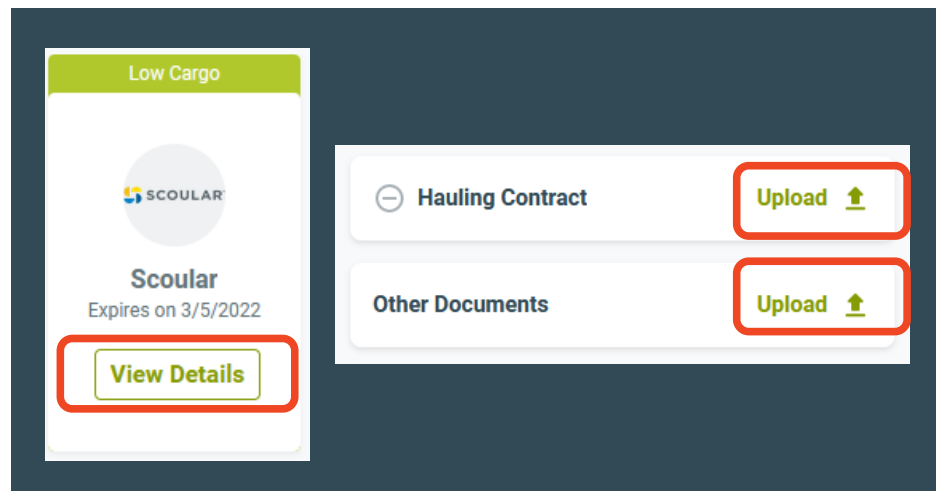
To update your account information, including password, phone number, and email address, click on **Complete Carrier Profile**.

You can also upload your W-9 via your profile.

Upload Hauling Contract

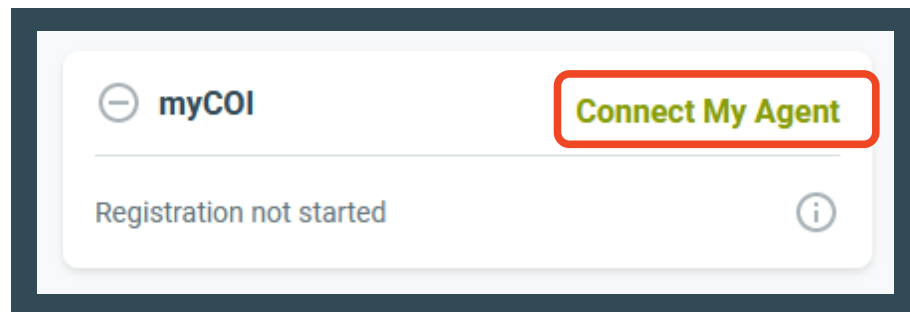
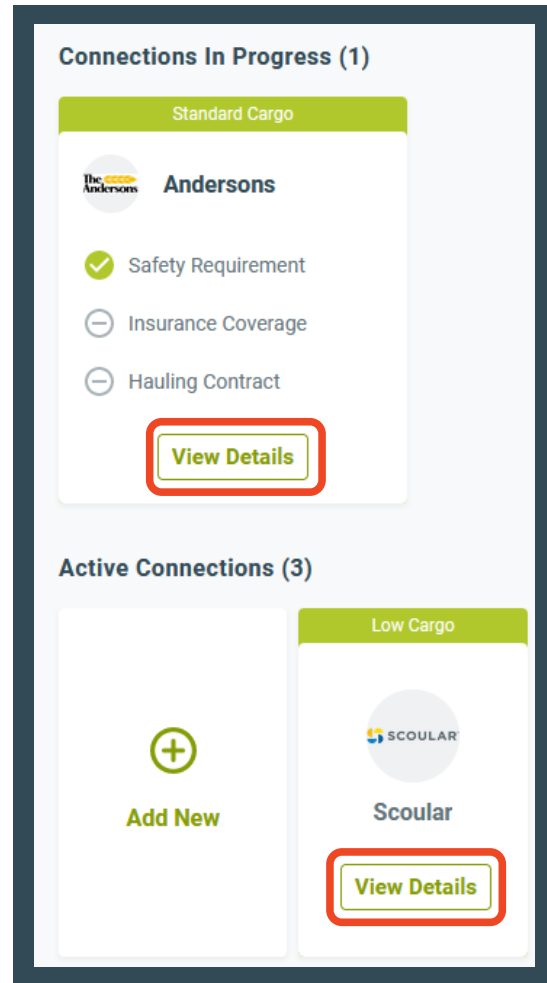
If a **Shipper** requests that you upload your **Hauling Contract** or other documents, click on **View Details** on the connection card.

Scroll down on the next screen, and you will see the option to upload.



Add Insurance Agent

1. Click on **View Details** for either an **Active Connection** or a **Connection in Progress**.
 2. On the next page, click on **Connect My Agent**.
 3. Information required:
 - a. Agent Name
 - b. Agent Email
 - c. Company/Agency Name
 - d. Address
 - e. Phone Number
- You will only need to do this once, even if you are connected to multiple **Shippers**.
 - **myCOI** will work with your insurance agent to provide your **Certificate of Insurance** to your **Shippers**. You will only need to return to **myCOI** to provide updated contact information if you switch insurance agents.
 - Neither **Roger** nor **myCOI** can change your insurance.



How to Connect to Shippers

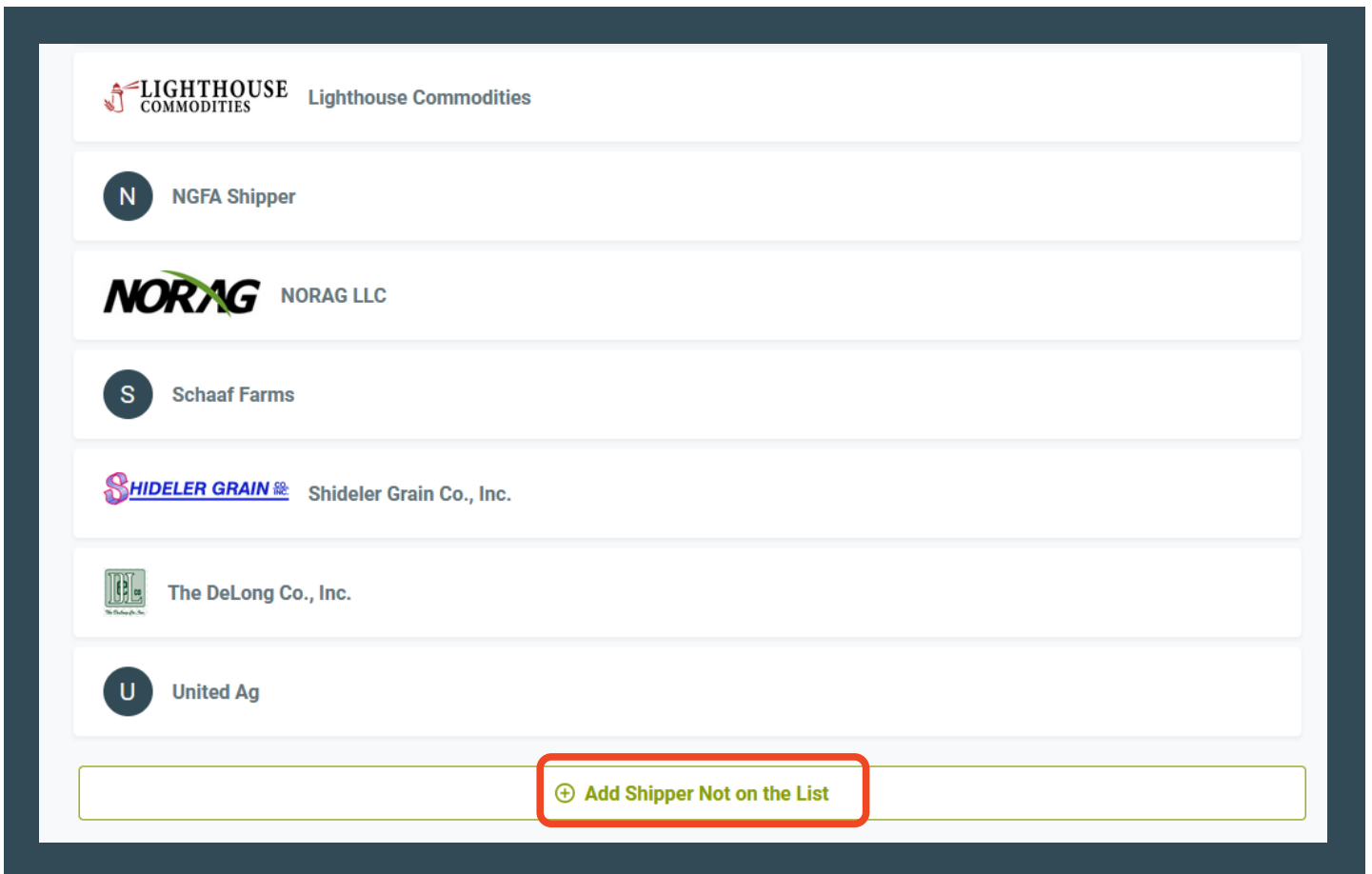
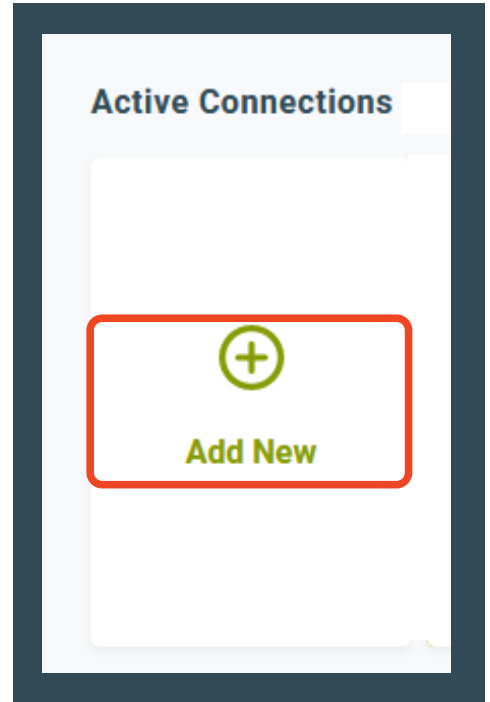
From the main page of [onRamp](#), click on [Add New](#) within the Active Connections section.

On the next page, you will see a list of all Shippers on Roger. After selecting the Shipper you would like to connect with, you will need to agree to the connection terms.

There is also an option to [Add Shipper Not on the List](#) at the bottom of the page.

You will be able to track the status of your requested connection on the main page of [onRamp](#), under **Connections in Progress**.

Please note that not all Shippers will use onRamp to track insurance status.



There are two networks within **onRamp**: Standard Cargo and Low Cargo.

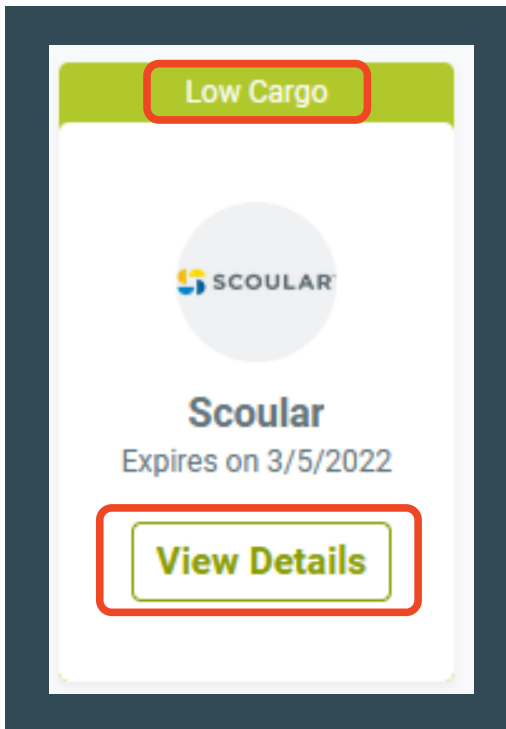
Standard Cargo

Requires \$25,000 in cargo insurance.

Low Cargo

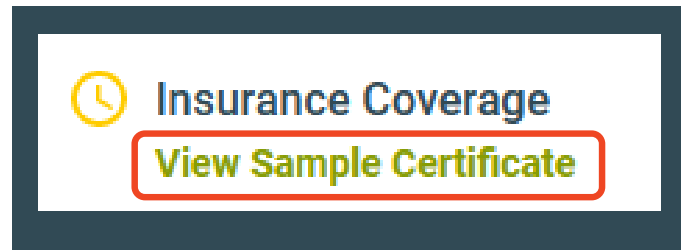
Requires \$5,000 in cargo insurance.

If you have questions regarding insurance requirements, or if you need an example of the requirements for your insurance agent, **onRamp** provides **Sample Certificates** for both networks.



If the Shipper is using **onRamp** to track insurance coverages, the top of the connection card will be labeled either **Standard Cargo** or **Low Cargo**.

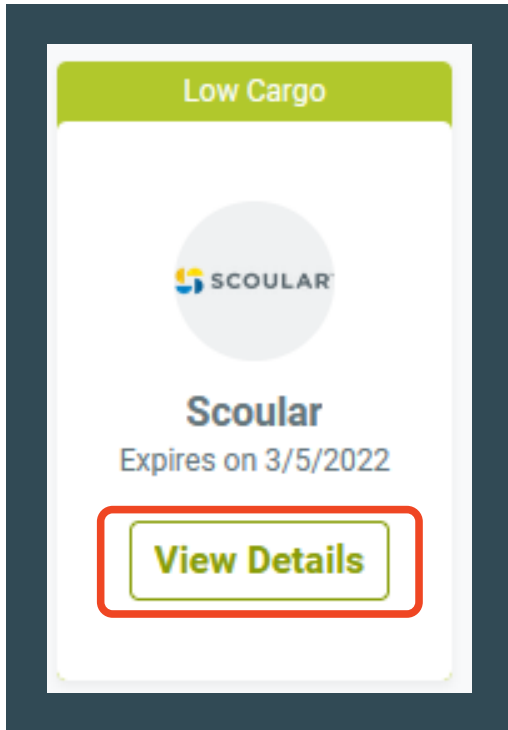
Click on **View Details** and then **View Sample Certificate** to download an example of the **Certificate of Insurance** requirements.



Note: The Shipper can decide to accept your connection request even if your insurance does not meet network requirements.

Additionally, you can request additional details via **onRamp** as to why your connection request was denied (see next page).

If your insurance is showing as non-compliant within **onRamp**, you can request additional details.

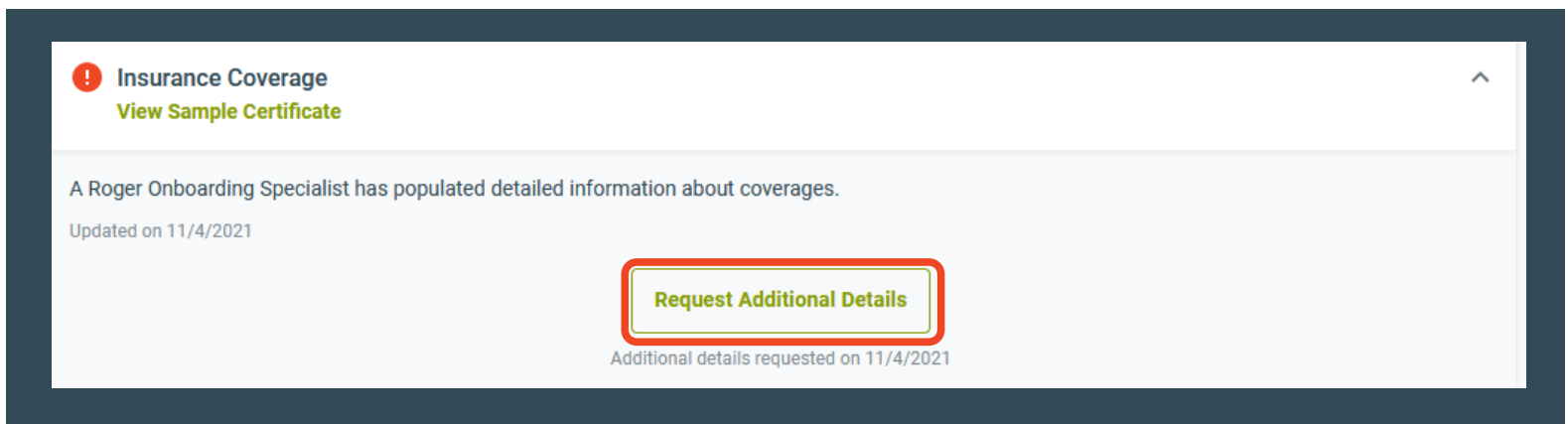


From the onRamp main page, click on **View Details** within the connection card.

You will see a red exclamation point for the non-compliant area.

Click on **Request Additional Details**.

This will send a request to a Roger Onboarding Specialist, who will provide additional details for why **myCOI** shows you as non-compliant.





Roger onRamp works directly with **myCOI** and your insurance agent to store and monitor your insurance information so that you remain in compliance hassle-free.

- At no point does **myCOI** or **Roger** have any ability to change your insurance information.
 - Once **myCOI** has reviewed the **Certificate of Insurance**, **onRamp** will reflect your status (compliant or non-compliant with Shipper requirements) and insurance expiration date. This will be viewable by your **Shipper** connections.
 - If anything changes about your insurance, you can request **myCOI** to re-verify your status via **onRamp**.
 - Thirty days prior to expiration, **myCOI** will notify you and your agent.
 - Once your insurance is renewed, the insurance agent will inform **myCOI** of the new expiration date, and that date will be reflected in **onRamp** for your **Shipper** connections to view.

To find out more about **myCOI**, visit <https://mycoitracking.com/>

For **onRamp** questions, please contact the **Roger Customer Success** team at 402-542-5402 or email info@rogerthat.com