

FOUNDATIONS OF LTL COURSE INFO SHEET



**Member
Benefit Course**

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**AI Coach
Support**



Course Overview



Freight brokerage is built on many moving parts — but few are as essential to understand as Less-Than-Truckload (LTL) shipping. LTL Foundations is designed to give TIA members a practical, working understanding of how LTL carrier networks operate and how brokers can confidently quote, manage, and protect shipments in this highly operational mode.

Whether you're new to brokerage or expanding your service offerings, this course builds foundational LTL knowledge while addressing real-world broker challenges — from freight classification and pricing to documentation, liability, and claims. By completing the course, learners gain the confidence to manage LTL shipments efficiently, speak the language of carriers and shippers, and avoid costly mistakes that impact service and profitability.

What You'll Learn

After completing this course, you will be able to:

- Explain how LTL carrier networks function and how freight moves through terminals and linehaul operations
- Identify different carrier types and understand standard transit times and service expectations
- Break down LTL pricing, including base rates, accessorial charges, weight breaks, and freight classes
- Accurately classify shipments using NMFC guidelines and density principles
- Prepare and review Bills of Lading correctly to reduce disputes and protect claims
- Navigate rules tariffs, liability limitations, and carrier documentation
- Manage packaging requirements, prohibited articles, and convention deliveries
- Handle basic and advanced loss and damage claims with confidence
- Evaluate spot quotes, pallet pricing, and dynamic pricing opportunities
- Identify ways to expand LTL services and prepare bids for larger customers

Competencies You'll Build

This course supports the development of core professional competencies, including:

- Operational Readiness & Risk Awareness
- Applied Industry Knowledge
- Decision-Making Under Constraints
- Customer Communication & Expectation Management
- Problem Recognition and Resolution

How the Course Works

Course Type:	TIA Member Benefit / On-Demand
Length of Access:	60 days of access from enrollment
Cost:	Complimentary to TIA Members
Final Exam:	Yes
Certificate:	Certificate of Completion issued

Who Should Take This Course?

- Brokers building or expanding LTL service offerings
- Operations professionals responsible for quoting, routing, or managing LTL shipments
- Sales teams advising customers on LTL pricing and service tradeoffs
- Teams supporting billing, documentation, or claims resolution
- Anyone seeking a stronger operational foundation in LTL freight

This course is ideal for professionals who want to move beyond surface-level knowledge and develop real confidence working inside LTL networks.

Why It Matters

LTL shipping introduces complexity at every stage — classification, pricing, documentation, handling, and claims. Small errors can lead to reclassifications, accessorial surprises, denied claims, and damaged customer relationships.

Brokers who complete LTL Foundations gain the tools to navigate these challenges with clarity. They learn how carriers think, how rates are constructed, how liability is applied, and how to protect shipments from pickup through delivery. More importantly, they position themselves as knowledgeable, reliable partners who can guide customers through one of freight brokerage's most operationally demanding modes — unlocking new revenue opportunities while reducing risk.