



Trackload.com

*TOMS*<sup>™</sup>

User Guide

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## Logging on to TOMS™

All of *Trackload.com's* tracking services 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 located on the 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, enter your Login ID and Password and then click on the Log In Button.

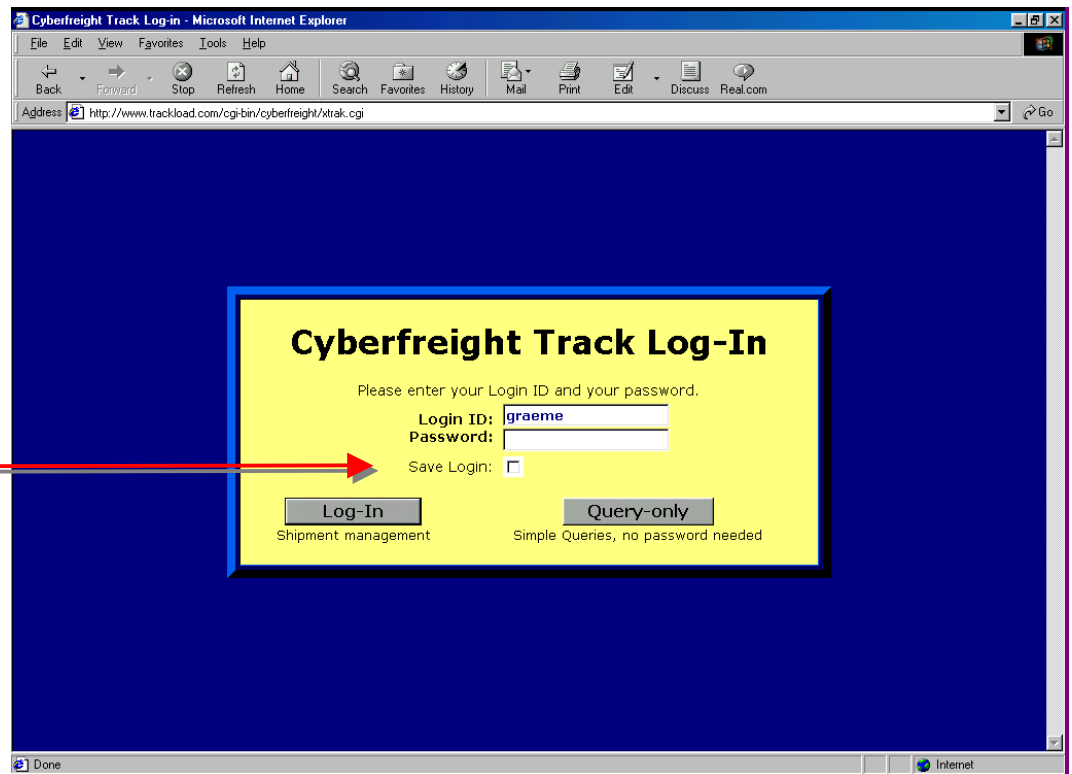


Figure 1. Login Screen

## Creating a Shipment

After logging in you will be taken to the Advance Query screen. To create a new shipment click on either the AIR, SEA or ROAD link at the bottom of the page.

You should now be at the Shipment Entry page and ready to enter your new shipment (see Figure 2.). If you want to change the type of shipment you are entering, click on the SET AS SEA, SET AS ROAD or SET AS AIR button.

The screenshot shows a web browser window titled "Demo Track Air Shipment Input - Microsoft Internet Explorer". The page header includes "demostration superuser". The main form area contains the following elements:

- Subsystem:** A dropdown menu currently set to "other".
- Pickup Date/Time:** Two dropdown menus for date (15 Apr 2001) and time (13:14).
- Departure Date/Time:** Two dropdown menus for date (15 Apr 2001) and time (13:14).
- From >> To:** Two text input fields with asterisks, separated by ">>".
- Master AirwayBill:** A text input field.
- House AirwayBill:** A text input field.
- Cargo:** Three input fields for "pieces", "kg", and "m<sup>3</sup>".
- Shipper:** A text input field.
- Consignee:** A text input field.
- Order Numbers:** A list box.
- Critical:** A checkbox.
- Buttons:** "Set as Sea" and "Set as Road".
- Flight/Segment Table:** A table with two columns: "Flight" and "Segment", each with four empty rows.
- Comment:** A text input field with the label "Comment: (optional)".
- Email to:** A text input field with "Addressbook", "Clear", and "StoreDef" buttons.
- Note to be sent in the mails:** A text input field.
- File to attach:** A text input field with a "Browse..." button.
- Footer Buttons:** "Create Shipment", "...and display it", "Reset Form", and "Close Window".

Figure 2. Shipment Entry Screen.

Start filling the form with the relevant shipment details. The fields are as follows:

- **Subsystem** - Select the relevant Sub System for this particular shipment. Not all shipments will have a separate Sub System so leave as OTHER if necessary. For more information regarding Sub Systems see Appendix A.
- **Pick Up Date and Time** – This is the date and time that the shipment was or will be picked up from the shipper. Select the relevant dates using the drop down menus and enter the time in hours and minutes using a colon to separate the (e.g. 13:00).
- **Departure Date and Time** – This is the date and time that the shipment is booked to depart. Select the relevant dates using the drop down menus and enter the time in hours and minutes using a colon to separate the (e.g. 13:00).
- **From** – Enter the airport code of departure or the town or city of departure for sea freight and road freight.

- **Master Airway Bill** – Enter the Master Airway Bill for this shipment including the 3 digit prefix (e.g. xxx-xxxxxxx).
- **House Airway bill** – Enter the HAWB number for this shipment.
- **Pieces** – Enter the number of pieces.
- **Weight** – Enter the shipment weight in kilograms.
- **Volume** – Enter the shipment volume in cubic meters (x.xx ).
- **Order Numbers** – Enter any relevant order numbers for this shipment. These can be your internal reference numbers; your shippers invoice number and or the consignees purchase order number. Each reference number must be entered on a separate line.
- **Critical** – If the shipment is critical you can select this check box. The this shipment will be marked as critical in all emails and reports.
- **Flight** – Enter each flight number for this shipment (e.g. BA34 or AA45)
- **Segment** – enter each segment relevant to the specific flight number (e.g. LHR-LAX).
- **Comment** – Enter any comments you like within this field. These comments will be displayed on the Shipment Status page when a status is requested by a client or an agent. For example 'This shipment is urgent please deliver ASAP.'
- **Email to** – Enter up to 30 email addresses in this field. TOMS™ will email all of these addresses a Shipment Pre-Alert Email once all of the fields have been completed. To select addresses from or add addresses to your on-line address click on the ADDRESS BOOK button. For more information on the On-line Address Book see Appendix B.
  - We suggest entering the following email addresses:
    - Your overseas agents (for consolidations only)
    - Your own address. This will ensure that you receive a copy of the Proof of Delivery and Status Change emails.
    - The shippers email address
    - The consignees address.
- **Notes To Be Sent** – Enter any extra messages you want to send with the Shipment Pre-Alert emails. Any messages entered in to this field will only be send with the Shipment Pre-Alert email, they can not be accessed any other time.
- **File to Attach** – If you have an electronic copy of any of the commercial documents you can click on the BROWSE button and select the file from the relevant directory or folder on your computer.

Once all of these fields have been completed you are ready to save the shipment. You have the following options when saving a shipment:

- **Create Shipment – and display it** – If selected this option will save the shipment and then display the shipment status in a new window. Click on the CLOSE WINDOW button to close this window.
- **Create Shipment – and clone now** – If selected this option will save the existing shipment and then clone the details in to a new Shipment Creation window where all you have to do is add the new FLIGHT DATES, MAWB, HAWB and Order Numbers
- **Create Shipment – and clone HAWB** – This option is for consols. If selected this option will save the existing shipment and then clone or copy the details in to a new Shipment Creation window where all you have to do is add the new HAWB details and the other relevant information for that particular HAWB of the consol (Pieces, weight, shipper etc.) The system will automatically copy the other relevant details from the previous shipment entry (the MAWB and FLIGHT DATES etc.)
- **Create Shipment – and create new** – If selected this option will save the shipment to the database and then open a blank Shipment Creation window so you can enter a new shipment.

Once you have selected the required option, press the CREATE SHIPMENT button to save the shipment.

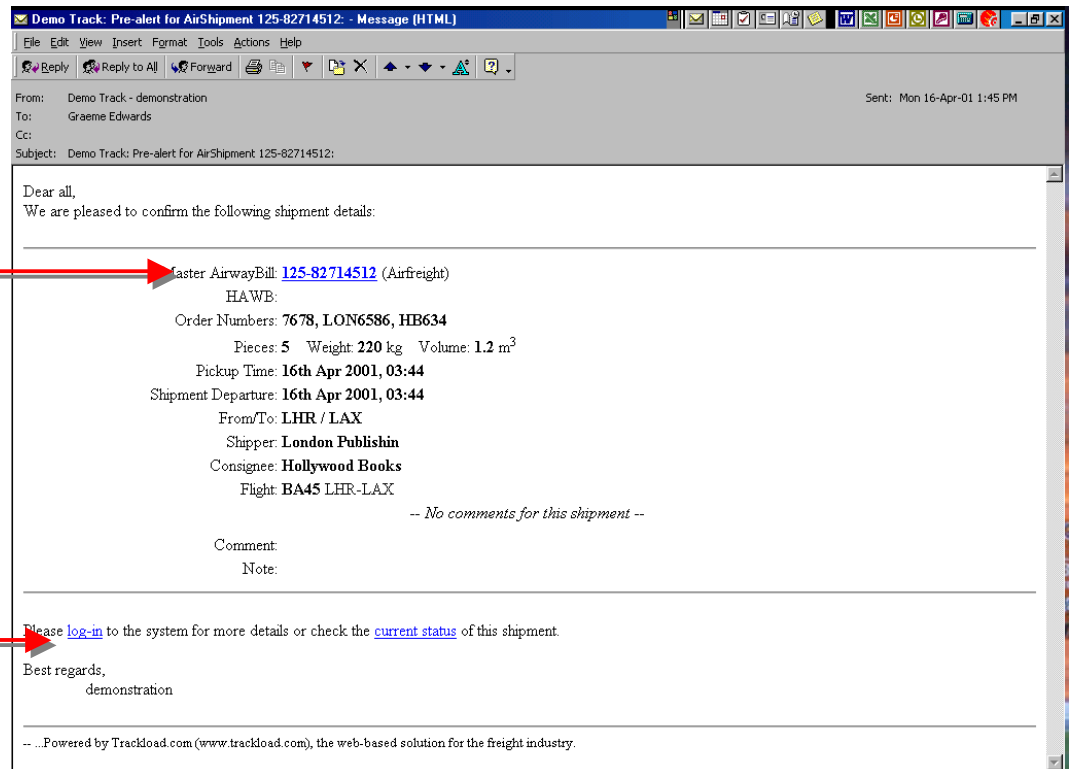
The shipment will be saved to your on-line database and the Shipment Pre-Alert email will be sent to the addresses you requested.



## Shipment Pre-Alert Email

TOMS™ will send a Shipment Pre-Alert to all email addresses included in the Shipment Creation screen.

The Shipment Pre-Alert contains some usual links relating to the shipment.



Click on the MAWB and you will automatically link in to the airline tracking system.

Click on the LOG-IN link and you will be taken to the Log In screen for your TOMS™ system.

Click on the CURRENT STATUS link and TOMS™ will display the current status of the shipment.

Figure 3. Shipment Pre-Alert Email

## Checking a Shipment Status

A shipment status can be checked by clicking on the STANDARD query at the bottom of the main screen.

- Shipments can be searched for using:
  - Master Airway Bill
  - House Airway Bill
  - Ocean Bill of Lading
  - House Bill of Lading
  - Reference Numbers entered in the Order Number field in the Shipment Entry screen.

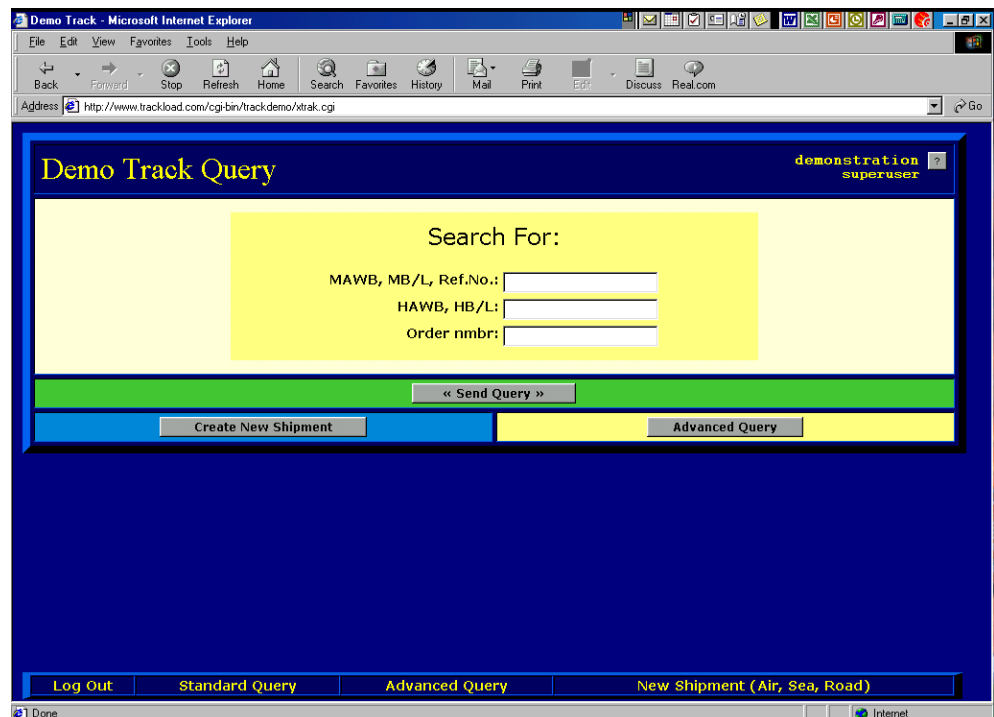


Figure 4. Standard Query screen

If you do not know any of these details you can use the Advance Query Screen and search using a variety of extra options. To access the Advance Query Screen click on the ADVANCE QUERY link at the bottom of the main page.

- Extra options available are, search by:
  - Date range
  - Shipper
  - Consignee
  - Origin (From)
  - Destination (To)
  - Partial MAWB, HAWB (e.g. 124-122)

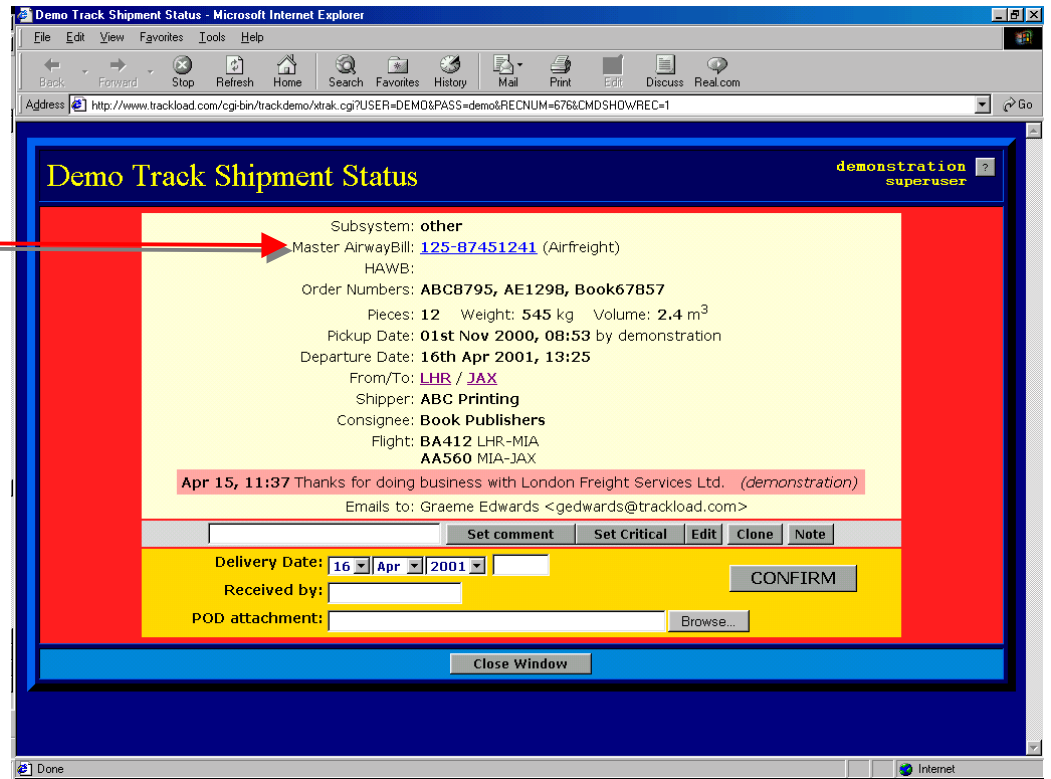
When you have entered your search criteria, click on the SHOW ALL SHIPMENTS button. TOMS™ will then display a list of shipments according to your search criteria. Find the shipment you were looking for

---

and then click on the SHOW link to display the shipment statuses. For more information regarding the Advance Query Screen see page 14.

## The Shipment Status Screen

The Shipment Status Screen is used to display the current status of a particular shipment.



### Hint:

Click on the MAWB and TOMS™ will link you directly in to the airlines tracking system.

Figure 5. Shipment Status Screen

The Shipment Status Screen also allows the user to perform the following tasks:

### Hint:

Any comments entered will always be displayed with the shipment status so be careful what you or your agent writes.

- **Enter Shipment Comments** – In the text box enter any comments you would like to be displayed with this shipment status. For example, if a shipment is Door – Door , enter a comment similar to, 'Shipment is Door – Door, please clear and deliver to consignee. All charges to *Your Company Name*.' When you have entered the comment, click on the SET COMMENT button to save the comment. TOMS™ will now send an email to the addresses originally notified of the shipment telling them of the change in status.
- **Set Critical** – If the shipment becomes critical, click this button and the shipment will be marked as critical.
- **Edit** - If you need to edit the shipment click on this button. A new Shipment Creation window will open in edit mode allowing you to change or add information. Once the shipment has been edited, click on the SAVE SHIPMENT button. TOMS™ will now email an edited version of the Shipment Pre-Alert Email.
- **Clone** – If you press the CLONE button a new Shipment Creation Screen will open with the same shipment information and some

### Hint:

Use the clone button to enter new shipments for the same client to the same destination. This will save you a lot of time.

blank fields. All you need to do to create the new shipment is enter the:

- Master Airway Bill,
- House Airway Bill,
- Order Numbers,
- Pick Up Date / Time, and
- Departure Date / Time.

- **Note** – Clicking on the NOTE button will open a new window, which will allow you to email a note to someone regarding this shipment. The note will not be stored in the system. It is just a convenient way to communicate with overseas agents or clients regarding this shipment, as the email sent by TOMS™ will include the shipment information. See Appendix C for more information.

**Hint:**

Organise to have your overseas agent enter the POD on your behalf.

- **Proof of Delivery (POD)** – Once a shipment has been delivered the delivery information can be entered in to TOMS™ via the shipment status screen. Enter the delivery information using:
  - The drop down menus for the date,
  - Entering the time (e.g. 12:00),
  - Enter the name of who signed for the delivery in the received by text box.
  - If you have an electronic copy of the signed delivery docket (that is, a scanned image for example) then you can attach it to the POD email by clicking on the BROWSE button and selecting the relevant file.
  - When complete, click on the CONFIRM button. TOMS™ will now send a POD email to the addresses listing in the original Shipment Creation Screen.

## Shipment Reporting / Advance Queries

Using the Advance Query Screen users can run a variety of reports.

Shipment  
Report  
criteria.

Figure 6. Advanced Query Screen

To run reports you need to:

1. Select the report criteria. Examples of the reports that can be run are:
  - **Shipments By Airline** – Enter the carrier prefix in the Partial MAWB field.
  - **Destination or Origin Shipment Reports** – Enter the destination for which you would like a listing of all shipments.
  - **Shipments by date** – Enter the required dates in the From Date field and the To Date field.
  - **Shipper or Consignee** – enter the shippers name or consignees in the Shipper and or Consignee fields.
  - **Delivered or Undelivered** – Select the required option from the drop down menu in the DELIVERY STATUS field.
  - **Subsystem** - Select the required Subsystem from the drop down menu in the SUBSYSTEM field.
2. Select other options to be included in the report by clicking on any of the following check boxes:

- **Show Weight** – This includes a column in the report with the shipment weight.
  - **Show Volume** – this includes a column in the report with the shipment volume
  - **Show Subsystem** - this includes a column in the report with the shipment subsystem.
3. Choose whether you want to include Summary Report with your report or whether you just want the Summary Report only.
    - The summary is a brief summary of the report parameters. For example:

Total Shipments: XXX  
Total Weight: XXX kgs

4. Choose the display option required: the current options are:
  - **With Cloning** –If you select this option the Shipment Report screen will load with an extra column titled CLONE. If you click on the CLONE link for any of the shipments, a new Shipment Creation window will load and automatically copy all of the original shipment details in to the new shipment window. All you then need to do to complete the shipment is enter the relevant FLIGHT DATES, MAWB, HAWB and Order Numbers.
  - **Serial POD** – If you select this option the shipment report screen will load with the relevant POD fields ready to be completed for all undelivered shipments. You can then enter the POD information for the relevant shipments. See the Proof of Delivery section on page 19 for more information.
  - **Standard** – The standard report screen only lists the shipments without the option to Clone or enter POD information.
5. To run the report, select the number of shipments to be displayed (the first 25, 50, 75, 100 or All shipments) and click on the SHOW ALL SHIPMENTS button.
6. Once the Shipment Report Screen loads, you can print the report by pressing the PRINT button on your browser.

The next section will explain the Shipment Report Screen.

## Shipment Report Screen

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

**Hint:**  
Click on the SHOW link to view the Shipment Status Screen and add comments or POD information etc.

**Hint:**  
Click on the MAWB and TOMS™ will link you straight in to the airlines tracking system.

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

The background is colour coded to indicate the shipment status. Green means the shipment has been delivered and Red means that the shipment is undelivered.

**Demo Track Shipment Status** demonstration superuser

Departure	From	To	kgs	details	Master No.	House No.	Order No.	POD Details
A	LHR	LAX	50	<Show>	125-12345678		1234, HB09898, Lon9879	Not delivered yet
A	16th Apr 13:25	LHR	JAX	545	<Show>	125-87451241	ABC8795, AE1298, Book67857	17th Apr 15:30, Graeme Edwards
A	16th Apr 03:44	LHR	LAX	220	<Show>	125-82714512	7678, HB634, LON6586	Not delivered yet
A	11th Apr 19:10	PRG	MAN	55	<Show>	123-12345614	HW4324	Not delivered yet
A	17th Jan 08:52	SYD	TLV	1900	<Show>	125-12345678	10001	COOLCARGO1
A	17th Jan 11:00							G Edwards
A	12th Jan 08:02	AMS	LAX	21	<Show>	615-19701971	R8200101	herearesomelinesforordernumbers
A	12th Jan 07:59							HERARESOMELINESFORINFORMATIONAND
A	8th Jan 13:21	ams	jfk	105	<Show>	615-19701970	R820010108	108451, 108452, 108453
A	8th Jan 13:16	ams	jfk	105	<Show>	123-12345678	R820010108	
A	21st Dec 09:01	SGP	LHE	73	<Show>	217-39031705	21100786	
A	17th Sep 19:41	PRG	MAN	5	<Show>	123-55467898	MW66543	
A	16th Sep 19:35	PRG	MAN	5	<Show>	123-55432345	MW6624	
A	16th Sep 16:13	PRG		15	<Show>	123-12345699		
A	12th Sep 20:00	DUB	PRG	240	<Show>	123-55443322	MW11111	1234567
A	9th Sep 20:16	AMS	NBO	40	<Show>	074-23452334	3435445	22343, 345345, 453455
A	3rd Sep 23:11	PRG	MAN	50	<Show>	123-42342323	HW4229	
A	3rd Sep 23:02	PRG	MAN	50	<Show>	123-42342323	HW4228	
A	3rd Sep 22:43	PRG	MAN	50	<Show>	123-42342323	HW4227	
A	3rd Sep 22:34	PRG	MAN	50	<Show>	123-42342323	HW4226	
A	3rd Sep 22:22	PRG	MAN	50	<Show>	123-42342326	HW4224	
S	3rd Sep 22:22	PRG	MAN	50	<Show>	12342342325	HW4224	
S	3rd Sep 22:21	PRG	MAN	50	<Show>	12342342324	HW4224	
S	3rd Sep 22:17	PRG	MAN	50	<Show>	12342342323	HW4224	
A	3rd Sep 22:13	PRG	MAN	50	<Show>	123-12345431	HW6786	
A	3rd Sep 22:12	PRG	MAN	100	<Show>	123-55432432	HAWB5432	

**Summary Report**  
 To date: 16th Apr 09:17  
 Total shipments: 25  
 Total weight: 3670 kg

Close Window

Log Out   Standard Query   Advanced Query   New Shipment (Air, Sea, Road)

Figure 7. Shipment Report Screen



## Data Export / Download

All of the your shipment data in TOMS™ can be downloaded to your own computer. This data can then be used to prepare status reports or presentations or imported in to another computer system.

**Manual Data Field selection options**

**Shipment criteria to be included in the download. For example, enter London in the TO field for all shipments sent to London.**

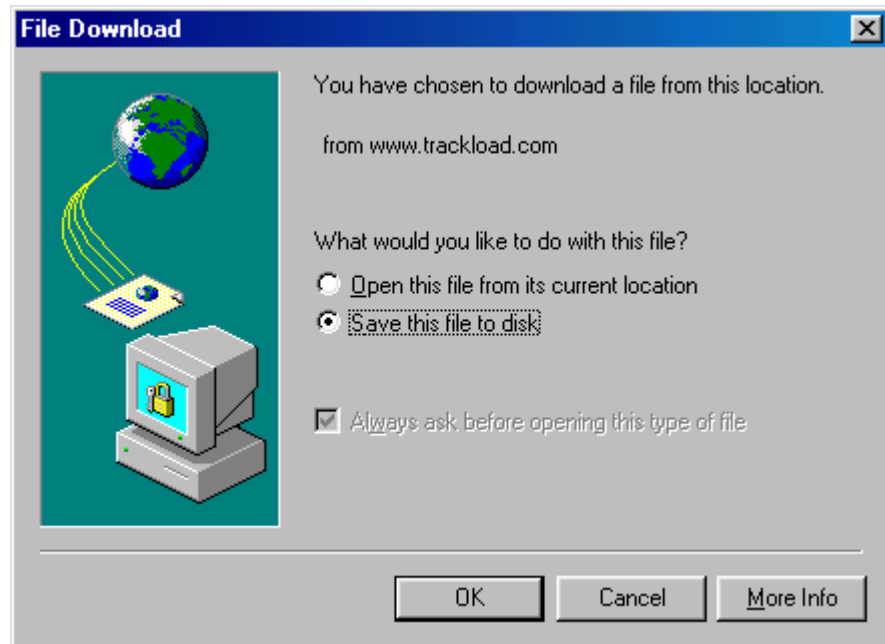
The screenshot shows the 'Demo Track Data Export' interface. It features a grid of 15 columns (Col.1 to Col.15) with dropdown menus for selecting data fields. Below this, there are sections for 'Report to Use' (set to 'Custom - set above'), 'Export Format' (set to 'Open: CSV (Comma-Separated)'), and 'Include Header' (unchecked). A date range selector is present with 'From' and 'To' fields, both set to 'Entered'. Other fields include 'Shipper', 'Consignee', 'Shipment class' (set to 'All'), 'Delivery Status' (set to 'All'), 'Subsystem', and 'Limit to' (set to 'all' items). At the bottom, there are buttons for 'Export Data' and 'Advanced Query', and a navigation bar with 'Log Out', 'Standard Query', 'Advanced Query', and 'New Shipment (Air, Sea, Road)'.

**Figure 8. Data Export / Download Screen**

To download your data, click on the EXPORT SHIPMENTS button on the main screen. To download your data you must do the following:

1. Select the data you need downloaded. You have two options to select the data you require:
  - **Manual Data Field Selection** – you can select the relevant database fields using any number of the 15 drop down menus. Click on the drop down menu and then select the field you require. Continue doing this until you have selected all of the required data fields.
  - **Report to Use Field** – Using the drop down menu on in this field you can select a previously customised and stored report. You will need to contact Trackload.com to have your report customised and stored in your system.
2. Select the format for the download. The formatting options are:
  - **CSV** – This is the file format for Microsoft Excel or other spreadsheet programs.
  - **TXT** – This is the file format for Microsoft Word or other Word processing programs

- **HTML** – This is the format for web browsers such as Microsoft Internet Explorer or Netscape Navigator.
3. Select the shipment criteria for the data that you require downloaded. This is the same process used when running a Shipment Report.
  4. To download the data click on the **ADVANCED QUERY** button. A separate window will open asking you to **SAVE THIS FILE TO DISK** or **OPEN THIS FILE IN ITS CURRENT LOCATION**, select the required option and press **OK**. Your data is now ready to be used in your presentations or reports.



## Entering Proof of Delivery Information

There are two ways to enter POD information. POD information can be entered directly in the system through the Shipment Status screen or by running a report and selecting the Serial POD option.

### Using the Shipment Status Screen.

Call up the Shipment Status Screen using the Standard Query or Advance Query options.

**Demo Track Shipment Status** demonstration  
superuser

Subsystem: **other**  
Master AirwayBill: **125-32154702** (Airfreight)  
HAWB:  
Order Numbers:  
Pieces: **12** Weight: **545 kg** Volume: **2.4 m<sup>3</sup>**  
Pickup Date: **17th Apr 2001, 03:38** by demonstration  
Departure Date: **17th Apr 2001, 03:38**  
From/To: **LHR / JAX**  
Shipper: **ABC Printing**  
Consignee: **Book Publishers**  
Flight: **BA412 LHR-MIA**  
**AA560 MIA-JAX**  
**-- No comments for this shipment --**  
Emails to: Graeme Edwards <gedwards@trackload.com>

Set comment Set Critical Edit Clone Note

Delivery Date: 17 Apr 2001 **CONFIRM**

Received by:

POD attachment:  Browse...

Close Window

Enter POD  
information here  
and then click on  
the CONFIRM  
button.

Figure 9. Shipment Status Screen

### Using the Serial POD option.

By selecting the SERIAL POD option in the Advance Reporting Screen, the Shipment Report Screen will load with the relevant POD fields. Enter the POD information for as many shipments as required and then click on the ENTER THE POD'S button.

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

ENTER THE POD'S button.

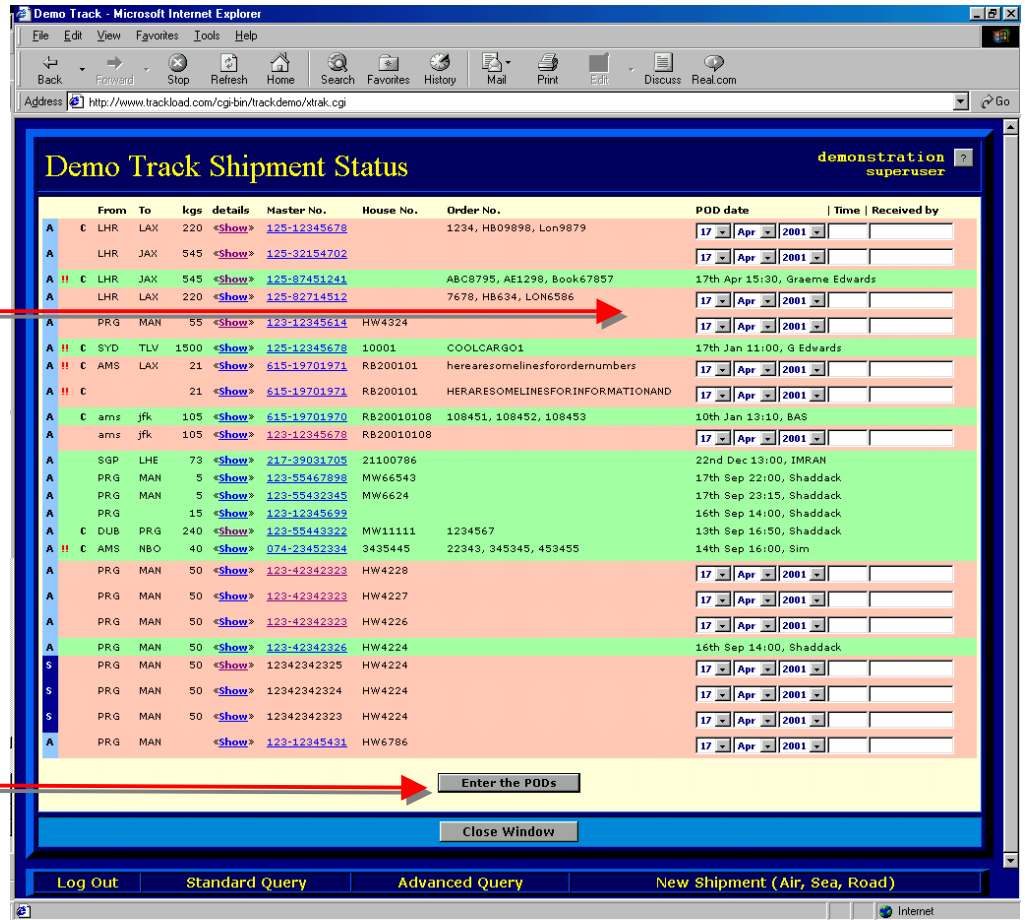


Figure 10. Shipment Report Screen

## Appendix A – Sub Systems

TOMS™ uses Sub Systems to allow users to provide their clients with limited access to their TOMS™ system.

This is done by setting up a Sub system in the Administration Menu, contact Trackload.com for more information, and then selecting that sub system when creating a shipment.

In the administration section you set up a Log In ID for your client and link that ID to a specific Subsystem. The client can then access their shipment information, run shipment reports and download shipment data from their own office by accessing your TOMS™ system via the Internet. The client will **ONLY** be able to see the shipments in their Subsystem.

The screenshot shows a web browser window titled "Demo Track Air Shipment Input - Microsoft Internet Explorer". The address bar contains the URL: `http://www.trackload.com/cgi-bin/trackdemo/trak.cgi?USER=&PASS=&HTPSET=&SHIPTYPE=AIR&CMDNEWFORM=1`. The page content includes a header "Demo Track Air Shipment Input" and a user identifier "demonstration superuser". The main form area contains several input fields and a dropdown menu. The dropdown menu is open, showing a list of subsystems: "other", "(Superuser)", "Alpha", "Beta", "Gamma", "Delta", "other", and "DMV International". A red arrow points from a text box on the left to the dropdown menu. Below the dropdown menu, there are fields for "Pickup Date/Time", "Departure Date/Time", "From >> To", "Master AirwayBill", "House AirwayBill", "Cargo" (with units for pieces, kg, and m³), "Shipper", and "Consignee". There are also "Order Numbers" and "Critical" checkboxes, and buttons for "Set as Sea" and "Set as Road". At the bottom, there are fields for "Flight" and "Segment", a "Comment: (optional)" field, and an "Email to: (optional)" field with an "Addressbook" button. The browser status bar shows "Done" and "Internet".

List of  
subsystems for  
this TOMS™  
system.

Figure 11. Sub System Selection

## Appendix B – On-line Address Book

The quickest way to enter email addresses in the Shipment Creation Screen is by accessing the on-line address book by clicking on the ADDRESS button.

### Selecting Addresses

From the On-Line Address Book Window click on the email addresses you want the Shipment Pre-Alert email to be sent to. Once you have selected all of the addresses click on the CONFIRM button to return to the Shipment Creation Screen.

#### Hint:

It is important that you include your own email address when selecting addresses. This is required, as TOMS™ will only send Status Update Emails and POD Emails to the addresses selected.

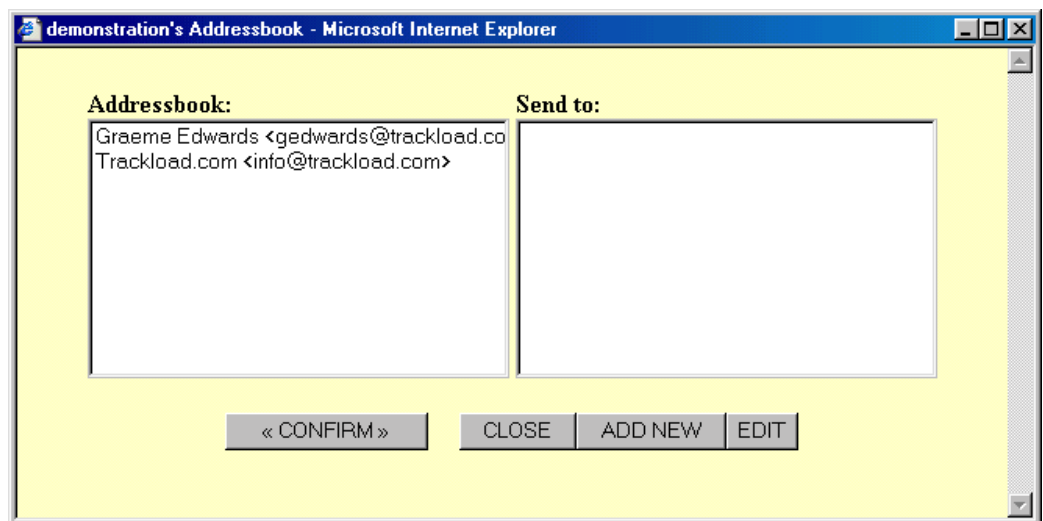


Figure 12. On-line Address Book

### Adding New Addresses

If the address you need is not listed, click on the ADD NEW button and enter the Name and Email address in the new screen. If you need to add more than one address, click on the SAVE AND ADD ANOTHER button, or if you are adding only one address click on the SAVE AND RETURN button.

### Importing Address Books

**Trackload.com can import your existing email address book to save you time. If you would like us to do this email us a CSV file from your existing email program. The CSV file can be generated using the Export function in your email program. Contact Trackload.com if you require further information or assistance.**

## Appendix C – Shipment Notes

A convenient to communicate with other parties regarding a specific shipment is by using the NOTE function in the Shipment Status Window.

Using the Standard Query or Advance Query Screen, call up the Shipment Status Screen for the required shipment and click on the NOTE button. Enter your message in the Message window and if required add additional email addresses using the ADDRESSBOOK button. Once complete click on the SEND E-MAIL button. TOMS™ will then send an email / Note to the selected addresses, see below.

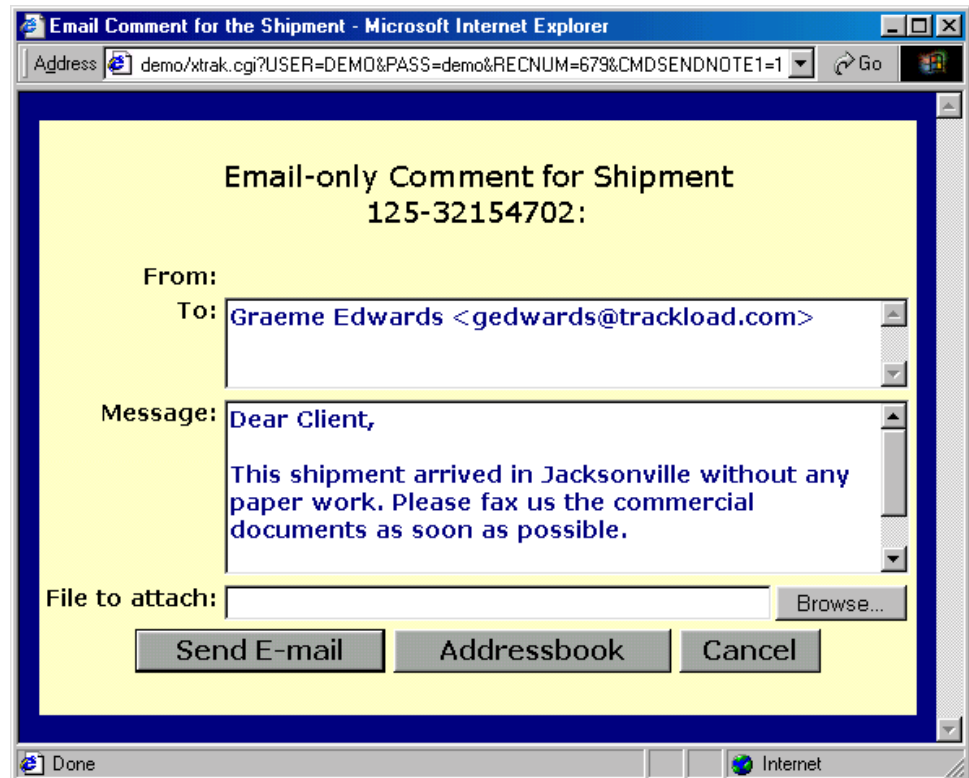
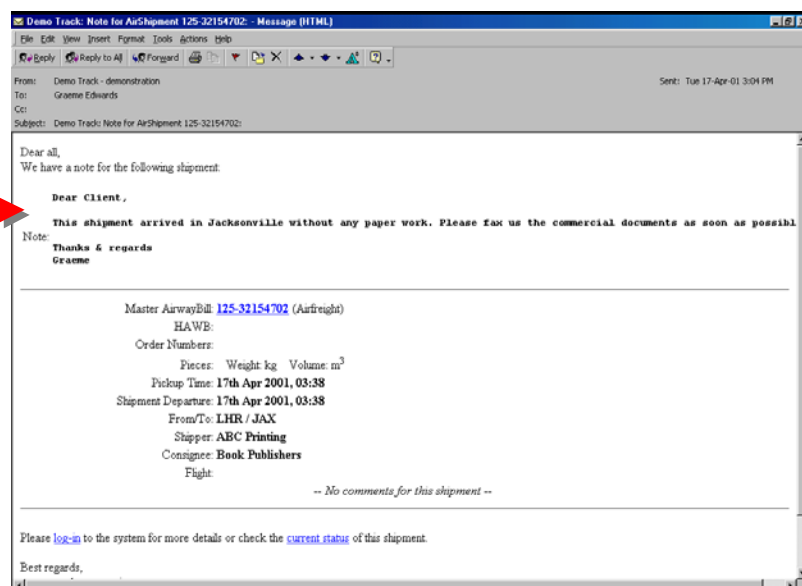


Figure 13. Shipment Note Screen



Your message text will appear here and the shipment information will appear below for easy reference.