



**MULTILATERAL
DISPATCH**

(915) 777-6609

Operations@multilateraldispatch.com

www.multilateraldispatch.com

5515 Alabama Street #103

El Paso, TX 79904

**|Carrier Administrative
Support Packet|**

GETTING STARTED WITH : *MULTILATERAL DISPATCH*

Welcome! We've simplified our onboarding process so we can get you under a load as quickly as possible.

- 1. Complete This Packet** *Fill out the Profile and Equipment sections so we know exactly what your truck can handle and where you prefer to run.*
- 2. Send Your Documents** *We need your MC Authority, COI, and W-9. You can find the full submission checklist on Page 11 (Part F).*
- 3. The Strategy Call** *Once received, we will reach out via Phone or WhatsApp to discuss your first load and current market rates.*

Questions?

**Contact us at (915) 777-6609 | Operations@multilateraldispatch.com
or visit www.multilateraldispatch.com.**

Service Provider Agreement

This Agreement is made this ____ day of _____, 2026, by and between Multilateral Dispatch (hereinafter referred to as "**Service Provider**") and _____ (hereinafter referred to as "**CARRIER**").

1. APPOINTMENT & SCOPE OF SERVICES

CARRIER hereby grants SERVICE PROVIDER the authority to act as its **independent administrative agent** for the purpose of back-office support, including searching for freight, negotiating rates, and processing clerical paperwork. **SERVICE PROVIDER is a provider of administrative services only and is not a motor carrier, freight forwarder, or broker as defined by 49 U.S.C. § 13102.** SERVICE PROVIDER does not provide transportation for compensation and does not assume custody of or liability for cargo.

2. OBLIGATIONS OF Service Provider

1. **Vetting:** Service Provider shall utilize available credit tools or the CARRIER's factoring company portals to verify broker creditworthiness prior to booking.
2. **Load Coordination:** Service Provider shall provide the Driver with load details, pickup/delivery parameters, and required security protocols.
3. **Invoicing:** Service Provider shall generate invoices and submit all required documents (Rate Cons, PODs) to the designated factoring company or broker immediately upon receipt of the signed POD.

3. OBLIGATIONS OF CARRIER & DRIVER

1. **Compliance:** CARRIER agrees to maintain all proper licenses and permits (UCR, IFTA, IRP, etc.) required to conduct business as a motor carrier.
2. **Insurance:** CARRIER shall maintain at all times: General Liability (\$1M), Cargo (\$100k), and Auto Liability (\$1M). CARRIER must provide an updated Certificate of Insurance (COI) to SERVICE PROVIDER and notify SERVICE PROVIDER immediately of any change in coverage or policy cancellation.
3. **HOS Compliance:** Drivers must verify they possess the legal Hours of Service (HOS) to complete an assigned load prior to acceptance. Acceptance of a load constitutes a binding representation that the load can be completed legally.
4. **POD Submission:** Driver must provide a clear, legible image of the signed BOL (POD) to the **Service Provider** immediately upon delivery.

4. SERVICE FEES & PAYMENT TERMS

1. **Service Fee:** CARRIER agrees to pay SERVICE PROVIDER a fee of _____% of the gross revenue of every load booked and accepted.
2. **Payment Turnaround & Billing Cycles:** Payment terms for service fees are mandatory for every load booked and delivered, regardless of CARRIER's third-party financing:
 - **Standard Terms:** Service fees are earned upon successful load delivery and are strictly due within 48 hours of delivery, or aggregated into a single weekly invoice due every Friday by End of Day (5:00 PM MST)
 - **Direct Responsibility:** If CARRIER utilizes a factoring company but elects not to include SERVICE PROVIDER in the portal or Notice of Assignment, CARRIER remains solely liable to issue direct, manual payments within these timelines.
3. **Accepted Payment Methods:** To ensure immediate settlement and eliminate manual delays, all payments must be completed electronically. Approved methods include Bank Transfer (ACH/Wire), Zelle, Cash App, or credit card. CARRIER agrees to execute these transfers promptly upon invoice issuance.
4. **Transparency:** This fee applies to all gross revenue, including negotiated TONU or accessorials secured by the SERVICE PROVIDER.

5. TONU AND ACCESSORIAL PAYMENTS

1. **TONU (Truck Order Not Used):** If a load is canceled after dispatch or deadhead has begun, **Service Provider** will negotiate a TONU fee. The _____% service fee applies to all collected TONU amounts.
2. **Detention & Layover:** **Service Provider** will attempt to secure detention pay for delays exceeding two (2) hours, provided the Driver notified **Service Provider** immediately upon arrival.
3. **Documentation:** CARRIER must ensure all "Arrival" and "Departure" times are clearly noted and signed by the facility on the BOL. Failure to provide signed documentation may result in the forfeiture of claims.

6. DISCLAIMERS & LIMITATION OF LIABILITY

- 1. Non-Contracted Utilization & Freedom:** This agreement does not hold CARRIER to any minimum load volume or frequency of use. You are free to use our services as much or as little as your business requires.
- 2. Operational Control & Final Say:** SERVICE PROVIDER's role is strictly limited to administrative coordination. CARRIER maintains exclusive control over its equipment, drivers, and operations. **The final decision to accept or reject any load, route, or rate remains solely with the CARRIER.** SERVICE PROVIDER does not direct the methods or means of transportation.
- 3. HOS Advice Disclaimer:** While SERVICE PROVIDER possesses professional experience in driver log auditing, CARRIER acknowledges SERVICE PROVIDER is not an FMCSA/DOT-certified official. Any HOS guidance is informal; CARRIER retains 100% responsibility for DOT compliance and fines.
- 4. Cargo & Equipment:** SERVICE PROVIDER is not liable for cargo loss, damage, or personal injury occurring during operation.

7. GOVERNING LAW & TERMINATION

- 1. Jurisdiction:** This Agreement is governed by the laws of the State of Texas. Any legal action shall be filed in El Paso County, Texas.
- 2. Termination:** This agreement is "at-will" and perpetual. Either party may terminate this agreement at any time, for any reason, by providing **twenty-four (24) hours' written notice.** "Written notice" is defined as any digital communication sent to the contact details provided in this packet, including **Email, Text Message (SMS), or WhatsApp.** Upon termination, any loads already in progress must be completed under the terms of this agreement, and all outstanding service fees remain due and payable.

By signing below, I, _____, acting as the authorized representative for carrier, (_____), hereby acknowledge that I have read, understood, and agree to be bound by all terms, conditions, and requirements set forth in this Agreement.

By:		Carrier:	
Title:		Title:	
Name:		Name:	
Date:		Date:	
Signature:		Signature:	

Carrier Profile Form

Please complete the profile below to help us assist you better. Your information is kept strictly confidential and used only for dispatching purposes.

Part A - Carrier Information

Company:		DBA (If Any)	
MC#		DOT#	SSN/EIN#
SCAC Code		Safety Score	
Are Comchecks Allowed?		Who is allowed to receive comcheck?	

Certifications (please mark X and provide certifications)			
Smartway Carrier		Score	
TWIC Holder		TWIC#	
Hazmat certified		Hazmat Certificate #	
CTPAT		SVI #	
PIP		PIP #	
ELD Compliant		CSA	
FAST		Minority Owned	
TSA		Woman Owned	
CARB		Veteran Owned	

Part B - Contact Details

Physical Address: (w/ City, State)		Zip:	
Mailing Address: (w/ City, State)		Zip:	
Main Contact:		Email:	
Office Phone:		Fax:	Cell Phone:
Emergency / After hours: Name & Contact#			
Website(if any):			

Part C - Equipment Specifications

Please check the primary equipment you currently operate

Van / Enclosed	Flatbed / Open	Reefer / Specialized
<input type="checkbox"/> 53' Dry Van	<input type="checkbox"/> 48' / 53' Flatbed	<input type="checkbox"/> 48' / 53' Reefer
<input type="checkbox"/> 48' Dry Van	<input type="checkbox"/> Stepdeck	<input type="checkbox"/> Sprinter / Cargo Van
<input type="checkbox"/> Box Truck	<input type="checkbox"/> Hotshot (Flatbed)	<input type="checkbox"/> Power Only
<input type="checkbox"/> Liftgate	<input type="checkbox"/> Conestoga	<input type="checkbox"/> Straight Truck

Equipment Detail	Carrier Entry
Truck #	
Trailer #	
Max Payload Weight	
Door/Deck Dimensions <i>(e.g., 110" door height or 40' bottom deck)</i>	
Special Features <i>(e.g., E-Track, Ramps, Pipe Stakes, Vented)</i>	

Part D - Routing & Rate Preferences

We understand that many factors will change the information you give under the Dispatch section, but this will give us a starting point.

Minimum Rate (\$) Per Mile:		Max Pickups:		Max Deliveries:	
Loading/Unloading Preference:			Preferred Distance Runs:		

Zones [For Ex. NY, NJ, CT]	Preferred Routes / Lanes	Routes / Lanes to Avoid
Northeast		
Midwest		
Southeast		
Southwest		
Mountains? (Y/N)		
Tolls? (Y/N)		
Comments:		

Part E - Carrier Pay

Payment information for mailing payments or banking info for direct deposit.

1. Do you allow Advances? Choose the appropriate choice. (Mark X)

Are brokers authorized to fuel advance drivers?	Yes		No	
Are brokers authorized to lumper advance drivers?	Yes		No	

2. How do you want to be paid? Choose the appropriate choice. (Mark X)

Please select from the following 3 options. Complete Corresponding section below-

Mailed Check		Factoring		Direct deposit (U.S banks Only)	
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Option A - Mailed Check - Input your valid remit address info.

Name of Payee:	
Address:	

Option B - Factoring - Input your Factoring Company's Information.

Factoring Company Name:		Phone#	
Email ID:		Fax #	
Address:			
Login information for Factoring Website (will be used by Service Providers to upload invoices only)			
Username:		Password:	

Option C - Direct Deposit/ ACH payment (U.S Banks Only).

Be sure to attach a voided check (NOT a deposit slip) from your checking account. Direct deposit will not be setup without a copy of check (or letter from banking institution stating account is active) and Federal ID / Social Security #

Financial Institution / Bank Name:	
Tax ID (EIN) / SSN:	
City / State / Zip:	
Name of Payee:	
Checking Account Number:	
Bank Routing Number (9-digit):	

Part F - REQUIRED DOCUMENTATION

To begin dispatching, please return the following documents along with this completed packet

1. Motor Carrier Authority (MC Letter)

2. Certificate of Insurance (COI): Listing "Multilateral Dispatch" as the Certificate Holder is preferred for faster processing.

3. Signed W-9 Form

4. Factoring Notice of Assignment (NOA): Only if you utilize a factoring company.

You may submit these via Email to **Operations@multilateraldispatch.com** or via WhatsApp to **(915) 777-6609**.