Role	Steps
SHIPPER / CUSTOMER	shipper contacts the broker to report a load is ready → ... Shipper loads carrier and signs BOL.
BROKER	Broker checks his carrier pool to confirm capacity → Broker provides rate confirmation. ... Broker informs progress and status to all required parties. ... Broker sends POD to owner of the shipment or responsible party → Payment is received. → Broker pays the carrier.
CARRIER	Carrier confirms capacity for pickup → Carrier signs rate confirmation. → Carrier heads to pick up site. → Carrier arrives at pick up site and informs broker. → Driver does pretrip inspection and sends broker picture of BOL and seal → Carrier departs from pick up site. → Carrier makes the trip, provides travel updates and ETA. → Carrier arrives at delivery site and informs broker. ... Carrier sends POD and invoice to broker.
CONSIGNEE	Consignee unloads carrier. → Consignee confirm if the load is complete and checks for OS&D → Consignee signs POD.