

Carrier Scorecard Access Instructions

Receiving Your Carrier Scorecard

Carriers that are enrolled in eligible e2open carrier subscriptions will receive Scorecards quarterly.

Your Carrier Scorecard will arrive in an email sent from noreply@e2open.com to the email address associated with the Primary Contact in the TMS for your carrier account.

Updating Your Primary Contact in the TMS

If you wish to change the Primary Contact in the TMS, follow these steps:

1. Log in to your TMS account and navigate to **Utilities > Company > General Information**.
2. Locate the **Primary Contact** field to view the current primary contact, then select a different TMS user as needed.
3. **Important:** Click the **Save** button at the bottom of the page if you have made any changes.

Understanding What SCAC Is Associated with Each Carrier Scorecard

If you have multiple Carrier Scorecards, each one will have your main TMS identifier on the first page. To confirm the main TMS identifier for a particular Carrier Scorecard, do the following:

1. Log in to your TMS account and navigate to **Utilities > Company > General Information**.
2. Locate the **Carrier References** list. The identifier with the green checkmark represents your company's main identifier for the particular Carrier Scorecard you are referencing.

The screenshot displays the 'Company Information - XM INTEGRATED SHIPPING' page in the e2open TMS. The page is divided into several sections:

- Address:** 915 E. 32ND STREET, STE B, HOLLAND, Michigan, 49423.
- Primary Contact:** Integration, XM Shipping XML 7770 (highlighted with a red box).
- Carrier References:** A table with a green checkmark next to 'SCAC' and the value '7770' (highlighted with a red box).
- Company Units of Measure:** Weight (Pounds), Volume (Cubic Feet), Distance (Miles), etc.
- Integration Protocol:** FTP, EXTERNAL FTP, AS2, MESSAGEQUEUE, SFTP, EXTERNAL SFTP, EMAIL.
- Integration Contacts:** A table with columns for User, First Name, Last Name, Email, Phone Number, and Action.

Locating a Missing Carrier Scorecard

If you don't receive your Carrier Scorecard in a timely manner (see the first section of this document), be sure to check your spam or junk filters and folders first. If you still cannot locate it, please submit an e2open [customer support ticket](#) and our support team will provide the file for you.