

FAQ'S

1. DO ALL CARRIERS NEED TO CONNECT THEIR ELD?
 - A. NO. IF A CARRIER FAILS THAT RULE, THEY HAVE 2 CHOICES.
CONNECT THEIR ELD PER THE INSTRUCTIONS DURING SET UP OR SUBMIT THE REQUIRED DOCS AS PER INSTRUCTIONS FOR UPLOAD.
 - A. CAB CARD
 - B. COPY OF DRIVERS LICENCE
 - C. TITLE TO THE TRUCK OR THEIR LEASE AGREEMENT
2. WHAT DOES THE SHIELD COLORS MEAN?
 - A. A GREY SHIELD MEANS THE CARRIER IS NOT REGISTERED WITH GO HIGHWAY
 - B. A GOLD SHIELD MEANS THEY ARE REGISTERED WITH GO HIGHWAY
3. WHAT DOES A GREY CHECKMARK MEAN?
 - A. GREY CHECKMARK MEANS A CARRIER IS EITHER IN THE PROCESS OF SETTING UP WITH BEEMAC OR HAS BEEN UPLOADED AS PART OF THE INITIAL UPLOADING OF CARRIERS.
 - B. GOLD CHECKMARK MEANS IN THE GO HIGHWAY/BEEMAC NETWORK.
4. HOW CAN I TELL IF THEY NEED ONBOARDED?
 - A. ULTIMATLY GO HIGHWAY WOULD LIKE ALL CARRIER TO BE ONBOARDED AND HAVE THE GOLD CHECKMARK. IF A CARRIER HAS A GREY CHECK, LOOK IN MCLEOD. IF ACTIVE, THEN NO NEED TO SEND AN INVITE. IF THE CARRIER IS INACTIVE, CHECK THE COMMENTS TO SEE IF ANY OTHER ISSUES. THEN SEND THE INVITE
 - B. IF NOT IN MCCLEOD THEN AN INVITE NEEDS TO BE SENT.
5. HOW DO I KNOW WHAT A CARRIER NEEDS TO COMPLETE ONBOARDING?
 - A. TYPE IN THE MC/DOT> LOOK AT THE CONNECTION STATUS. THAT WILL SHOW WHAT PART OF THE ONBOARDING THEY ARE CURRENTLY ON.
 - B. CLICK ON CLASSIFICATIONS. THOSE ARE THE RULES THEY HAVE FAILED OR ARE INCOMPLETE.
6. WHAT ARE IDENITY ALERTS?
 - A. THIS IS A GO HIGHWAY INTERNAL ALERT SYSTEM. IF ANY OF GO HIGHWAYS PARTNERED BROKERS HAVE AN ISSUE WITH A CARRIER, THEY CAN SUBMIT A REPORT FRAUD REPORT. THIS GETS SHARED WITH ALL OF GO HIGHWAY'S PARTNERS. IF A CARRIER FAILS THIS RULE THEY WILL NOT BE ADMITTED INTO OUR NETWORK WITHOUT INVESTIGATION AND APPROVAL. THERE MAY OR MAY NOT BE A CARRIER 411 REPORT.
7. WHAT DO I DO IF A CARRIER IS HAVING PROBLEMS WITH THE ONBOARDING?
 - A. SERVICE@GOHIGHWAY.COM OR THEY CAN CALL 906-HIGHWAY. OR beemacurgentonboards@gohighway.com
8. CAN I STILL SEND AN INVITE TO A CARRIER THAT FAILS THE RULES?
 - A. YES YOU CAN. BEFORE YOU SEND THE INVITE, LOOK AT THE FAILED RULES UNDER THE CLASSIFICATIONS. THAT WAY YOU WILL BE ABLE TO TELL THE CARRIER WHAT THINGS MAY BE NEEDED. (i.e., ELD DOCS, INSURANCE CERT, AUTHORITY TIME, ETC.)
9. WHERE CAN I FIND OUT THESE THINGS?
 - A. LOOK IN THE OVERVIEW OF THE CARRIER. CLICK ON ONE OF THE SUBJECTS TO VIEW.
10. HOW LONG DOES IT TAKE TO UPLOAD INTO MCLEOD ONCE I RECEIVE THE COMPLETED EMAIL?
 - A. THE CARRIER WILL AUTOMATICALLY BE ACTIVE WITHIN 10 MIN ONCE THE COMPLETED EMAIL IS RECEIVED. KEEP CHECKING MCLEOD TO SEE IF UPLOADED. AFTER 10 MIN, LET US KNOW.