

Registered Carrier & Supplier Booking Guide

Goramp customers can choose to allow only registered users, such as carriers and suppliers, to create reservations at their warehouse(s).

To ensure a secure and efficient scheduling process, GoRamp provides different levels of functionality for registered and unregistered users. Because registered users have their own Goramp account, they have access to additional features and a more flexible booking experience.

We recommend creating a Goramp account if:

- You work with more than one company that uses Goramp.
- You make reservations on a regular basis.
- You want to manage your email notification preferences.
- You want to easily view, edit, or manage all of your reservations.
- You would like access to Goramp's live Technical Support chat directly within the platform.
- You want to take advantage of additional Goramp features available only to registered users.

If you do not yet have a Goramp account, you will first need to complete the registration process.

If you already have a Goramp account, simply ask your customer to share their booking link with you. Open the link while signed in, and your account will automatically be connected to that company's warehouse(s).

Once the connection is established, you will be able to create and manage reservations for that customer directly from your Goramp account.

Registration process

There are two ways to register.

- **Method 1 (via customer invite) (recommended)**

The easiest way is to receive an invitation from one of your customers.

If a customer invites you to join Goramp, you will receive an email containing:

- the name of the company that invited you;
- a registration link to create your account.

Simply follow the link in the email and complete the registration process.

Hello,

Jeanie Fritsch, on behalf of company **King-Osinski** is sending you an invitation to join cloud-based transportation management and dock-scheduling system GoRamp.

Jeanie Fritsch
Dear Partner,

Hope my email finds you well.
On behalf of King-Osinski I would like to invite you to join Goramp.

It will take you only a minute to register. All updates, notifications, documents, and communication will be conveniently managed in one place, and important information will also reach you via email.

In case you have any questions, please do not hesitate to contact Goramp support.

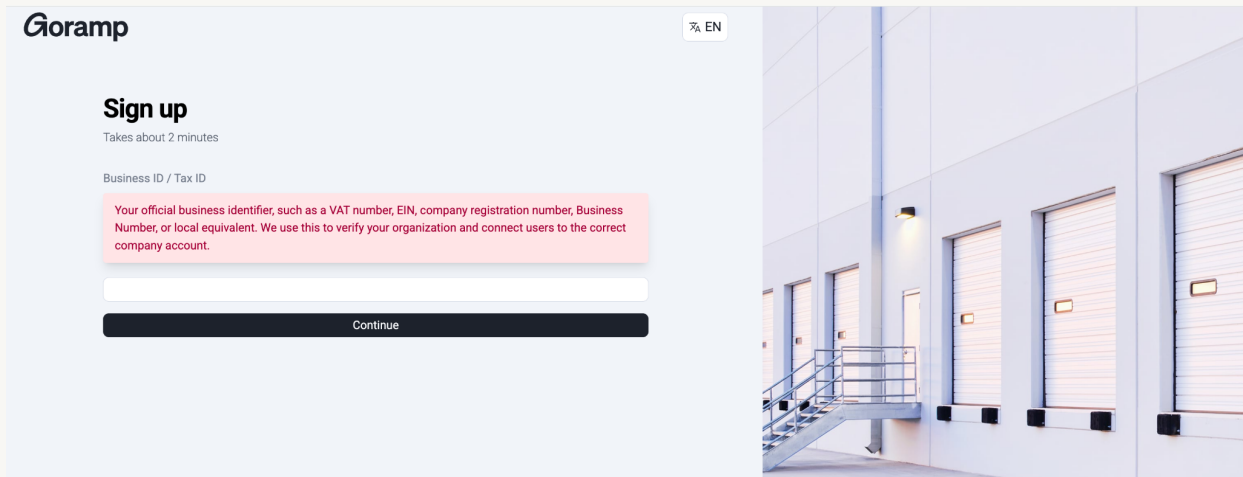
Looking forward to our productive cooperation.
Sincerely,
Jeanie Fritsch, King-Osinski

[SIGN IN NOW!](#)

Warehouse company details:

Company name: King-Osinski
Address:
Contact person phone number:
Contact person email:

After clicking the **SIGN IN NOW!** link in the invitation email, you will be guided through the registration process.

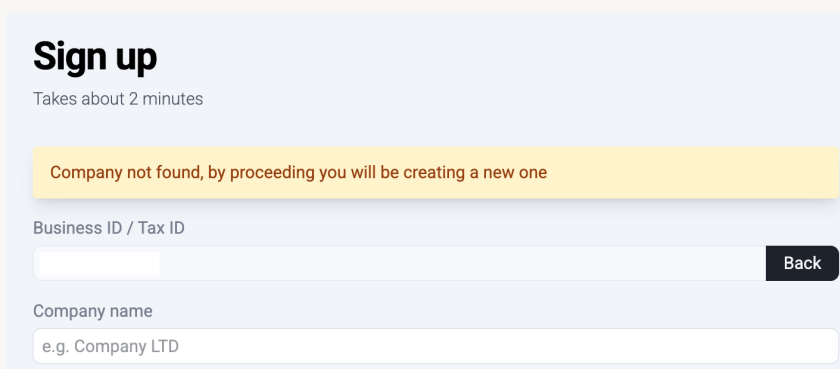


The first step is to enter your **Business ID** and click **Continue**.

Please **make sure you enter the correct details**, as it serves two important purposes:

- It helps verify that you belong to the correct company.
- If your company already exists in Goramp (but you don't know it), it automatically associates your new user account with the existing company account.

If the reference number you enter does not match an existing company in Goramp, you will be prompted to create a new company account instead. The screen will look like this:



If you enter a Business ID that already exists, you will see this:

Sign up

Takes about 2 minutes

Company found

Business ID / Tax ID

Back

Company name

Complete the remaining required fields and finish creating your account.

First Name	Last name
Name	Surname
Phone	Email
Phone number	newuser@newuser.com
Password	
☐ I agree to Goramp's Privacy Policy and Terms of Service	
Create account and log in	

Once you have completed the registration process, you will be asked to verify your email address.

A confirmation email will be sent to your inbox. Open the email and click the verification link to activate your Goramp account.

Sign up

Takes about 2 minutes

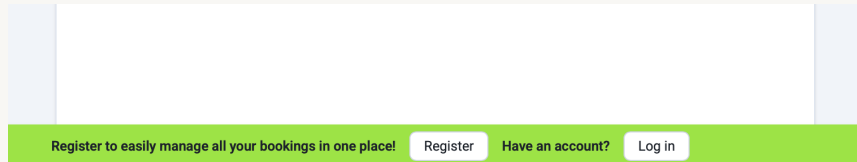
Confirm your email to unlock Goramp

We've sent a confirmation link to your inbox. Click it to activate your account and get full access. Until then, some features stay locked. If you don't see the email, don't forget to check your spam folder.

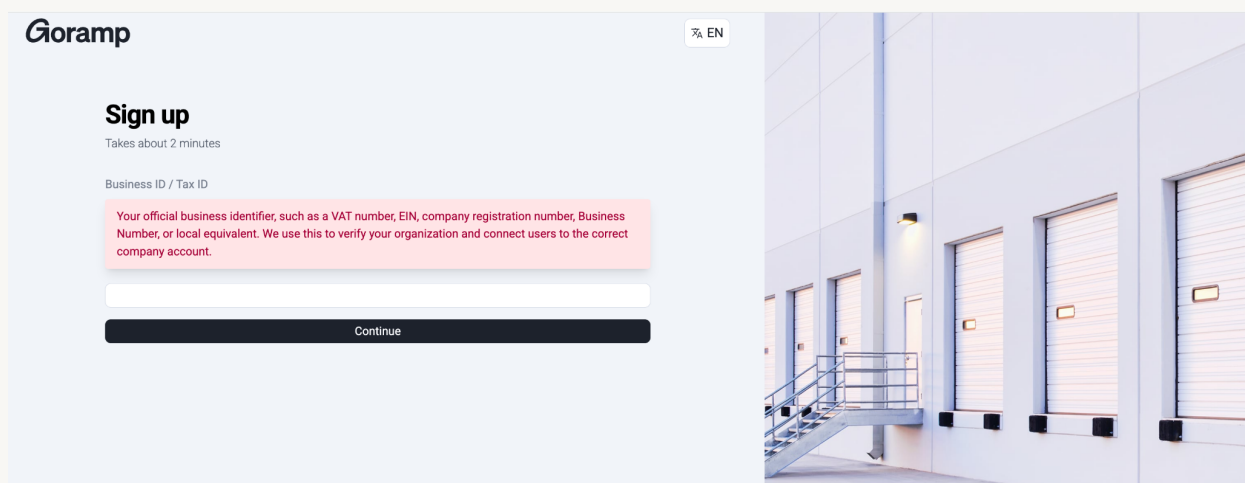
That is it. You can now [log in](#) and use Goramp.

● Method 2 (via warehouse link)

If you have a warehouse link for unregistered users, you can register through here:



The first step is to enter your **Business ID** and click **Continue**.



Please **make sure you enter the correct details**, as it serves two important purposes:

- It helps verify that you belong to the correct company.
- If your company already exists in Goramp (but you don't know it), it automatically associates your new user account with the existing company account.

If the reference number you enter does not match an existing company in Goramp, you will be prompted to create a new company account instead. The screen will look like this:

Sign up

Takes about 2 minutes

Company not found, by proceeding you will be creating a new one

Business ID / Tax ID

Back

Company name

e.g. Company LTD

If you enter a Business ID that already exists, you will see this:

Sign up

Takes about 2 minutes

Company found

Business ID / Tax ID

Back

Company name

Complete the remaining required fields and finish creating your account.

First Name

Name

Last name

Surname

Phone

▼

Phone number

Email

newuser@newuser.com

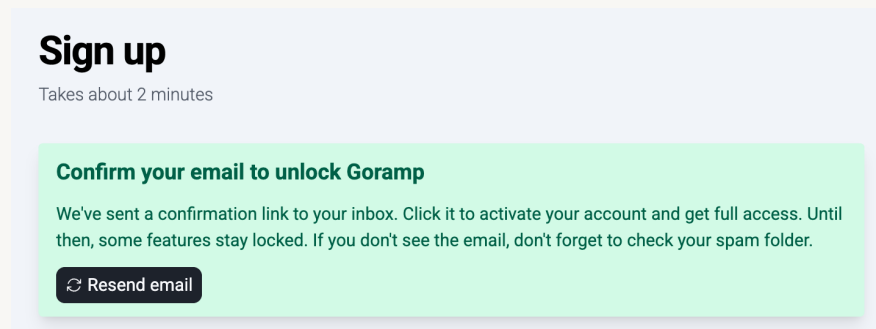
Password

☐ I agree to Goramp's [Privacy Policy and Terms of Service](#)

Create account and log in

Once you have completed the registration process, you will be asked to verify your email address.

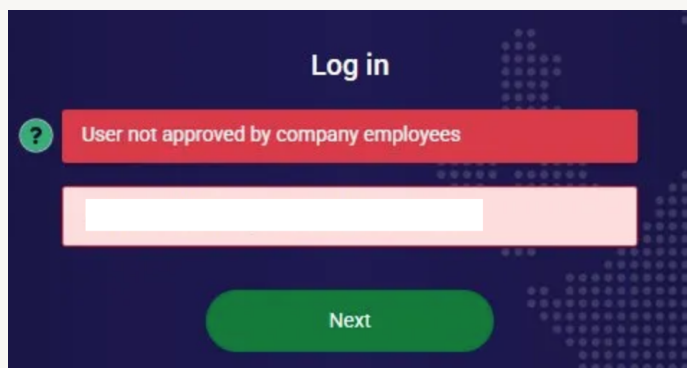
A confirmation email will be sent to your inbox. Open the email and click the verification link to activate your Goramp account.



That is it. You can now [log in](#) and use Goramp.

User not approved or need to approve new user?

When signing in, you may see the message shown below. This means you have registered under a company that already exists in Goramp.



As a security measure, **your account must be approved by an existing user from your company before you can access the system.**

An email will automatically be sent to notify you that approval is required.

Users with the appropriate permissions in your company can approve your account by navigating to: **Settings → Account Settings → Company Employees**.

Once your account has been approved, simply refresh the page and sign in.

In the future, if another person registers using your company's account, you may also be able to approve their user account.

If you're unsure who can approve your account, or you need assistance, please contact our Technical Support team at help@goramp.com. We'll be happy to help you get connected.

Notification settings

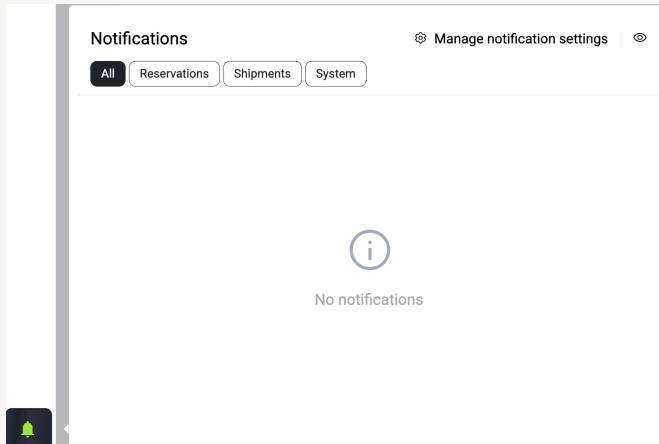
Before creating your first reservation, we highly recommend reviewing and enabling your notification preferences to ensure you stay informed.

To manage your notifications, navigate to: **Settings → Notifications**.

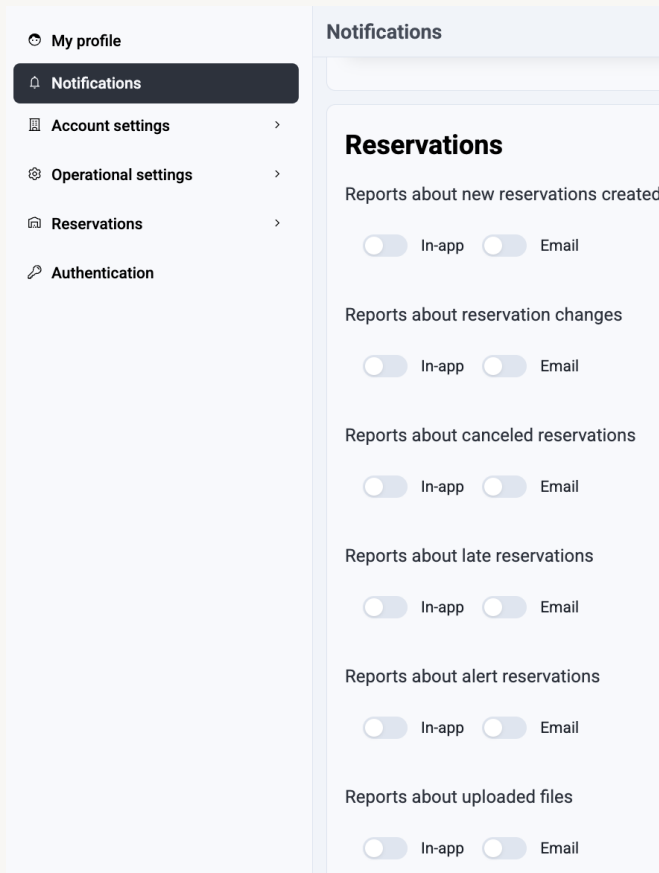
Goramp informs you about any new notifications in two ways; via the built-in notification center or via email.



To access your in-app notifications, please navigate to the bottom left side of the page.

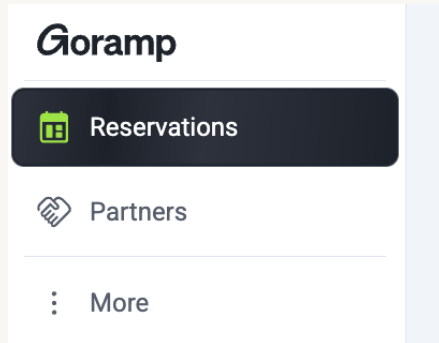


If you also wish to receive notifications about reservations created for you by others via email, you can enable or disable them any time.



Booking a timeslot

To create a reservation, open the **Reservations** module from the menu on the left side of Goramp.



First, select the customer (warehouse owner) whose warehouse you want to book.

Book a timeslot

Follow the steps to choose a client, location, and visit type to see available timeslots.

1 Client
Select a client

2 Location
Select a warehouse

3 Visit details
Select visit details

Graham LLC

Rosenbaum-Jones

Skiles-Lindgren

Frami Inc

Kiehn, Waelchi and Kassulke

Hammes PLC

Schaden, Greenfelder and Raynor

Once you have selected a customer, you will see a list of the warehouses available for booking under that company. Choose the warehouse where you would like to create your reservation to continue.

Book a timeslot

Follow the steps to choose a client, location, and visit type to see available timeslots.

1 Client
Krajcik, Renner and Koelpin

2 Location
Select a warehouse

3 Visit details
Select visit details

Durgan-Denesik

Will-Murphy

Kuhn Group

Gerhold-Schumm ✓ Select

Ortiz, Witting and Schmitt

Keebler PLC

Schinner PLC

Hane PLC

Next, you will be asked to choose the appropriate **Transport Type** and **Load Type**. Please **make sure to select the correct options**, as this helps calculate the required booking duration, direct you to correct dock and display the accurate available time slots.

Book a timeslot

Follow the steps to choose a client, location, and visit type to see available timeslots.

✓ Client
Krajcik, Renner and Koelpin

✓ Location
Kuhn Group ✎

3 Visit details
Select visit details

Transport type *

e.g. Truck

Load type *

e.g. Pallets

Check availability →

The available options depend on which docks and booking types the warehouse has made available to registered users.

Please note that reservations created with an incorrect transport or load type may be cancelled or rescheduled by the warehouse owner.

After selecting the Transport Type and Load Type, click **Check Availability**.

You will then see all available time slots that can be booked:

The screenshot displays a booking interface with a date selector at the top set to '2026-08-07' and 'Today'. Below the selector are three columns representing different days: 'Friday - August 07, 2026', 'Monday - August 10, 2026', and 'Tuesday - August 11, 2026'. Each column has a header 'Gate 4' and a list of time slots. All slots are marked 'Free'. The time slots range from 08:00-08:30 to 13:00-13:30 in 30-minute increments. A green bar at the bottom contains the text 'Register to easily manage all your bookings in one place!' and buttons for 'Register', 'Have an account?', and 'Log in'.

The availability, booking duration, number of docks, and other scheduling settings are configured by the warehouse owner. As a result, the available time slots may vary between different warehouses and even between individual docks within the same warehouse.

If you need to modify your selection, click **Change Selection** in the top-left corner of the page to return to the previous step and choose different booking options.

The screenshot displays a booking interface with a date selector at the top set to '2026-07-3' and navigation arrows. Below the selector are two columns representing different days: 'Thursday - July 30, 2026' and 'Friday - July 31, 2026'. Each column has a header 'Dock 10'. The Thursday column shows time slots from 07:00 to 08:00. The Friday column shows two reserved slots: 'Reserved 07:00 - 07:45' and 'Reserved 07:45 - 08:30'. A 'Change selection' button is visible in the top-left corner of the Thursday column.

Once you select your preferred time slot, you will be presented with a booking form where you can enter the required reservation details.

New reservation
BACK DOOR B

Carrier *	
Consignor/Supplier *	
Order number *	
Vehicle brand *	
Mobile phone number	e.g. +0123456789
Temperature *	
DOCUMENTS	+ Upload
Transport type *	Inbound
Load type *	Full Load (01:30)
Number of pallets *	
Reservation date	2026-08-02
Reservation time	07:00 08:30

The booking fields and any additional information displayed on this page are configured by the warehouse owner.

Please note that Goramp does not manage these warehouse-specific requirements and can only provide guidance on the general booking process.

Before submitting your reservation, **make sure to review any additional instructions or information provided by the warehouse**, as these may contain important booking requirements or arrival guidelines.

If you're asked to upload documents, please use the Documents section or upload through a booking field, if applicable.

New reservation

BACK DOOR B

Carrier *

Consignor/Supplier *

Order number *

Vehicle brand *

Mobile phone number

Temperature *

DOCUMENTS

Transport type *

Load type *

Number of pallets *

Reservation date

Reservation time

Instructions & Notifications

Documents

Instructions

No Instructions Yet

Warehouse Details

Responsible Person

Working Hours (BACK DOOR B)

If you have not enabled any notifications, a pop up will show up suggesting to do it. You can opt out any time under **Settings → Notifications**.

Enable Notifications

Email notifications about reservation creation, changes or deletion are currently disabled. We recommend enabling these notifications to stay informed.

☐ Don't show this message again

Close

Enable Notifications

Once you have filled in all the required booking details, click **Save** to submit your reservation.

After your reservation has been successfully created, you will receive a confirmation email containing your booking details, if such notification was enabled.

Hello,

Russel Macejkovic from **Graham LLC** has booked a time slot #14411850.

You can see the reservation in the Reservations section in the GoRamp system.

Location details:

Warehouse: Padberg Group

Ramp: BACK DOOR B

Reservation details:

Date: 2026-08-02

Time: 07:00 - 08:30

Carrier: Graham LLC

Vehicle brand: bfbdsbdb

Order number: bsdbdsbdb

Consignor/Supplier: dvs dbb

Temperature: 23

Transport type: Inbound

Load type: Full Load

Start date: 2026-08-02 07:00

End date: 2026-08-02 08:30

Status: Reserved

Warehouse: Padberg Group

Warehouse ramp: BACK DOOR B

[OPEN THE RESERVATION](#)

Edit your booking

You can edit your reservations in two ways.

● Method 1

Log in to Goramp.

You need to find the booking you want to edit.

Search option #1:

Repeat the same steps as you did when making this reservation.

Go to Reservations > select a Client > select a Warehouse > choose Transport type and Load type. Find the time and date of your reservation, and click on the slot.

Only **your reservation** will be available for editing. All other reservations will remain hidden.

Search option #2:

Go to Reservations > select a Client > select a Warehouse > choose Transport type and Load type.

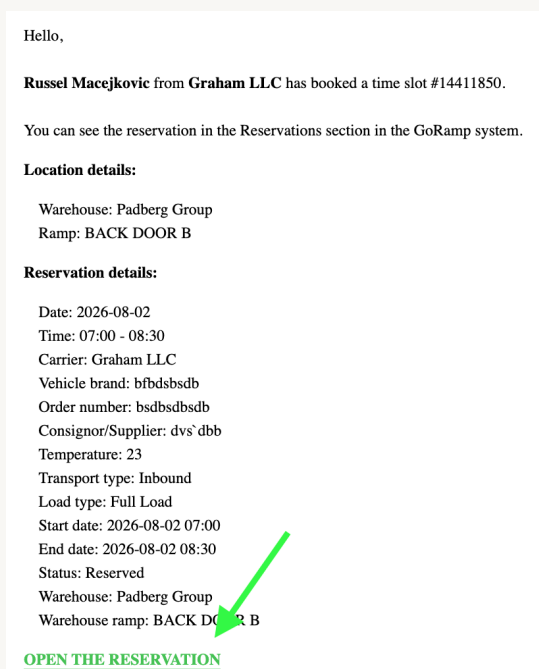
help@goramp.com 15

It will list all your reservations ever made.

Choose the booking you want to edit. The reservation details will open, allowing you to edit any fields that are available for modification. Once you have finished making changes, click **Save** at the bottom of the page to update your reservation.

● **Method 2** (if email notifications enabled)

Make sure you're logged in to Goramp. Open the confirmation email you received after creating your reservation and click the **Open the reservation** (green hyperlink).



The reservation details will open, allowing you to edit any fields that are available for modification. Once you have finished making changes, click **Save** at the bottom of the page to update your reservation.

After the changes have been saved, you will receive a confirmation email (if enabled) notifying you that your reservation has been updated. Each update triggers another email.

Hello,

Russel Macejkovic from **Graham LLC** has modified the reservation #14411850.

You can see the reservation in the Reservations section in the GoRamp system.

Location details:

Warehouse: Padberg Group

Ramp: BACK DOOR B

These changes have been made:

Order number: bsdbbsdb

Vehicle brand: ~~bsdbbsdb~~ -> New

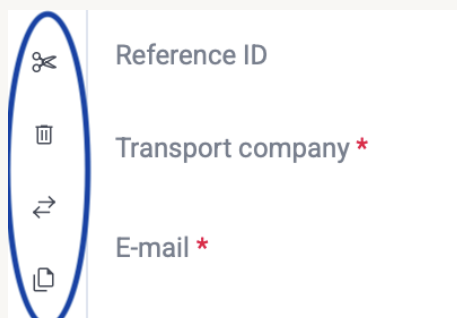
Consignor/Supplier: ~~dvsdbb~~ -> Old Customer

Temperature: ~~23~~ -> 18

[OPEN THE RESERVATION](#)

Cancel or reschedule your booking

From the reservation page, you can **copy**, **cancel**, **reschedule**, or **duplicate** a reservation. These actions are available on the left-hand side of the booking form.



- **Copy reservation fields** (scissors) copies all booking information to your clipboard.

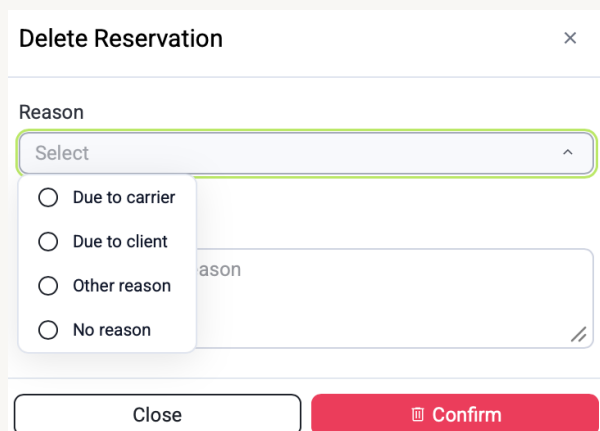
You can then paste these details into a new reservation form, making it quick and easy to create a similar booking. This feature is also useful if you need to copy booking details into an email or another document.

- **Cancel button** (trashcan) allows you to delete a reservation.

When cancelling, you must provide a cancellation reason. Both the cancelled reservation and the reason will be available in reports for the warehouse.

If you cancel your booking, an email notification about it will be sent to you as well.

We recommend cancelling reservations only when necessary. **If you simply need a different booking time, it is better to reschedule your reservation instead.**

A screenshot of a 'Delete Reservation' dialog box. The dialog has a title bar with 'Delete Reservation' and a close button (X). Below the title bar, there is a 'Reason' section. It features a dropdown menu with 'Select' and an upward arrow. Below the dropdown is a list of radio button options: 'Due to carrier', 'Due to client', 'Other reason', and 'No reason'. To the right of these options is a text input field with the placeholder text 'Reason'. At the bottom of the dialog, there are two buttons: a white 'Close' button and a red 'Confirm' button with a trash can icon.

- **Transfer button** (arrows) allows you to move (reschedule) an existing reservation to a different available time slot within the same warehouse.

After clicking **Transfer**, the system will display all available time slots for your reservation. When rescheduling, you will be asked to provide a reason for the change.

If you move the reservation to a dock that requires additional booking information, Goramp will prompt you to complete the missing fields before you can save the updated reservation.

Monday -- August 10, 2026	Tuesday -- August 11, 2026	Wednesday -- August 12, 2026
Gate 4	Gate 4	Gate 4
Free 08:00 - 08:30	Free 08:00 - 08:30	Free 08:00 - 08:30
Free 08:30 - 09:00	Free 08:30 - 09:00	Free 08:30 - 09:00
	Free 09:00 - 09:30	Free 09:00 - 09:30
	Free 09:30 - 10:00	Free 09:30 - 10:00
	Free 10:00 - 10:30	Free 10:00 - 10:30
	Free 10:30 - 11:00	Free 10:30 - 11:00
	Free 11:00 - 11:30	Free 11:00 - 11:30
Free 11:05 - 11:35	Free 11:30 - 12:00	Free 11:30 - 12:00
Free 11:35 - 12:05		

- **Copy booking button** (two sheets icon) creates a copy of the current reservation and immediately opens the booking calendar, allowing you to select a new date and time.

This is the fastest way to create another reservation with the same booking details, without having to fill in the form again.

Thank you for using Goramp!

For any technical issues, please contact help@goramp.com.