

# HOW TO **TOWNE***e*track

*Making Towne's online shipment tracking work for you*

Towne Air Freight's TowneTrack gives you all the information you want on your shipments. You may track using any shipping number desired, Towne probill number, sticker number, master airway, etc. You may also find your shipments by ship date or simply select Active Shipments to see all your active shipments.

Each shipment will have all pertinent information including appointment data, W&R information, ETA and freight bill delay codes all displayed on a single, easy to read page. And as long as you are the bill-to party of the shipment, you will have the option to view supporting documents and charges as well.



# How To **TOWN**eTrack

*Making Towne's new online shipment tracking work for you*

With nearly 5,000 unique visitors to our web site every day, we know that technology is important to the way our customers work. Keeping our customers in mind, our new shipment tracking tool, **TowneTrack**, provides our customers with the ability to customize their tracking results.

## CUSTOMIZING RESULTS

Once logged into townear.com, you may tailor their **TowneTrack** results using the MyETrack section in their MyProfile (under MyTowne). Four fields will always be displayed: *probill*, *status*, *comments* and *date/time*. In addition to those, you may select up to 6 other fields which will display in their search results screen.

## Active Shipments

Another customizable feature set in MyETrack is the definition of Active Shipments. You may select Active Shipments from **TowneTrack** rather than perform a search. You may set the definition of "active" as not yet delivered, delivered today or delivered yesterday. By default, not yet delivered is set.

**MyProfile for TYOUNG**

- Account Details
- Linked Accounts
- Login Detail
- MyAgents
- MyETrack**

Please select up to 6 additional display fields for your eTrack. Grayed-out fields are required.

Yes <input checked="" type="radio"/>	No <input type="radio"/>	Probill	Yes <input type="radio"/>	No <input type="radio"/>	Status
<input type="radio"/>	<input type="radio"/>	Comments	<input type="radio"/>	<input type="radio"/>	Date/Time
<input checked="" type="radio"/>	<input type="radio"/>	Bill Of Lading #	<input type="radio"/>	<input checked="" type="radio"/>	Master Airway Bill #
<input type="radio"/>	<input type="radio"/>	Charges	<input type="radio"/>	<input checked="" type="radio"/>	Ocean Container #
<input checked="" type="radio"/>	<input type="radio"/>	Consignee	<input type="radio"/>	<input checked="" type="radio"/>	Pieces
<input type="radio"/>	<input checked="" type="radio"/>	Forwarder #	<input type="radio"/>	<input checked="" type="radio"/>	Shipper
<input type="radio"/>	<input checked="" type="radio"/>	House Airway Bill #	<input type="radio"/>	<input checked="" type="radio"/>	Sticker Pro #
<input type="radio"/>	<input checked="" type="radio"/>	IT #	<input type="radio"/>	<input checked="" type="radio"/>	Weight

**Active Shipments is defined as:**

- Not yet delivered
- Delivered today
- Delivered yesterday

Note: each option is inclusive of the previous

Save Changes

- MyMoves
- Shipment Notification

Select display fields

Set definition of Active

## TRACKING IN HEADER

In the header of the site is an input allowing for tracking on an individual number. No longer are you required to enter the type of number they are searching on, i.e. probill, sticker pro, pickup number. One number will link to all other reference numbers for the shipment.



## NAVIGATION

TowneTrack is located under the Customer Tools drop-down menu. From there, you are able to either get their active shipments or search.



## SEARCH

You may search on any number without the need to know the number type. Up to 10 numbers may be searched on. Additional numbers are added by clicking the plus button.

**TowneTrack** - Advanced

Welcome to the new TowneTrack. Please search below on any reference number regardless of type or search by pickup date.

To customize your view, please update your MyETTrack information.

Search By Reference Number(s)

Search

Search By Pickup Date

Today  
 Yesterday  
 Today & Yesterday  
 09/28/2009  
 09/28/2009 to 09/28/2009

Search

## Search By Date Range

The date range selection boxes will only accept ranges **within seven days** of each other.

## ACTIVE SHIPMENTS

By selecting Active Shipments under **TowneTrack**, you will be able to see all shipments defined in your profile (see Customizing Results) to be active. These are all active shipments being billed to their bill-to account(s).

## RESULTS

The **Search** and **Active Shipment** results will display the fields set in MyETrack in tabular format if more than 1 probill is returned. The tabular format will also be used when you are not logged in or not the bill-to for the shipment due to security reasons. By default, the following fields are shown: *probill, stkr, shipper, consignee, pieces, weight, charges, status, local time, comments.*

### TowneTrack - Results

Probill	STKR	Shipper	Consignee	Pieces	Weight	Charges	Status	Local Time	Comments
200996073	200996073	TOWNE AIR FREIGHT STL	QUEEN CITY AIRFREIGHT	1	92	\$.	Out for delivery	02/20/09 0842	
200996074	200996074	TOWNE AIR FREIGHT STL	MILLWOOD GOLF & RACQUET CLUB	1	92	\$.	Out for delivery	02/20/09 0842	
200996075	200996075	TOWNE AIR FREIGHT STL	HIGHLAND SPRINGS CC	1	92	\$.	Out for delivery	02/20/09 0842	
200996076	200996076	TOWNE AIR FREIGHT STL	FREMONT HILLS CC	1	92	\$.	Out for delivery	02/20/09 0842	
200996194	200996194	FORWARD AIR STL	DIANA L DUCHSCHERER	1	76	\$.	Delivery appointment set	02/20/09 1700	02/20 1300-1700
200996195	200996195	FORWARD AIR STL	MICHAEL J EVENS	1	91	\$.	Delivery appointment set	02/23/09 1700	02/23 1300-1700
200996196	200996196	FORWARD AIR STL	DAN ODENWALD	1	51	\$.	Delivery appointment set	02/23/09 1700	02/23 1400-1700
201080600	201080600	TOWNE AIR FREIGHT GRR	VERWYSE HOME IMPROVEMENT	1	39	\$.	FB created by origin terminal	02/20/09 0731	
201080899	201080899	AIT WORLDWIDE GRR	CRAIG JONES	1	112	\$1	Delivery appointment set	02/11/09 1700	02/11 800- 1700
	218228649								
201102941	201102941	AIT WORLDWIDE GRR	CRAIG SMITH	1	154	\$.	Delivery pending appointment	02/16/09 0920	
	218228698								
201103822	201103822	AIT WORLDWIDE GRR	TOM QUINN	1	124	\$.	Delivery appointment set	02/17/09 1700	02/17 800- 1700
	218230183								
201103823	201103823	AIT WORLDWIDE GRR	JAMES D AYRES	1	110	\$.	Delivery appointment set	02/17/09 1800	02/17 800- 1800
	218230183								
201103826	201103826	AIT WORLDWIDE GRR	ALI CHEALTO	1	79	\$.	Delivery appointment set	02/18/09 1700	02/18 800- 1700
	218242304								

If you notice in the screen above, some sticker pros are in a line by themselves. Those sticker pros belong to the probill listed above it. Simply stated, that probill has multiple sticker pros.

## Detail Screen

When searching on a single number when you are logged-in and the bill-to, results will be displayed in the detail screen.

Details may also be viewed by clicking the probill when results are displayed in a tabular format.

Current status highlighted for quick reference

The detail screen contains all pertinent information to that shipment including reference numbers, W&R information, status, ETA, and appointment data available in a single screen, ready to print.



<b>Probill</b> 203681758 <b>Delivered -- SBN</b>	<b>Reference Number</b>	<b>Type</b>
<b>Origin</b> SBN	13861	BL
<b>Shipper</b> ROTATIONAL MOLDING	861603	CSPO
NEW PARIS , IN 46553	203681758	PKUP
<b>Cod</b> 0,0	861603	PO
<b>Billing Status</b> No	000000218954640	STCK
<b>Destination</b> SBN		
<b>Consignee</b> TASK FORCE TIPS - 2800		
VALPARAISO , IN 46383		
<b>Viewable Docs</b>		
<b>W&amp;R ReDIM</b>	<b>Qty</b>	<b>L x W x H</b>
		<b>Rate</b>
		<b>Wgt</b>
		<b>DIM Wgt</b>
	1	37 x 44 x 51
	1	48 x 40 x 45
	1	48 x 40 x 51
<b>W&amp;R Reclass</b> CL85 -> CL200		
<b>CHARGES</b>		
<b>Pieces</b>	<b>Pkg</b>	<b>Hazmat</b>
		<b>Description</b>
		<b>Weight</b>
		<b>Rate</b>
		<b>Charge</b>
3	SK	CLASS 200
0	SK	DEFICIT WEIGHT
0		TANK W/ GRAPHICS
0		W&R CORRECTION MADE
0		FUEL SURCHARGE COMM
<b>Total Charges</b>		
<b>STATUS</b>	<b>Location</b>	<b>Local Time</b>
		<b>Comments</b>
Delivered	SBN	03/03/09 1037
Out for delivery	SBN	03/03/09 0837
At origin terminal	SBN	03/02/09 1710

W&R data

Full status information detailed

The detail screen contains all pertinent information to that shipment, including reference numbers, W&R information, status, ETA, and appointment data, available in a single screen, ready to print.

## Status Screen

Clicking the status will pop up a window displaying all statuses of the move.

## Statuses

TowneTrack will now display all statuses beginning at pickup.

Probill	Status	Location	Local Time	Comments
2036778 13	Delivered	SBN	03/03/09 1259	AARON
2036778 13	Out for delivery	SBN	03/03/09 0837	
2036778 13	At destination terminal	SBN	03/03/09 0407	
2036778 13	Depart origin	ORD	03/03/09 0037	ETA SBN: 03/03 0352
2036778 13	At origin terminal	ORD	03/02/09 1901	

## TOWNETRACK WITHOUT LOGGING-IN

You may still TowneTrack even when you are not logged in. The Search screen only takes numbers, no dates or date ranges. Up to 10 numbers may be searched on. Additional numbers are added by clicking the plus button.

### TowneTrack - Simple

This is the Towne Air Freight basic shipment tracking page. The tracking results will provide you with the current status of your shipment. Shipment charges and documents are NOT available from these tracking results. If you would like to view shipment charges and documents, you must first login.

Search By Number(s)

+
-

Results will display in the detail screen though charges, supporting documents, and status breakdown will not be available. This is also true when searching on a shipment in which you are not the bill-to party.

## TOWNetrack - Details

Probill 200996174 **Delivered -- STL**

**Origin** STL  
**Shipper** SOUTHWEST AIRLINES STL  
 BERKELEY , MO 63134

**Destination** STL  
**Consignee** RGA REINSURANCE CO  
 900 WALNUT ST STE 150  
 ST LOUIS , MO 63102

**Pieces** 1  
**Weight** 31

Reference Number	Type
PHX5950521	FWDR
52652179153	MAWB
203660332	PKUP
200996174	STCK

STATUS			
Status	Location	Local Time	Comments
Delivered	STL	02/18/09 1129	BERRY
Out for delivery	STL	02/18/09 1025	
At origin terminal	STL	02/18/09 0935	