



Instructions for Customer Document Retrieval Using Transport America's Website

Customer Document Retrieval Using Transport America's Website

Transport America electronically stores our Customers' shipment documents. Customers can obtain these documents using a company assigned User Name and Password on our Internet Site.

1. Go to Transport America's Web site. (www.transportamerica.com)
2. Click Customer Login Button
3. Enter User Name and Password (case sensitive) and Click Log In button.
 - a. If you need a User Name and Password, complete the Account Login Request with your User information and Click Submit Account Request.

CUSTOMER SERVICE

Welcome to the Customer Service portion of our web site.

In this section, ***with the proper clearance, you will be able to access our "Load Status Report"** to either view or print the status of an existing load during a given time period. The Load Status Report gives you an up to date status of your load as to where it currently is, or when it was picked-up and delivered. We have found that our existing Customers like to use the "Load Status Report" as their own reporting tool.

Also available in this section, ***with the proper clearance, you will be able to access our "Document Retrieval"** site. The "Document Retrieval" section allows our Customers to retrieve images of Load related paperwork such as Bills of Lading, Proof of Delivery, and Invoices.

*As mentioned above, you need the proper clearance to access these sections

Customer Login	
User Name	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Log In"/>	

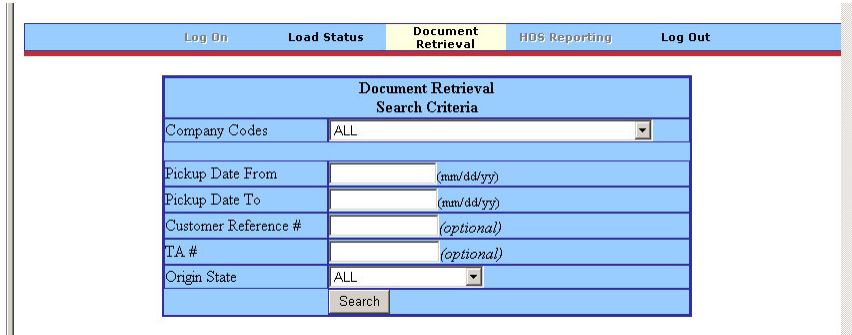
Current Web Site Issues	
4/18/04	NONE

Account Login Request	
Company Name	<input type="text"/>
Users Full Name	<input type="text"/>
Users Email	<input type="text"/>
Users Phone	<input type="text"/>
Other Information	<input style="height: 40px;" type="text"/>
<input type="button" value="Submit Account Request"/>	

4. On the Customer Service Screen, Click Document Retrieval.



5. The Document Retrieval Screen is displayed showing search criteria.



- **Company Code** defaults to ALL. Click Drop Down Arrow to view the Customer Code(s) or Freight Point Codes assigned to the specific User Name and Password.
- **Only ONE of the following fields is required for a search:**

Pickup Date From/To are the dates the trip started. The Dates are required fields and need to be entered in the format shown.

Customer Reference # is the number given to Transport America by the Customer. Because Transport America may receive many different Customer Reference numbers for one trip, this is not the easiest search field.

TA # is the seven-digit number Transport America assigns to the Customer's trip.

- When searching using the Customer Reference or TA #, the exact format of the number entered must be known. For Example: Transport America may enter in Customer reference number - 000567, as 567.
- **Origin State** is the state in which the trip started.

6. Select Customer Code and enter Pickup Date From and To, Customer Reference #, TA # or Origin State. Click Search.



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7. Information is displayed based on search criteria. If a large number of trips are retrieved, additional pages will be indicated at the lower left hand corner. Click on number to see additional pages.

TA #	Customer ID	Start Date	End Date	Origin	Destination	Reference Number
2302989		01/02/04	01/02/04	CHICAGO,IL/	MONROE,MI/	499192
12						

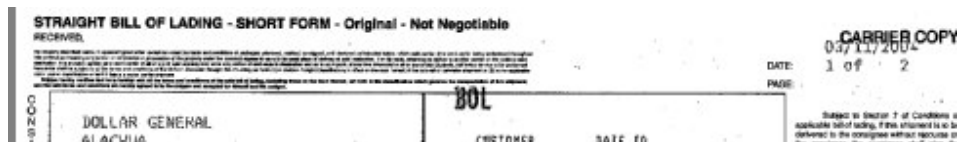
8. To retrieve trip documents, click the Trip Number under the TA# column.

TA #	Customer ID	Start Date	End Date	Origin	Destination	Reference Number
2303311		01/02/04	01/02/04	CHICAGO,IL/	MONROE,MI/	500222
2304656		01/05/04	01/06/04	MEMPHIS,TN/	HILLSIDE,IL/	503350

9. To open a document, click [Open TIFF](#).
- Transport America doctypes a Proof of Delivery as a Bill of Lading. Click on the Bill of Lading TIFF to find your company's proof of deliver.

Document Retrieval		
2304656	Trip Envelope	Open TIFF
2304656	Bill of Lading	Open TIFF
2304656	Bill of Lading	Open TIFF

10. The selected document opens using your Company's viewer software.



- If documents can't be opened or open in an unreadable format:
Our recommendation is to call your Company's Help Desk to determine if you have access to a viewer application to open and print documents.

If you require a viewer application, TA's Website provides two viewer links for your convenience. They are QuickTime and Alterna TIFF.

For additional assistance – Contact your Customer Service Manager at 1-800-328-3927