<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding New Shipper &amp; Consignee to Address Book</td>
<td>2</td>
</tr>
<tr>
<td>Entering a Domestic Shipment in Customer Portal</td>
<td>2</td>
</tr>
<tr>
<td>Entering a Truckload Shipment</td>
<td>4</td>
</tr>
<tr>
<td>Entering an International Air Shipment</td>
<td>5</td>
</tr>
<tr>
<td>Entering an International Ocean Shipment</td>
<td>6</td>
</tr>
<tr>
<td>Entering a Domestic Quote</td>
<td>8</td>
</tr>
<tr>
<td>Entering a Truckload Quote</td>
<td>9</td>
</tr>
<tr>
<td>Entering an International Air Quote</td>
<td>10</td>
</tr>
<tr>
<td>Entering an International Ocean Quote</td>
<td>11</td>
</tr>
<tr>
<td>Tracking a Domestic &amp; Truckload Shipment</td>
<td>13</td>
</tr>
<tr>
<td>Tracking an International Shipment</td>
<td>14</td>
</tr>
<tr>
<td>POD Reporting</td>
<td>14</td>
</tr>
<tr>
<td>Report Manager</td>
<td>15</td>
</tr>
<tr>
<td>Default Special Instructions</td>
<td>15</td>
</tr>
</tbody>
</table>
**Adding New Shipper & Consignee to Address Book**

To add a new shipper or consignee to the address book, go to “Maintain Names and Addresses” then select “Add S/C Info”.

From here enter the details of the shipper’s or consignee’s address. Then click “Submit” to save.

![Address Book Form](image)

**Entering a Domestic Shipment in Customer Portal**

From the main menu select Domestic Shipment Entry and Tracking, then choose “Add Shipment” and then choose the type of shipment (Domestic, Truckload). From here details for a shipment can be entered.

![Shipment Entry Form](image)

The first fields to be filled out will be the Shipper and Consignee. From this screen, you can search the address book by selecting the Get Shipper or Get Consignee buttons, or you can enter the data manually. The required fields are:

- Name
- Address
- City
- State
- Zip
- Country
- Phone Number
- Contact

***Shortcut: When entering a new shipper or consignee, check off the Add Shipper or Add Consignee box below the entry fields. This will automatically add them to the address book.***
The next field to enter is the bill-to. The default is the customer’s bill-to address. If that is correct disregard this section, if it is not click “Get Bill-to” and choose the correct bill-to from the address book.

In the Shipment Transit Information field, the shipment’s details can be entered. The required fields are:

- Service Level
- Shipment Date
- Shipment Time

*Any special instructions about the shipment can be entered in the Special instructions field. Notate any piece of information that is required for the shipment to be shipped properly.

In the Add Freight Information field enter any information about exactly what is being shipped. Required fields are:

- Pieces
- Type
- Description
- Weight
- Dimensions

To add another line item, click the Add More button.

When all information is entered, click the SUBMIT button.
Once the shipment has been entered, the customer now has the ability to request email notifications, print out Bill of Ladings, and attach documents for operations to use.

**Entering a Truckload Shipment**

All of the steps for entering a truckload shipment are the exact same as entering a domestic shipment (as seen above), with the exception of the “Add Freight Information” section.

The requirements for this field are:

- Pieces
- Total Weight (lb.)

Fields that can also be included are types of equipment required, load types, load lengths, and commodities.
**Entering an International Air Shipment**

From the main menu select International Shipment Entry and Tracking, then choose “Add Shipment” and then choose the type of shipment (Air Export or Import). From here, details for a shipment can be entered.

The first fields to be filled out will be the Shipper and Consignee. From this screen, you can search the address book by selecting the Get Shipper or Get Consignee buttons, or you can enter the data manually. The required fields are:

- Name
- Address
- City
- State
- Zip
- Country
- Phone Number
- Contact

In the Shipment Transit Information Section, the following information is required:

- Service Level
- Shipment Date
- Shipment Time

*Any special instructions about the shipment can be entered in the Special Instructions field. Notate any piece of information that is required for the shipment to be shipped properly.
Within the “Add Freight Information” field, the following areas are required:

- Pieces
- Type
- Description
- Weight
- Dimensions

When all information is entered, click the SUBMIT button.

Once the shipment has been entered, the customer now has the ability to request email notifications, see tracking notes, and attach documents for operations to use.

**Entering an International Ocean Shipment**

From the main menu select International Shipment Entry and Tracking, then choose “Add Shipment” and then choose the type of shipment (Ocean Export or Import). From here details for a shipment can be entered.

The first fields to be filled out will be the Shipper and Consignee. From this screen, you can search the address book by selecting the Get Shipper or Get Consignee buttons, or you can enter the data manually. The required fields are:

- Name
- Address
- City
- State
- Zip
- Country
- Phone Number
- Contact
In the Shipment Transit Information Section, the following information is required:

- Service Level
- Shipment Date
- Shipment Time
- Must specify if shipment is Full Container Load (FCL) or Less than Container Load (LCL)

*Any special instructions about the shipment can be entered in the Special Instructions field. Notate any piece of information that is required for the shipment to be shipped properly.

Within the “Add Freight Information” field, the following areas are required:

- Pieces
- Type
- Description
- Weight
- Dimensions

When all information is entered, **click the SUBMIT button.**

Once the shipment has been entered, the customer now has the ability to request email notifications, see tracking notes, and attach documents for operations to use.
Entering a Domestic Quote

From the main menu select Domestic Quote Entry and Tracking, then choose “Add Estimate” and then choose the type of estimate (Domestic, Truckload). From here details for a quote can be entered.

The first fields to be filled out will be the Shipper and Consignee. From this screen, you can search the address book by selecting the Get Shipper or Get Consignee buttons, or you can enter the data manually. The required fields are:

- Name
- Address
- City
- State
- Zip
- Country
- Phone Number
- Contact

The next field to enter is the bill-to. The default is the customer’s bill-to address. If that is correct, disregard this section, if it is not, click “Get Bill-to” and choose the correct bill-to from the address book.

In the Shipment Transit Information field, the shipment’s details can be entered. The required fields are:

- Service Level
- Shipment Date
- Shipment Time

*Any special instructions about the shipment can be entered in the Special instruction field. Notate any piece of information that is required for the shipment to be shipped properly.
In the Add Freight Information field enter any information about exactly what is being shipped. Required fields are:

- Pieces
- Type
- Description
- Weight
- Dimensions

To add another line item, click the Add More button.

When all information is entered, click the SUBMIT button.

Once the shipment has been entered, the customer now has the ability to request email notifications, print out Bill of Ladings, and attach documents for operations to use.

**Entering a Truckload Quote**

All of the steps for entering a truckload quote are the exact same as entering a domestic quote (as seen above), with the exception of the “Add Freight Information” section.

The requirements for this field are:

- Pieces
- Total Weight (lb.)

Fields that can also be included are types of equipment required, load types, load lengths, and commodities.
Entering an International Air Quote

From the main menu select International Quote Entry and Tracking, then choose “Add Estimate” and then choose the type of estimate (Air Export or Import). From here details for a quote can be entered.

The first fields to be filled out will be the Shipper and Consignee. From this screen, you can search the address book by selecting the Get Shipper or Get Consignee buttons, or you can enter the data manually. The required fields are:

- Name
- Address
- City
- State
- Zip
- Country
- Phone Number
- Contact

In the Shipment Transit Information Section, the following information is required:

- Service Level
- Shipment Date
- Shipment Time

*Any special instructions about the shipment can be entered in the Special instruction field. Notate any piece of information that is required for the shipment to be shipped properly.
Within the “Add Freight Information” field, the following areas are required:

- Pieces
- Type
- Description
- Weight
- Dimensions

When all information is entered, **click the SUBMIT button**.

**Entering an International Ocean Quote**

From the main menu select International Quote Entry and Tracking, then choose “Add Estimate” and then choose the type of estimate (Ocean Export or Import). From here details for a quote can be entered.

In the Shipment Transit Information Section, the following information is required:

- Service Level
- Shipment Date
- Shipment Time
- Must specify if shipment is Full Container Load (FCL) or Less than Container Load (LCL)

*Any special instructions about the shipment can be entered in the Special instruction field. Note any piece of information that is required for the shipment to be shipped properly.*
Within the “Add Freight Information” field, the following areas are required:

- Pieces
- Type
- Description
- Weight
- Dimensions

When all information is entered, click the SUBMIT button.
Tracking a Domestic & Truckload Shipment

To track the status of a Domestic or Truckload shipment, choose “Domestic Shipment & Tracking” from the main menu. This will bring you to the main shipment board (Below). From here you can choose which shipment you would like to check the status of.

To view details of the shipment click “Select”. Once at the Update Shipment page, no changes can be made, however you have the available options at the bottom of the page seen below.

To Track the shipment choose “Track”. This shows the current status of the shipment. The tracking notes are also presented below.
**Tracking an International Shipment**

To track the status of an International shipment, choose “International Shipment & Tracking” from the main menu. This will bring you to the main shipment board (Below). From here you can choose which shipment you would like to check the status of.

<table>
<thead>
<tr>
<th>Shipment Tracking</th>
<th><em>Note: Shipments viewed are within the last 360 days only.</em></th>
<th>Charges reflected do not include aggregate discount, if applicable</th>
</tr>
</thead>
</table>

To view details of the shipment click “Select”. Once at the Update Shipment page, no changes can be made, however you have the available options at the bottom of the page seen below.

To Track the shipment choose “Track”. This shows the current status of the shipment. The tracking notes are also presented below.

**POD Reporting**

To run a POD reports, from the main menu choose “POD Report”.

Then select the criteria of the report searching by date, service level, and shipment type.
**Report Manager**

To run custom reports, from the main menu choose “Report Manager”. Then select criteria for the report and click “Save” for future use.

**Default Special Instructions**

If there are special instructions that are required for every shipment to be completed, you can create a shortcut here for the instructions to auto-populate within each shipment or quote that is entered. To set up this shortcut, choose “Default Special Instructions” from the main menu. Then enter the instruction in the field provided. Then click “Submit”.

**Default Special Instruction**