

# HOW TO **TOWN***e*track

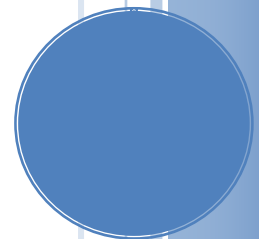
*Making Towne's new online shipment tracking work for you*

Familiarizing yourself with this online tool will make your tracking and tracing experience more enjoyable and efficient. As always, we'd love your feedback! Let us know what you think of the new tool by clicking the Contact Us button in the upper right corner of the [www.towneair.com](http://www.towneair.com) homepage.

Added functionality includes: customized results, active shipment report, appointment information, W&R data, ETA, single page detail, freight bill delay codes, local time displayed, and ability to search on any number.

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# How To **TOWN**eTrack

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

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

## CUSTOMIZING RESULTS

Once logged into townear.com, you may tailor your **TowneTrack** results using the MyETrack section in your MyProfile (under MyTowne). Three fields will always be displayed: *probill*, *status* and *comments*. In addition to those, you may select up to 8 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 doing a search. You can 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
- MyETrack**

Please select up to 11 total display fields for your eTrack

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

**Active Shipments is defined as:**

- Not yet delivered
- Delivered today
- Delivered yesterday

Note: each option is inclusive of the previous

Select display fields

Set definition of Active

## TRACKING IN HEADER

Still available 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 you 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

Our search screen is very similar to the former shipment tracking screen. The main difference is that the selection of number type is no longer required. You may search on any number without the need to know the number type. Up to 10 numbers may be searched on at one time. Additional numbers are added by clicking the plus button.

### TowneTrack - Advanced

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This is the Towne Air Freight advanced shipment tracking page. The tracking results will provide you with the current status of your shipment along with freight charges and imaged documents if you are the bill-to party for the freight bill.

If you are the **interline carrier** of a shipment you may see the tracking results by searching by the freight bill or sticker number.

To customize your view, please update your **MyETrack** information.

The screenshot displays two search options. The first, 'Search By Number(s)', features a text input field with '+' and '-' buttons for adding or removing numbers, and a 'Search' button. The second, 'Search By Pickup Date', includes radio buttons for 'Today', 'Yesterday', and 'Today & Yesterday'. Below these are two date selection boxes, both containing '02/19/2009', with a 'to' label between them. A 'Search' button is located at the bottom of this section.

### 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 that you have defined (see Customizing Results) to be active. These are all active shipments being billed to your 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 you are 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		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 the 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> 203516580 <b>Delivered -- GRR</b>	<b>Reference Number</b>	<b>Type</b>
<b>Origin</b> ORD	10544514	FWDR
<b>Shipper</b> AIT WORLDWIDE ORD (DOMESTIC)	10544514	HAWB
ITASCA , IL 60143	922499598	MISC
<b>Cod</b> 0.0	203516580	PKUP
<b>Billing Status</b> Yes	000000203516580	STCK
<b>Destination</b> GRR		
<b>Consignee</b> BIG RAPIDS PRODUCTS INC		
BIG RAPIDS , MI 49307		
<b>Viewable Docs</b>		
<b>Appointment Setup</b> 12/03/08 between 800 and 1900		
<b>W&amp;R ReDIM</b>	<b>Qty</b>	<b>L x W x H</b>
	1	40 x 48 x 19
		<b>Rate</b>
		21
		<b>DIM Wgt</b>
		145

CHARGES						
Pieces	Pkg	Hazmat	Description	Weight	Rate	Charge
2			ATA MISC FRT	145		
2			DEL MISC FRT	145		
			DEL BY 12/3/08			
			***** GTS *****			
			W&R CORRECTION MADE			
			DIMMED ORIGINAL WGT 76			
			FUEL SURCHARGE INDUSTRY			

STATUS				Gross Charge
Status	Location	Local Time	Comments	
Delivered	GRR	12/03/08 1310	HOLMQUIST	
Out for delivery	GRR	12/03/08 0928		
Delivery appointment set	GRR	12/03/08 1900	12/03 800-1900	
Delivery pending appointment	GRR	12/03/08 0730		
Consignee closed/not available	GRR	12/02/08 2319		
Out for delivery	GRR	12/02/08 1028		
Delivery appointment set	GRR	12/03/08 1900	12/03 800-1900	
Delivery pending appointment	GRR	12/01/08 0953		
Holiday	GRR	11/28/08 1019		
At destination terminal	GRR	11/27/08 0727		
Depart origin	ORD	11/27/08 0157	ETA GRR: 11/27 0727	
At origin terminal	ORD	11/26/08 2317		

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
203516580	Delivered	GRR	12/03/08 1310	HOLMQUIST
203516580	Out for delivery	GRR	12/03/08 0928	
203516580	Delivery appointment set	GRR	12/03/08 1900	12/03 800-1900
203516580	Delivery pending appointment	GRR	12/03/08 0730	
203516580	Consignee closed/not available	GRR	12/02/08 2319	
203516580	Out for delivery	GRR	12/02/08 1028	
203516580	Delivery appointment set	GRR	12/03/08 1900	12/03 800-1900
203516580	Delivery pending appointment	GRR	12/01/08 0953	
203516580	Holiday	GRR	11/28/08 1019	
203516580	At destination terminal	GRR	11/27/08 0727	
203516580	Depart origin	ORD	11/27/08 0157	ETA GRR: 11/27 0727
203516580	At origin terminal	ORD	11/26/08 2317	

## TOWNE TRACK WITHOUT LOGGING-IN

You may still **TowneTrack** even if not logged in. The Search screen only takes numbers, no dates or date ranges. Up to 10 numbers may be searched on at a time. 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 list format as shown previously. The major difference is the default columns will show but the detail and status screens will not be available, nor will the charges.

### TowneTrack - Results

Probill	STKR	Shipper	Consignee	Pieces	Weight	Charges	Status	Local Time	Comments
200996174	200996174	SOUTHWEST AIRLINES	STLRGA REINSURANCE CO	1	31		Delivered	02/18/09 1129	BERRY