If this will be your first time using Ryder Online, then you will first need to request access. Go to www.ryder.com.

In the top right corner you will find “Customers, Investors, a Search Icon & and red box that says CONNECT WITH US” click “Customers” (If Customers is not visible at the top of the screen then it will be in the menu on the left). This will take you to “Customer Tools” page.

Scroll down to “Ryder Online” and click visit tool.

This will take you to the Customer Login in page. Click “First Time User? Enroll Now”.

Customer Tools
Want secure visibility of all your shipments? No problem. Need to get a truck up and running at 2 A.M.? We’ve got your back. From tackling reports to managing your fleet, our tools have everything you need to make business, and your job, easier.
Creating the account

1. User ID: User’s first initial and last name
2. Select CARRIER FOR RYDER
3. Enter valid industry SCAC code that user needs visibility of in Ryder Online. (Note: Only one SCAC per account. Each SCAC will require a separate ROL account)
4. User’s first name
5. User’s middle name
6. User’s last name
7. User’s employer/carrier name
8. Ryder customer account name
9. Address of user’s employer (city, state, country, zip code)
10. Locale: Language
11. User’s email address
12. User’s telephone number
13. Select Applications:
   - Carrier Portal
   - RyderShip
   - Dock Scheduler
14. Click Submit
User access is usually granted within 24-72 business hours of receiving the request. You will receive a confirmation email with the user id & password. Use the link in the email to go to Ryder Online.

Once access has been granted and you login to Ryder Online you will be asked a security question for identification or password reset purposes.

Click the Transportation button in Navigation Bar to view Carrier Applications under the Carrier Heading.
Carrier Dashboard is used to enter/update an appointment or schedule an appointment using Dock Scheduler, enter/update actual arrival and actual departure information and add events.

Carrier Portal is used to update a load status or event.

Tender Dashboard is used to accept & reject load tenders.

### Tender Dashboard

**Accepting & Rejecting a Tender**

When a new load is tendered you will receive an email notification that a load is waiting to be accepted or rejected. You will have 60 minutes (time may vary depending on account) to accept or reject the tender. The tender Dashboard is where you will go to do this. From the Transportation tab under the Carrier heading select “Tender Dashboard”. From the Customer dropdown select the applicable Ryder customer to view the tenders for that customer.

In the below example, notice the number of tenders in each status (Pending, Accepted, Rejected and Cancelled), falling under different days (Today, Yesterday, Past 7 days & Past 30 days). The number in (red) represents tenders that have expired. In the example there are 8 tenders pending today, however 2 of those tenders have expired.

To view the pending tenders click on the number in the pending today column.
This will take you to the Tender Summary. Here you can accept or reject a tender or click on the load number to view additional load details before accepting or rejecting the tender.

Load numbers in red represents tenders that have already expired. Once a tender expires on the dashboard do not accept. Reach out to the TMC team for the account to check for the loads availability.

To accept or reject a load click the blue button in the applicable column. If necessary, click the load number to view additional details before accepting or rejecting.

Clicking on the load number will display the tender information. Always check the Ryder Account Instructions, Load Instructions and Shipment Instructions for special instructions. At the very bottom of the tender information screen you will have the option to “Accept & Print”, “Accept” or “Reject” the tender. You can click “Cancel” to take no action and return to the tender summary screen.
Once, you have accepted or rejected a load you should return to the tender summary screen to view any loads that are still pending. If you wanted to go back and print the tender of a load that was previously accepted, go back to the Tender Dashboard and click on the number in the accepted column, then click the print tender button.
Carrier Dashboard

Updating a Load
From Carrier Dashboard you can enter Appointments, Actual Arrival & Actual Departure for each stop and add Events.

From “Transportation” tab under the Carrier heading click on “Carrier Dashboard”

Be sure to select the correct customer from the customer dropdown. All open loads will appear for that customer. If you want to view a specific load you can enter the load number in the “Load Number” field. Or you can search by a date range by selecting the dates in the “Date Range” fields. When performing a search on the dashboard always check the “All Stops” box to view all stops on the loads. Click Search.
View the “Stop #” column to ensure you are updating the correct stop on the load.

**Appointment Date**

*See the appointment date column for stop #2 in the above example.*

Follow the account specific instructions for scheduling appointments. Populate the appointment date and time on the dashboard. Click the 3 dots to access the pop-up calendar to select a date and then input appointment time using military time. Also confirm the correct time zone is selected for the location. Click the “Save” button at the bottom of the dashboard.

**Dock Scheduler**

*See the appointment date column for stop #1 in the above example.*

Some customer locations utilize Dock Scheduler to schedule appointments. This means you can schedule your appointments directly in Ryder Online. Those locations will have a blue “SCHEDULE” button in the Appointment Date column. Click the blue SCHEDULE button. In the pop-up box use the dropdown menu to select from available dates and times. Click SCHEDULE.

If you receive a pop-up that states “No dates are available for new appointments” or any other error message, then you will need to call the location or reach out to the TMC team for the account to get an appointment scheduled.

**Actual Arrive & Actual Depart**

When the driver arrives or departs a location you will need to update the actual arrival/departure. Click the 3 dots to access the calendar and select the date. Use military time when updating times and select the correct time zone for the location. If the driver was late or delayed in arriving, then a reason will be required. Select the applicable reason from the Reason dropdown menu. Click the “Save” button at the bottom of the dashboard to submit the actuals.
Adding Events
To add events or new information scroll over to the right on the dashboard and click the blue button in the “Add Event” column. In the pop-up box select the applicable event from the event dropdown menu. If applicable provide a reason. In the “Memo” section provide details to prevent follow up questions. Click “Submit”.

The Shipment Delay (SD) event must always be accompanied by a valid reason. Select the reason from the dropdown box. Normal Status is not a valid reason for a shipment delay. Enter the event date and time. Check “Send Email” box. In “Email List” enter the email address for the TMC team that supports that particular account. Enter the senders email address and the Email Subject should be the load number. A shipment delay must also include a memo – ETA, details and etc. Click “Submit”. You have now updated the load and sent an email as notification of the Shipment Delay.

It is important to add required events in a chronological order. Please note the importance of updating the D1. All loads must show as completed in ROL with the Completed Unloading at Delivery Location (D1) event in order for the freight bill to eligible for payment. This is including stop offs, all stop offs must have the D1 to show as completed. To avoid a delay in the billing process, verify that all loads are completed with the D1 prior to invoicing.

Example Events
Check the account specific instructions to determine which events are required and the time frame for when the updates are due.
Carrier Portal

Update a Load

The Carrier Portal is where you can find loads that are past due for a Pick-up and/or Delivery event, as well as loads for Today’s Plan and Future Plan. You can update the loads in the Carrier Portal.

From the “Transportation” tab under the carrier heading click on “Carrier Portal”

Past due this is the total number of loads that require a pick up or delivery update.
Today’s plan represents loads that are scheduled for pick up or delivery for current day /24 hours.
Future loads view next day scheduled loads up to two weeks.

Select the applicable customer from the customer menu and click refresh. Numbers in red indicate the number of loads that are past due and need to be updated. Click on the number in the applicable column to view the list of loads. This will take you from the Dashboard to the Load Summary.
Here you can view loads regardless of update status or loads that only require an update. You may enter a date range and add additional filter criteria. The “additional filter criteria” allow you to filter by Load, BOL, PO or PRO numbers. Click on the load number or button in the “actual pickup” or “actual delivery” column to update the load.

Input the actual dates/times for one or both stops. To save updates click the blue “Submit” button located under the Additional Status section. To add/edit appointment information, click “Enter Appointment Information”. If the appointment is being changed it will give you the option to edit the appointment.
To enter a status/or additional information such as a shipment delay click on “Add Event”

In the pop-up window select the location and enter the status, date & time. For a shipment delay also select “send email”. Fill in all required fields. Click “Submit”.

Your status update will appear in the additional status section of the status update screen.