



Trackload.com

TOMS™
WORKGROUP PRODUCTIVITY SOFTWARE
Version

User Guide

Notice

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Table of Contents

Table of Figures	4
Introduction	5
Logging on to TOMS™	5
Getting Started with TOMS™	6
The Main Menu Bar	7
AWB Module	9
Creating a Master Air Waybill (MAWB).....	10
Creating a House Air Waybill (HAWB).....	12
Creating a Tracking Shipment Record from a AWB.....	13
Creating a Shipment	15
Shipment Pre-Alert Email	18
Checking a Shipment Status	19
The Shipment Status Screen.....	20
Shipment Reporting / Search.....	22
Shipment Report Screen	24
Data Download	25
Entering Proof of Delivery Information.....	27
Appendix A – AWB Contact List Menu	30
Appendix B – AWB Printing Options and Email	31
Appendix C – CUSTOMERS	32
Appendix D – Export Partner	33
Appendix E – On-line Address Book	34
Appendix F – Shipment Notes.....	35

Table of Figures

Figure 1. Login Screen.....	5
Figure 2. Search Screen - Main Screen after Logging In.....	6
Figure 3. Data Download Screen.....	7
Figure 4. Air Shipment Input.....	8
Figure 5. Air Waybill Main Menu.....	9
Figure 6. Air Waybill Input Screen.....	11
Figure 7. Issued MAWB.....	12
Figure 8. HAWB Input Screen.....	13
Figure 9. HAWB.....	14
Figure 10. Air Shipment Input from HAWB.....	14
Figure 11. Shipment Input Screen.....	15
Figure 12. Shipment Pre-Alert Email.....	18
Figure 13. Quick Search Screen.....	19
Figure 14. Shipment Status Screen.....	20
Figure 15. Search Screen.....	22
Figure 16. Shipment Report Screen.....	24
Figure 17. Download Data Screen.....	25
Figure 18. Shipment Status Screen.....	27
Figure 19. Shipment Report Screen.....	28
Figure 20. Shipment Status Screen – Print POD form.....	29
Figure 21. Air Waybill Contact List.....	30
Figure 22. Air Waybill.....	31
Figure 23. Air Shipment Input -Customer Selection.....	32
Figure 24. Air Shipment input -Export Partner Selection.....	33
Figure 25. On-line Address Book.....	34
Figure 26. Shipment Note Screen.....	35
Figure 27. Shipment Note E-mail.....	36

Introduction

TOMS™ offers a complete on-line application for freight forwarders that combines easy-to-read menus and panels with relevant shipping information to give you control over your freight business 24/7.

TOMS™ useful features allow you to:

1. Create **Air Waybills On-line**;
2. Automatically create **Tracking Records** with links to the airlines' tracking systems;
3. Send automatic **Pre-Alerts by e-mail**;
4. Store all data and download it in the form of **Reports**;
5. Have a fully integrated **Import & Export Module**, which includes a door-to-door tracking system for all shipments by air, road, or sea, anytime, anywhere.

Logging on to TOMS™

All of Trackload.com's freight and logistics systems are Internet based. Therefore, before any of our services can be accessed, you must have your computer connected to the Internet and your browser located at your tracking page, hosted by Trackload.com servers. If you do not know this address please contact your system administrator or Trackload.com.

Once you are at the Log In screen for your TOMS™ system, as shown below, you will have two options: **Search Only** or **Log In**. By clicking on the **Search Only** button, users who do not have password access to the system, such as some of your customers, may still look for shipment information in a quick way. Alternatively, you can enter your Login ID and Password, then click on the **Log In** Button and go into your system full for shipment management.

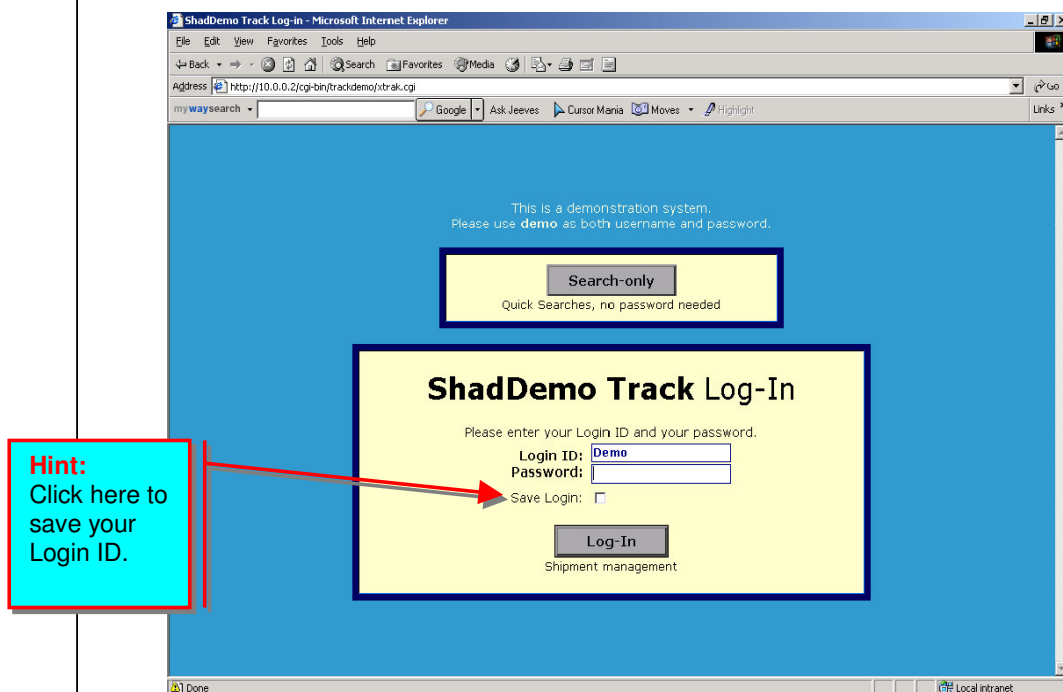


Figure 1. Login Screen

Getting Started with TOMS™

Once you have logged in, the workspace might look a bit confusing if you haven't used the program before. However, because the system is so simple to use, you will become an expert in no time. TOMS™ newly developed integration features allow you to switch between menus and panels with ease and without getting lost. Moreover, the **HELP** function is always available to give you quick and understandable explanations of terms and procedures.

The **HELP** is found within the system, one can click on either any label (term) one wants to learn or on the Glossary button, both will open a smaller window with the corresponding definition(s). Moreover, the **HELP** is structured by chapters for faster search.

Let's begin by showing you around the workspace, explaining some of the terminology, and giving you a general introduction to the software. Once you know your way around, you will be able to use the program effectively and effortlessly.

As shown below, in Figure 2, you will be taken to the Search screen after logging in. **Search** is one of TOMS™ four Main Menu Bar functions that is always accessible from anywhere in the system.

Your company's name and the Submenu currently in use.

Main Menu Bar: Choose the task you'd like to perform.

Figure 2. Search Screen - Main Screen after Logging In

The upper left corner of the screen will be customized so that it always shows your company's name. Additionally, it will have the name of the submenu in use. In the upper right corner, you will find the **Glossary** button, the name of the user currently logged in and the link to **Log Out** from the system. The Main Menu Bar will always be underneath these at the top of the page.

The Main Menu Bar



Like almost any computer application, TOMS™ has a **Main Menu Bar** to help you get the most out of the system. You can use this section as a quick reference guide to help you better understand what the system does. Further on, you will find a more detailed explanation of key features and actions that the program performs.

There are four submenus:

Search finds shipment reports previously saved in the system. Once the record is retrieved, you will be able to update the information regarding the shipment. **Data Download** is the logical extension of the **Search** function, as they both produce reports. However, the **Download** function allows you to download those reports to your computer and save them. The submenus also include **Create TOMS™ Records** and the **AWB** module, which ultimately gives you control over Air Waybills to be created using TOMS™.

1. Search: You are taken to this screen by default every time you log in. (See Fig. 2.) This submenu lets you find a shipment and produce on-line reports by using a variety of criteria (Shipper, Consignee, Customer, From, To, Date, etc). Once you have the desired report on your screen, you can click on the **Show** link to update and/or edit a shipment's information.

2. Data Download: This submenu allows you to create customized reports and send them to your computer. The system lets you export the reports to an Excel, Word, or HTML file as necessary.

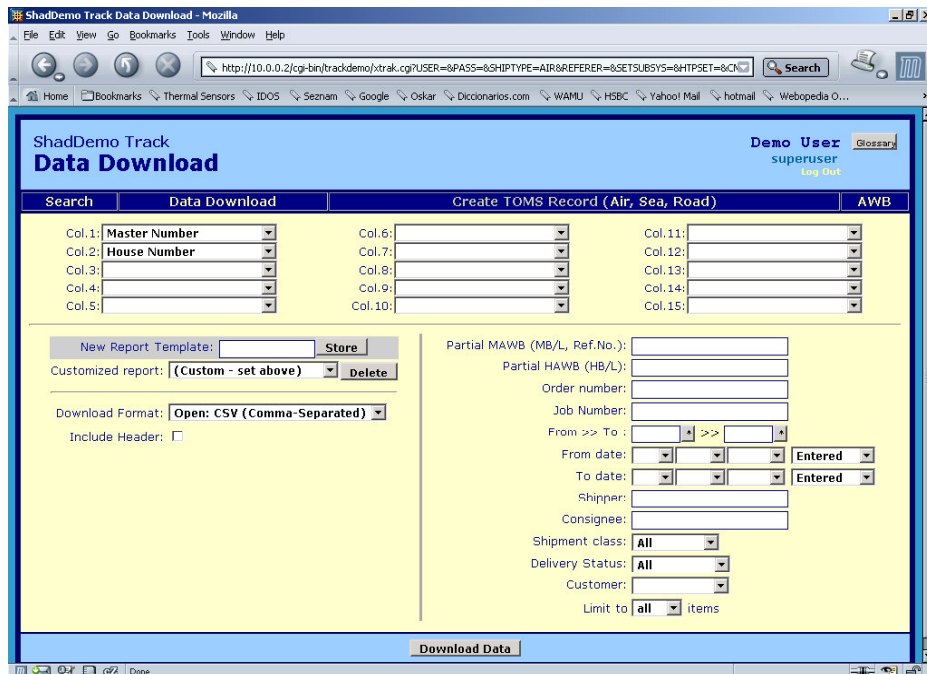


Figure 3. Data Download Screen

3. Create TOMS™ Record (Air, Sea, Road): This is the primary tool for creating a Shipment Tracking Record for an import shipment sent via air, sea, or road. Shipment Tracking Records may likewise be created through this function for export shipments. However, it is advisable to create a record when issuing the corresponding AWB.

The screenshot shows the 'Air Shipment Input' form in a web browser. The browser address bar shows a URL starting with 'http://10.0.0.2/cgi-bin/trackdemo/trak.cgi?USER=8PASS=8HTPSET=8SHIPTYPE=AIR&CMDNEWFORM=1'. The page title is 'ShadDemo Track Air Shipment Input'. The user is logged in as 'Demo User superuser'. The form has a navigation bar with 'Search', 'Data Download', 'Create TOMS Record (Air, Sea, Road)', and 'AWB'. The main form area contains several input fields and buttons. The 'Customer' field is set to 'other'. The 'Pickup Date/Time' and 'Departure Date/Time' are both set to '12 Jul 2004 12:21'. The 'From >> To' field is empty. The 'ETD (consignee)' field is empty. The 'Master Airway Bill' and 'House Airway Bill' fields are empty. The 'Job Number' field is empty. The 'Cargo' field is empty, with units 'pieces', 'kg', and 'm³'. The 'Shipper' and 'Consignee' fields are empty. The 'Comments (optional)' field is empty, with a dropdown menu set to 'for shipment'. The 'Email to (optional)' field is empty, with 'Address Book', 'Clear', and 'StoreDef' buttons. The 'Do not email this shipment data:' checkbox is unchecked. The 'Note to be Mailed:' field is empty. The 'File to Attach:' field is empty, with a 'Browse...' button. The form has buttons for 'Set as Sea', 'Set as Road', 'Create record ...and display it', 'Create', 'Reset Form', and 'Close Window'.

Figure 4. Air Shipment Input

4. AWB: This submenu enables you to create an Air Waybill on-line for export consignments. Once you have created an Air Waybill, you have the option to **Create a TOMS Record** (usually from a HAWB) for tracking and further reporting purposes. This revolutionary function gives you the ability to have your shipping information in many forms, and you only have to enter the data ONCE!

Recall a Sorted AWB:
If you need to recall a previously created AWB, use this field to find it by keying in the corresponding AWB number.

Recall an AWB by Internal Number:
When you create an AWB, the system automatically assigns it an internal number. If you know this number, you can also use it to recall the desired AWB.

Figure 5. Air Waybill Main Menu

AWB Module

From an Operations point of view, this is the most important module that the system offers. This module has countless features and is the most effective and efficient way to enter an export Shipment Tracking Record.

With the new AWB Module, not only can you issue a genuine AWB, which you can print and electronically attach to your tracking shipment records, but you can also do all of the following:

1. Create AWBs on-line so the information can be accessed from any computer anywhere in the world at any given time.
2. Make Shipment Tracking Records of export consignments that can automatically be stored in the program for your own reference. Later, you will be able to Track and Trace shipments until they reach their final destination and retrieve customized activity reports.
3. Save time by cloning AWBs from preexisting ones containing similar information.
4. Print in one of two formats. You may print directly onto the preformatted, internationally-accepted AWB form that will be attached to the consignment. Alternatively, you can print the entire layout complete with information onto blank paper. The latter option is ideal for maintaining up-to-date files. Please see Appendix B for further details.
5. Find and print AWBs in a matter of seconds without the hassle of searching through physical documentation.
6. Send Pre-alert E-mails to your overseas agent/Export Partner, shipper and consignee with all of the information relevant to the shipment.

7. Send AWBs to your overseas agent/Export Partner as attachments to Pre-alert E-mails. This will enable him to begin the import and/or clearance process. For more information and details about the “Export Partner” concept, please see Appendix D.
8. Make a record of the Shipment in your Export Partner’s TOMS™ system and save him the trouble of having to enter the information again.
9. Avoid unnecessary phone calls, faxes and other expensive forms of communication by allowing your overseas agent/Export Partner to Track and Trace shipments on-line.
10. Build a secure and reliable source of information.

Creating a Master Air Waybill (MAWB)

If you are reading this manual you have undoubtedly seen a MAWB form before. With TOMS™ however, filling out a MAWB will be easier than ever before. The **Air Waybill Main Menu** has 5 dropdown menus, all of which are linked to the information stored in the **Contact List Menu**. (See Appendix A) The menus include:

1. Shipper
2. Consignee
3. Issued by (i.e. the airline)
4. Issuing Agent (i.e. the forwarder creating the AWB)
5. Location (i.e. the forwarder’s office or branch where the AWB belongs)

There is also a sixth field for the MAWB Number. You will need to complete this manually by entering the 11-digit MAWB number. The first 3 digits identify the carrier and the other 8 digits identify the shipment.

Contact List Menu:
Manage and display your contacts. These contacts will appear in the Shipper, Consignee, Issued by, and Issuing Agent dropdown menus.

After having filled in the six boxes with the proper information, click on the **Create MAWB** tab and the system will take you to the **Air Waybill Input Screen**. You will note that the format of this screen is very similar to that of a usual MAWB form, and that Shipper's, Consignee's, Carrier's and issuing agent's information has been automatically filled in by the system from the previous data entry you performed. You can fill in the rest of the AWB information by simply placing the mouse on each box and clicking once. See figure No. 6 below.

Creating a MAWB:
Once you have filled in the boxes above, click here to create a MAWB.

Figure 6. Air Waybill Input Screen.

Creating a House Air Waybill (HAWB)

There are three ways to create a HAWB using TOMS™:

1. **From Scratch:** Follow the same directions as described in **Creating a Master Air Waybill**. However, instead of clicking on Create MAWB, you will click on **Create HAWB**. Complete the form with the corresponding information and then click on Create New AWB to generate the HAWB.
2. **From an Existing HAWB:** To create a HAWB from an existing HAWB, search for the desired HAWB through the Air Waybill Main Menu using either its internal number or its HAWB number. Alternatively, you can use the Search submenu to find the Shipment Tracking Record related to the original HAWB. Click on the "H" link in the second column from the left to retrieve the HAWB.

After the HAWB opens, select the **Create HOUSE from HOUSE** option and a new **Air Waybill Input Screen** will appear. Make the necessary changes and then click on Create New AWB to issue the new HAWB.

3. **From a MAWB:** Please see the figures below.

As HAWBs are usually directly related to MAWBs, this final method is the simplest and best way to create a HAWB.

Note: HAWB numbers are UNIX timestamps that can be understood by various systems. The number represent the total seconds that have occurred since the 1st of January, 1970. Because HAWB prefixes are specific to a given location, there is little chance that two people in the same place will submit a HAWB at the exact same moment.

Some AWB Options:
Print an AWB on blank paper or print just the data onto preformatted paper. Edit, E-mail, and Recall AWBs.

Creating a MAWB from a MAWB:
Enter the new MAWB number before clicking on the **Create MASTER from MASTER** button.

Create a HAWB from a MAWB:
By clicking on this box, you will produce a HAWB input screen. See the next figure for further details.

The screenshot shows the 'Air Waybill' interface for 'ShadDemo Track'. The main header displays 'Demo User superuser' and 'Log Out'. Below the header, there are search and data download options. The central area shows a 'Master Air Waybill # 21331312312' issued by 'AMERICAN AIRLINES'. The form includes fields for Shipper's Name and Address (MAURICE WARD & CO SRO., NA RADOSTI 399, PRAGUE 5, CZECH REPUBLIC), Consignee's Name and Address (MENJOKAIR BRUCARGO, BUILDING 747, B1931 NEW YORK, USA), Issuing Carrier's Agent Name and City (MAURICE WARD & CO SRO., NA RADOSTI 399, PRAGUE 5, CZECH REPUBLIC), and Flight/Date (NEW YORK/JFK, OK050/13). The interface also features buttons for 'Print AWB', 'Mail AWB to', 'Recall AWB', 'Edit AWB', 'Create TONS record', 'Create HOUSE from MASTER', and 'Create MASTER from MASTER'. A red box highlights the 'Create MASTER from MASTER' button, with an arrow pointing to a callout box that explains how to create a HAWB from a MAWB.

Figure 7. Issued MAWB

HAWB Input Screen:
Just replace the **Local** and **Overseas Agents'** info with the **Shipper's** and **Consignee's** info and save.

ShadDemo Track
Air Waybill Input Screen

Search | Data Download | Create TOMS Record (Air, Sea, Road) | AWB

House Air Waybill for MAWB# 21331312312

PRG: 10896385

Shipper's Name and Address: CILAG AG, NAMESTI MIRU 201, 52 0205 Svitavy, Czech Republic

Shipper's Account Number: [Empty]

Not negotiable Air Waybill Issued by: MAURICE WARD & CO SRO., ALP185 KNEZEVES, 252 68 STREDOKLUKY, CZECH REPUBLIC

Consignee's Name and Address: ALFA PHARMACEUTICALS U.S.A., 650 CATHILL ROAD, SELLERVILLE PA 18960, U.S.A.

Consignee's Account Number: [Empty]

Issuing Carrier's Agent Name and City: MAURICE WARD & CO SRO., NA RADOSTI 399, PRAGUE 5, CZECH REPUBLIC

Agent's IATA Code: 15-4 7095

Account No.: [Empty]

Airport of Departure (Addr. of First Carrier) and Requested Routing: PRG

To: JFK, Routing and destination: OK, By: [Empty]

Amount of Insurance: [Empty]

Handling Information: E.T.A. IS AT 15:55 ON 13.JULY 2004

Figure 8. HAWB Input Screen

Creating a Tracking Shipment Record from a AWB

Whenever you issue a HAWB or MAWB, you will have the option to create a Shipment Tracking Record from the AWB for further tracking. Additionally, you will be able to prepare a Pre-Alert E-mail with an AWB attachment to send to your overseas agent/Export Partner.

Start by clicking on **Create TOMS Record**. This will copy and transfer all of the common information from the AWB to the Shipment Tracking Record. All that is left for you to do is to complete the few remaining empty fields, such as, Customer, ETD, Order Numbers, and the e-mail addresses of the Pre-Alert recipients.

Create a TOMS Record from HAWB:
Click on **Create TOMS Record** and you will be taken to the **Shipment Tracking Input Screen**. See next figure.

AWB Internal Number:
The system assigns each AWB an internal number which you can later use to search the **Air Waybill Main Menu**.

Related AWBs:
These links mean that there are additional HAWBs concerning the AWB in question. On the right, there are links to related TOMS' records for this shipment.

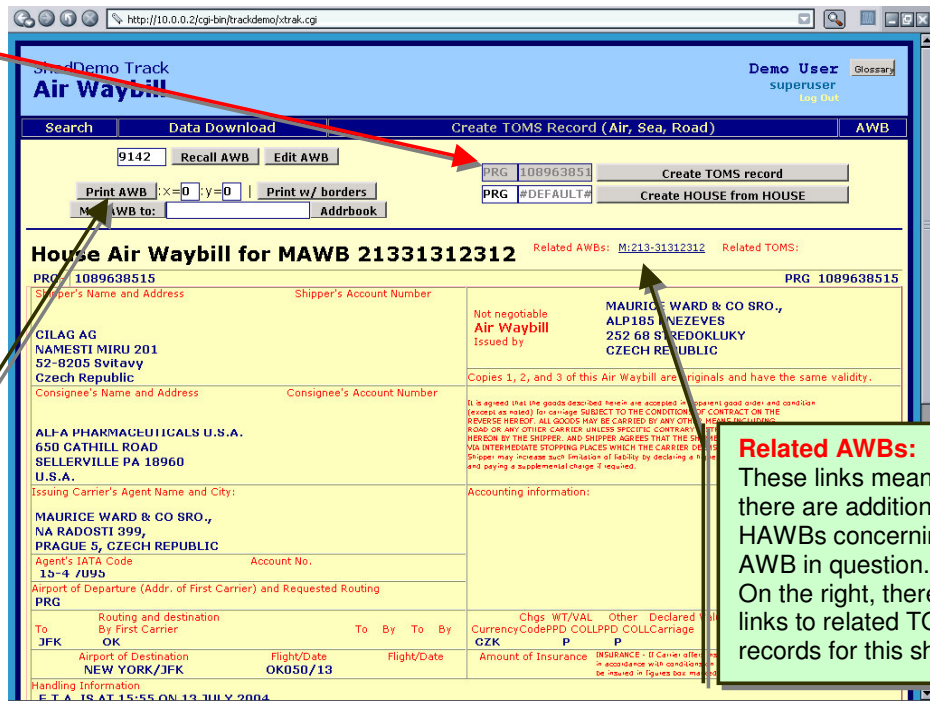


Figure 9. HAWB

Shipment Tracking Input Screen:
Most of the info has been copied from the AWB. Just complete the empty fields and enter the e-mail addresses of Pre-Alert recipients.

E-mail with AWB:
Enter the e-mail addresses of your overseas agents to send an electronic copy of the related AWBs as well as a Pre-Alert.

E-mail without AWB:
You have the option of sending only a Pre-Alert to your shipper and consignee.

File to Attach:
You can attach an array of documents, including scanned copies of commercial invoices, to send to Pre-Alert recipients.

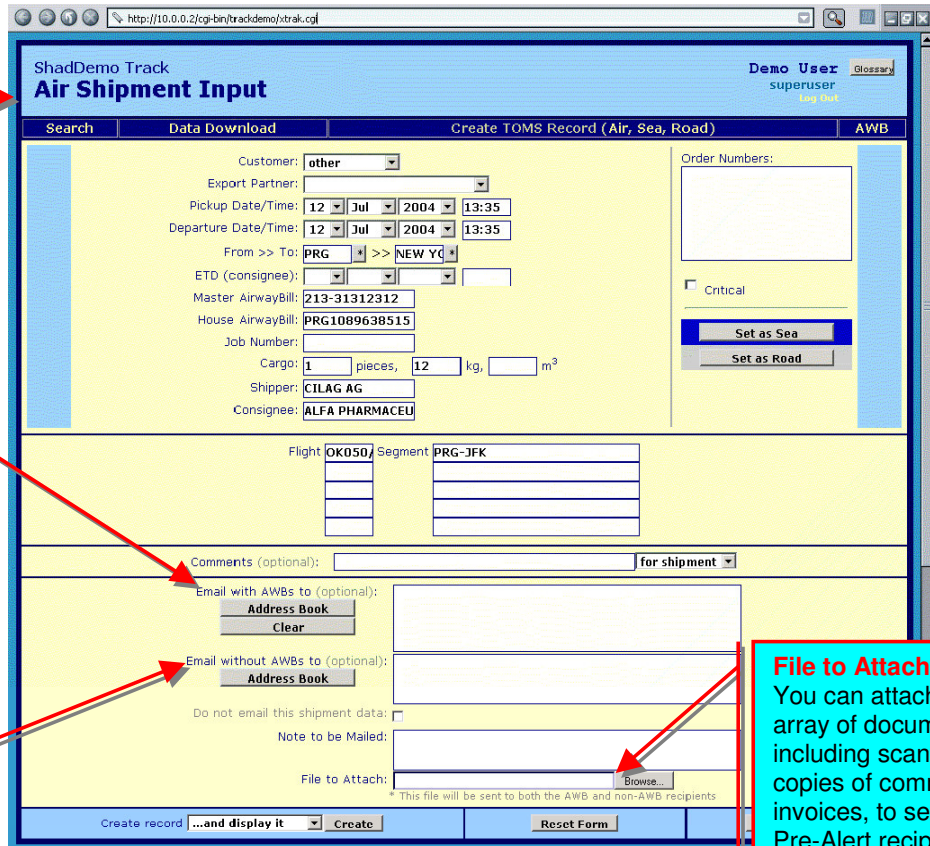


Figure 10. Air Shipment Input from HAWB

NOTE: The **Air Shipment Input Screen** is a great feature that allows you to send Pre-alerts to overseas agents as well as your customers without revealing any confidential information.

1. **Pre-Alert with its corresponding MAWB and HAWB as well as an attachment** (e.g. a scanned copy of the commercial invoice): This is the perfect way to alert your overseas agent about the status of a shipment.
2. **Pre-alert with an attachment:** This is ideal for notifying customers about the status of their shipment.

Once you have completed the pre-alert process, all future Notes, Comments, and PODs will be sent to the indicated e-mail addresses you selected from the **On-line Address Book**.

Hint:

This function is useful for creating import consignments in TOMS. However, the AWB function described in the previous section is the most effective way to create an export shipment record. That way, you simply create an AWB and then, by clicking the Create TOMS record, all the information will be stored for track and trace purposes and further reporting.

Creating a Shipment

After logging into the system, you will be taken to the Search screen. To create a new shipment without issuing an AWB, click either on the Air, Sea, or Road link at the top of the page next to Create TOMS Record.

The link will take you to Shipment Entry page, where you can enter the new shipment's data. (See Figure 10.) If you would like to change the type of shipment you are preparing, merely click on Set as Air, Set as Sea, or Set as Road.

Figure 11 . Shipment Input Screen.

To complete the Shipment Entry form, enter data into the following fields:

- **Customer:** Select the correct Customer from the dropdown menu. Please note that not all shipments will have an individual Customer so leave as Other if necessary. For further information regarding the Customer function, please see Appendix C.
- **Export Partner:** Select the shipment's Export Partner from the dropdown menu. Once the Shipment Entry is complete it will be copied into your Export Partner TOMS™ system so that the information does not have to be entered again. For further information regarding the Export Partner function, please see Appendix D.
- **Pick-up Date and Time:** This indicates the date and time when the shipment will be picked-up from the shipper. Select the date using the dropdown menus and enter the time in hours and minutes based on the 24-hour clock. For example, enter 13:30 rather than 1:30.
- **Departure Date and Time:** This indicates the date and time when the shipment is scheduled to depart. Select the date using the dropdown menus and enter the time in hours and minutes based on the 24-hour clock. For example, enter 15:45 rather than 3:45.
- **From:** Enter the departure point in this space. For air freight, enter the airport code as the point of departure. For sea or road freight, enter the name of the town or city that is the departure point.
- **Master Air Waybill:** Include the 3-digit prefix (e.g. 000-12345678) when entering the MAWB number.
- **House Air Waybill:** Enter the HAWB number for the shipment.
- **Job Number:** Enter the internal job number for the shipment.
- **Pieces:** Enter the total number of pieces that the shipment contains.
- **Weight:** Enter the shipment's total weight in kilograms.
- **Volume:** Enter the shipment's total volume in cubic meters.
- **Order Numbers:** Enter any order numbers that identify the shipment, such as internal reference numbers, invoice numbers, or purchase order numbers. Each reference number must be entered on a separate line.
- **Critical:** If the shipment is of critical importance, check this box so that the shipment's critical status is noted in all e-mails and reports.
- **Flights:** Enter the airline and flight number for each segment of the shipment. For example, British Airways flight 34 should be written as BA34; American Airlines flight 45 should be written as AA45. (For air freight shipments only.)
- **Segment:** Enter the origin and destination for each specific flight using airport codes. For example London Heathrow to Los Angeles should be written as LRH-LAX. (For air freight shipments only.)
- **Comment:** Enter any comments regarding a shipment in this field (e.g. This shipment is urgent. Please deliver ASAP!). These comments will

be displayed when a client or overseas agent views the Shipment Status page.

- **E-mail to:** Enter up to 30 e-mail addresses in this field. TOMS™ will send all of these addresses a copy of Shipment Pre-Alert E-mail once the form has been completed.

You do not need to manually enter each address; rather you can select them from your Address Book. To select an address or add a new one to you Address Book, click on Address Book. If you would like more information on the on-line Address Book, please see Appendix E.

Note: We suggest that you send Shipment Pre-Alert E-mails to the following addresses:

- Your overseas agents (for consolidation purposes only);
 - Your own address to ensure that you receive a copy of the POD and any e-mails indicating a change in status;
 - The shipper; and
 - The consignee.
- **Do not e-mail this shipment data:** Even if you don't want to send a Pre-Alert E-mail, you can prepare and save a list of e-mail addresses so that you can send a POD later. Create an e-mail list and then check this box so that you can use the list later.

Note: This option is not exclusive to the shipment creation process, and you will find it throughout the system. Whenever you update waypoints, add comments, issue a POD, or edit a shipment's information, the system automatically sends a Pre-Alert E-mail notification to all of the e-mail addresses you originally listed. However, by checking this box, you can stop the system from sending them.

- **Notes to Be Sent:** Write an additional message to be sent with the Shipment Pre-Alert E-mail. Any messages entered into this field will only be sent with the Pre-Alert E-mail and will not be accessible later.

If you would like to include additional attachments, you may use this function at anytime, even after the shipment has been created.

- **File to Attach:** If you have an electronic copy of any of the commercial documents saved to your computer, you may attach it to the Pre-Alert E-mail. Simply click on the Browse button and select the file you want to include.

Once you complete the above-listed fields, you will be ready to save the shipment. Before you click on Create Shipment, you may select one of the following options from the dropdown menu:

- **Display It:** This option saves the shipment and then displays it in a new window.
- **Clone Now:** This option saves the shipment and then copies the details to a new Shipment Creation window. To complete the new shipment, just add the Flight Dates, MAWB, HAWB, and Order Numbers.
- **Clone HAWB:** This option is designed for consolidating shipments. By selecting this, you can save the existing shipment and then copy the details to a new Shipment Creation window. To complete the new shipment, merely fill-in the new HAWB details and any related information

(i.e. the number of pieces, weight, shipper, etc.). The system will automatically copy the other details (i.e. the MAWB, flight dates, etc.) from the previous shipment entry.

- **Create New:** This option saves the shipment to the database and then opens another Shipment Creation window so you can enter a new shipment.

After selecting one of the listed options, click on Create to save the shipment to your on-line database.

Shipment Pre-Alert E-mail

TOMS™ will send a Shipment Pre-Alert to all of the e-mail addresses requested during the Shipment Creation process.

The Shipment Pre-Alert contains several helpful links to help you both to monitor and/or update a shipment's status and to navigate through the system.

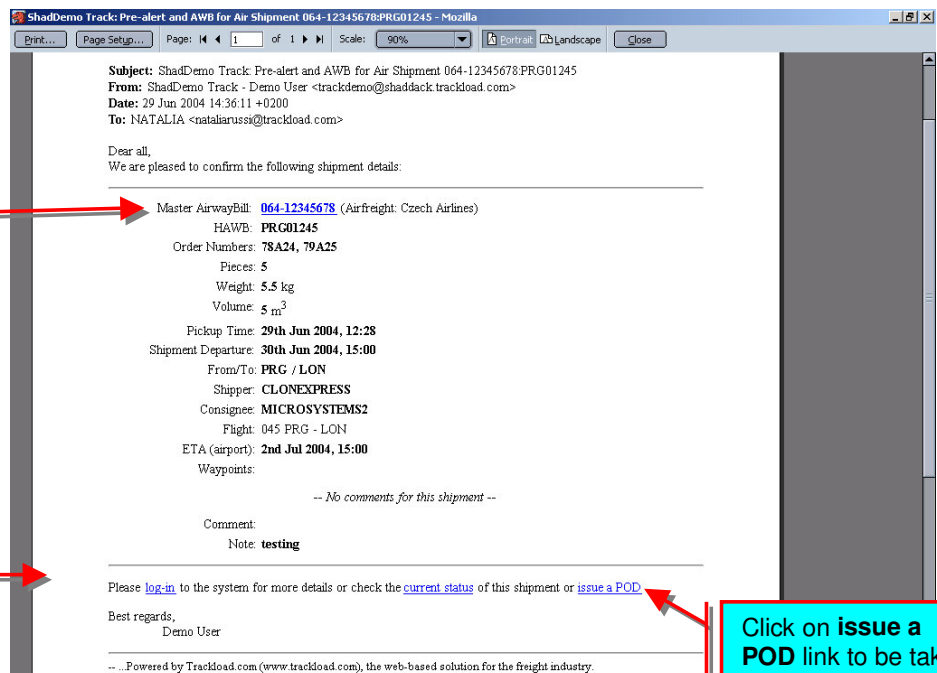


Figure 12. Shipment Pre-Alert Email

Checking a Shipment Status

You can check a shipment's status by clicking on the Quick Search option at the top of the Log In screen. Simply enter one of the following numbers to find a shipment:

- MAWB
- HAWB
- Ocean Bill of Lading
- House Bill of Lading
- Any reference numbers entered in the Order Numbers field on the Shipment Input screen

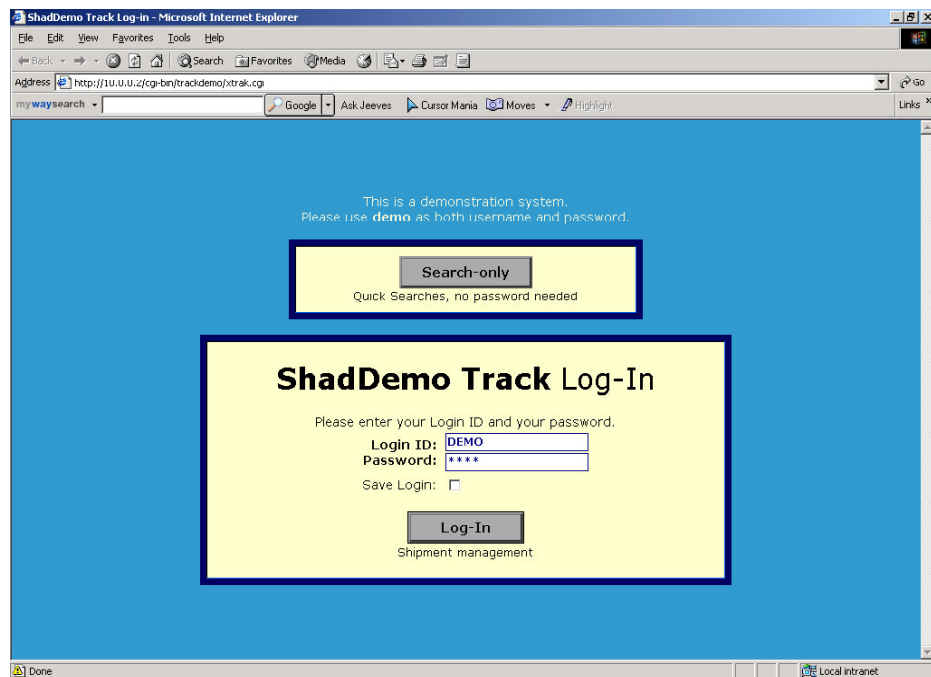


Figure 13. Quick Search Screen

If you do not know any of the details required to perform a Quick Search, you can use the Search screen to find the shipment. However, you first must log into the system with your ID and password to be able to search using any one or combination of the following options:

- Date range
- Shipper
- Consignee
- Agent
- Customer
- Shipment Class (e.g. Air, Road, or Sea)
- Origin (From)
- Destination (To)
- Job Number
- Delivery status (e.g. Delivered or Undelivered)
- Partial MAWB or HAWB (e.g. 124-122...)

Click on Search once you have entered your search criteria. TOMS™ will then display a list of shipments that match the information given. Find the consignment you were looking for and then click on the Show link to display the shipment status. For more information regarding the Search screen see page 22.

The Shipment Status Screen

The Shipment Status screen displays the current status of a particular shipment.

ShadDemo Track
Shipment Report

Customer: other
Exported to: **Trackdemo 3 (IMPORT)**
Master AirwayBill: **074-94445890** [MAWB] (Airfreight: KLM-Royal Dutch Airlines)
AWB: **PRG1089643177** [HAWB]
Related AWBs: **House: PRG-1085612335**
House: PRG-1089643177
Related TOMS Records: **07494445890:PRG1085612335**
Job Number: **852852**
Order Numbers: **040711**
Pieces: **11** Weight: **69 kg** Volume: **m³**
Pickup Date: **12th Jul 2004, 14:41** (data entered by Demo User)
Departure Date: **12th Jul 2004, 14:41**
From->To: **PRAGUE -> SEL/SEOUL**
Shipper: **OMEGA S.R.O**
Consignee: **AEROSPACE**
Flight: **KL1356/3 PRAGUE-AMS**
KL865/4 AMS-SEL
Est. Time of Delivery (consignee): **15th Jul 2004, 14:14**
-- No comments for this shipment --
Attachments:
Emails to: **natalia.russi@trackload.com**
 Do not email this shipment update

Waypoints:
Waypoint: **Arrival to**
Date: **12 Jul 2004**
Signed: **Demo User**

Comment:

Delivery Date: **12 Jul 2004**
POD by:
POD attachment:
File will be sent to all recipients

Related AWB & TOMS Records:
Just click on one of these, for instance, to monitor another shipment from a consolidated cargo shipment.

Hint:
Click on **Edit** to add or remove any e-mail address to be pre-alerted.

If a shipment stops before reaching its final destination, you can add a **Waypoint**. TOMS™ will send a Pre-Alert to the listed e-mails to announce the shipment's arrival at and departure from the waypoint.

Figure 14. Shipment Status Screen

The Shipment Status screen also allows users to perform the following tasks:

- **Enter a Waypoint:** To include a reference to a stop before a shipment reaches its final destination, simply type in the name of the waypoint city and the arrival and departure dates and times.
- **Enter Shipment Comments:** Explain any additional details about a shipment by including comments here. (E.g. "Shipment is door-to-door. Please clear and deliver to consignee. All charges to Company X.") Once you have entered a comment, click on Set Comment to save the comment. Then, when TOMS™ sends an e-mail regarding the shipment's status, it will include the message you wrote in the comments box.
- **Set Critical:** Click this button to mark a shipment's status as critical.
- **Edit:** If you need to make changes to a shipment's information, click on Edit and a new Shipment Creation window will open in edit mode. Once

Hint:

Remember that any comments that you enter will be displayed with the shipment's status.

Hint:

With the Edit function, you can add new e-mail addresses to receive shipment updates as well as comments, notes and PODs

the shipment has been edited, click on Save Shipment and TOMS™ will e-mail an edited version of the shipment. Alternatively, you can save the changes without sending a Pre-Alert by checking the “Do not e-mail this shipment” box.

Hint:

Do you frequently send shipments to the same clients at the same address? Don't reenter the same data again and again! Use the Clone function instead!

- **Clone:** Create a new shipment by merely clicking the Clone button. A new window will open with the same information. All you need to do to create the shipment is complete the blank fields with the following:

- MAWB;
- HAWB;
- Order Numbers;
- Date and Time of Pick-up; and
- Date and Time of Departure.

- **Note:** Clicking on Note will open an e-mail window, which will allow you to communicate quickly and conveniently with overseas agents or clients about a particular shipment. TOMS™ will even include shipment information with the e-mail. This note is designed for easy communication and will not be stored in the system. Please see Appendix E for more information.

Great feature:

Tell consignee and/or overseas agent to use the **ISSUE A POD** link in the bottom of email Pre-Alert to POD a shipment. Neither the consignee nor the agent will need access rights to your system to perform such action if done from the email.

- **Proof of Delivery (POD):** – Once a shipment has been delivered, the delivery information can be entered into TOMS™ in one of four ways:

1. By clicking on the **Issue a POD** link at the bottom of the Pre-Alert E-mail;
2. By going directly to the Shipment Status screen;
3. By selection the **Serial POD** option when running a report; or
4. By SMS-ing the information.

For more information on **PODs**, please see page 29.

Shipment Reporting / Search

From the Search screen, users can create reports based upon a variety of criteria.

Use any combination of these factors to search for data and run online reports.

The screenshot shows the 'Shademo Track Search' web application. The interface includes a navigation bar with 'Search', 'Data Download', 'Create TOMS Record (Air, Sea, Road)', and 'AWB'. The main search area contains the following fields and options:

- Partial MAWB (MB/L, Ref.No.): [Text Input]
- Partial HAWB (HB/L): [Text Input]
- Order number: [Text Input]
- Job number: [Text Input]
- From >> To: [Date Range Selector]
- From Date: [Date Picker] Entered
- To Date: [Date Picker] Entered
- Shipper: [Text Input]
- Consignee: [Text Input]
- Shipment class: [Dropdown Menu] All
- Delivery Status: [Dropdown Menu] All
- Customer: [Dropdown Menu]

On the right side, there is a 'Show:' section with checkboxes for:

- Weight
- Volume
- Customer
- Job Number
- ETD
- Export/Import
- Created by

Additional options include 'Summary Report: Yes' (dropdown), 'Display: Standard' (dropdown), and 'Limit to 25 Items' (dropdown). A 'Search' button is positioned at the bottom center of the form area.

Figure 15. Search Screen

To run a report, just follow these simple steps:

1. Select the report criteria. You may run reports based on a single factor or on a combination of these factors:
 - **Shipments by Airline:** Enter the carrier's prefix in the Partial MAWB field.
 - **Destination or Origin of Shipment:** Enter the destination or origin for which you would like a listing of all shipments.
 - **Shipments by Date:** Enter the dates in question in the From Date and To Date fields.
 - **Shipper and/or Consignee:** Enter the shipper's and/or consignee's name in the appropriate fields.
 - **Delivered or Undelivered:** Select which option you would like from the Delivery Status dropdown menu.
 - **Customer:** Select a customer from the Customer dropdown menu.

2. Click on any of the following check boxes to include additional columns with information regarding:

- Weight
- Volume
- Customer
- Job Number
- Export/Import (i.e. your export or import partner)

Note: Customer is a subsystem with TOMS™.

3. Decide which kind of report you would like: a full report, a full report with a Summary Report, or just a Summary Report

The Summary Report is a brief synopsis based upon your set report parameters (e.g. origin, destination, date range, etc.) and allows you to monitor basic shipment details, such as, total number of shipments and total weight, between two places and/or over a period of time.

4. Select the format in which the report will be displayed. The options include:

- **Standard:** The Standard report screen merely lists the shipments.
- **With Cloning:** This option allows you to copy the information from any of the report's shipments to a new Shipment Creation window. When you select With Cloning, the report will include an extra column labeled Clone. If you click on the Clone link for any shipment, a new Shipment Creation window will load containing the original shipment's details. All that is left for you to do is to enter the relevant Flight Dates, MAWB, HAWB, and Order Numbers for the new shipment.
- **Serial POD:** This option allows you to enter the POD information for multiple, recently delivered shipments. For more information, please see the Proof of Delivery section on page 19.

5. Select the number of shipments (i.e. 25, 50, 75, 100, or All) to be displayed per page.

6. Click Search to run the report.

7. Once the Shipment report screen loads, you may print the report by pressing the Print button on your browser.

The next section explains the Shipment Report screen in greater detail.

Shipment Report Screen

This screen contains the list of shipments according to your selected criterion.

Hint:
Click on the **Show** link to view the Shipment Status screen and to add additional information, like comments, notes or POD details.

Hint:
Click on the MAWB and TOMS™ will link you directly to the airline's tracking system.

This column indicates the mode of transport: A for air, S for sea, and R for

Search	Data	download	Create TOMS Record (Air, Sea, Road)				AWB		
Departure	From	To	kgs	details	Master No.	House No.	Order No.	POD Details	
A	ex	3rd Mar 08:24	mmm	nnn	8	Show	999-77884455	99977884455	2nd Mar 10:40, natalia russi
A	ex	3rd Mar 08:24	mmm	nnn	8	Show	999-77884455	99977884455	4th Mar 11:00, natalia
A		2nd Mar 08:45			5	Show	222-88779944	14700	no POD yet
A		2nd Mar 08:44	mmm	nnn	5	Show	444-88779944	44487794	Up: 3rd Mar 00:00, frankfurt
A		2nd Mar 08:25	nnn	mmm	5	Show	444-88552222	44488552222	2nd Mar 12:00, natalia russi
A	Cex	29th Feb 11:29	med	bog	1	Show	123-88997744	12388997744	no POD yet
A		29th Feb 11:25	dub	prg	3	Show	987-123987	987123987	no POD yet
A	M	29th Feb 04:16	PRG	CLE	10	Show	020-66833124	PRG12345678	no POD yet
A	M	29th Feb 04:16	PRG	CLE	10	Show	020-66833124	PRG12345678	no POD yet
A	ex	28th Feb 12:56	bog	med	5	Show	987-88552211	98788552211	28th Feb 18:04, natalia
A	Cex	28th Feb 11:14	prg	dub	1	Show	123-789123	123789123	no POD yet
A	CA	7th Feb 07:07	PRG	BUD	6	Show	123-456789	123987654	no POD yet

Summary Report
To date: 12th Jul 17:08
Total shipments: 12
Total Weight: 73 kg
Reload

Figure 16. Shipment Report Screen

This column indicates if there is one of the following: Comment (C), Attachment (A), MAWB (M), HAWB (M) and/or if the shipment was copied to (ex) or from (im) an Export partner. The MAWB and HAWB link to their respective documents.

The background is color coded to indicate a shipment's status. **Green** means the shipment has been delivered. **Red** means that the shipment is undelivered.

Data Download

Any older data relating to previous shipments can easily be downloaded from the Internet to your own computer with just a few keystrokes. This data can not only be used to create monthly reports and customer activity reports, but it can serve as a valuable internal auditing tool as well.

Customize reports by selecting the data you want to include using up to 15 columns. You can save formatted

Enter the criteria of the shipments to be downloaded. (E.g. To include shipments with London as their destination, enter London in the To field.)

The screenshot shows the 'ShadDemo Track Data Download' web application. The main menu includes 'Search', 'Data Download', 'Create TOMS Record (Air, Sea, Road)', and 'AWB'. The 'Data Download' section features 15 dropdown menus for selecting criteria (Col. 1 to Col. 15). Below these are fields for 'New Report Template', 'Customized report', 'Download Format', and 'Include Header'. On the right, there are fields for 'Partial MAWB (MB/L, Ref.No.)', 'Partial HAWB (HB/L)', 'Order number', 'Job Number', 'From >> To', 'From date', 'To date', 'Shipper', 'Consignee', 'Shipment class', 'Delivery Status', 'Customer', and 'Limit to all items'. A 'Download Data' button is at the bottom.

Figure 17. Download Data Screen

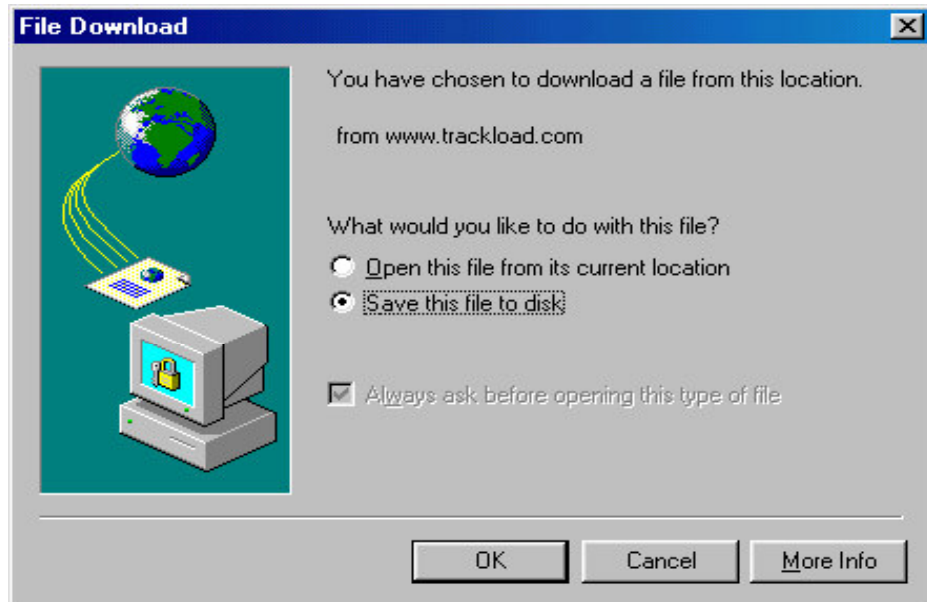
To download your data, select **Data Download** from the main menu bar and the follow these steps:

1. Select the data would like to download by using any number of the 15 dropdown menus. Each of the dropdown menus has 30 different criteria from which you may choose. Just click on a dropdown menu, decide which field you require, and repeat this process until you have chosen the requisite data fields.

If you need create reports containing the same type of information on a regular basis, TOMS™ allows you to save specific sets of variables to be used again for future reports. Once you have selected which criteria you would like to use, enter the name of the report in the New Report Template field and then click Store. You may save as many reports as you need. Just use the **Customized Report** dropdown menu to retrieve one of the stored reports whenever you need one.

2. Choose one of three formatting options for downloading the report.
 - **CSV** for display in spreadsheet programs, such as Microsoft Excel.
 - **TXT** for display in word processing programs, such as Microsoft Word.
 - **HTML** for display in web browsers, such as Microsoft Internet Explorer and Netscape Navigator.

3. Using the same process for running a Shipment Report, enter the shipment criteria in the fields on the right side of the screen for the data that you wish to download.
4. If you would like the report to display the name of each category, tick the Include Headers box.
5. To download the data, click the **Download Data** button at the bottom of the screen. A separate window will open and ask you to save the file to disk or to open the file from its current location. Select one of these options and click OK. Now your data is ready to be used in presentations and reports.



Entering Proof of Delivery Information

You can enter POD information using one of the following four methods:

1. Click on the **Issue a POD** link found at the bottom of the Pre-Alert E-mail, which will take you to the Shipment Status screen;
2. Go directly to the Shipment Status screen;
3. Select the **Serial POD** option when running a report; or
4. SMS (Short Message Service) the information. Please note that this option requires GSM mobile technology.

The first method is the quickest and most convenient way to enter POD information.

1-2. Entering POD Information Using the Shipment Status Screen

Use the **Search** option to recall the Shipment Status Screen.

ShadDemo Track
Shipment Report

Customer: other
Exported to: **Trackdemo 3 (IMPORT)**
Master AirwayBill: **074-94445890** [MAWB] (Airfreight: KLM-Royal Dutch Airlines)
HAWB: **PRG1089643177** [HAWB]
Related AWBs: **House: PRG-1085612335**
House: PRG-1089643177
Related TOMS Records: **07494445890:PRG1085612335**
Job Number: **852852**
Order Numbers: **040711**
Pieces: **11** Weight: **69 kg** Volume: **m³**
Pickup Date: **12th Jul 2004, 14:41** (data entered by Demo User)
Departure Date: **12th Jul 2004, 14:41**
From->To: **PRAGUE -> SEL/SEOUL**
Shipper: **OMEGA S.R.O**
Consignee: **AEROSPACE**
Flight: **KL1356/3 PRAGUE-AMS**
KL865/4 AMS-SEL
Est. Time of Delivery (consignee): **15th Jul 2004, 14:14**
-- No comments for this shipment --
Attachments:
Emails to: natalia.russi@trackload.com
 Do not email this shipment update
Waypoints:
Waypoint: **Arrival to**
Date: **12 Jul 2004**
Signed: **Demo User**
Add Waypoint
Comment: for shipment

Delivery Date: **12 Jul 2004**
POD by:
POD attachment:
File will be sent to all recipients

Enter POD information here and then click on **Send POD** to issue it. The shipment color will change from red to green on the Shipment Report Screen.

Figure 18. Shipment Status Screen

3. Entering POD Information Using the Serial POD option

When you select the Serial POD option in the Search screen, the Shipment Report screen will load with empty fields to be completed with the relevant POD information. Just enter the POD information for as many shipments as required and then click on **Enter the PODs** to issue them.

Enter the date, time and receivers name in the POD fields.

From	To	kgs	details	Master No.	House No.	Order No.	POD INPUT
A	exMH PRAGUE SEL/SEQU	22	<Show>	356-41556665	PRG15641335	040731	12 Jul 2004
A	M DUB SHANGHAI/PVG	100	<Show>	963-12378956	PRG61135125	None	12 Jul 2004
A	ex prg sin	3000	<Show>	253-51352165	PRG61135125	None	12 Jul 2004
A	HAexM PRG LON	6.6	<Show>	064-12345678	PRG01245	78A24, 79A25	12 Jul 2004
A	Aex PRG LON	5.5	<Show>	789-88552200	PRG04125	AB7854	12 Jul 2004
A	AexM PRG CLE	0	<Show>	222-74125083		as457	12 Jul 2004
A	CAMH PRG	12	<Show>	569-78945612	PRG1088111561		12 Jul 2004
A	M	6	<Show>	020-66839124	PRG12345678		12 Jul 2004

Figure 19. Shipment Report Screen

4. Entering POD Information by SMS

Once a shipment is delivered, delivery can be confirmed from a GSM mobile phone by sending a SMS to a gateway mobile number. The information must be formatted in the following ways:

- For Air shipments: PODMH#system's name#MAWB/HAWB
- For Road shipments: PODR#system's name#Ref.Number
- For Sea shipments: PODBL#system's name#BL

Once the SMS is sent, the shipment's status will change to delivered and the color-coding on the Shipment Report screen will change from red to green.

Hint:
Click on **Print POD Form** to create a physical copy of the POD. A complete shipment report will be printed with spaces for a signature, time of delivery, and a stamp. Also, you will find instructions on how to send the POD via SMS.

Shademo Track
Shipment Report

Demo User
superuser

Search | Data Download | Create TOMS Record (Air, Sea, Road) | AWB

Customer: **other**
 Exported to: **Trackdemo 3 (IMPORT)**
 Master AirwayBill: **074-94445890 [MAWB]** (Airfreight: KLM-Royal Dutch Airlines)
 HAWB: **PRG1089643177 [HAWB]**
 Related AWBs: **House: PRG-1085612335**
House: PRG-1089643177
 Related TOMS Records: **07494445890;PRG1085612335**
 Job Number: **852852**
 Order Numbers: **040711**
 Pieces: **11** Weight: **69 kg** Volume: **m³**
 Pickup Date: **12th Jul 2004, 14:41** (data entered by Demo User)
 Departure Date: **12th Jul 2004, 14:41**
 From->To: **PRAGUE -> SEL/SEOUL**
 Shipper: **OMEGA S.R.O**
 Consignee: **AEROSPACE**
 Flight: **KL1356/3 PRAGUE-AMS**
KL865/4 AMS-SEL
 Est. Time of Delivery (consignee): **15th Jul 2004, 14:14**
 -- No comments for this shipment --
 Attachments:
 Emails to: **natalia.russi@trackload.com**
 Do not email this shipment update
 Waypoints:
 Waypoint: **Arrival**
 Date: **12 Jul 2004**
 Signed: **Demo User** **Add Waypoint**
 Comment: **for shipment** **Set comment**
Set Critical **Edit** **Clone** **Note** **Print POD form**
 Delivery Date: **12 Jul 2004** **Send POD**
 POD by:
 POD attachment: **Browse...**
File will be sent to all recipients
Reload

Figure 20. Shipment Status Screen – Print POD Form

Appendix A – AWB Contact List Menu

The **Contact List Menu** is a database that you can use like a general address book to store contact information for carriers, customers (i.e. Shippers and Consignees), overseas agents, or business partners. It is essential for creating AWBs as the contacts you include will be listed in the dropdown menu of **Air Waybill Main Menu** screen. Thus, it is highly recommend that you add as many of your important contacts as possible before you begin to create AWBs.

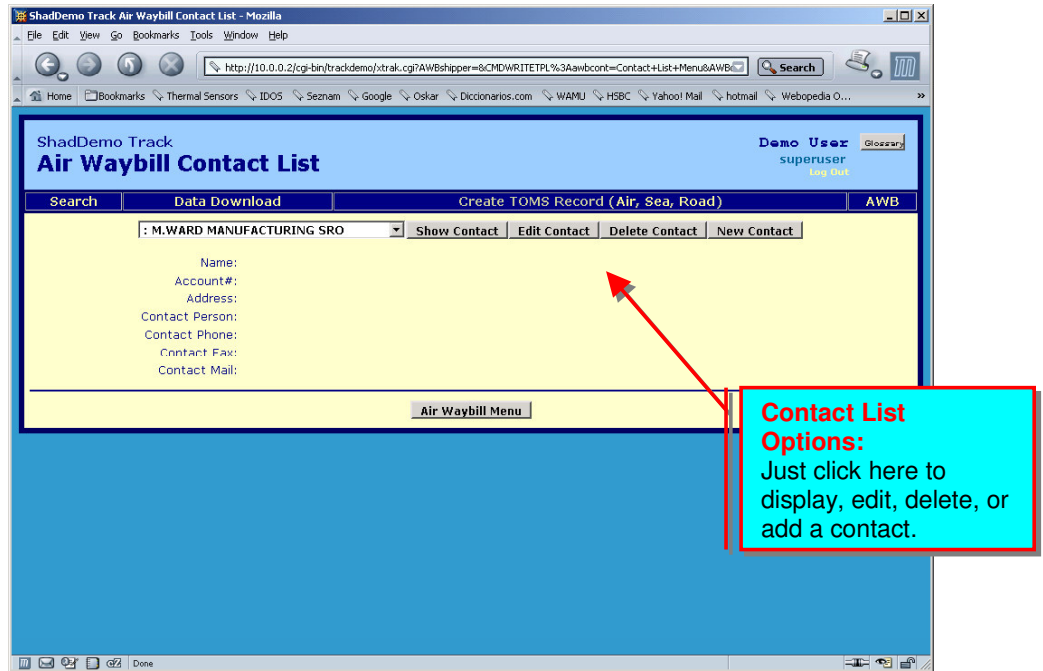


Figure 21. Air Waybill Contact List

Appendix B – AWB Printing and E-mailing Options

TOMS™ provides you with two options for printing AWBs:

1. **With borders:** Click on **Print w/ borders** to print a complete AWB with both the information and the formatted frames. Please use a standard laser or inkjet printer when selecting this option. You may print on standard office paper.
2. **Without borders:** Click on **Print AWB** to print just the text of the AWB. Please use a dot-matrix printer, fed with official pre-formatted AWB paper, when selecting this option. You will attach the finished product to consignments.

It is possible to e-mail a AWB. When doing so, you may either enter the recipients' e-mail addresses manually or automatically.

1. **Manually:** Type the e-mail addresses to which you want to send the AWB. If there is more than one address, separate the addresses with a comma followed by a space.
2. **Automatically:** Just click on **Addrbook** and select the desired e-mails.

Note: The address book is the same used on the Shipment Input screen.

Print AWB: This option prints the text on a pre-formatted page to be attached to consignments.

Print w / borders: This option prints the text and borders on standard office paper.

Mail AWB to: Either key-in the recipient's e-mail addresses or just select them from the **Addrbook** and TOMS™ will fill-in the addresses for you!

ShadDemo Track Air Waybill - Microsoft Internet Explorer

Address: http://110.0.0.2/cgi-bin/trackedemo/xtrak.cgi?USER=84AWBawbpref=222&AWBawbbuff=74125883&MLDAWBNUMBHJW=1

my way search

ShadDemo Track Air Waybill

Search Data Download Create TOMS record (Air, Sea, Road)

9117 Search AWB Edit AWB 222 74125883 Create TOMS record

Print AWB :x=0 y=0 | Print w/ borders PRG #DEFAULT4 Create HOUSE from MASTER

Mail AWB to: Addrbook Create MASTER from MASTER

Master Air Waybill # 22274125883 Related AWBs: H:PRG-1088199165 Related TOMS: 22274125883:PRG1088199165 22274125883:

222 74125883 222 74125883

Shipper's Name and Address	Shipper's Account Number	Not negotiable Air Waybill Issued by	Czech Airlines Prague Airport Czech Republic
CONCORDIA LTD SILVER JUBILEE WAY HOUNSLOW TW4 6NF UNITED KINGDOM		Copies 1, 2, and 3 of this Air Waybill are originals and have the same validity.	
Consignee's Name and Address	Consignee's Account Number	<small>I hereby agree that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREBY BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.</small>	
M. WARD MANUFACTURING SRO KOROZLUKY 1 434 01 OKRES MOST CZECH REPUBLIC			

Done Local intranet

Figure 22. Air Waybill

Appendix C – CUSTOMERS

TOMS™ uses the **Customers** settings to provide your clients with limited access to your TOMS™ system. This way, your clients will have access to the information they require without compromising the confidentiality of any of your other clients or business partners.

In the administration section, you can create a Log In ID for each client and link that ID to a specific **Customer**. Clients can then access their shipment information, run shipment reports, and download shipment data by accessing your TOMS™ system via the Internet.

Once clients have been entered as **Customers** into your TOMS™ system, you will be able to select the corresponding Customer when creating a shipment. That shipment will then be entered into the Customer's subsystem. Your clients will **ONLY** be able to see the shipments in their own Customer subsystem.

Trackload.com's technical support experts can establish your Customers settings in a matter of minutes. Alternatively, your own technical support staff can manage the administration of the system and establish the Customers settings. Please see the TOMS™ Administration Guide for instructions and details.

List of
Customers
entered into this
TOMS™ system.

The screenshot shows the 'Air Shipment Input' form in the ShadDemo Track system. The form is titled 'Air Shipment Input' and includes fields for Customer, Export partner, Pickup Date/Time, Departure Date/Time, From >> To, ETD (consignee), Master AirwayBill, House AirwayBill, Job Number, Cargo, Shipper, and Consignee. A dropdown menu is open for the Customer field, showing options: Group 1, other, Beatriz, Group 1, Group 1A, Group 1B, Import, and other. A red arrow points from a text box on the left to the Customer dropdown menu. The form also includes sections for Order Numbers, Flight, Segment, Comment, Email to, and Inhibit sending mails.

Figure 23. Air Shipment Input - Customer Selection

Appendix D – Export Partners

This function allows you to take a shipment created in your own system and copy it to the recipient **Export Partner's** TOMS™ system

When you create a shipment, select the desired Export Partner from the second dropdown menu on the Shipment Input screen. Once the shipment is created, it will be copied to the selected Export Partner. Additionally, the system will send PODs in both directions and update comments in both systems.

List of **Export Partners** entered into this TOMS™ system.

The screenshot shows the 'Air Shipment Input' form in the 'Shademo Track' application. The form is titled 'Air Shipment Input' and includes a navigation bar with 'Search', 'Data Download', 'Create TOMS record (Air, Sea, Road)', and 'AWB'. The main form area contains several input fields and dropdown menus. The 'Export Partner' dropdown menu is open, displaying a list of partners: 'Trackdemo 3 (IMPORT)', 'Trackdemo 3 (IMPORT2)', 'Trackdemo 3 (OTHER)', and 'Star Trackdemo (IMPORT)'. A red arrow points from a text box on the left to the 'Export Partner' dropdown. Other fields include 'Customer' (set to 'other'), 'Pickup Date/Time', 'Departure Date/Time', 'From >> To', 'ETD (consignee)', 'Master AirwayBill', 'House AirwayBill', 'Job Number', 'Cargo' (with units for pieces, kg, and m³), 'Shipper', and 'Consignee'. There are also buttons for 'Set as Sea' and 'Set as Road', and a 'Comment' field with a dropdown set to 'for shipment'.

Figure 24. Air Shipment Input - Export Partner Selection

Appendix E – On-line Address Book

The quickest way to enter e-mail addresses on the Shipment Creation screen and on the AWB screen is to select them from the on-line address book. To access the on-line address book, click on **Addrbook** and choose the required e-mail addresses.

Selecting Addresses

Hint:

It is important to include your own e-mail address when selecting addresses. This is necessary because TOMS™ sends Status Update E-mails and PODs only to the addresses you originally sent e-mails to.

On the On-Line Address Book screen, click on the e-mail addresses you would like to receive a Shipment Pre-Alert e-mail or an AWB. Once you have selected all of the necessary addresses, click on the **Confirm** button. This will return you to the Shipment Creation screen, where you will find all of the addresses entered into the appropriate field.

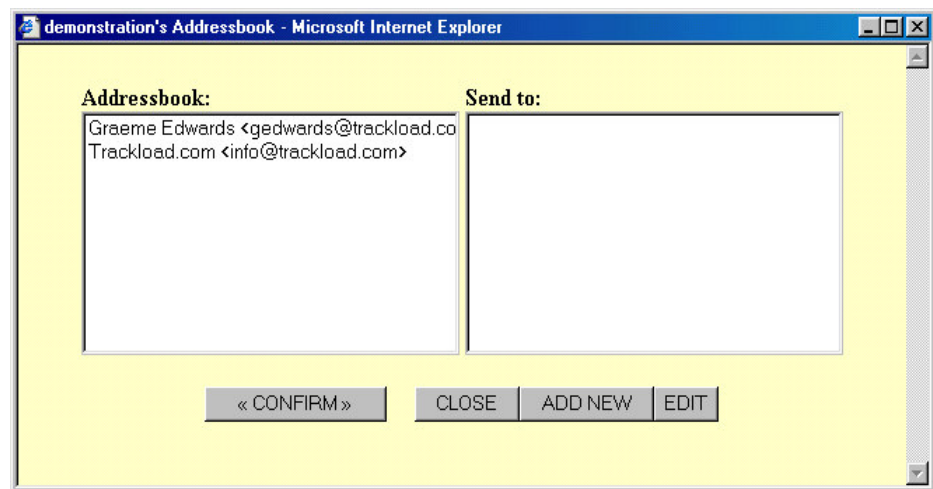


Figure 25. On-line Address Book

Adding New Addresses

If the address you need is not listed, click on **Add New** and enter the name and e-mail address in the new window that will appear. If you need to add more than one address, click on **Save and Add Another**. Once you enter all of the addresses, click on **Save and Return**.

Appendix F – Shipment Notes

A quick and convenient way to communicate with other parties regarding a specific shipment is by using the **Note** function on the Shipment Status screen.

From the Search screen, recall the Shipment Status screen for the required shipment and then click on the **Note** button. Enter your message in the Message field. Click on **Addressbook** to select the recipients' e-mail addresses. Once you complete these steps, click on **Send E-mail**. TOMS™ will then e-mail the Note and any additional attachments to the selected addresses.

Please be aware that these Notes will not be saved in the system and will not be accessible later.

Hint: You can add more than one attachment to an e-mail.

Microsoft Internet Explorer window titled "Email Comment for the Shipment". The address bar shows the URL: `http://10.0.0.2/cgi-bin/trackdemo/xtrak.cgi?USER=&PASS=&RECNUM=946&CMDSE`. The page content includes:

- Title: **Email-only Comment for Shipment**
- Shipment ID: **789-88552200:PRG04125**
- From: **trackdemo@shaddack.trackload.com**
- To: **NATALIA <nataliarussi@trackload.com>**
- Message: **This shipment is delayed due to a flat tire in flight 047! Thanks in advance for your understanding.**
- File to attach:
- Buttons:

Figure 26. Shipment Note Screen

The text of your message will appear here and the shipment information will appear below for easy reference.

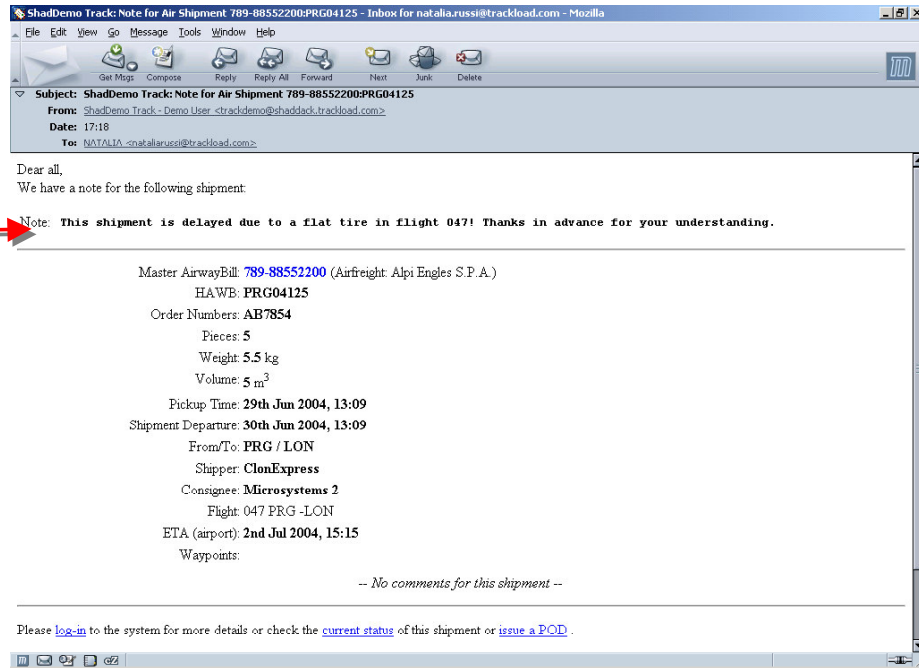


Figure 27. Shipment Note E-mail