ARMSTRONG TRANSPORT

Transporter FAQ

Six honest answers about disputes, escrow protections, schedule control, repeat business, communication, and onboarding.

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1. How are disputes or cancellations handled?

Armstrong K9 Registry is a **venue** — it administers the payment rails and the timeline, but it does **not** adjudicate the merits of any dispute between you and a buyer. Either party can open a dispute from inside the booking record. That **freezes the escrow** (no auto-release while the dispute is open) and surfaces a resolution panel to both sides. From there, exactly three things can happen:

Mutual written agreement. Either party proposes an outcome (full release to you, full refund to the buyer, or any partial split). The other clicks "Agree." The platform mechanically executes whatever you both agreed to. Most disputes resolve this way within a day or two.

Buyer cancellation tier (per Article 5 of your Agreement). If the buyer simply withdraws rather than dispute, the published tier applies automatically — see the table below.

30-day default refund. If 30 calendar days pass with no mutual agreement and no cancellation, the platform mechanically refunds the buyer in full and closes the dispute. The clock decides — no human picks a side.

This means you should treat the in-app dispute panel as your single source of truth: propose an outcome you can live with, accept a reasonable counter-proposal, and document delivery via the booking record's GPS/photo trail. Stripe chargebacks remain available as a parallel recourse for either party.

Cancellations (no dispute filed) are tiered so you are never holding the bag on a buyer who flakes the morning of pickup:

- **Buyer cancels more than 72 hours pre-pickup:** full refund to the buyer, no transporter fee.
- **Buyer cancels 24-72 hours pre-pickup:** transporter keeps **25%** of the quote as a kill fee.
- **Buyer cancels inside 24 hours pre-pickup:** transporter keeps **50%** of the quote.
- **Buyer no-shows at pickup:** transporter keeps **100%** of the quote plus documented out-of-pocket fuel.
- **You cancel** (truck breaks down, family emergency): no platform penalty if you give 12+ hours notice and we can rebook with another verified transporter. We refund the buyer fully and offset our 10%, so you owe us nothing.

All of this is in the Transporter Agreement you sign at onboarding — no surprises, no mediation, no Armstrong-decides-who-wins.

2. Escrow release protections for delays, weather, buyer issues

The default escrow auto-release window is **48 hours** after you mark "delivered." That window **pauses automatically** when you flag a known cause of delay so the clock does not run out on you while you are handling something legitimate. Flags you can raise from inside the booking:

- **Weather / road closure** (attach a screenshot of the alert or DOT closure) — escrow pauses; we extend the auto-release window by 24 hours per active flag.
- **Buyer unreachable at delivery** — you ping us via the in-app "Buyer non-response" button; we attempt contact on your behalf. Auto-release extends to **96 hours**. If the buyer is still silent after 96 hours, escrow releases to you and we eat the dispute risk.

• **Buyer-requested reschedule** — the buyer must accept the new ETA in-app; escrow re-anchors to the new delivery target.

• **Mechanical breakdown** — you have 12 hours to either re-confirm delivery on a new ETA or trigger a backup transporter handoff (we keep a small standby roster for exactly this).

The principle is simple: as long as you keep us informed, the escrow protects YOU. The only way you lose escrow is by going dark — not by encountering normal trucking realities.

3. Route notification controls and service area customization

Your transporter dashboard has granular notification controls so we are never the source of inbox fatigue. You configure:

• **Service area by state, region, or specific metros** — we only ping you for routes that pass through or originate in those zones.

• **Lane preferences** — recurring lanes you favor (e.g. "Memphis to Atlanta weekly") show as your "home routes" and get priority placement on the buyer's transporter list.

• **Daily notification cap** — set how many bid requests per day you want to see; we throttle anything past that into a digest.

• **Blackout dates** — mark days you are off the road; you simply stop receiving requests for those windows.

• **Min/max trip distance** — if you do not take anything under 200 miles or over 1,800 miles, set it once.

• **Quote-window timer** — choose how long you want to hold a quote open (30 min, 2 hours, 24 hours); the buyer sees a real countdown.

All controls are toggleable in real time. If you are full this week you can flip a single "pause requests" switch and we go dark on you until you flip it back.

4. Repeat breeder relationships through the platform

Yes — repeat business is encouraged and tracked. Once you complete a delivery, both parties can tap **"Hire again"** on the closed booking record, which:

Creates a private direct-message thread between you and that breeder that persists across bookings (you do not need to re-establish trust on a new buyer each time).

Marks you as a **preferred transporter** for that breeder — when they list a future litter, your bid jumps to the top of the recommended list automatically and the breeder sees a "Worked with you N times" badge on your profile.

Optionally unlocks a **preferred-transporter rate**: you can publish a private flat quote for that breeder's recurring lanes that bypasses the bidding step. Buyer books with one tap. Same escrow, same protections.

You can have unlimited preferred relationships. Nothing is exclusive, nothing requires our approval, and the breeder can revoke "preferred" status at any time without explanation.

5. Exclusivity or communication limits after booking

There are none. Once a booking is paid, both parties see each other's name, phone, email, and pickup/dropoff addresses in the booking record. You can call, text, FaceTime, email, or message in-app — your choice. We do not log or police off-platform communication after that point.

A few things to know:

• We are **not exclusive**. You can list yourself on other platforms, run your own Facebook page, accept private referrals. We expect it.

• We are **not a broker** in the legal sense. Once introduced, your transport contract is directly with the buyer; we are a listing service, full stop.

• The **only** thing we ask: keep payments inside the platform escrow for trips that originated on the platform. We hold escrow because that is our liability shield — and yours. If a buyer ever asks you to "Venmo me directly and we'll cancel the booking," that is a red flag and you should decline and report it. Buyers who do this are removed from the platform.

Past that — call them, text them, build a relationship, become their go-to hauler for the next decade. We want you to.

6. Onboarding timeline and approval process

The onboarding process is built around respecting your time:

Apply at `/transport/apply` (10-15 minutes). You upload your USDA Class III license, your commercial transport insurance certificate (minimum $300K liability), a profile photo of your rig, one photo of your kennel/crate setup, and your service area preferences. You sign the Transporter Agreement digitally.

Review within **48 business hours**. A human at Armstrong (not a bot) verifies your USDA number against the active license registry and confirms your insurance is current with the carrier. If anything is missing or unclear we email you specifically — no generic "your application was rejected."

Stripe Connect handoff (60 seconds). On approval, you receive a Stripe Connect onboarding link for instant payouts to your bank. Stripe handles the KYC bits — we never see your full SSN or bank routing number.

Live the same day Stripe Connect completes. Your profile goes public on the directory; the system starts matching you against eligible new bookings.

Total elapsed time from "apply" to "first bid request" is typically 3-5 business days depending on Stripe's verification speed.

If you are already moving Armstrong-registered puppies on the side, mention it in your application and we fast-track you ahead of the public launch.

Questions not answered here? Reply to the email this came from and we will get you a written answer within one business day.