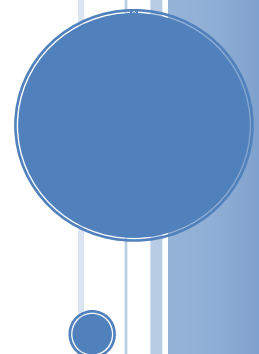


HOW TO USE MYTOWNE

Making Towne's website work for you

Towne Air Freight's website offers a multitude of data and custom tools for our customers. In order to get the most out of our website, it is pertinent that our customers obtain a login to our site. In addition to obtaining login, there are customizable features to make your time on our site more efficient and productive. These features are known as MyTowne.



HOW TO USE MYTOWNE

Making Towne's website work for you

OBTAINING A WEB LOGIN

To make the most of townear.com, it is vital that you obtain a web login. Doing so is quite easy and straightforward. From the townear.com homepage, click 'Request a Login' located in the upper right section of the page. Fill in the form completely and click submit. An email will be sent to you as soon as your login is ready to use. This typically takes less than 2 hours, depending on the time of day.

MyTowne Account Setup

Please fill out and submit the following form to set up your MyTowne account. MyTowne allows customers access to a wide range of web shipment tools including submitting web pickup requests, tracking freight and getting rates quotes.

You will need to know your Towne Air Freight account number to complete the form. This can be obtained from your last billing statement or by contacting our Customer Care Team at 800-GO-TOWNE. Password requests are processed Monday through Friday, 8:00 am to 5:00 pm CST.

*Company Name

*First Name, Last Name

Title

*Address

*City, State, Zip

*Phone (no dashes or spaces) Ext:

Fax

*Email

*Requested Login Name (10 char max)

*Password (10 char max)

*Re-enter Password

*TAF Account Number

Mailing List Towne Air Freight periodically sends out email updates and announcements. Click this checkbox if you wish to be placed on the mailing list for these updates. Your email address will be used solely by Towne Air Freight and will not be provided to any other third party.

Once your login is ready, you may enter it in the spaces marked *username* and *password* on our homepage.

MYTOWNE

MyTowne provides you with many tools to customize your Townear experience. Available for editing are the following tools:

- Account Details
- Login Details
- MyAgents

9/28/2009

- MyETrack
- MyMoves
- Shipment Notification

Also available for viewing are your linked accounts. These are all the accounts you may use to quote, book, and track freight.

MyProfile for TYOUNG

▶ Account Details
▶ Linked Accounts
▶ Login Detail
▶ MyAgents
▶ MyETrack
▶ MyMoves
▶ Shipment Notification

Account Details

The account details are the information we have on you. If your address, phone number, email address, etc. changes, you may update it here.

MyProfile for TYOUNG

▼ Account Details	
Name TOWNE AIR FREIGHT Contact TARA YOUNG Address 24805 US 20 WEST SOUTH BEND, IN 46628 Phone 5742333183	Email TARA.YOUNG@TOWNEAIR.COM Fax 5742348796
<input type="button" value="Update"/>	
▶ Linked Accounts	
▶ Login Detail	
▶ MyAgents	
▶ MyETrack	
▶ MyMoves	
▶ Shipment Notification	

Login Details

Login Details displays your username and gives you the opportunity to change your password.

Web Profile for TYOUNG

Change Password for TYOUNG	
Current Password	●●●●●●
New Password	
Re-enter New Password	
<input type="button" value="Cancel"/>	<input type="button" value="Change Password"/>

MyAgents

MyAgents is a list of all the agent names and phone numbers that you've used when booking freight on our **TowneBook** system. Agents are required when doing a Hold & Notify shipment. Each time you use an agent, it is automatically saved along with their phone number. You may edit this list of agents in the MyAgents section of MyProfile.

You may also use this screen to add an agent directly.

MyProfile for TYOUNG

Account Details			
Linked Accounts			
Login Detail			
MyAgents			
<input type="checkbox"/>	ATL	GSO AGENT	5555555555
<input type="checkbox"/>	BNA	BNA AGENT	2222222222
<input type="checkbox"/>	CXL	AGENT IN CALI	5555555555
<input type="checkbox"/>	DFW	AGENT	5555555555
<input type="checkbox"/>	DTW	DETROIT TRUCKERS	6356555000
<input type="checkbox"/>	EWR	ACTIVE	6462417456
<input type="checkbox"/>	MCI	AGENT	6128524695
<input type="checkbox"/>	MCI	MADDUX TRUCKING	6128524695
<input type="checkbox"/>	ORD	KEMCO	5555555555
<input type="checkbox"/>	PIT	PIT AGENT	1234567788
<input type="checkbox"/>	SBN	AGAWGA	5745554444
<input type="checkbox"/>	SBN	AGENT	5745554444
<input type="checkbox"/>	SBN	BIG TIME AGENT	5742392000
<input type="checkbox"/>	SBN	Select Agent	5745554444
<input type="checkbox"/>	SBN	SBN AGENT	5745554444
<input type="checkbox"/>	SBN	SBN FREIGHT	5742339999

Terminal: Agent: Phone:

MyETrack			
MyMoves			
Shipment Notification			

MyETrack

When you are logged in and using the **TowneTrack** tool, multiple results are returned in a tabular format. To better serve our customers, we allow these columns to be modified based on your needs. In MyETrack, you may select up to six fields (in addition to the four required) to be displayed.

Also customizable is the definition of Active Shipments. You may view all active shipments rather than searching by more specific data. But each customer's definition of active may be different. Here you may select when you deem to be the most accurate definition of active.

MyMoves

Each time you save a move when booking it is saved and available in this list. If a move gets saved unintentionally or becomes obsolete for one reason or another, you may use this screen to delete the move.

MyProfile for TYOUNG

- ▶ Account Details
- ▶ Linked Accounts
- ▶ Login Detail
- ▶ MyAgents
- ▶ MyETrack
- ▼ MyMoves

- DAY --> SBN (ATA)
- DAY --> SBN (ATA)
- DAY --> SBN (ATA)
- GRR --> SBN (ATA)
- GRR --> SBN (ATA)
- LAX --> ORD (ATA)
- ORD --> SBN (ATA)
- BRENNAN INDUSTRIES INC SOLON OH --> PIT (DTA)
- FL SMIDTH KREBS TUCSON AZ --> CXL (DTA)
- SBN --> BNA (ATA)
- SBN --> INDIANA AUTOMOTIVE GREENFIELD IN (ATD)
- INDIANA CARTON BREMEN IN --> R V EVANS DECATUR IL (SURF)
- INDIANA CARTON BREMEN IN --> RQ SAN FRANCISCO CA (DTA)
- NETVERSANT FREMONT CA --> RQ SAN FRANCISCO CA (DTA)
- NETVERSANT FREMONT CA --> RQ SAN FRANCISCO CA (DTA)
- NETVERSANT FREMONT CA --> RQ SAN FRANCISCO CA (DTA)
- CLE --> R V EVANS DECATUR IL (ATD)
- TOWNE AIR FREIGHT FREMONT CA --> SAN FRANCISCO CA (DTA)

Delete Move(s)

▶ Shipment Notification

Shipment Notifications

In **TowneBook**, on the second screen containing the shipment details, you are able to enter notification options. Those options are defaulted to the values you set in MyProfile's Shipment Notification screen. Set these values as you will for the most part need them to save yourself time when **TowneBooking**.

MyProfile for TYOUNG

- ▶ Account Details
- ▶ Linked Accounts
- ▶ Login Detail
- ▶ MyAgents
- ▶ MyETrack
- ▶ MyMoves
- ▼ Shipment Notification

Preferred Method None Email

Please select the statuses in which you would like to be notified:

- | Yes | No | |
|----------------------------------|----------------------------------|---|
| <input checked="" type="radio"/> | <input type="radio"/> | Notify when freight depart origin terminal |
| <input checked="" type="radio"/> | <input type="radio"/> | Notify when freight arrives at hub or destination terminal |
| <input type="radio"/> | <input checked="" type="radio"/> | Notify when freight is out for delivery (local delivery only) |
| <input checked="" type="radio"/> | <input type="radio"/> | Notify when freight is delivered (local delivery only) |

Save Changes