# 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.
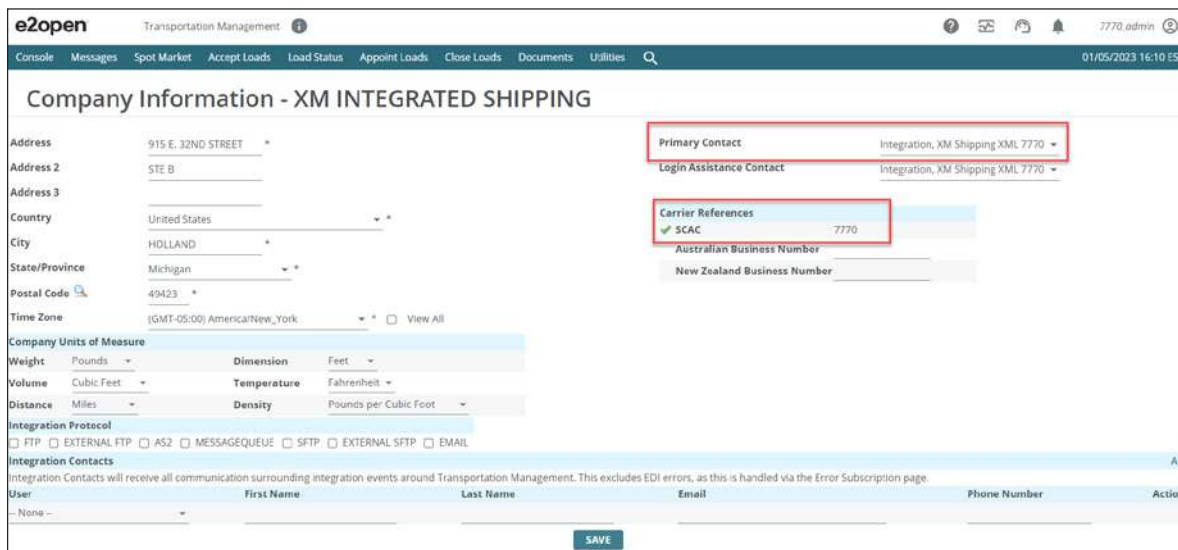


## Locating a Missing Carrier Scorecard

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.