



Global Transport and Logistics

## Transflo Velocity® and Mobile+ DSV Road, Inc. (DSRVV) Common Carrier Questions

### 1. What are the different methods of sending documentation?

There are three delivery methods (in order of preference below) required by DSV Road, Inc. so you can GET PAID FASTER:

- Transflo Velocity Website/Portal ([www.transflovelocity.com](http://www.transflovelocity.com))
- Transflo Mobile+ App (smartphone app store)
- Email [road.mfr.carrierdocs@us.dsv.com](mailto:road.mfr.carrierdocs@us.dsv.com)

### 2. I currently fax and/or email, is this still allowed?

Transflo Velocity and Mobile+ are the preferred delivery methods. With these processes, you are provided a confirmation number giving you the ability to see what you sent, when it was sent, and when it was DELIVERED to us. No follow up calls are needed and no paperwork is lost. Faxing is no longer monitored as a document transfer solution.

### 3. What will this cost me?

The service is free.

### 4. Where can I get the Transflo Velocity or Transflo Mobile+ software?

Visit your smartphone store and search for "Transflo" or [www.transflovelocity.com](http://www.transflovelocity.com) to download it for free.

### 5. Once I download the software, what do I need to do?

- Once the software is installed, it will open to the Registration Information screen. Provide all necessary information.
- Enter the Broker/Recipient ID - **DSRVV**
- You will receive a registration email after submission.

### 6. Can I send paperwork and invoices for multiple loads at once?

No, you should only send the loads associated with the specific invoice/load being submitted.

### 7. Can I continue to mail my documents?

No, documents must be sent using Transflo Velocity or Mobile+ or by emailing [road.mfr.carrierdocs@us.dsv.com](mailto:road.mfr.carrierdocs@us.dsv.com).

### 8. How can I get additional help with the Transflo Velocity product?

Please contact Customer Support by phone at 866.503.5707 or by email at [support@transflo.com](mailto:support@transflo.com).

Hours of operation are 8:30am to 5:30pm Eastern, Monday through Friday.

#### DSV – Global Transport and Logistics

We provide and manage supply chain solutions for thousands of companies every day – from the small family run business to the large global corporation. Our reach is global, yet our presence is local and close to our customers. 47,000 employees in more than 75 countries work passionately to deliver great customer experiences and high-quality services. Read more at [www.us.dsv.com](http://www.us.dsv.com).

