

Frequently Asked Questions Web App and Driver's App







1. How to apply as Shipper?

- Go to the Loadr website (www.loadr.me)
- Sign-up and read the Terms and Conditions thoroughly
- Contact us at: inquire@Loadr.asia or visit our main office at The Grand Place, South B7 L2 Southpoint Subdivision, GPS Building, Banay-Banay, City of Cabuyao, Laguna for further questions.

2. What are the requirements for registration?

- Loadr account for Shipper
- Internet connection
- PC or Laptop
- Mobile phone



3. What are the benefits of being a Loadr - Shipper?

Providing a Sustainable & Balanced Ecosystem for Transport Logistics

Logistics and Supply Chain Digital Solution

Loadr is a web and mobile enabled, fleet management app & collaborative platform where both Logistics Outsources and Service Providers converge to address delivery requirements of Customers.

Marketplace



Fleet Management System



- Digitized fleets equipped with Last Mile app
- Digitize your hauler through our FREE FMS and Last Mile app

Dispatch and Traffic Management



Outsourced dispatch, traffic management operations, and control tower service.

e-POD and Document Management System



 Online document and retrieval system, Proof of Delivery and important documents

Shuttle Services



- 24/7 Special transport service
- Van, Hi-ace, Nissan Urvan

Control Tower



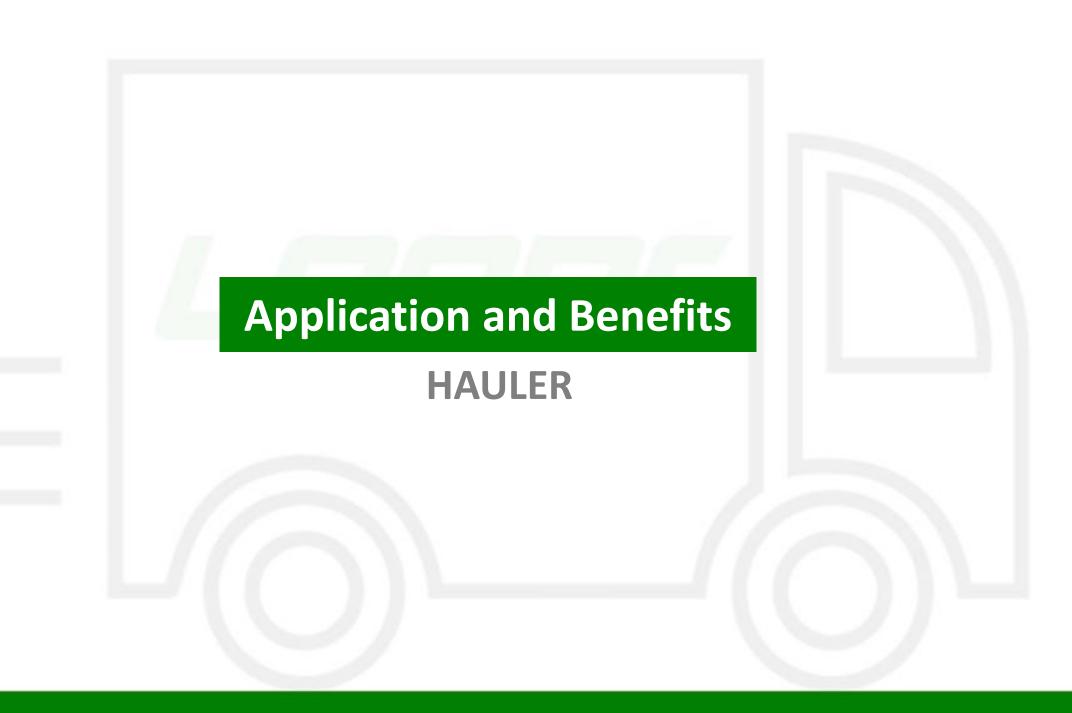
- 24/7 Control tower to match shippers hauling demand and haulers services.
- Ensure end-to-end delivery fulfillment of transactions in the marketplace.

Hauling Services



- Inland Luzon
- VisMin RORO
- Port Hauling
- Fleets: AUV, 4W, 6W, FWD, 10W, 20 Fts C-Vans







1. How to apply as Hauler?

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2. What are the requirements for registration?

- Hauler must have a Loadr-Hauler account
- Internet connection
- PC or laptop
- Mobile phone
- Business Documents (SEC, DTI, etc..)
- Cargo Insurance
- Loadr Training
- Loadr Hauler mobile application



3. What are the benefits of being Hauler of Loadr?







Discounts for fuels and consumables



MarketPlace access



TMS

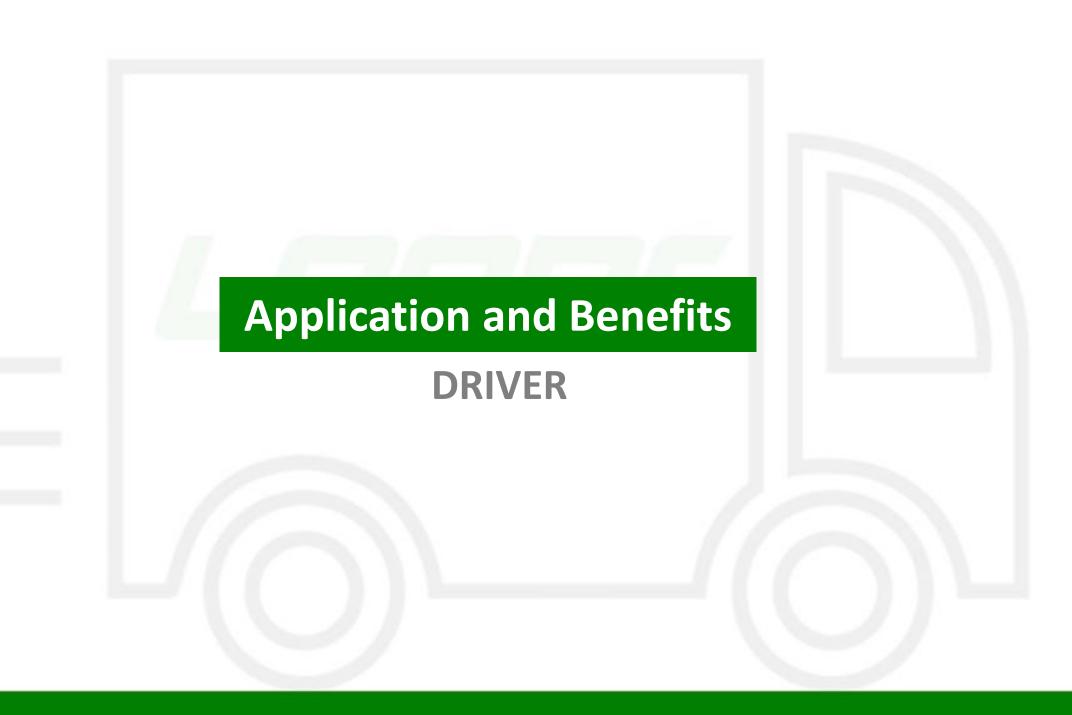






Driver's Application







1. How do I register as a Loadr driver?

 Contact us at: inquire@Loadr.asia or visit our main office at - The Grand Place, South B7 L2 Southpoint Subdivision, GPS Building, Banay-Banay, City of Cabuyao, Laguna for further questions.

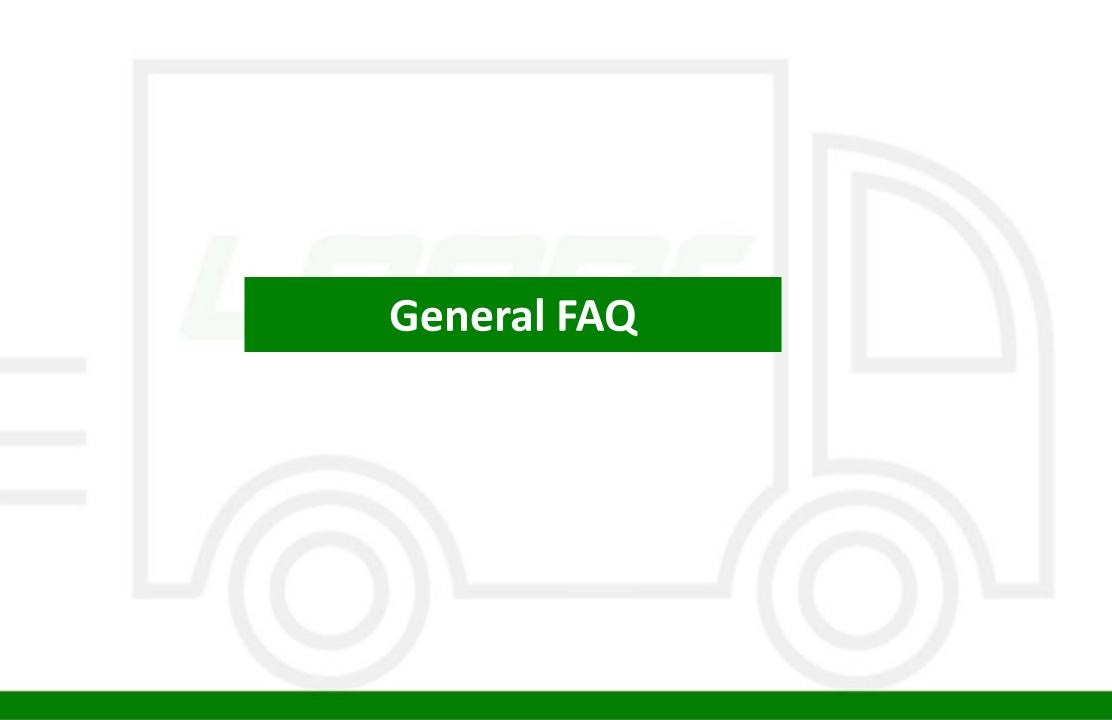
2. What are the benefits of using Drivers application

- Loadr mobile application provides ease of updates on delivery status.
- Drivers application has a reward system that generates every successful shipment. Rewards can be redeemed and converted as goods or cash.

3. What are the requirements of driver accreditation?

- Loadrs' Drivers Mobile Application
- Android Cellphone (At least version 7 and up)
- Loadr platform training
- NBI clearance
- Medical certificate
- Mandatory Safety Trainings





LOOD

1. What is Loadr?

- Loadr is a web and mobile enabled, fleet management app & collaborative platform where both Logistics Outsources and Service Providers converge to address delivery requirements of Customers.
- Loadr allows the Shipper to publish shipments and Hauler to grab the shipments.

Best in class technology

Loadr is powered by 1Go Logistics – a system that provides innovative Supply Chain resources that
addresses the needs of businesses for seamless delivery and overall fleet management. It enables a
single view of the entire operation in order to manage and maintain platforms and applications, leading
to a hassle-free way of overseeing things.

Manage your fleet

Business is always at your fingertips. Manage your vehicles, employees, and shipments with your mobile
device using the Loadr app anytime and anywhere. Leverage on the power of information to make the right
decisions at the right time.





LODOF

1. Who are Loadr's customers?

- Customers are primarily the Enterprise and Community Shippers in Luzon.
- Shipments are primarily FMCG (Fast-Moving-Consumer-Goods) i.e. grocery items

2. What is the solution if my shipment doesn't fit to the available vehicle?

• Each vehicle has weight and size limit. Loadr will provide different categories of truck and their capacities. Loadr has a Control Tower team that helps you find the right vehicle and deliver your shipment on-time.

3. Who is the person that I can contact regarding my delivery status?

- Our helpdesk is willing to serve you 24/7.
- The Loadr Fleet view will allow you to locate the exact location of your deliveries. For delivery status, Loadr's web app can provide you the shipment details with delivery timestamps.

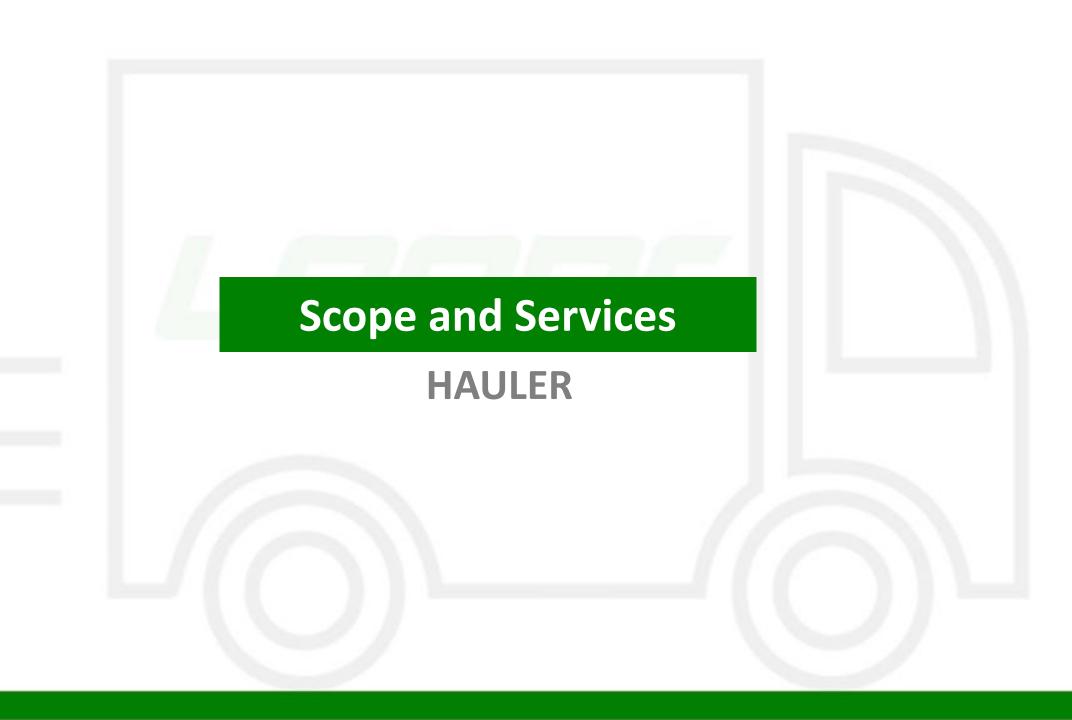
4. What type of vehicles can Loadr use for shipment?

- Motorcycle, AUV, 4WH, 6WH, 20FT, 40FT and 10WH
- Vehicle year/model should be less than 15years

5. What is the service area of Loadr?

We are servicing Inland, Inter-island (LuzViMinda)





LOOD

1. Who are the Loadr's customers?

- Customers are primarily the Enterprise and Community Shippers along Luzon.
- Shipments are primarily FMCG (Fast-Moving-Consumer-Goods) e.g. grocery items

2. What if my booking/s cannot be accommodated today?

• The application allows Hauler to publish the shipment that they can't accommodate so that other Haulers get a chance to grab the shipment.

3. Who do I contact to raise technical problems?

Our helpdesk is willing to serve you 24/7.

4. Where can I find available shipment?

- Go to the Loadr website: http://web.loadr.me/login
- Sign in as "Loadr's Hauler" account
- Go to the left side click "Bookings" then select "My Bookings" or select "Market" to view available shipments.

5. Can I monitor the exact location and status of my truck/s?

• Using Fleet view of Loadr Web, Hauler can monitor the exact location of trucks and by clicking the shipment icon, monitor shipment status as well.



6. Can I cancel an ongoing booking?

- By using driver's application, the driver can cancel an ongoing delivery depending on the situation.
- Shipper and Hauler will get notified regarding the cancelled booking.
- Hauler will divert the shipment to another truck through the assistance of a Loadr CSR.

7. Can I hire seasonal driver/s?

• Yes. Hauler can hire seasonal drivers by using our Loadr Driver's Portal website: http://web.loadr.me/login and proceed to "Drivers Job Portal", and hire driver based on your preferences





LOOD

1. Who can I contact for support and technical issues?

Our helpdesk is willing to serve you 24/7.

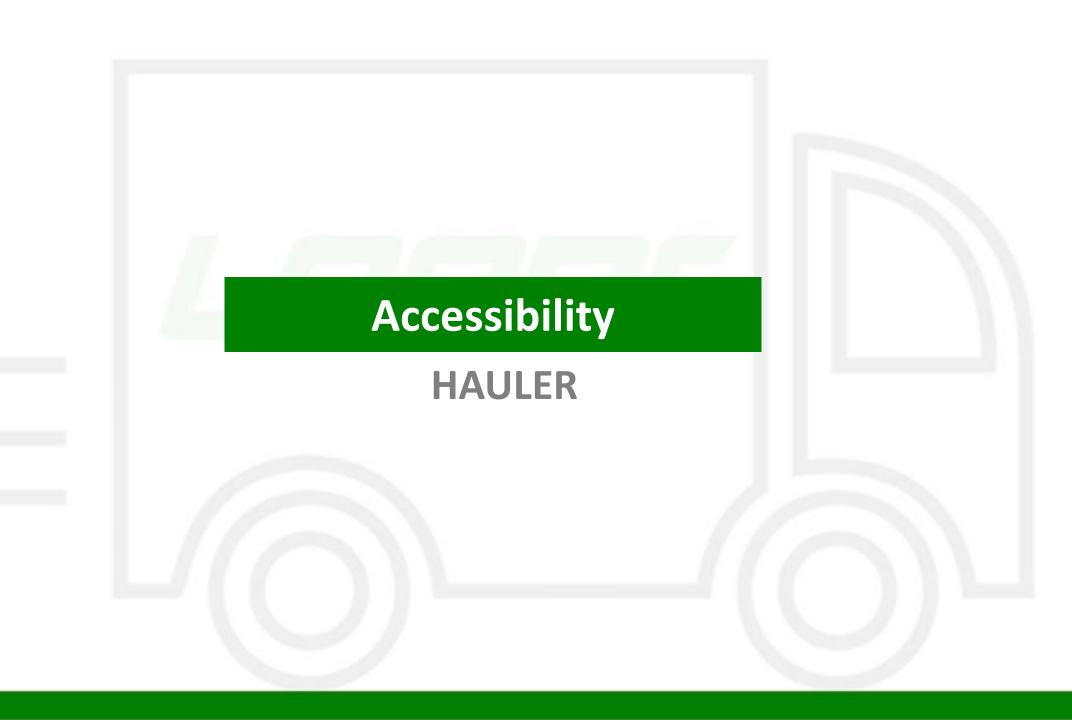
2. Who can I contact regarding booking and sales invoice?

- Loadr can generate reports that can be used for reconciliation;
- Our helpdesk is willing to serve you 24/7.

3. How can I check the status of my shipment?

- The Loadr Fleet view allows you to locate the exact location of your deliveries; for delivery status, Loadr's web app can provide you the shipment details with delivery timestamps.
- Our helpdesk is willing to serve you 24/7





LOCO

1. Who can I contact for support and technical issues?

Our helpdesk is willing to serve you 24/7.

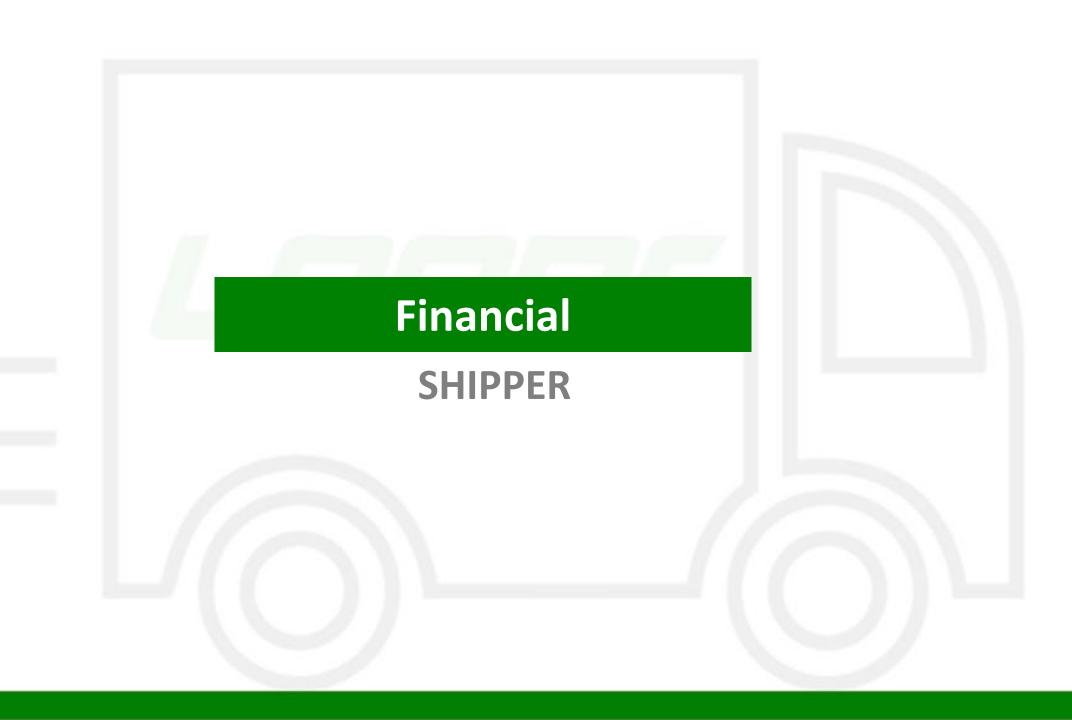
2. Who can I contact if my truck is going to be late?

• Our helpdesk is willing to serve you 24/7.

3. Can Hauler unassign trucks with shipment?

• Yes, Hauler can unassign trucks using Hauler account through Loadr web.







1. How much does Loadr delivery cost?

- Delivery cost will depend on type of shipment and type of service.
- Access Loadr Web to check our rates using Loadr Calculator
- Contact us at inquire@Loadr.asia or visit our main office at The Grand Place South B7 L2 Southpoint Subdivision (GPS Building), Banay-Banay, City of Cabuyao, Laguna.

2. How do Shippers facilitate payment?

Shippers can pay us using Dragon Pay or Paymaya.

3. Who can I contact regarding payment concerns?

Our helpdesk are willing to serve you 24/7.





LOOD

1. Who will I collect payment from? Loadr or Shipper?

• Loadr will process your payment and will deposit to your bank account/Paymaya 1 month after the delivery transaction has been made for new Haulers; Weekly pay-out for old Haulers.

2. How do I secure payment?

Haulers get paid using Dragon pay or PayMaya facilities.

3. How is billing processed?

Once you have the POD's, you can submit the original copies to Loadr Office

4. How are shipment rates determined?

- Rates depends on type of trucks, distance, and auxiliaries.
- Check our rate calculator at _____ or in our Terms and Conditions under Vehicle Rates.
- Our helpdesk is willing to serve you 24/7.

5. Can I generate SoA using Loadr?

- Yes, Loadr has capability to generate SoA using Loadr Web;
- At the side of the panel click "Statement of Account"



7. Can I counter check the Statement of Account?

Yes, Hauler and Shipper can counter check the SoA and conduct reconciliation if possible.

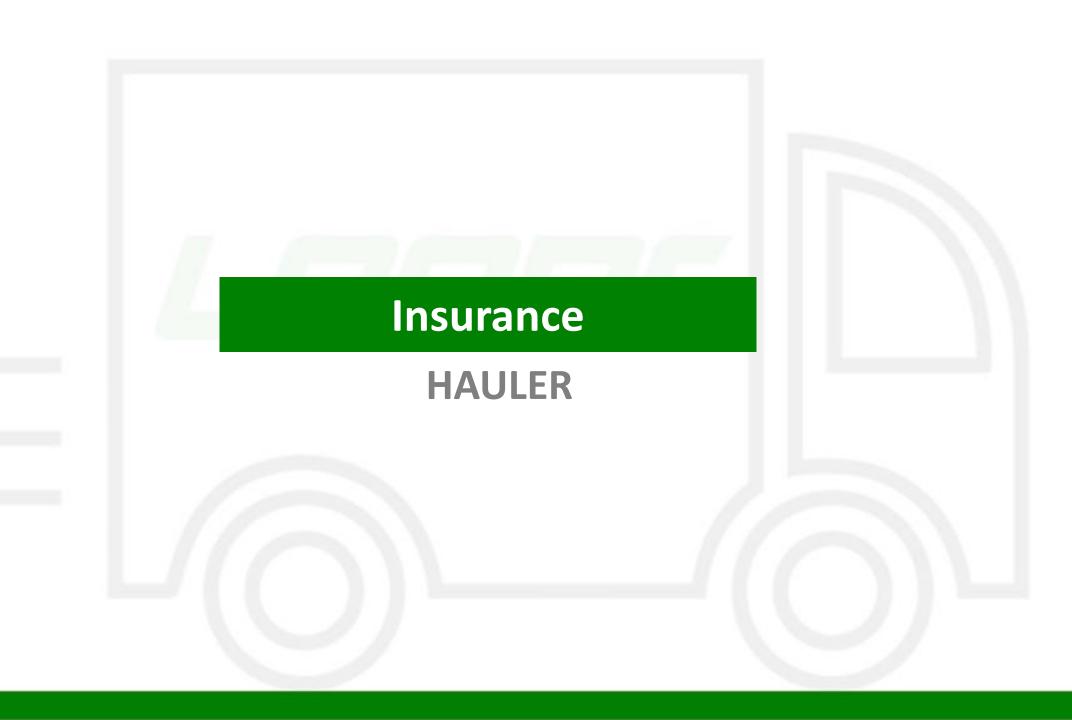
8. Can I add Toll-fee and parking fee?

- Yes, Hauler can add auxiliaries using Loadr web.
- Click: shipment > add billing then attach image/photo of the receipt.

9. How long does payment transaction take?

• Payment will be received after 30 days of transaction for new Haulers; Weekly for old Haulers.





1. Who will provide Insurance?

• Hauler will provide the insurance at a min. 2Mio

2. Does Loadr accept Marine Insurance?

Yes, Loadr accepts Marine Insurance and any other valid insurances min of 2Mio

3. Does Loadr offers Insurance?

- Yes, for more info, you may get in touch with our Sales Team, or
- Contact us at inquire @Loadr.asia or visit our main office at the The Grand Place, South B7 L2 Southpoint Subdivision, GPS Building, Banay-Banay, City of Cabuyao, Laguna for further questions.





1. Can I trust Loadr's partner Hauler/s?

- Our engagements with our business partners are bound by contracts which likewise include trainings and seminars to enable safe, efficient, and on-time deliveries.
- Loadr requires partner Hauler/s an insurance of worth 2M per delivery.

2. How can I ensure that my shipments are safe?

• Shipment status can be monitored using Loadr Web for timely updates, i.e. delivery timestamps, location(GPS tracking), ePoD - as proof that shipments were received by the customer accordingly (qty, picture of goods, and signature of receiver)







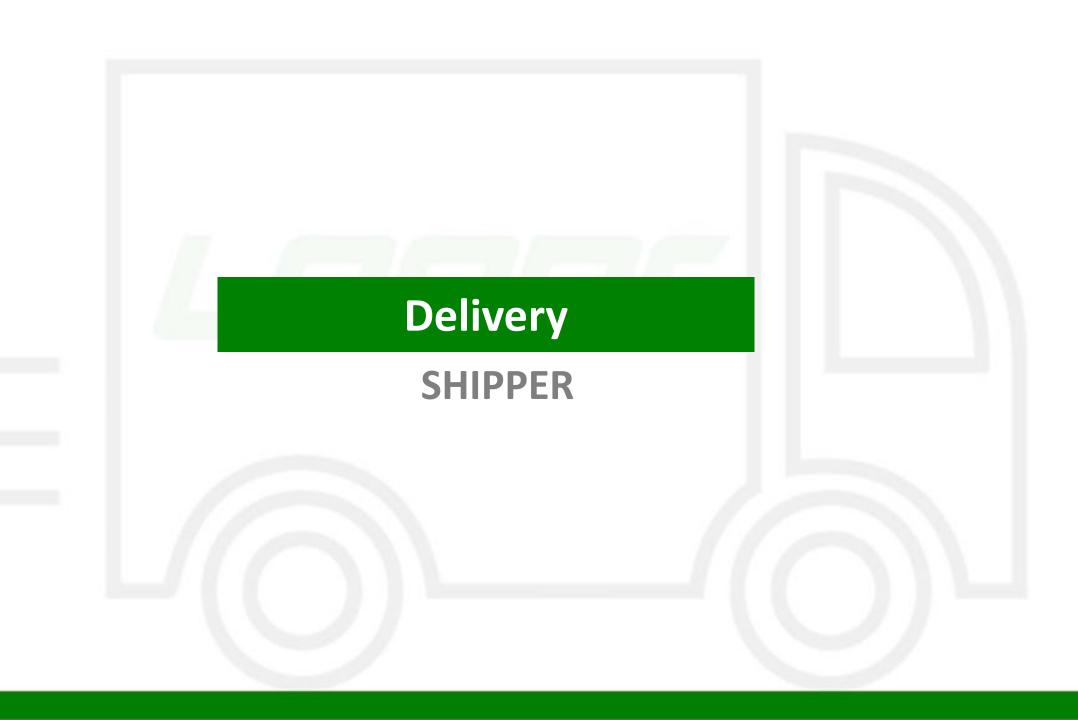
1. How is delivery completion achieved?

- Loadr application allows the driver to take ePoD to secure the completion of the delivery.
- Quantity received; Actual photos of goods; signature of receiver (customer)
- Loadr Control Tower will safeguard and monitor the delivery completion.

2. Can I backtrack the previous route of my fleet?

- Yes, Hauler can review the previous route by using GPS backtrack history of Loadr Web.
- Loadr Web>Maps> Click GPS history> Select desired vehicle > select date range> click toggle button for Mobile/AVLS> Play GPS Backtrack





1. What happens if the trucker refuses to comply with the shipment requirements?

• Loadr Control Tower will Investigate (in accordance with due process) and immediately give feedback to their respective truck owner for prompt action.

2. How many extra helpers can I request for each booking?

Maximum of 3 depending on the selected vehicle.

3. Do I need to be registered to LTFRB?

 No need. Loadr will issue you a DICT (Department of Information and Communication Technology) certification.







1. Can I refuse a booking?

• For any emergencies or other circumstances, the Hauler can refuse the shipment and publish it instead to Loadr Marketplace.

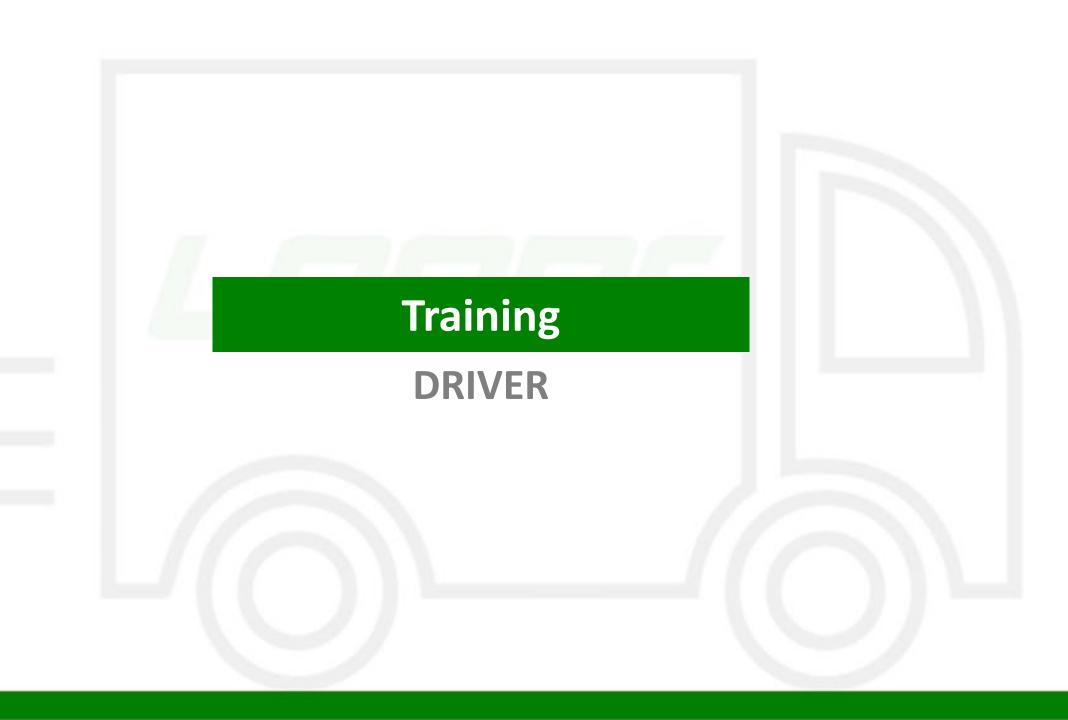
2. Can the application help me during peak hours were traffic is heavy?

• The current situation of traffic will be available on driver's application and will give you an update on the delivery ETA.

3. What to do in case of truck breakdown while in-transit to the customer:

- The Driver can cancel route using driver's application and inform the helpdesk to escalate the situation.
- Control Tower will immediately inform the Hauler for back-up.





1. How long is the drivers training?

• It will only take max of 5 hours training. This includes face to face training and actual use of DA.

2. Where and when does driver training take place?

• Our trainers will give you the training schedule details. Training will be held at The Grand Place South B7 L2 Southpoint Subdivision (GPS Building), Banay-Banay, City of Cabuyao, Laguna or in the Hauler's Place.





www.loadr.me