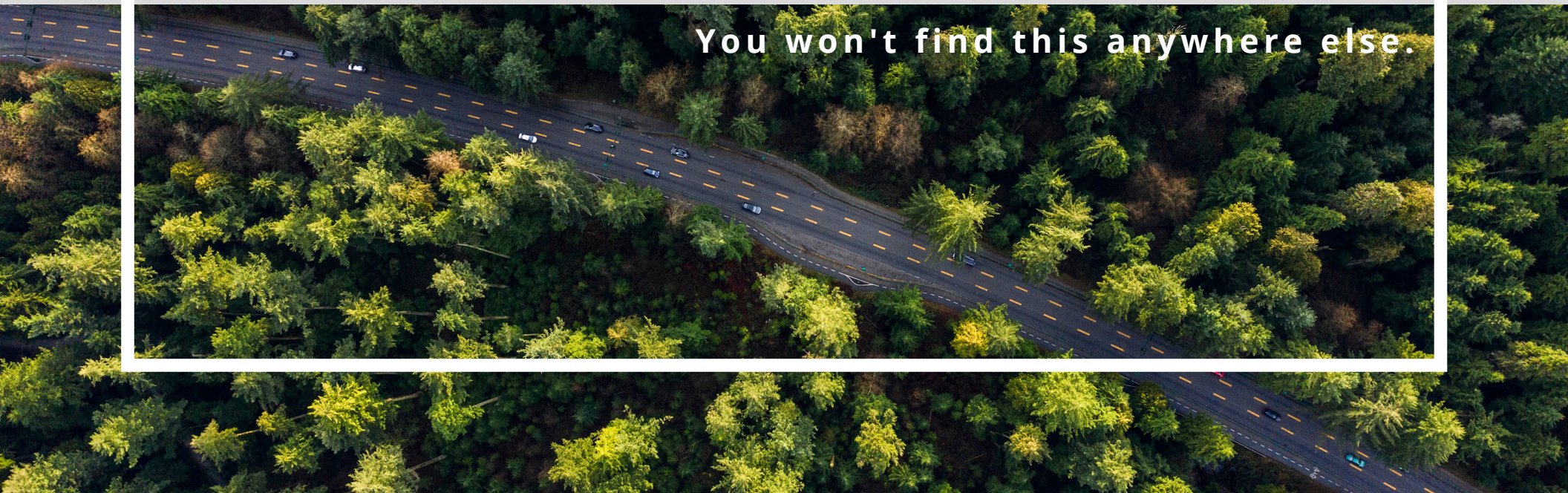




AGENT PROGRAM

All lanes are open for your success.

You won't find this anywhere else.



WELCOME TO TALLGRASS FREIGHT CO.

There is no better job in the world than owning your own business, but there is also no greater stress than having the duties of running your company. Banks, cash flow, collections, billing, payables... the list goes on and on.

What if you could focus on what you love most about being a freight broker — and be part of something bigger than yourself? At Tallgrass Freight Co., we can provide you with the best of both worlds.

Our best-in-class back office operational support teams remove the headaches that come with being an entrepreneur and allow you to do what you do best: take care of your customers and sell. We enable you to be the best entrepreneur you can be so you can focus more on your clients and your own bottom line. No quotas, no call volume reports, commission changes, or re-assigning accounts. Input equals output, and if you want to make less

money and work fewer hours, great. If you want to reach for the sky and make a lot of money, we will support you.

We will enable you to be the best entrepreneur you can be so you can focus more on your clients and your own bottom line.

Tallgrass Freight is built on a solid foundation of respect. We respect the effort and time that it takes to be successful in the freight industry. We respect your relationships and want to help you further expand those and gain new ones. Our team shares integrity, tenacity and ambition. With the right people, who treat each other the right way, TGF is where the best of the best come when they're ready to thrive.

We're building the best freight brokerage in the country here at Tallgrass Freight Co. We are excited to have you as a part of our family and look forward to a long, fruitful relationship.



Damon Anderson
Chief Executive Officer & Founder
Tallgrass Freight Co.

OUR CORPORATE VALUES

WHAT WE STAND FOR

TENACITY

We're persistent and resilient. We have grit and we always bounce back.

PARTNERSHIP

No one ever flies solo at Tallgrass Freight. When one of us succeeds, we all win.

INTEGRITY

We say what we mean and we mean what we say. We treat everyone with respect.

COMMITMENT

We work with consistency and dedication. We hustle with intention.

AMBITION

We approach the industry with an entrepreneurial mindset, constantly improving.

OPERATIONAL SUPPORT

No business can thrive without solid back office and invoicing and collections support. To empower you to grow your business, we provide you with the following services:



INVOICING & COLLECTIONS SUPPORT

- We will invoice your clients under the Tallgrass Freight name. Invoices are sent once a clear delivery is confirmed and with 30-day terms.
- We will take care of the collections process for all of your clients. In the event a client is 15 days past due (45 days from invoice date), we will communicate with you and will for help in determining why payment is delayed. We will continue to pursue collection until a client is more than 61 days past due (90 days from invoice date), at which time a Chargeback will occur.
- Carriers will invoice Tallgrass Freight Co., and we will take care of paying the carrier invoices. We pay based on 30-day terms and guarantee all carriers will be paid in a timely manner.
- All new clients are immediately analyzed and granted a credit line when you put them in. You will be able to book & build your business right away. Any client that exceeds their initial amount will need to complete a credit check. In the event your client will quickly exceed that limit early in the relationship, we recommend you send a credit application to ensure no interruption in service. Tallgrass Freight's executive team must grant approval for a client to exceed the initial line of credit.
- As mentioned earlier, this company is built on a solid foundation of respect. Tallgrass Freight Co. carries the debt for all of your transactions, and we appreciate you respecting our ability to protect the organization.

CARRIER RELATIONS SUPPORT

The backbone of any transportation company is its relationships. That foundation is only as good as the follow-through to maintain the trust with both the client and carrier. Tallgrass Freight values those relationships and respects the level of trust needed to exceed expectations.

We say what we mean and we mean what we say. We treat everyone with respect. People come first, no matter what. To ensure you maintain and grow those valuable relationships, Tallgrass Freight will provide the following Carrier Relations Support:

- Coordinate carrier activation processes to ensure proper and timely approval is granted before new carriers are awarded loads. Carrier packets are available and will be sent through the TGF CRM
- Manage carrier administration to ensure carriers are in compliance with TGF security procedures
- Monitor carrier compliance, ensuring all active carriers have current operating authority
- Update carrier profiles in the TGF CRM with updated insurance certification information and documentation
- Inactivate and document carrier profile in the TGF CRM in the event updated certificate advises of policy cancellation
- Ensure carrier invoices are received, audited and approved for payment
- Perform monthly audit of previous months and ensure shipments are closed out after payment has been received
- Obtain and provide EFS money codes to carriers who request that form of payment
- Provide carrier support if issues arise cashing money codes or there are questions regarding quick pay process
- Ensure carrier Proof of Delivery documents are received, audited and scanned into TGF CRM. In the event of discrepancy, advise the proper Agents

- Relay inactivation/reactivation to appropriate Agents and TGF staff
- Review required documentation for determining carrier activation. Document can include but is not limited to corrective action letters, reasons for revocations, updated insurance information
- Approve carriers that do not meet our compliance requirements in the event we need to use them, and notate TGF Database with why exception was made
- Answer calls from carriers/factoring companies requesting payment status updates
- Answer calls from factoring companies that require rate confirmations for their carrier clients
- Research and record all vital information regarding the load, i.e. appointments, delays, proof of delivery documentation, and ensure the TGF CRM is updated to the appropriate status (hold, delivered, etc.)
- Gather rate and delivery information on shipments for invoicing purposes
- Ensure ongoing communication related to the statuses of open items occurs in a timely and effective manner
- Answer incoming and make outgoing check calls to Agents, customers and Agent carriers to confirm the status of load pickup or delivery as conforming to customer requirements
- Answer incoming and make outgoing check calls to Agents, customers and Agent carriers to confirm the en route status of a load to ensure on time pick-up and delivery
- Answer incoming calls to answer basic questions from carriers and clients if the Agent is not available. If issue arises in which questions cannot be answered, call will be transferred to proper Agent or message will be taken and passed to Agent via email
- Converse daily with carriers on load confirmation, pick-up and delivery, acquisition of proof of delivery documents, as well as gather details about any accessorial charges that may apply upon completion of delivery and enter shipment information into the TGF system
- Notate TGF database with the most updated information in regards to status of shipments from online tracking or check calls. Add Pro Numbers, pick up dates, estimated delivery dates accordingly
- Work proactively with Agents to inform them of issues arising from breakdowns, late deliveries, improperly loaded freight and incomplete paperwork
- Notate carrier profiles with current status with TGF along with last audit date

HARDWARE & TECHNOLOGY SUPPORT



TALLGRASS FREIGHT
COMPANY BELIEVES IN THE
PHILOSOPHY OF WORKING
SMARTER, AND NOT
NECESSARILY HARDER.



In general, you are responsible for providing the equipment, materials and supplies you need to do your job. However, as part of our back office operational support, we will provide the following hardware and technology tools to make your work easier and more efficient.

Tallgrass Freight Co. believes in the philosophy of working smarter, and not necessarily harder. VOIP phones will be provided to all Agents and their support staff. If you currently have a phone number, we can work with you to get that number ported over to our phone system to ensure we can provide backup phone support if a call is received while you are on the other line or away from your desk.

We have also developed a proprietary CRM system, and you and your support staff will have access to it using your own computers. This CRM will continue to evolve over time, and your feedback is welcome as we build this invaluable tool.

Features that will be available to you include:

- Reporting
 - Commission Reports
 - Client Reports
 - Shipment Reports (specific to your clients)
 - Lane History Reports
- Customer Information*
 - Customer contact information including name, address, city, state, zip and phone number
 - Customer notes to display historical comments, as well as ability to add new comments
 - Shipment history reports
- Carrier Database

*Security and Confidentiality of Client Data: only you and your support staff will have access to your clients' information. Other Tallgrass Freight Company Agents will not have access to your information, and you will not have access to theirs.

AGENT COMPENSATION

Tallgrass Freight is where the best of the best come to thrive. And we believe hard work and dedication deserves fair compensation. We do not believe in quotas, call volume, or constantly changing commission plans.

Finances and how you make your money should always be kept simple and fair for all parties involved. And when we do make a change, we will give you 90 days' advance notice so you have plenty of time to prepare.

Craving stability? Coming to Tallgrass means no worries about getting paid. Learn more about our best-in-class compensation program:

- Commissions will be paid on the 15th and 30th of every month via direct deposit. Commissions are paid on shipments that have been delivered as of the 10th and 26th of each month.
- In return for Operational Support services, TGF will receive a small percentage of the carrier cost (or min of \$10) for each transaction performed through the TGF system.
- We will not dictate margins you have to make on each load; we simply charge you this fee for each transaction and will pay you the difference on the 15th or 30th of each month for shipments that have been delivered.
- You will have full visibility to your shipments, carrier costs, customer costs and commission. We believe in full transparency and you will always have access to information that is relevant to your business and customers.

We will be happy to review your current book of business and analyze what you are making today and what you could make as an Agent for Tallgrass Freight Company.

CHARGEBACKS AND ADJUSTMENTS

Commission Chargebacks are only triggered by two things:

1. A client goes 61 days past due (91 days from invoice date); OR
2. Adjustment charges are received and you agree to not pass those charges on to the client. If this is done, then the Chargeback will be 7.5% of the adjusted amount. You also have the option of passing those charges along to the client as well as the ability to mark up those fees. In that event, we will collect 7.5% of that amount, and you will be compensated on any amount over and above that. Immediately after learning of an adjustment charge, you should notify us whether you wish to pass such charges to the client or to incur them yourself.

Example 1: Assessorial Fee of \$100 is charged by carrier after client is invoiced. Agent marks up fee to \$125 and that amount is passed to client. TGF will keep \$107.50 of collected \$125 and commission the remaining \$17.50 to Agent.

Example 2: Assessorial Fee of \$100 is charged by carrier after client is invoiced. Agent decides to not pass those charges along to client. TGF will deduct \$107.50 from Agent's next commission.

Example 3: Assessorial Fee of \$100 is charged by carrier after client is invoiced. Agent decides to pass through cost at no markup. TGF will deduct \$7.50 from Agents next commission.

Success is the name of the game, and we not only want to support you in the day-to-day processes to be successful, but we also want to be there for you once you are successful.

We're building the best freight brokerage in the country here at Tallgrass Freight Co. Because Tallgrass Freight utilizes many independent agents working together, we want to establish a family atmosphere where everyone benefits.

If you're an established freight agent looking for a partner to help you expand your business, or if you want to learn more about how to become a freight broker agent, contact us today!

You won't find this anywhere else.

TGF IS A DESTINATION COMPANY FOR TOP-TIER AGENTS WHO WANT TO THRIVE.



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TallgrassFreight.com