NMFTA Digital LTL Council

Product Requirements Document (PRD) for Pickup Request and Pickup Visibility

November 2024

Internal Use Only

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Revision History

Date	Author(s)	Summary of Changes
April 4, 2024	Holly Taylor	Draft completed.
May 3, 2024	Holly Taylor	Updated per Council feedback received on April 22 and added comments for council.
June 21, 2024	Holly Taylor	Updated per Council feedback received on May 8 and added comments for council.
July 30, 2024	Sam Ralat	Separated Pickup from Pickup Visibility.
August 28, 2024	Workshop Participants	Updated per workshop feedback and finalized comments.
October 4, 2024	Holly Taylor	Updated based on feedback from workshops in preparation for final draft. Sent for additional feedback regarding open questions.
October 31, 2024	Holly Taylor	Approved by committee.

1 Purpose

The Pickup lifecycle includes two APIs: Pickup Request and Pickup Visibility. The Pickup lifecycle enables customers and carriers to digitally schedule pickups and review status of existing pickups.

Pickup Request gives customers the ability to schedule pickups digitally, eliminating the need for phone calls, emails, or faxes. Additional benefits include:

- The standardizing of a pickup request and the subsequent acknowledgement.
- The ability for Customers to electronically submit a pickup, raising the standard for providing pre-pickup information in the industry.
- The ability for Carriers to respond to the pickup request with an acknowledgement.
- Set the minimum information required to request a pickup as well as the minimum information required for carrier acknowledgement.
- Pickup Request is intended to not be a BOL, nor is it intended to be. While detailed shipment information can be included, under no circumstances shall it be interpreted as submitting shipment data to the Carrier. Shipment data is the domain of the BOL API. Any shipment data included in the Pickup API is intended to facilitate the planning and execution of the pickup. See Appendix C for LTL API Lifecycle.

Pickup Visibility will provide near real-time visibility to the critical pickup-side events and details as well as reduce the number of phone calls and emails between the Customer and the Carrier. Additional benefits will include:

- The ability for shippers to receive pre-pickup visibility information, so they can better manage docks and shipment readiness, and get delay information in a timely manner.
- The ability for Carriers to respond to the pickup request with an acknowledgement and provide pre-pickup visibility in terms of where the truck is, when pickup will happen, where they are in the pickup process, and the reason for any delays.
- The ability for Carriers to have pre-pickup visibility and view its applicable information.

2 Features and Deliverables

2.1 Requirements & Features

2.1.1 Pickup Request

Feature	Description
Provide Customers the ability to electronically submit a pickup request and receive confirmation.	Enable digital pickup request and the subsequent acknowledgement, raising the standard for providing pre-pickup information in the industry.
Provide RESTful API initiated by customer	Pickup Request API is initiated by Customer and responded to by Carrier.
Standardization	Set the minimum information required to request a pickup as well as the minimum information required for carrier acknowledgement.
Provide the ability to accept or reject a pickup request	Accept is when a Carrier returns a Pickup Number Reject is a Status returned by the Carrier, for a pickup
Provide shippers the ability to reschedule a pickup	This is an Update function. An update may, or may not, include a new date/time i.e. pickup window
Provide shippers the ability to cancel a pickup	
Supported Workflows	• Create a New Pickup • Update an existing Pickup • Cancel an existing Pickup
Multiple data options	PRO-level detail is not required to utilize the Pickup Request API. A Pickup Request can be submitted with weight and length. However, including PRO-level detail will enable better Pickup Visibility.
Support Multiple PROs	One or more shipments can be transmitted in one Pickup Request

2.1.2 Pickup Visibility

NOTE:

These requirements are centered around the pickup request that defines the pickup window, which contains the requested date, ready time, and close time. Please do not confuse this with the BOL ship date.

Project features and deliverables include:

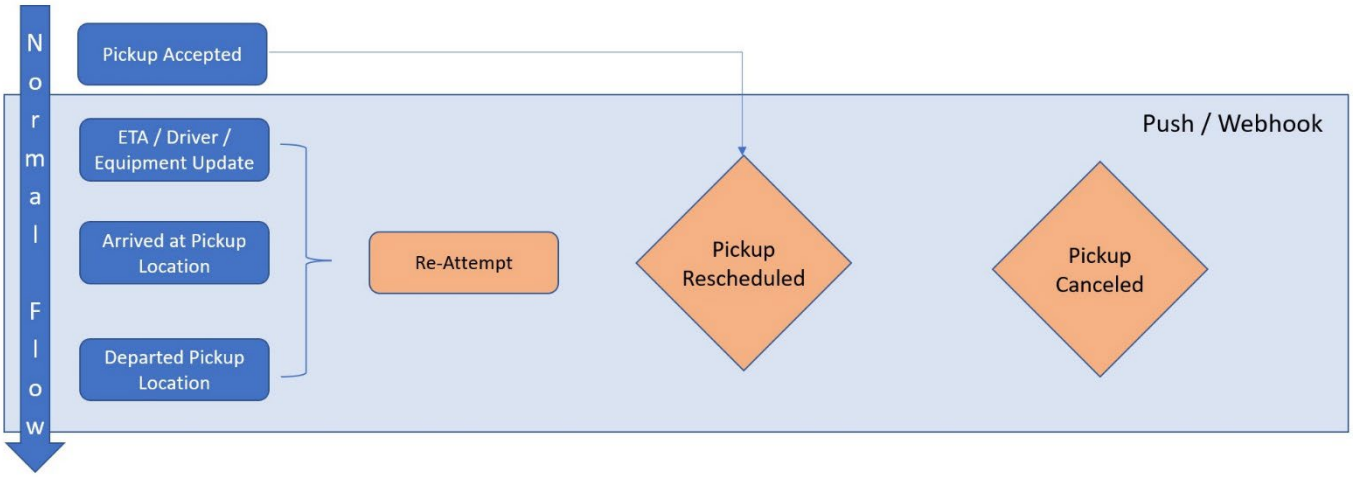
Feature	Description
Enable pre-pickup visibility	Enable pickup visibility, raising the standard for providing pre-pickup information in the industry.
Provide shippers the ability to receive and acknowledge pre-pickup visibility information	Includes delays
Provide Carriers the ability to provide pre-pickup visibility	in terms of where the truck is, when pickup will happen, where they are in the pickup process, and the reason for any delays.
Provide Customers the ability to see if a pickup has been rescheduled by the Carrier.	Pickup Visibility will return the most current pickup details
Provide Customers the ability to see if the Carrier has cancelled a pickup.	Both Cancel and Reject are the same thing – they are a Status of a specific pickup request
Provide carriers the ability to enter departure and pickup status along with reason for status	Normalized status and normalized reasons across carriers
Provide Carrier the ability to enter pickup exceptions	Carrier unique reasons for internal processing or additional detail

2.2 Business Rules

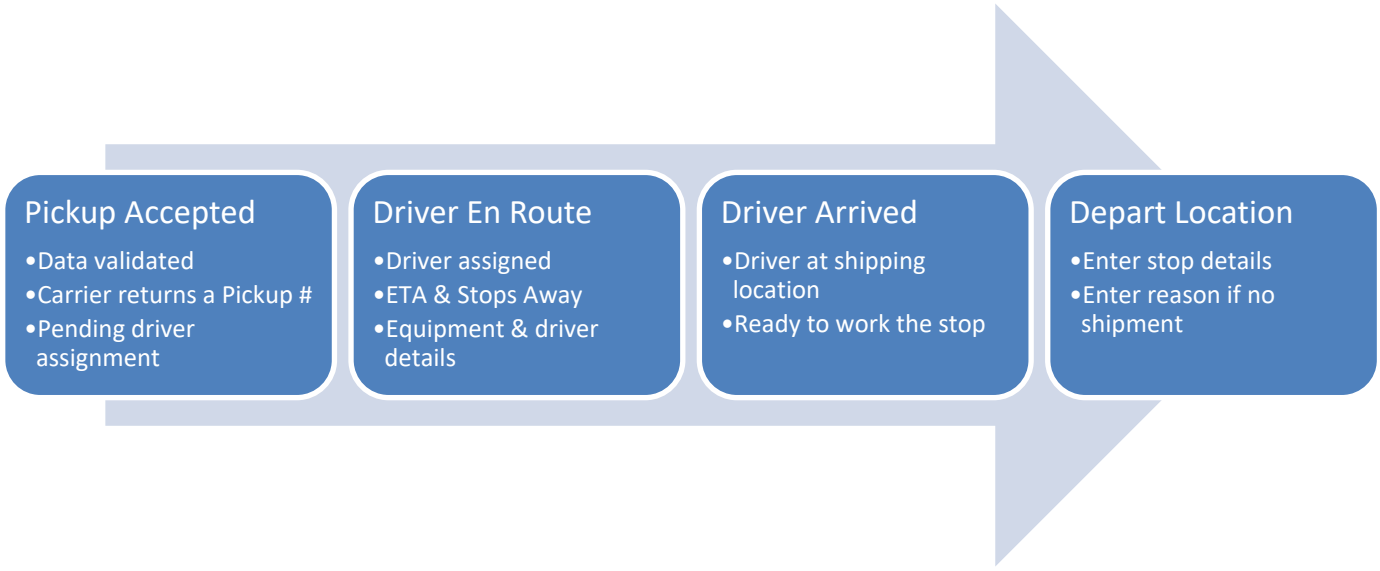
- Customer can submit a Pickup Request at any time, with or without having quoted a shipment or creating a BOL.
- A Pickup Request is the request for a carrier to show up at a given location, within a defined time window, with the needed capacity, and any other necessary equipment to execute on the request.
- Pickup Request ends when the carrier completes one of the following:
  - Provides a Pickup Confirmation Number and Accept status
  - Returns a Reject status
- Returning a Pickup Confirmation Number indicates the Pickup will be executed as transmitted. Rejected Pickup Requests will not include a Pickup Confirmation Number.
- Pickup Visibility begins when the Pickup Confirmation Number is issued.
- The Pickup Confirmation Number, which is provided by the carrier, is the primary input for the Pickup Visibility Request.
  - The Pickup Confirmation Number is assigned by the Carrier.

  - Pickup Visibility can look up with the Carrier-provided Pickup Confirmation Number or shipper's reference numbers.
- Pickup Visibility does not change the way Stops are sequenced or worked.
- In order to use the Stops Away feature Stops must be sequenced. The Stops Away feature assumes the Stops are in order. If Drivers change the sequence without updating Carrier systems Customers may receive inaccurate information.
- ETA can be accessed via Pickup Visibility RESTful API or Webhook.
  - RESTful: Customers can pull Pickup Visibility updates on demand.
  - Webhook: Carriers push updated ETA to Customers. Update frequency and triggers are determined by Carriers.
- Pickup Visibility ends when:
  - The driver signs the eBOL, accepting the responsibility for the cargo and indicating that the stop is complete, beginning In-Transit Visibility, or
  - When the shipment is in the carrier's possession or a corresponding reason status beginning In-Transit Visibility.

2.3 Overview Diagram



2.4 Key Pickup Milestones



2.5 Field and Response Definitions

2.5.1 Pickup Request Field Definitions

Field Name	Required/ Optional	Nullable	Type	Description	Comments
Is Test	Required	Not Nullable	string	Indicates whether the submitted request is intended to be a test.	Boolean (true/false)
Pickup address	required	Cannot be null	array	An array to hold addresses.	Origin is required, destination zip required, other fields optional.
OrgAccountNumber	optional	Nullable	string	Account number for Bill To	Not required for physical but may be needed for digital transmission. Not all carriers require.
OrgAddressName	required	Cannot be null	string	The name of the company for a given address.	
OrgAddressLine1	required	Cannot be null	string	The primary address line for a given address.	
OrgAddressLine2	required	Nullable	string	The secondary address line for a given address.	
OrgCity	required	Cannot be null	string	The city for a given address.	
OrgContactName	required	Nullable		Name of contact	Attention or Contact
OrgCountry	required	Cannot be null	string	The country for a given address (CAN, MEX, USA)	Protects against Zip overlap in different countries.
OrgPhoneNumber	required	Nullable	string	The phone number for a given address.	
OrgState	required	Cannot be null	string	The two-letter state code for a given address.	
OrgStoreNumber	Optional, specific for retail	Nullable	string	Number of the store	

Field Name	Required/ Optional	Nullable	Type	Description	Comments
OrgZip	required	Cannot be null	string	The 5-digit (or 6-characters for Canada) zip code for a given address.	Expand to allow 10 character - zip plus four, CAN postcodes can be 7 characters, and some systems have spaces in them.
customer	required	Nullable	string	The name (or code) of the customer from which the bill of lading information originated. Typically, the shipper of the freight.	Similar to EDI trading partner, sender of information.
emergencyContact	required	Nullable	array	Contact information in case of emergency.	
emergName	required	Nullable	string	Name of contact	
emergPhone	required	Nullable	string	Phone of contact	
emergEmail	required	Nullable	string	Email of contact	
grossPickupWeight	required	Cannot be null	integer	The gross weight (in pounds) of the pickup request of all BOLs on PU Request.	
weightUofM	required	Cannot be null	string	future proofing for KG in Canada and Mexico - applies to entire document.	
HandlingUnitCount	required	Cannot be null	integer	Total handling units across all BOLs on PU Request.	
cubicFeet	required	Nullable	integer	The total cubic feet of the shipment.	
linearFeet	required	Nullable	integer	The total linear feet required for the pickup.	
trailerNumber	required	Nullable	string	Number of the trailer.	
loadedby	required	Nullable	string	Loaded by either shipper or driver.	

Field Name	Required/ Optional	Nullable	Type	Description	Comments
sealNumber	required	Nullable	string	Number(s) of seals.	
warehouseName	optional if still in eBOL spec	Nullable	string	Warehouse that goods are located.	
readyDate	required	Nullable	ISO-8601	Date entire pickup request is ready.	(Date freight is available for pickup.)
readyTime	required	Nullable	ISO-8601	Time entire pickup request is ready.	(Time the freight is ready, earliest time the driver can show up.)
closeDate	required	Nullable	ISO-8601	Date shipper location closes.	Don't Need this. The date is the same as ready date.
closeTime	required	Nullable	ISO-8601	Time shipper location closes.	(Time the shipper closes, latest time the driver can show up.)
openDate (WHSE Shipping Dates)	optional	Nullable	ISO-8601	Informational only.	is there such a thing as pickup requests over two days (i.e. today or tomorrow)? Should this go in the address attributes? So that carriers know the hours of the business not the hours of when the freight is ready.
openTime (WHSE Shipping Hours)	optional	Nullable	ISO-8601	Informational only.	Would like to remain optional (This just gives visibility to the location hours) not to be confused with what time the freight is ready.
PickupLocationTimeZone	required	Nullable	string	UTC + # time zone	We need to either specify all times are in UTC or add a time zone field.
dockDoorNumber	required	Nullable	string	Dock door for the pickup	Object
dockContactEmail	required	Nullable	string	Shipping department contact email	Object
dockContactName	required	Nullable	string	Shipping department contact name	Object

Field Name	Required/ Optional	Nullable	Type	Description	Comments
dockContactPhone	required	Nullable	string	Shipping department contact phone	Object
confirmationEmail	required	Nullable	string	address to email pickup response to (in addition to API accept/reject/etc.)	
shipmentDetails	required	Nullable	array	An array to hold information about what's being picked up	Change from BOL.
shipperRef	required	Nullable	string	shipper reference number for individual shipment - load #, shipment #, etc. Can also be pro	
proNumber	required	Nullable	string	The pro number for the shipment.	
crossRefPro	optional	Nullable	string	Cross reference PRO number provided by eBOL API.	Part of response from carrier after BOL receipt Needs to sync with new eBOL spec consistent naming.
deliveryBeginDate	required	Nullable	ISO-8601	The date (with or without time) the shipment requested to be delivered.	
deliveryDateType	required	Nullable	string	The type of delivery date requested (Deliver On or After Date, Deliver By Date, Delivery Window, Required Delivery Date).	
deliveryEndDate	required	Nullable	ISO-8601	The end date (with or without time) used when a "Delivery Window" type is requested.	
descriptionDetails	required	Nullable	array	An array to hold details on the types of freight being shipped.	4/7 Optional.

Field Name	Required/ Optional	Nullable	Type	Description	Comments
additionalShipperInfo	required	Nullable		Additional information about shipper per line item.	
description	required	Nullable	string	The description of the freight included in the shipment.	
freightClass	required	Nullable	string	The class of the freight described (50, 55, 60, 65, 70, 77, 85, 92, 100, 110, 125, 150, 175, 200, 250, 300, 400, 500).	
hazmatCheck	required	Cannot be null	boolean	A flag used to identify whether the freight described is hazardous materials.	
individualPieceType	required	Nullable	string	The unit type for the individual pieces of the described freight (BAG, BALE, BDL, BOX, BSKD, CAN, CASE, CRT, CTN, DRUM, LSE, OTH, PAIL, REEL, ROLL, SKID, TOTE, WSKD).	Needs to be structured like eBOL.
individualPieces	required	Nullable	integer	The number of individual pieces included in the handling unit for the described freight.	Required - Needs to be structured like eBOL.
nmfc	required	Nullable	string	The NMFC code for the described freight.	
nmfcSub	required	Nullable	string	The Sub value for the NMFC of the described freight.	
weight	required	Nullable	integer	The weight (in pounds) of the described freight.	

Field Name	Required/ Optional	Nullable	Type	Description	Comments
GrossShipmentWeight	required	Nullable	integer	Gross/total weight (in pounds) of the described freight.	
netShipmentWeight	required	Nullable	integer	The net weight (in pounds) of the shipment.	
handlingUnitCount	required	Nullable	integer	The handling unit count for the shipment.	
handlingUnitDetails	required	Nullable	array	This array is used to hold additional details about handling units.	HU detail or PU request total are required. weight & space are required, details optional.
height	required	Nullable	integer	The height of the handling units being described.	
length	required	Nullable	integer	The length of the handling units being described.	
unitCount	required	Nullable	integer	The number of handling units being described.	Required if HU are provided.
totalUnitCount	required	Nullable	integer	Total number of handling units being described.	
totalLinearFeetofShipment	required	Nullable	integer	Total Linear feet of the shipment.	
unitType	required	Nullable	string	The type of the handling units being described.	Match values to new eBOL.
width	required	Nullable	integer	The width of the handling units being described.	
weight	required	Nullable	integer	The weight (in pounds).	
totalWeight	required	Nullable	integer	Total weight (in pounds).	
handlingUnitType	required	Nullable	string	The type of the handling units being described.	Match values to new eBOL.

Field Name	Required/ Optional	Nullable	Type	Description	Comments
hazmatContactName	required	Nullable	string	The name of who should be contacted in the case of a hazardous materials-related issue.	Cannot be null if hazmat.
hazmatContactPhoneNumber	required	Nullable	string	The phone number for the hazardous materials contact.	Cannot be null if hazmat.
hazmatContractNumber	required	Nullable	string	The contract number with the hazardous materials contact.	
referenceNumbers	required	Nullable	array	This array is used to supply reference numbers for the shipment.	Can include shipper pickup number.
refPieceCount	required	Nullable	integer	The number of pieces associated with the reference number (typically used for PO numbers).	Optional
referenceNumber	required	Nullable	string	The reference number for the shipment.	Optional
referenceType	required	Nullable	string	The type of the reference number provided (BOL, CPH, DO, LOAD, Master BOL, Order, PO, TMC).	Optional
shipmentServices	required	Nullable	array	An array to hold the list of services requested for the shipment.	Match format to new eBOL.
serviceCode	required	Nullable	string	The code used to represent the service requested (accessorial codes or LTL services).	
serviceDescription	required	Nullable	string	Description for the service (default description will be used if not provided).	

Field Name	Required/ Optional	Nullable	Type	Description	Comments
specialInstructionsDelivery	required	Nullable	string	Special delivery instructions that need to be followed for the shipment.	
specialInstructionsPickup	required	Nullable	string	Special pickup instructions that need to be followed for the shipment.	
Destination address	required	Nullable	array	An array to hold addresses.	
CneeAddressName	required	Nullable	string	The name of the company for a given address.	
CneeAddressLine1	required	Nullable	string	The primary address line for a given address.	
CneeAddressLine2	required	Nullable	string	The secondary address line for a given address.	Optional
CneeCity	required	Nullable	string	The city for a given address.	
CneeContactName	required	Nullable		Name of contact.	Attention or Contact
CneeCountry	required	Nullable	string	The country for a given address (CAN, MEX, USA)	Protects against Zip overlap in different countries; ISO 3-character.
CneePhoneNumber	required	Nullable	string	The phone number for a given address.	
CneeState	required	Nullable	string	The two-letter state code for a given address.	
CneeStoreNumber	required	Nullable	string	Number of the store.	
CneeZip	required	Cannot be null	string	The 5-digit (or 6-characters for Canada) zip code for a given address.	
Bill-to address			array	An array to hold addresses.	

Field Name	Required/ Optional	Nullable	Type	Description	Comments
BTaccountNumber	required	Nullable	string	Account number for Bill To.	Not required for physical but may be needed for digital transmission. Not all carriers require.
BTaddressName	required	Nullable	string	The name of the company for a given address.	
BTaddressLine1	required	Nullable	string	The primary address line for a given address.	
BTaddressLine2	required	Nullable	string	The secondary address line for a given address.	
BTcity	required	Nullable	string	The city for a given address.	
BTcontactName	optional	Nullable		Name of contact.	Attention or Contact
BTcountry	required	Nullable	string	The country for a given address (CAN, MEX, USA).	Protects against Zip overlap in different countries.
BTphoneNumber	optional	Nullable	string	The phone number for a given address.	
BTstate	required	Nullable	string	The two-letter state code for a given address.	
BTstoreNumber	optional	Nullable	string	Number of the store.	
BTzip	optional	Nullable	string	The 5-digit (or 6-characters for Canada) zip code for a given address.	
IsTest	required	Cannot be null	string	True or False	
requestFunction	required	Cannot be null	string	NewPickup, ModifyExisting	
carrierPickup#	required	Nullable	string	Carrier's pickup number.	Will only be available for requestFunction ModifyExisting.
JSON response	required	Cannot be null	string	True or False (or HTTP 200 = success)	Not a field just a note.

2.5.2 Pickup Request Response Definitions

Field Name	Required/ Optional	Nullable	Type	Description	Comments
Return			array		
shipperRef	required	Nullable	array	Returning ref # from request, including Pro#.	
carrierPickup#	required	Nullable	string	Carrier's pickup number.	One pickup # for each pickup create.
pickupStatus	required	Nullable	string	Accept/reject/call us	
Pickupmessage	required	Nullable	Array	Array of strings for informational or error messages.	Discussion is needed. Use eBOL format or create new one.
trailerNumber	required	Nullable	string	Confirming trailer # that will be picked up for drop & hook shippers.	
carrierName	required	Nullable	string	Carrier name the pickup request is sent to.	Shipper needs to know carrier, especially on shop floor.
routing	required	Nullable	string		Defined after receipt of dispatch.
SCAC	required	Nullable	string	Carrier SCAC	

2.5.3 Pickup Visibility Request Field Definitions

Field Name	Required/ Optional	Nullable	Type	Description	Example	Comments
lookupValue (string)	Required	Cannot be null	string	Reference value	12345678232	
lookupType	Required	Cannot be null	string	Reference type	PickupConformationID	enum list: pickupConfirmationId, pro

Field Name	Required/ Optional	Nullable	Type	Description	Example	Comments
requestType	Required	Cannot be null	string	enum list request type	Status	Status, Cancel
isTest	Required	Cannot be null	string	True or False	FALSE	

NOTE:

In the Draft Schema, possibly add a “status date time”’ field, for when the given status occurred. I.e. the current status of a pickup is “En Route”, with a status date time of “2024-07-12T13:23:00-06:00”.

2.5.4 2 Pickup Visibility Response Definitions

Field Name	Required/ Optional	Nullable	Type	Description	Example	Comments
pickupConfirmationId	Required	Cannot be null	string	Carrier issued Pick-up confirmation Number	12345678232	
status	Required	Cannot be null	string	Current status of Pick-up per the carrier's system	En Route	enum list: Accepted, Rescheduled, En Route, Arrived, Departed, Cancelled
informationCode (object)	Required	Cannot be null	string	See proposed Tab Pick-up Viz Resp Codes	310-08	
code	Required	Nullable	string	DLC Defined Code	310	
codeDescription	Required	Cannot be null	string	DLC Defined Description	Carrier not able to service	
subCode	Required	Nullable	string	Carrier defined sub code	8	
subCodeDescription	Required	Nullable	string	Carrier defined description	Received PU request too late for same day	

Field Name	Required/ Optional	Nullable	Type	Description	Example	Comments
stopEta (date-time)	Required	Cannot be null	ISO-8601	Estimated time of arrival at Pick-up	2024-11-20T00:00:00.000	YYYY-MM-DDTHH:mm:ss.sss (ISO 8601)
StopEtaTimeZone	Required	Cannot be null	string	UTC+# timezone		
equipmentInformation (object)	Required	Nullable				
driverName	Required	Nullable	string	Driver name as determined by carrier		Carrier descretion
trailerNumber	Required	Nullable	string	Trailer number assigned for Pick-up		
gpsCoordinates (object)	Required	Nullable				Last reported coordinates of the Carrier equipment to make pick-up
latitude	Required	Nullable	decimal	Lattitude coordinates		
longitude	Required	Nullable	decimal	Longitude coordinates		
stopsAway	Required	Nullable	integer	Number of stops scheduled prior to this pick-up Starting at 3 stops away		Enum List: 3,2,1. Will be null until 3 stops away
Shipment Arrary			array			
proNumber	Required	Nullable	integer	Pro Number assigned by eBOL	72534825382	
destinationPostalCode	Required	Nullable	string	Consignee Postal code	44107	The 5-digit or 9-digit (or 6-characters for Canada) zip code for a given address.
destinationCountry	Required	Nullable	string	Destination Country	USA	Enum List: USA, CAN, MEX
handlingUnitQuantity	Required	Nullable	integer	#of Handling Units per PU request	2	
weight	Required	Nullable	decimal number	Total weight per PU Request	3200	
referenceNumbers	Required	Nullable	array			Shipper defined reference numbers per PU Request
referenceType	Required	Nullable	string	eBOL defined reference fields	PO Number	

Field Name	Required/ Optional	Nullable	Type	Description	Example	Comments
referenceValue	Required	Nullable	string	Value of reference field	BTX73636	

2.6 Status Definitions

Type	Status	Definition
Departure	Departed with Exact Match	Carrier departed pickup with a shipment matching the Pickup Number in the Pickup Request (matching confirmed through scan by driver).
Departure	Departed with Shipments	Carrier departed with one or more shipments, but no exact or multiple possible matches recorded (i.e., driver has not confirmed via scan). If supported by carrier, an array of shipments provided with Pickup Number, destination zip, handling units, and weight provided.
Departure	Departed with No Freight	Carrier departed with no freight given by shipper.
Departure	Departed with Exceptions	Carrier departed with one or more shipments, but no matches recorded (i.e., driver has scanned but Pro Numbers do not match).
Pickup	Pickup Rescheduled	Accepted pickup is moved to a day other than the day it was originally scheduled when accepted. Reason code should be given (i.e., Weather, Shipper/3PL, Carrier/Capacity).
Pickup	Pickup Cancelled	No further pickup attempt will be made. Reason code should be given, (i.e., Weather, Shipper/3PL, Carrier)

Type	Status	Definition
Pickup	Re-Attempt	Driver went En Route but was unable to complete. The carrier will re-attempt, typically the same day or next business day. Reason code should be given (i.e., Closed, Capacity, Too Busy, Special Equipment).

2.7 Reason Code Definitions

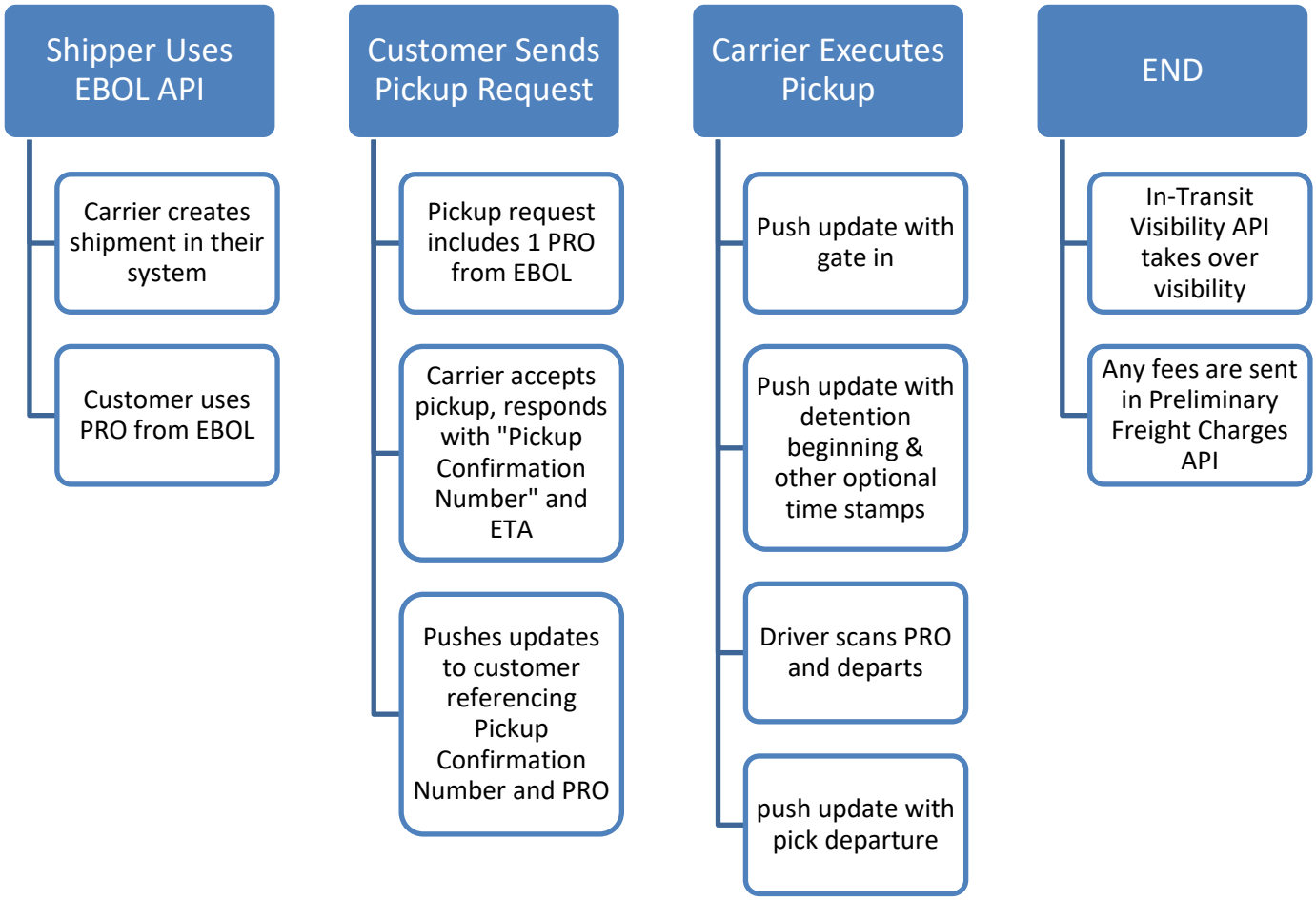
Reason code definitions located here on Pickup Viz Resp Codes tab:

PickupVisibility_ResponseCodes_Schem

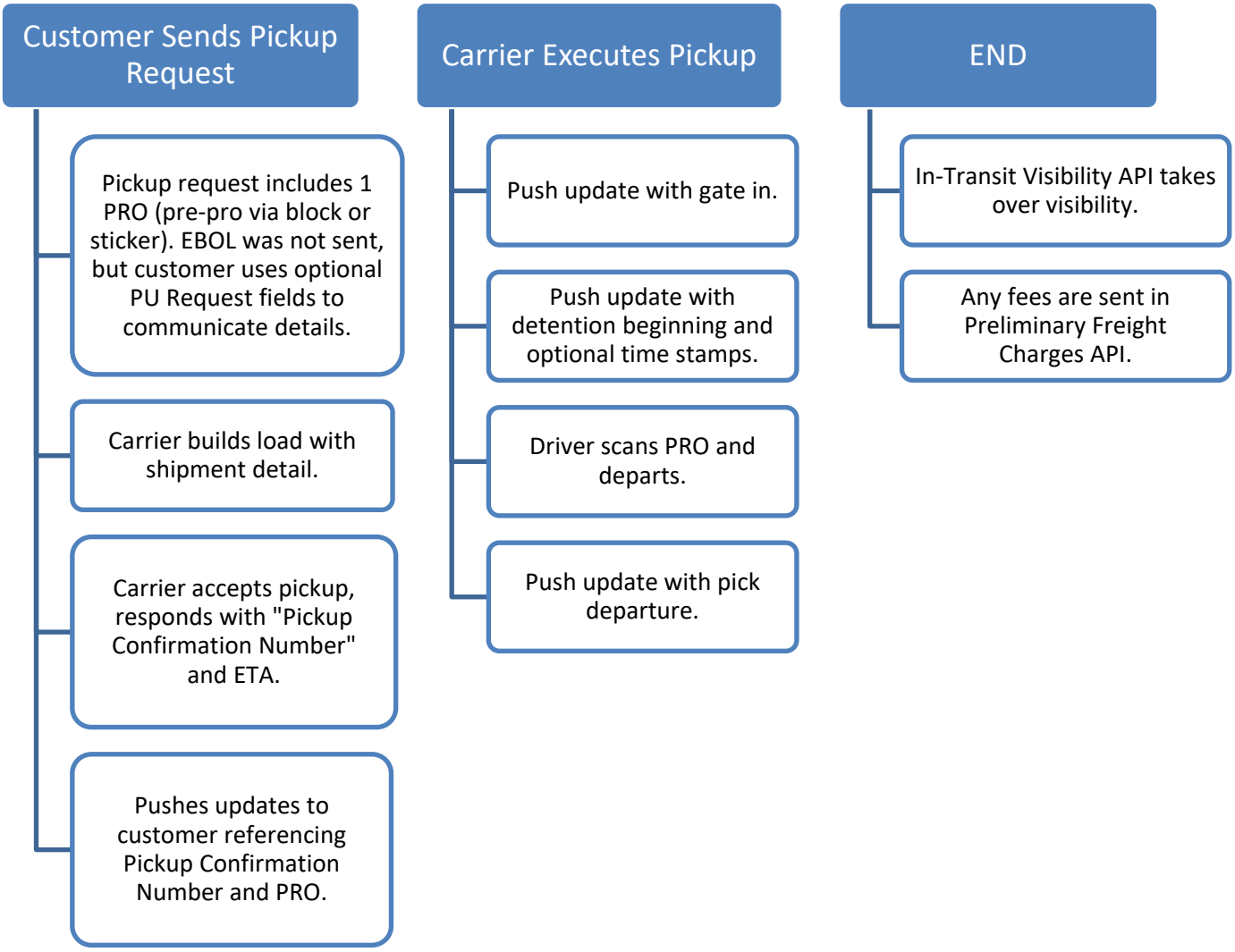
3 Scenarios, Recommendations, & Workflows

3.1 Supported Scenarios

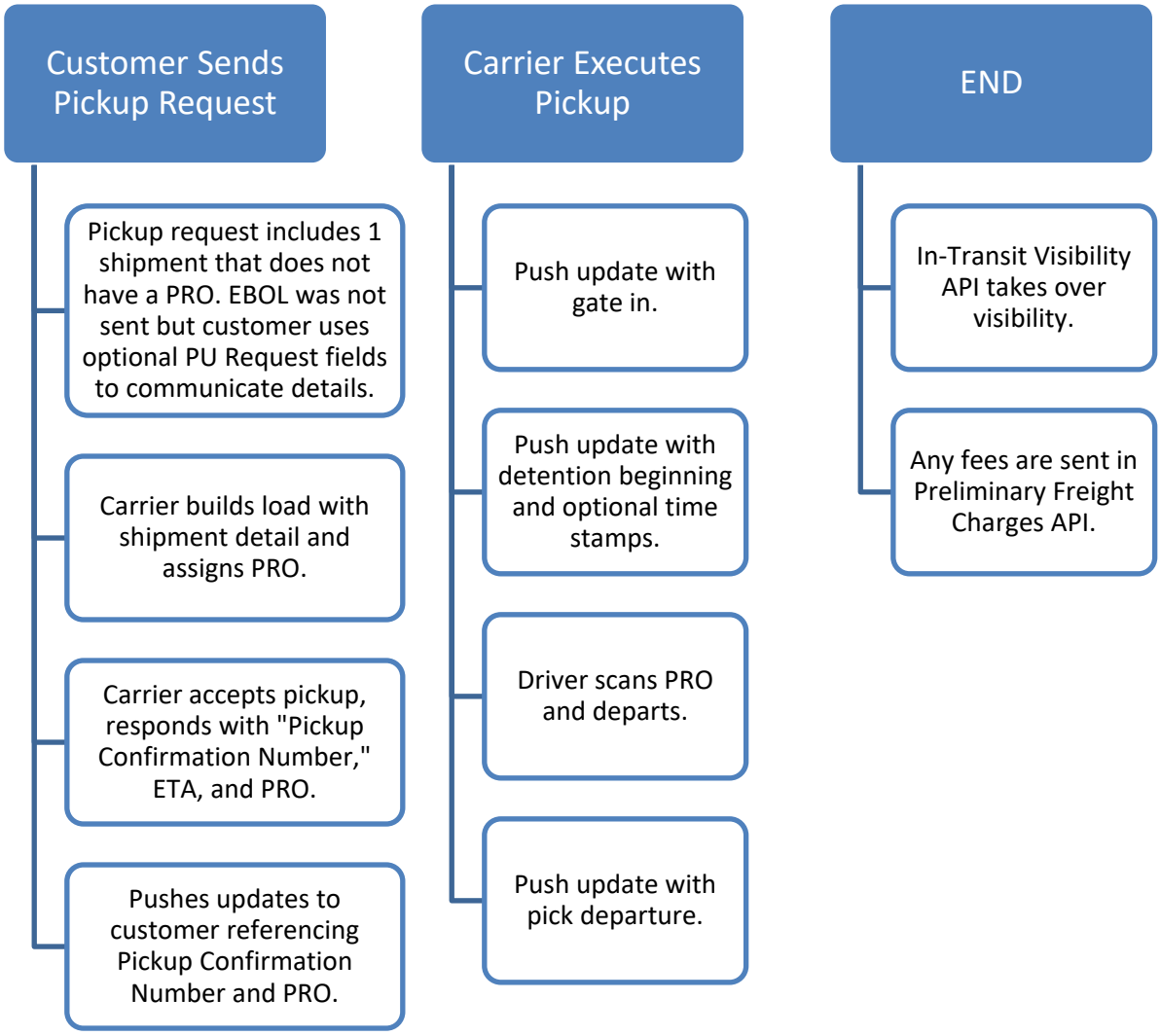
3.1.1 Scenario 1: Single Shipment, Includes EBOL + PRO



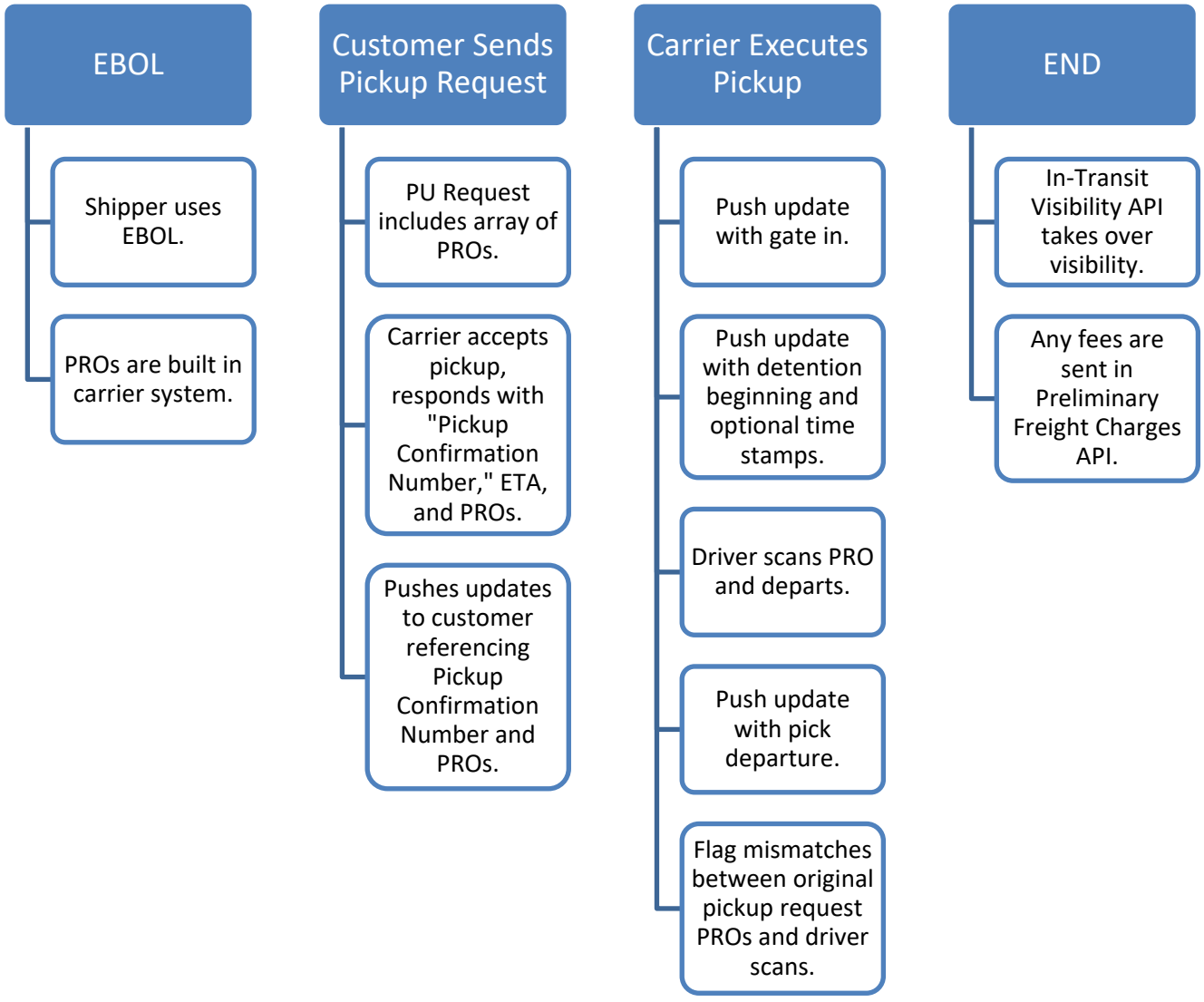
3.1.2 Scenario 2: Single Shipment, No EBOL



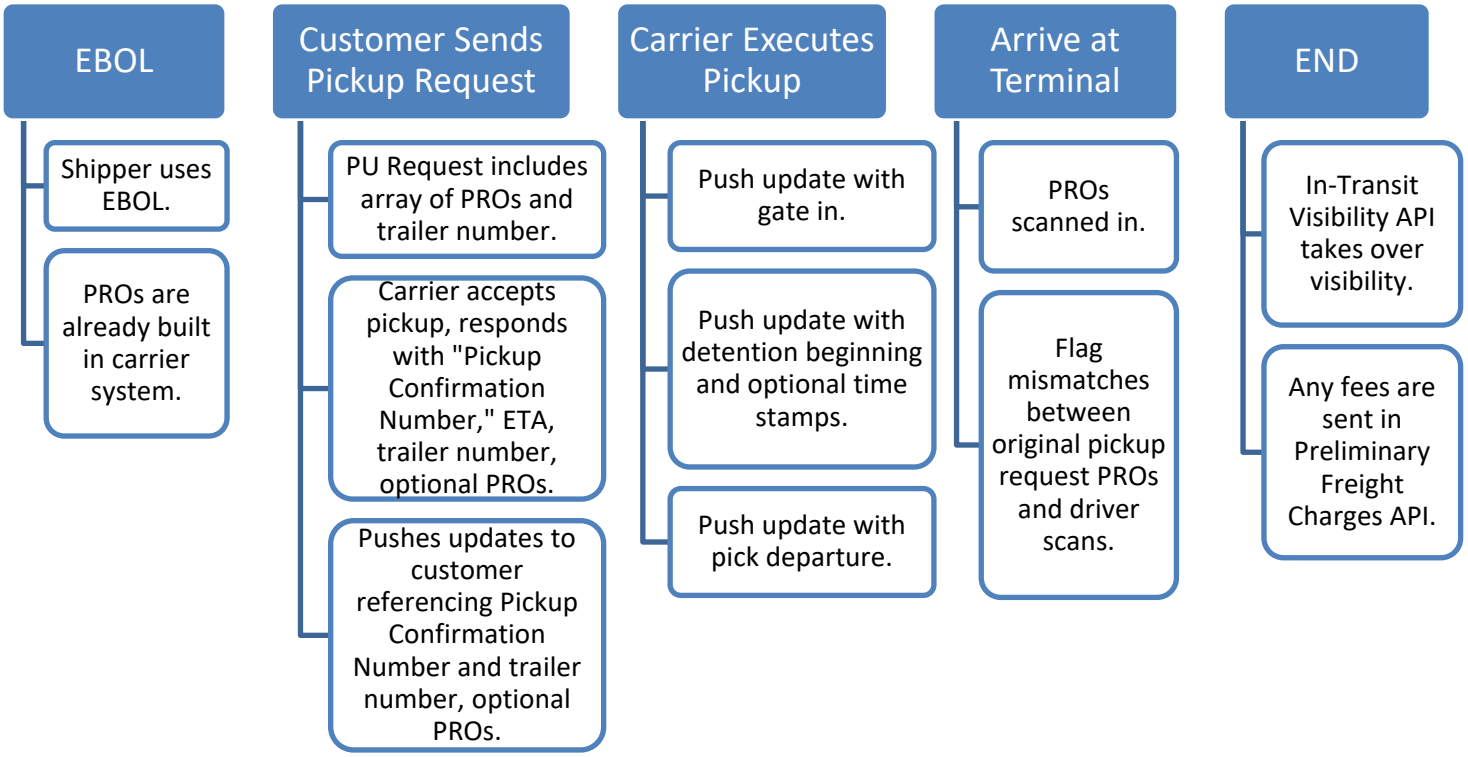
3.1.3 Scenario 3: Single Shipment, No Pre-PRO



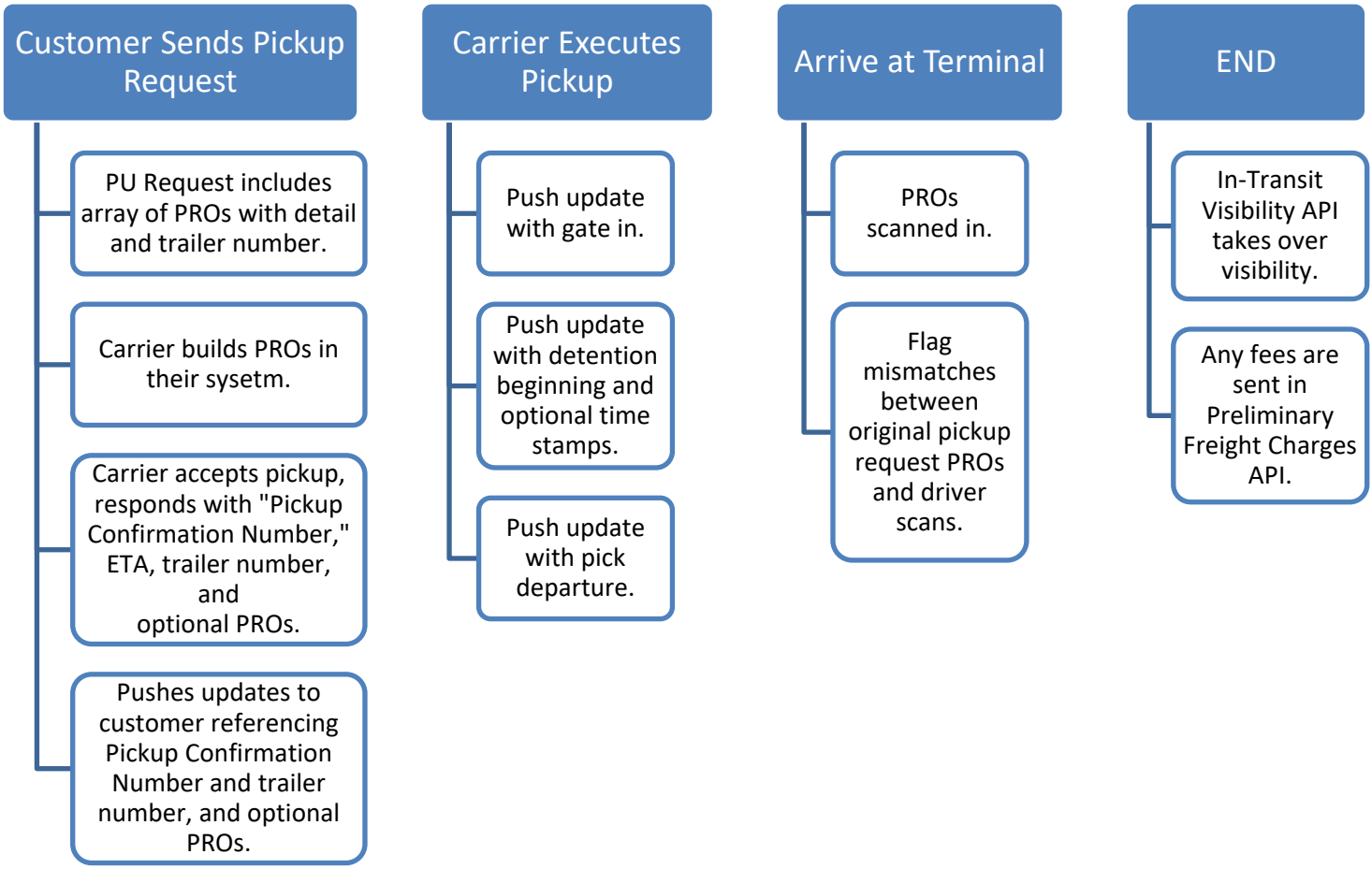
3.1.4 Scenario 4: Multiple PROs, One Pickup Request



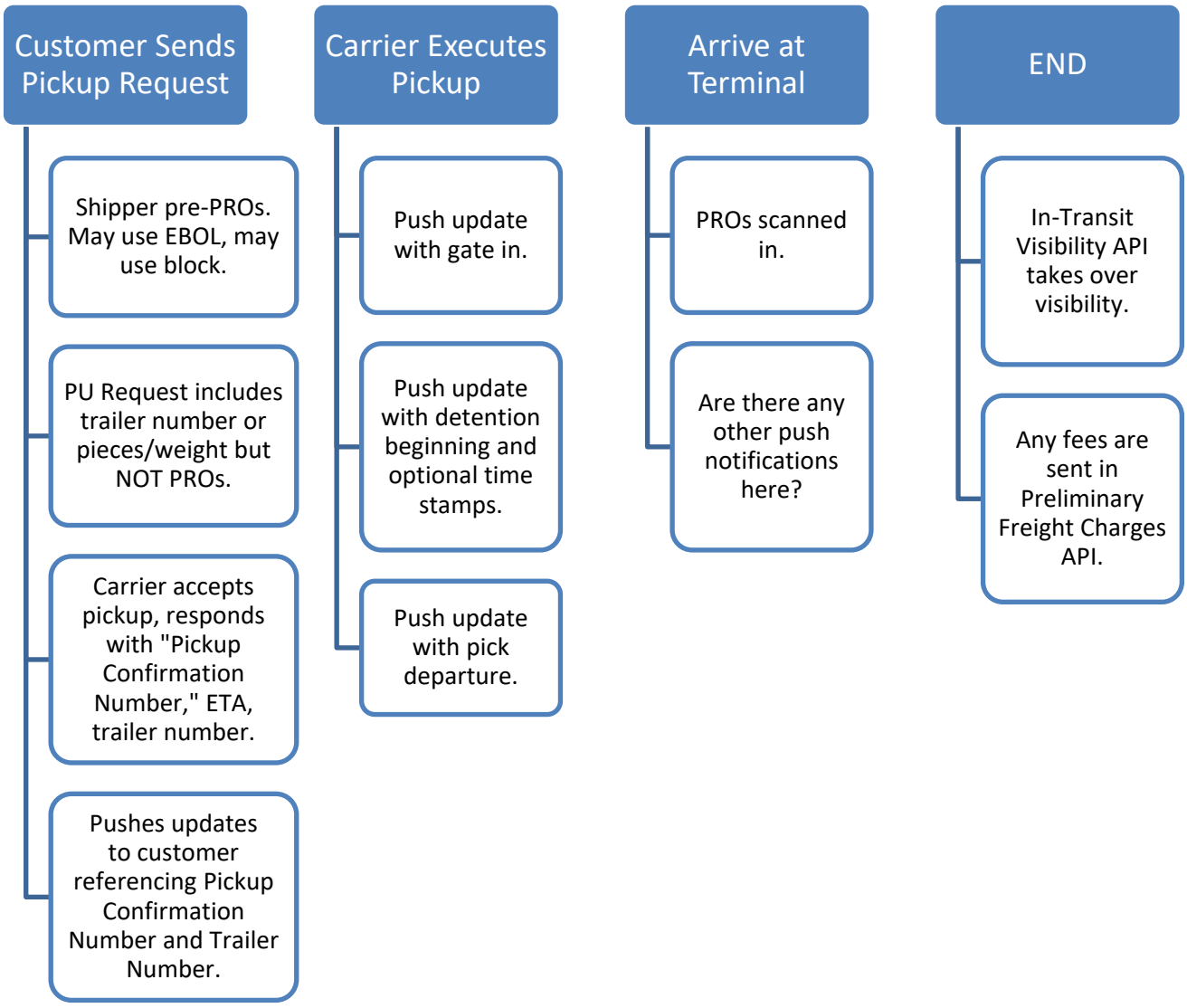
3.1.5 Scenario 5: Shipper Load & Count with Detail



3.1.6 Scenario 6: Shipper Load & Count, Detail, No EBOL



3.1.7 Scenario 7: Shipper Load & Count, No Detail



3.2 Schema Recommendations & Comments

> **NOTE:**
> The Pickup Request API and Pickup Visibility API will be deployed together as one release.

3.2.1 Pickup Request API Schema Draft

Schema examples located here on Pickup Req Schema Examples tab:

PickupVisibility_ResponseCodes_Schem

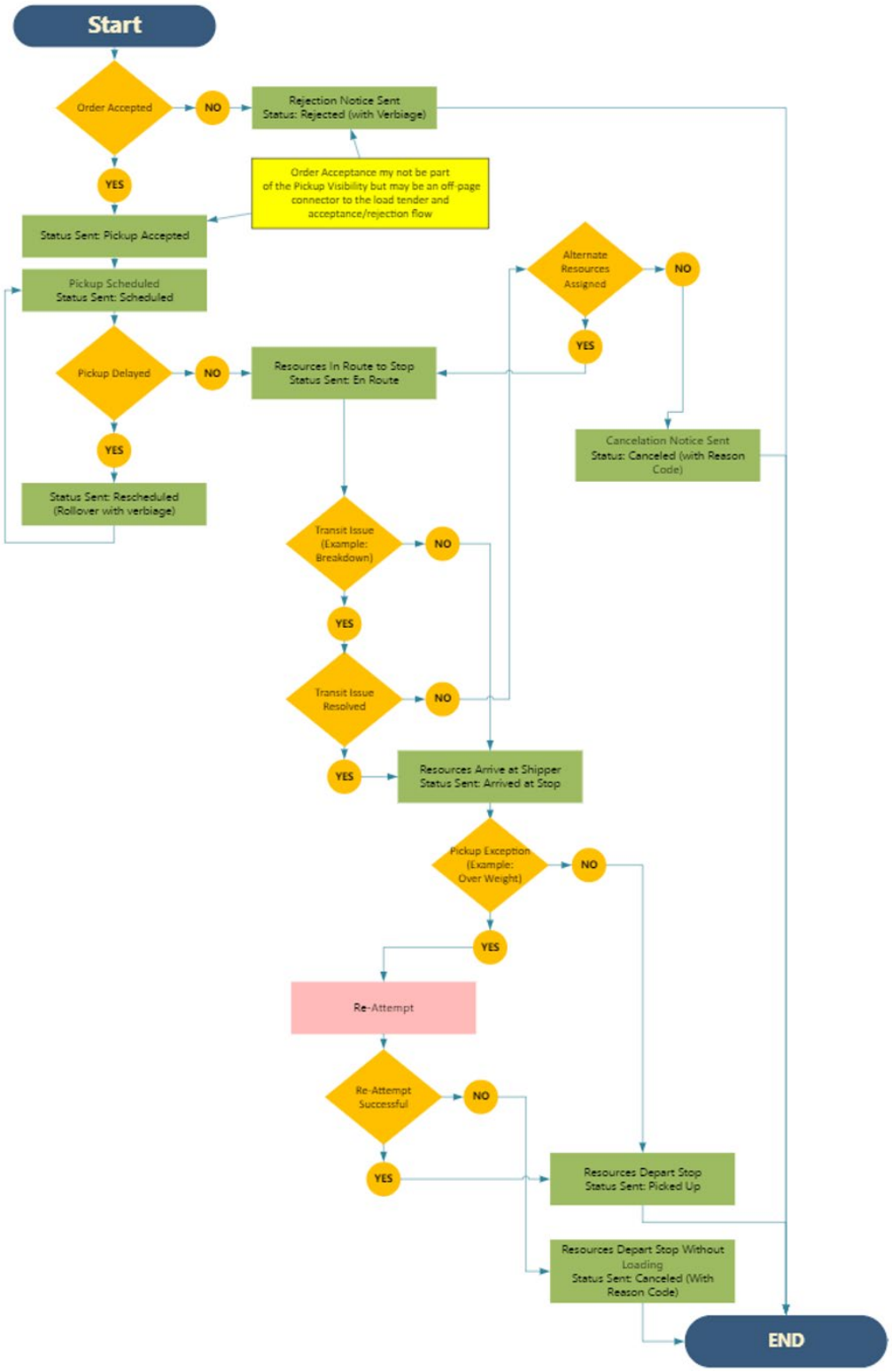
3.2.2 Pickup Visibility API Schema Draft

request:
- lookupValue (string)
- lookupType (enum - pickupNum, PRO)

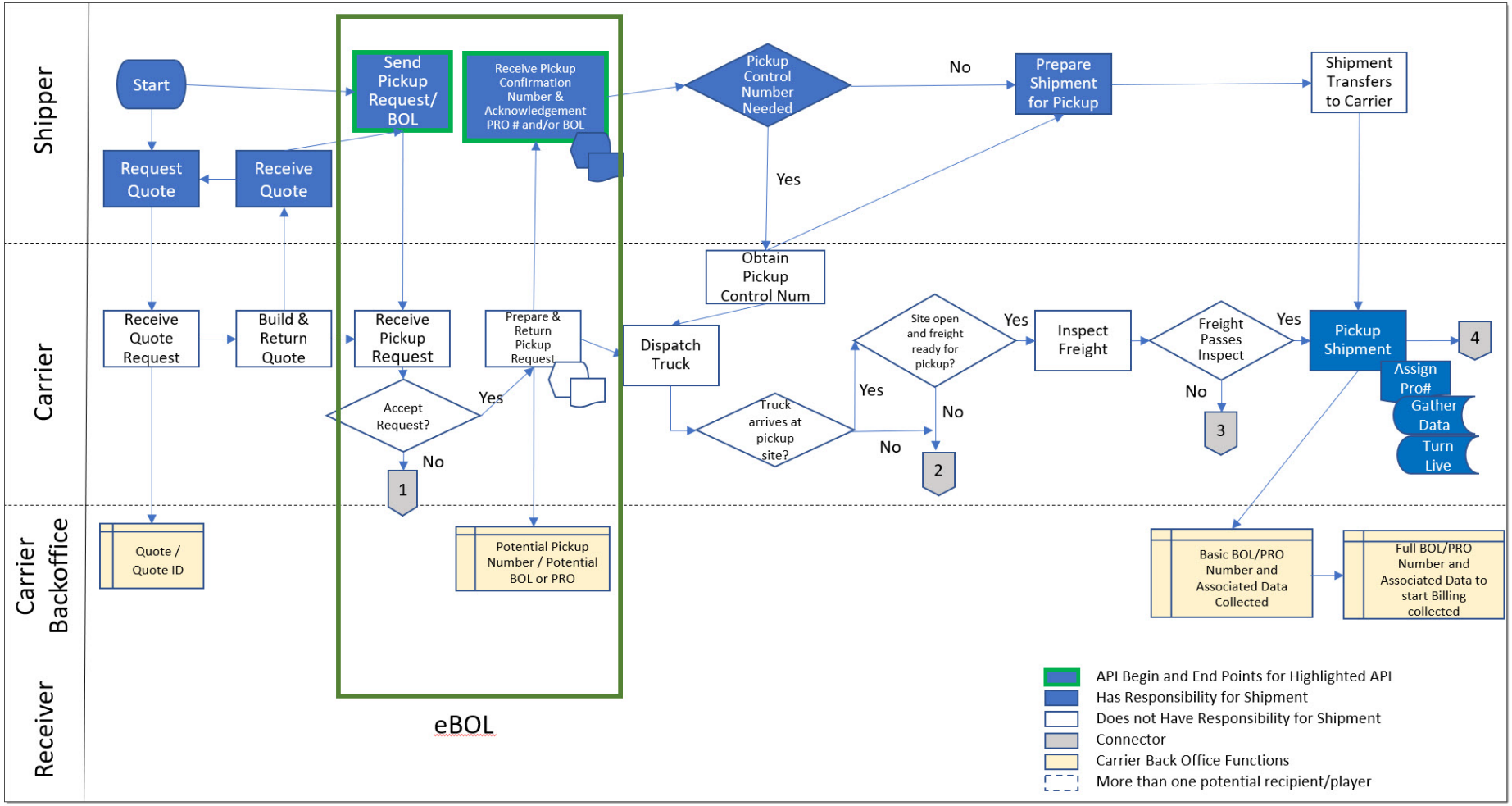
response:
- pickupNumber (string)
- status (enumerated field - Accepted, En Route, Arrived, Departed, Canceled)
- informationCode (object)
  - code
  - codeDescription
  - subCode
  - subCodeDescription
- stopEta (date-time)
- equipmentInformation (object)
  - driverName? (just first name?)
  - trailerNumber
  - gpsCoordinates (object - OPTIONAL)
    - latitude
    - longitude
  - stopsAway (integer)
- associatedShipments (array of objects)
  - proNumber
  - shipmentId
  - destinationPostalCode
  - handlingUnitQuantity
  - weight
  - referenceNumbers (array of objects)
    - referenceValue
    - referenceType (edited)

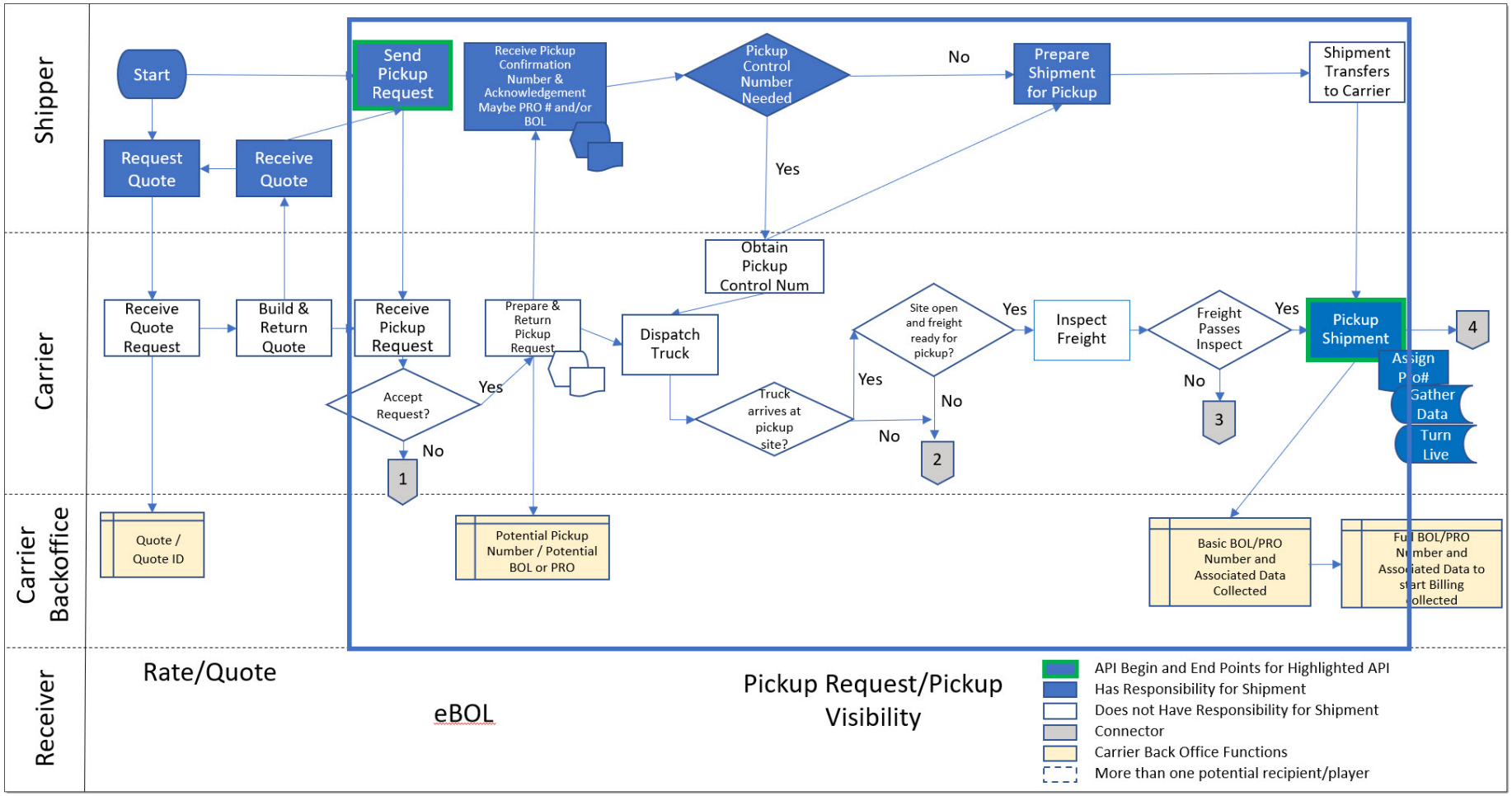
3.3 Pickup Visibility High Level Workflow

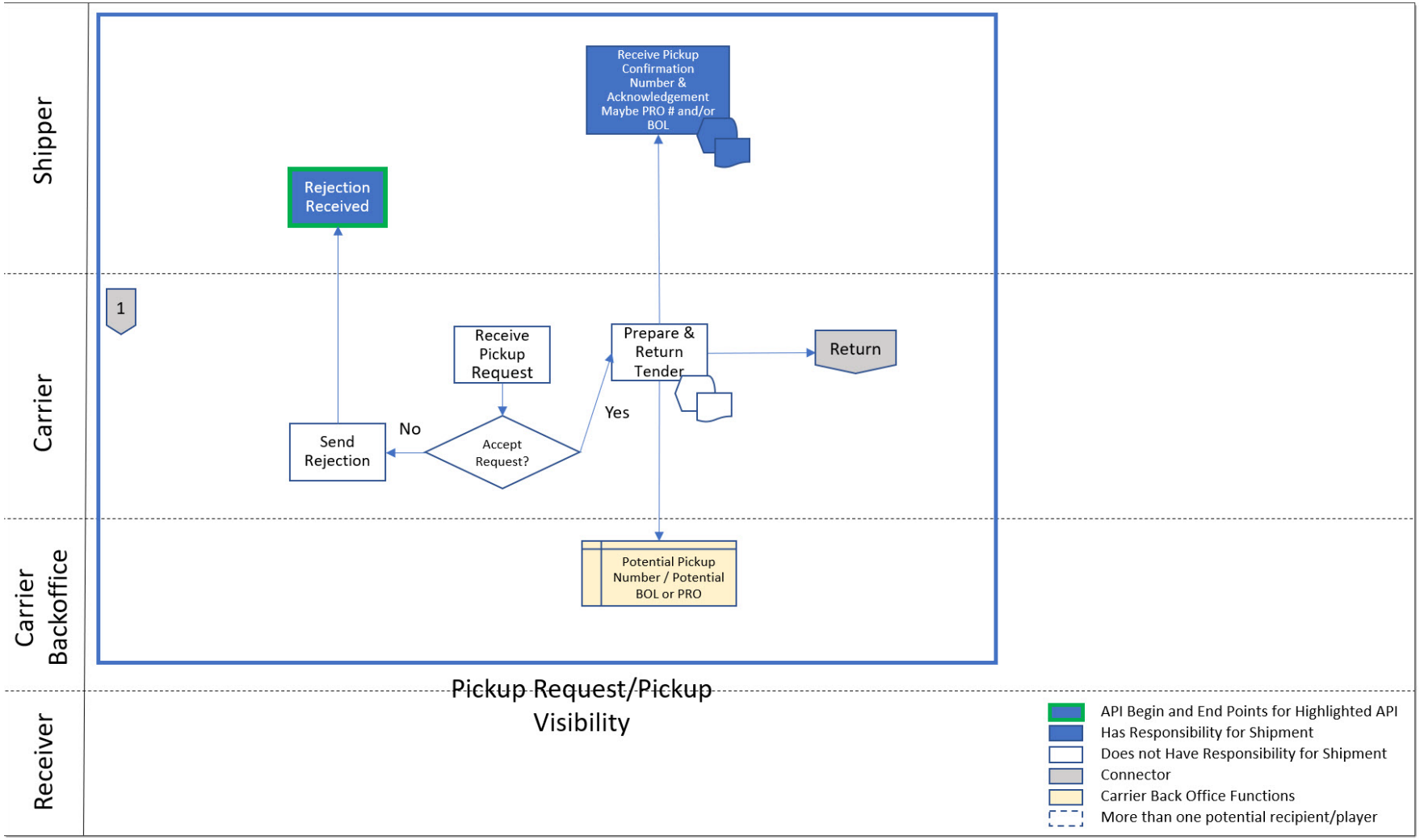
Start/End	Decision Point	Event Tracking Information Sent	Exception

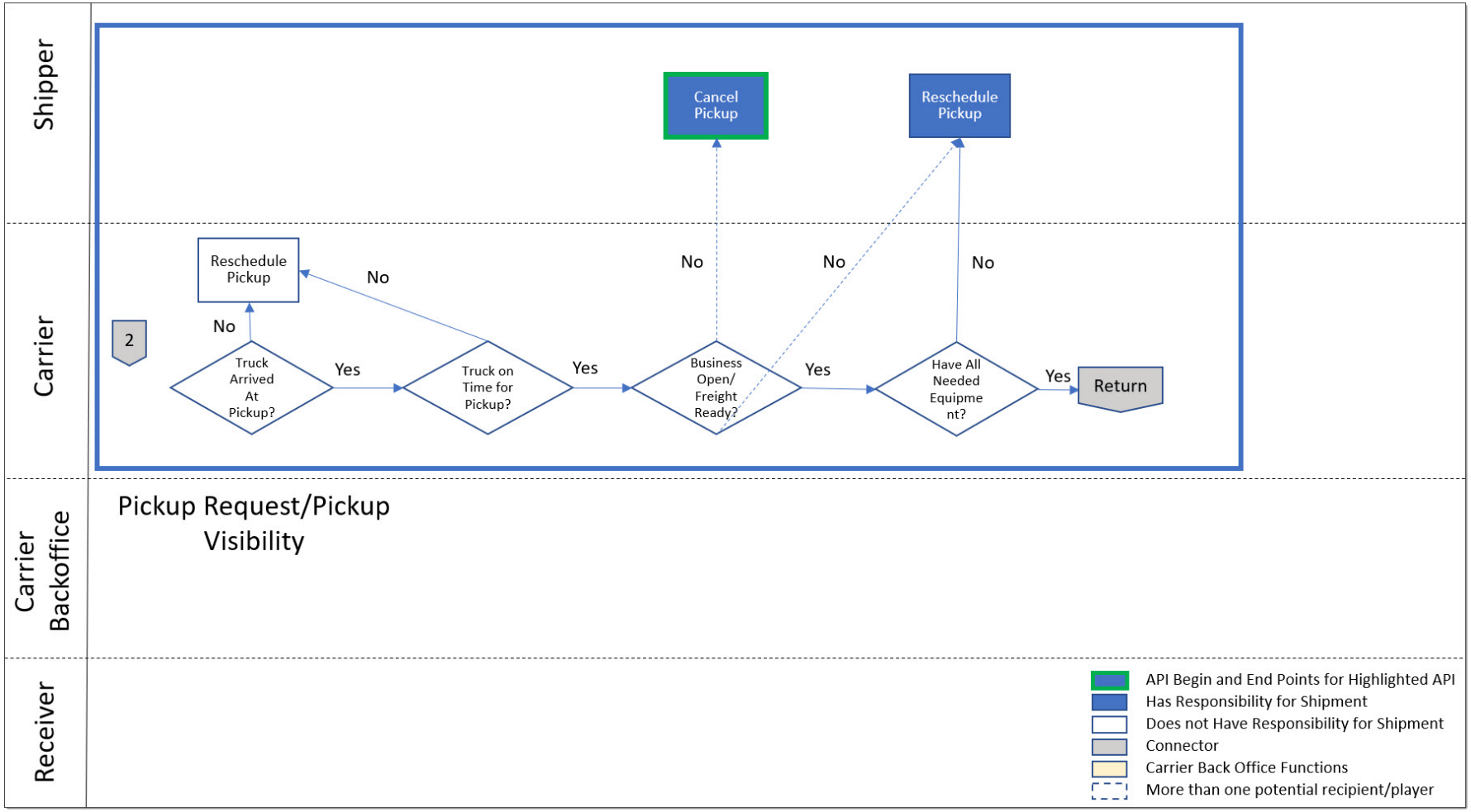


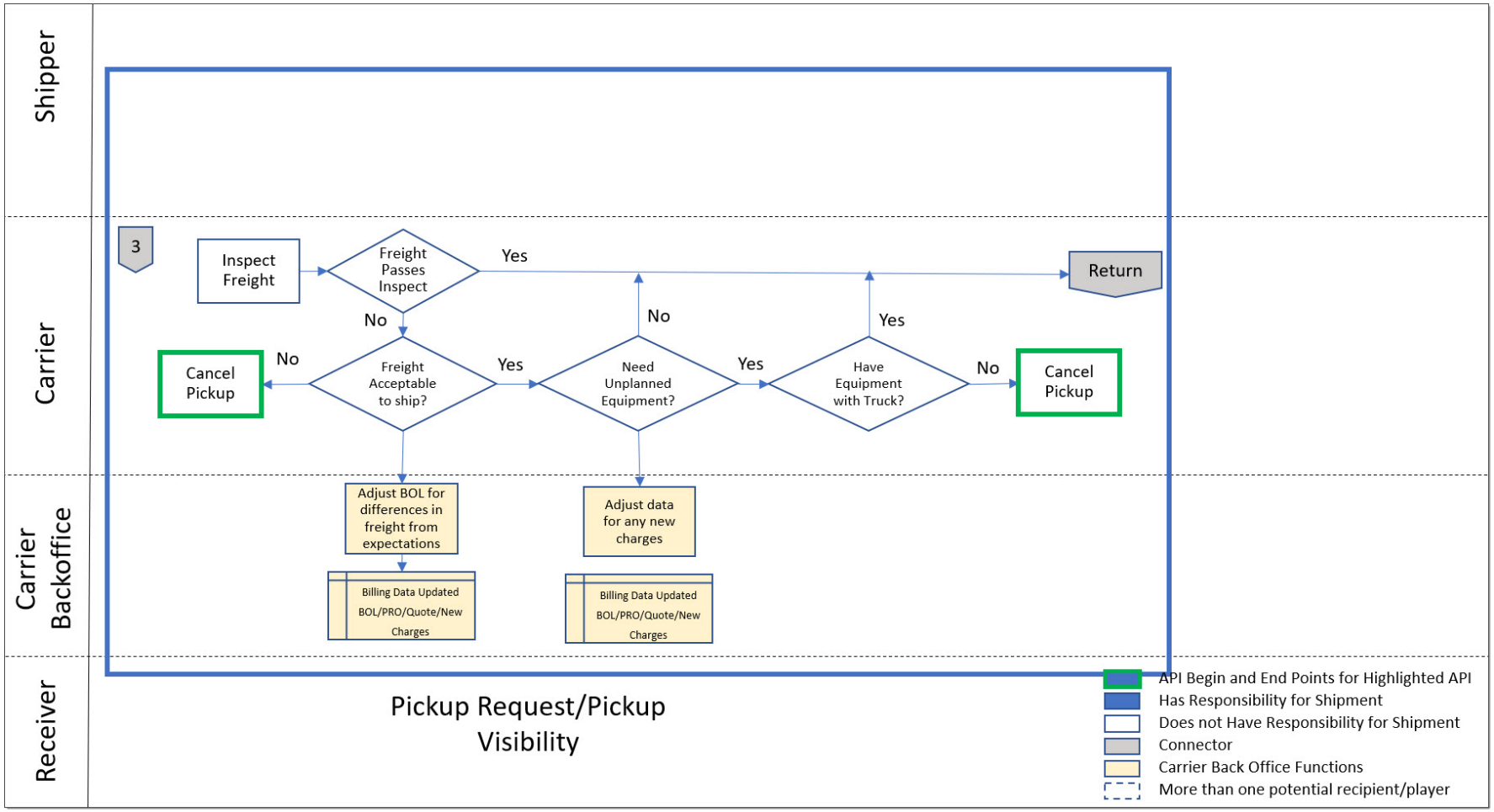
3.4 Pickup Request/Visibility Workflows




Shipper
Carrier
Carrier Backoffice
Receiver
Start
Request Quote
Receive Quote
Send Pickup Request
Receive Pickup Confirmation Number & Acknowledgement Maybe PRO # and/or BOL
Pickup Control Number Needed
No
Yes
Prepare Shipment for Pickup
Shipment Transfers to Carrier
Obtain Pickup Control Num
Receive Quote Request
Build & Return Quote
Receive Pickup Request
Prepare & Return Pickup Request
Dispatch Truck
Site open and freight ready for pickup?
Yes
No
Inspect Freight
Freight Passes Inspect
Yes
No
Pickup Shipment
4
Assign Pro#
Gather Data
Turn Live
Accept Request?
Yes
No
1
Truck arrives at pickup site?
Yes
No
2
3
Quote / Quote ID
Potential Pickup Number / Potential BOL or PRO
Basic BOL/PRO Number and Associated Data Collected
Full BOL/PRO Number and Associated Data to start Billing Collected
Rate/Quote
eBOL
Pickup Request/Pickup Visibility
API Begin and End Points for Highlighted API
Has Responsibility for Shipment
Does not Have Responsibility for Shipment
Connector
Carrier Back Office Functions
More than one potential recipient/player


Shipper
Carrier
Carrier Backoffice
Receiver
Receive Pickup Confirmation Number & Acknowledgement Maybe PRO # and/or BOL
Rejection Received
1
Receive Pickup Request
Prepare & Return Tender
Return
No
Yes
Send Rejection
Accept Request?
Potential Pickup Number / Potential BOL or PRO
Pickup Request/Pickup Visibility
API Begin and End Points for Highlighted API
Has Responsibility for Shipment
Does not Have Responsibility for Shipment
Connector
Carrier Back Office Functions
More than one potential recipient/player

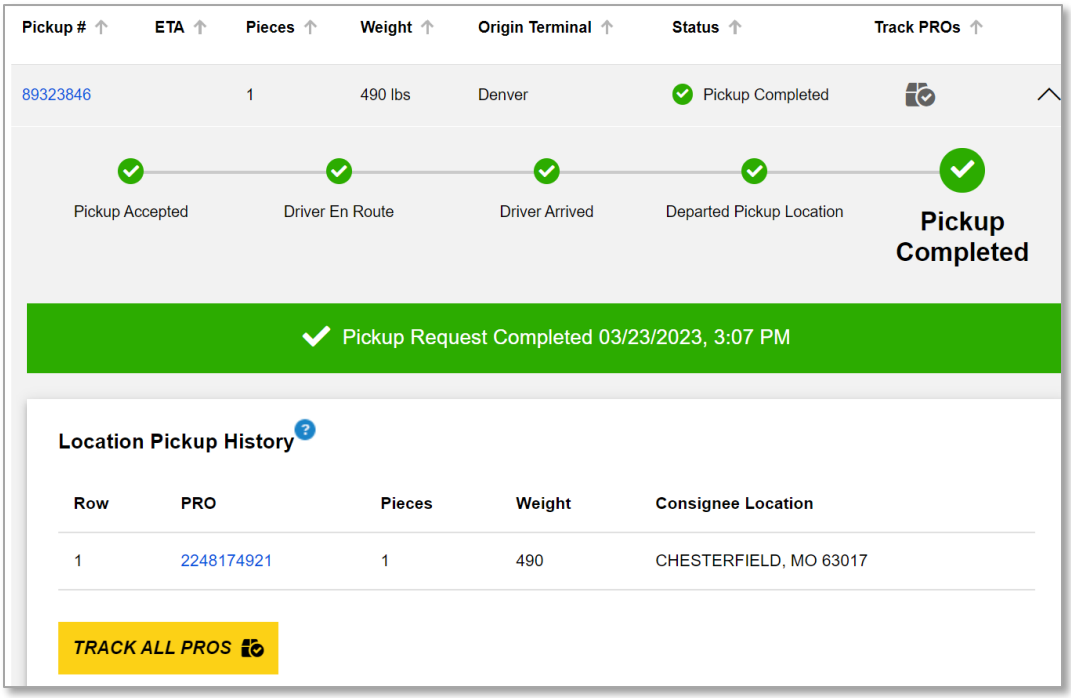
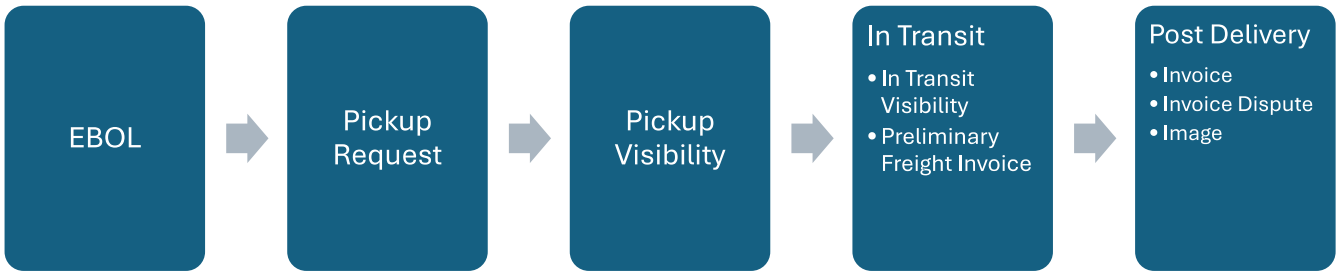

Shipper
Carrier
Carrier Backoffice
Receiver
Cancel Pickup
Reschedule Pickup
Reschedule Pickup
No
No
No
No
2
No
Truck Arrived At Pickup?
Yes
Truck on Time for Pickup?
Yes
Business Open/ Freight Ready?
Yes
Have All Needed Equipment?
Yes
Return
Pickup Request/Pickup Visibility
API Begin and End Points for Highlighted API
Has Responsibility for Shipment
Does not Have Responsibility for Shipment
Connector
Carrier Back Office Functions
More than one potential recipient/player


Shipper
Carrier
Carrier Backoffice
Receiver
3
Inspect Freight
Freight Passes Inspect
Yes
Return
No
Cancel Pickup
No
Freight Acceptable to ship?
Yes
Need Unplanned Equipment?
Yes
Have Equipment with Truck?
No
Cancel Pickup
No
Yes
Adjust BOL for differences in freight from expectations
Billing Data Updated BOL/PRO/Quote/New Charges
Adjust data for any new charges
Billing Data Updated BOL/PRO/Quote/New Charges
Pickup Request/Pickup Visibility
API Begin and End Points for Highlighted API
Has Responsibility for Shipment
Does not Have Responsibility for Shipment
Connector
Carrier Back Office Functions
More than one potential recipient/player

Appendix A Glossary of Terms

Term	Definition
Pickup Request	A request for the carrier to show up at a given location, within a defined time window, with the needed capacity, and any other necessary equipment to execute on the request. The pickup request can include 1 one or more PROs. It does not create a BOL.
Pickup Confirmation Number	A number issued by the carrier to uniquely identify a single pickup request.
Stop	A collection of one or more Pickup Requests at one physical location. This is not a Location or Location ID.
PRO	A number issued by the carrier to uniquely identify a shipment.
Load	A single shipment.
eBOL	The Bill of Lading returned by the eBOL API.
Tender	A pickup request.
Dispatch	Both BOL and Pickup data have been transmitted to the carrier.
Rescheduled	The pickup window was pushed to the future.
Re-attempt	The carrier will come back, typically the same or next business day.
Cancelled	The pickup has been closed. A new pickup request is required.

Appendix B Estes Pickup Visibility Page



Appendix C LTL API Lifecycle