

# Internet Tools For Logistics Management



*Your Transportation Advantage<sup>SM</sup>*

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**Your Complete Guide to Internet:  
Booking  
Tracing  
Rate Requests  
Document Retrieval  
and more!**

January 23, 2006

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# Important Information

Welcome to the Triple Crown Internet Logistics Management site. This reference booklet provides a step-by-step guide to help you manage your freight transportation. Once you are familiar with the site and its many tools, you will be booking and tracing loads, viewing proofs-of-delivery, and performing many other vital management functions – all with a few key strokes any time of the day, any day of the week.

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## User ID and Password

To begin using Triple Crown’s Internet Logistics Management tools, you will need a User ID and a Password. You can obtain this information by accessing the Triple Crown website ([www.triplecrownsvc.com](http://www.triplecrownsvc.com)) and clicking Online Services and then Request Login (see next page for further information) or by contacting a Triple Crown Customer Service Supervisor (800-325-6510). You can record your User ID and Password here, but be sure to store this information securely:

User ID: \_\_\_\_\_

Password: \_\_\_\_\_

## Need Help?

We are here to serve you. If you have any questions, please call your Customer Service Representative’s direct line or Triple Crown’s general number, 800/325-6510, Monday-Friday, 7:00 – 5:00pm EST.

# Logging On

**Triple Crown Services**

Home Customer Service **Online Services** Owners / Operators RoadRailer Fleet About Triple Crown Site Tools

*Triple Crown Services offers a door-to-door truckload service featuring the innovative RoadRailer trailer.*

- Customer Service**  
See how our customer service representatives can make your life as simple as 1, 2, 3.
- Online Services**  
Directly access information about customer shipments.
- Owner / Operators**  
Find out more about how you can drive all day and all night.
- RoadRailer Fleet**  
Find out more about our unique fleet of trailers that can be used on rail.
- About Triple Crown**  
More about the company, our activities, and opportunities for you.
- Site Tools**  
A set of tools that can help you make the most effective use of this site.

Triple Crown Named Number 1 Intermodal Service Provider for Second Consecutive Year!

Logistics magazine survey of buyers of transportation services cites Triple Crown with top award in 2001 and 2002.

**Log on to the Triple Crown Services web site: [www.triplecrownsvc.com](http://www.triplecrownsvc.com).**

**On the Triple Crown home page, click "Online Services" from either of these two links.**

**Triple Crown Services**

Home Customer Service **Online Services** Owners / Operators RoadRailer Fleet About Triple Crown

**Online Services**

Directly access information about customer shipments.

- Online Overview**  
Learn what services are available to customers.
- Customer Login**  
Customers may login to access load information.
- Request Login**  
Request a login for access to Triple Crown's Online Services.
- Forgot Password**  
Have a new password mailed to you if you've forgotten your password.
- Vendor Access**  
Vendors may login to update loads which they are moving.

**On the "Online Services" page, click "Customer Login."**

**If you did not previously obtain a User Name and Password, call Customer Service (800/325-6510) or click "Request Login." You will receive your customer access information by e-mail within one business day.**



**Online Services**  
Directly access information about customer shipments.

## Online Services



### Online Overview

Learn what services are available to customers.



### Customer Login

Customers may login



### Request Login

Request a login for acc



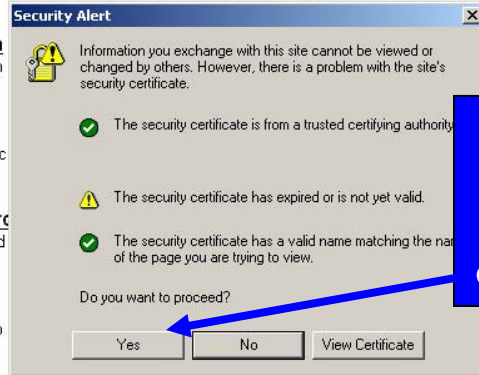
### Forgot Password

Have a new password



### Vendor Access

Vendors may login to



In the "Security Alert" window, click "Yes."

© 2001 Triple Crown Services Co.



**Online Services**  
Directly access information about customer shipments.

## Online Services



### Online Overview

Learn what services are available to customers.



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Customers may login t



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Request a login for acc



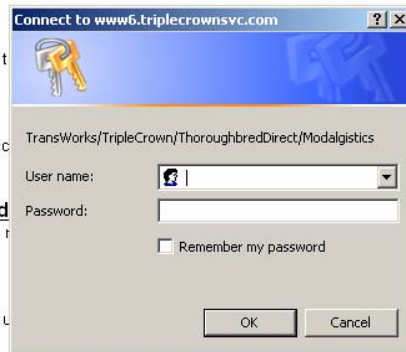
### Forgot Password

Have a new password t



### Vendor Access

Vendors may login to L



Enter your User Name and Password and then click "OK."

© 2001 Triple Crown Services Co.



## Online Services

Your name and the date and time will appear here to show that you are logged on.

## Online Services



### Load Tracing

Track the progress of current shipments for your accounts and review load information for older shipments including scanned lading documents.



### Tender Load

Tender a new load for shipment with Triple Crown



### Request Quote

Request a new freight quote



### Change Password

Change your password for accessing Triple Crown's Online Services

You now see the menu of available Online Services. Click the appropriate service.

# Load Tracing

Home Load Tracing Tender Load Request Quote Change Password

Trace by Trailer Number Trace by Reference Number Trace by Load Number Expert Trace

Trailer Number

Submit Reset

Enter a trailer number to see details of the current load for the trailer.  
(Trailer prefix may be left blank if unknown.)

There are four types of traces you can perform, depending upon what information you have.

To Trace by Trailer Number, enter the Triple Crown trailer number, such as "TCSZ 467000"

The trailer prefix, if known (for example, "TCSZ") will go in the first block, and the numbers will go in the second block.

Click "Submit."

Home Load Tracing Tender Load Request Quote Change Password

Trace by Trailer Number Trace by Reference Number Trace by Load Number Expert Trace

Reference #

Submit Reset

Enter a reference number to see details of a recent load.

To Trace by your Reference Number, enter the number.

The Reference Number is an optional number you designated for your load when it was tendered. Examples include Bill of Lading number or Purchase Order number. Your number can be any combinations of letters or numbers.

Click "Submit."

Home Load Tracing Tender Load Request Quote Change Password

Trace by Trailer Number Trace by Reference Number Trace by Load Number Expert Trace

Load #

Submit Reset

Enter a load number to see the details of the load.

To Trace by Triple Crown Load Number, enter the number.

The Load Number is assigned by Triple Crown when the load is entered into the TCS system. You would have received the Load Number from your Customer Service Rep by telephone, EDI, e-mail, or fax.

If you tendered the load through the Triple Crown website, you received a “ticket number” at the time you tendered the load. The ticket number cannot be entered here. However, you will be e-mailed a load number once the load is booked.

After the Load Number is entered, click “Submit.”



Load #:   Status: Departed origin ramp

Shipping Point	Consignee Point
GREAT GADGET MFG. 123 MAIN STREET BATTLE CREEK, MI 49014	GADGET MART 321 FIRST STREET HARRISBURG, PA 17100
Appt Window 12/07/2005 10:30 to 12/07/2005 12:30	Appt Window 12/09/2005 13:00 to 12/11/2005 10:00
Actual arrival 12/07/2005 11:29	Actual arrival
Actual release 12/07/2005 12:13	Actual release

Trailer TCSZ 361049	Pieces 2430
On train at SANDUSKY, OH	Weight 41745
at 12/08/2005 11:35	

Reference	Number
Bill of Lading	004706978M
Confirmation #	605562
Internal Order Number	
Pickup #	322443
Purchase Order #	GGM 6789
Customer Shipment ID	004706978M0101
Customer Shipment ID	004706978M0102

Unable to view lading documents, download [Adobe Acrobat](#). [Tender a new load like this one -->](#)

This is a sample screen of the result of a search by one of the following:

- Triple Crown Trailer Number;
- Shipper Reference Number;
- Triple Crown Load Number.

Note that the current transit status, pickup times, delivery schedule, shipper numbers, and other information are displayed.

This screen is also useful in tendering a new, similar load. To populate the "Tender Load" page with relevant shipper, consignee, and other information, click the link, "Tender a new load like this one."



Trace by Trailer Number Trace by Reference Number Trace by Load Number Expert Trace

Reference #

Trailer Number  Locations

Direction: (All) Status: Open

DateRange: Pickup  
 from:   
 to:

Submit Reset

Specify available information to see a list of loads matching the criteria. You may use "%" as a wildcard in the reference number. If you select a status of "All" or "Completed", you must specify a date range.

An Expert Trace enables you to track single shipments for which little information is known or to list multiple shipments.

If you have submitted a Reference Number or know the TCS Trailer Number, that information can be entered.

You may also search for loads by specifying a date range for the pickup or delivery.

You can further narrow the search by using the Direction and Status dropdown menus or by specifying Locations.

Once you enter your information, click "Submit." You will be taken to a page that shows the requested information. If you specified a Date Range, you will be shown all the loads within the range. Click on the load for which you are searching.

The result will then display as shown on page 8.

## Dropdown Menus

### Direction Menu

- (All)
- Inbound
- Outbound

### Status Menu

- (All)
- Completed
- Open

### DateRange Menu

- Pickup
- Delivery

**DateRanges must be specified in this format: mm/dd/yyyy**

# Tender Load

**Triple Crown Services**

Home Load Tracing Tender Load Request Quote Change Password

### Tender Load

This form lets you tender a new load directly into our system.

**Ship Point:**

Ship Pt.  \*\*

Name

Address  \*\*

City  \*\* State  \*\* Zip  \*\*

Appointment from  to

Contact Name  \*\*\* Phone  \*\*\*

**Shipper:** *(skip shipper, unless different than ship point)*

Shipper

Name

Address

City  State  Zip

**Consignee Point:**

Cons. Pt.  \*\*

Name  \*\*

Address  \*\*

City  \*\* State  \*\* Zip  \*\*

Appointment from  to

Contact Name  \*\*\* Phone  \*\*\*

**Consignee:** *(skip consignee, unless different than consignee point)*

Consignee

Name

Address

City  State  Zip

Reference Number

Payment Method

Pieces

Weight

Trailer  (if known)

Required Equipment

Special Instructions

\* indicates a required field.  
\*\* either the location number or complete address information may be supplied for shipper and consignee.  
\*\*\* either shipper or consignee contact information may be supplied.

To tender a new load to Triple Crown, click the Tender Load button on the Online Services screen and complete this screen. All asterisked items must be completed.

The Ship Point and the Consignee Point entries both require numbers designated by Triple Crown. To find your numbers, click the "Ship Pt." and "Cons. Pt." buttons. See page 11 for details.

A pickup Appointment date is required (format mm/dd/yyyy). A pickup Appointment time is not required. However, if you do specify, it must be in 24-hr military time (e.g., 2:30pm must be indicated as 1430).

If you specify a delivery Appointment date, the delivery will be scheduled as requested. If you do not specify a time, your Customer Service Representative will contact the consignee to schedule.

Once you have completed this form, click the "Review Tender" button. You will then be taken to a screen for a final review prior to submitting the load.

Continued on Page 12.



## Location Lookup

Specify desired criteria and view a list of matching locations.

Location #

Name

City

State

Zip

Plant Code

Use this screen to look up Ship and Consignee Points. You can be as specific as you want; however, you must enter a company name in the Name block. If you enter the Name only, you will bring up all your Ship and Consignee points currently in the Triple Crown system.

Click "Submit."



## Location List

Please select a location by clicking on its name.

[<- Go Back](#)

Location Name	Address	City	State	Zip Code
<a href="#">GREAT GADGET MFG</a>	123 MAIN ST	BATTLE CREEK	MI	49014
<a href="#">GADGET MART</a>	321 FIRST ST	HARRISBURG	PA	17100
<a href="#">GADGET MART</a>	1600 PENNSYLVANIA AV	CAPITAL CITY	MO	24680
<a href="#">GADGET OUTLET</a>	8642 FARMERS MARKET RD	BARGAIN CITY	GA	35791

Identify your Ship Point and click on it. The information will then populate the form shown on the previous page.

Follow the same procedure to populate the Consignee Point blocks—click the gray "Cons. Pt." block, fill in the appropriate information using the above Lookup form, and then click on the target Consignee Point.

## Confirm Load Tender

<b>Initial Pickup</b> 059562 GREAT GADGET MANUFACTURING 123 MAIN STREET BATTLE CREEK, MI 49014  Appt Window 12/22/2005 10:00 to 12/22/2005 14:00 Contact Name GEORGE GADGET Phone 260-555-1212	<b>Shipper</b> 059562 GREAT GADGET MANUFACTURING 123 MAIN STREET BATTLE CREEK, MI 49014
<b>Final Delivery</b> 059563 GADGET MART 321 FIRST STREET HARRISBURG, PA 17100  Appt Window to Contact Name SALLY GADGET Phone 260-555-1212	<b>Consignee</b> 059563 GADGET MART 321 FIRST STREET HARRISBURG, PA 17100
Payment Method Collect Pieces 0 Weight 0 Trailer	
Required Equipment Special Instructions	

[<-- Go Back and Make Changes](#)

Review the details of the load, checking especially addresses and any appointment windows you specified.

If the load tender is accurate, click "Submit Tender."



# Triple Crown

[Home](#) [Load Tracing](#) [Tender Load](#) [Request Quote](#) [Change Password](#)

## Tender Submitted

Load has been successfully tendered. Your ticket number is 113511225251.  
You will receive an email containing the contract number once your load has been entered into our system.  
If our customer service department has any questions about your load, they will contact you by phone for clarification.

[Would you like to tender another load similar to this one?](#)  
[Would you like to tender another load different from this one?](#)

You will immediately receive this confirmation that your load has been submitted. Customer Service will then contact you to confirm the load.

Note these two options with shortcuts for tendering other loads to Triple Crown.

# Request Quote



**Triple Crown**  
Services

[Home](#) [Load Tracing](#) [Tender Load](#) [Request Quote](#) [Change Password](#)

## Request Quote

This form lets submit a quote request directly to our pricing department.

### Please enter your company information:

Name:

Address:

City:  State:  Zip:

### Please enter the name of the company that will be paying of the move:

Name:

Address:

City:  State:  Zip:

The Bill of Lading will be marked:

Are you able to accept electronic freight bills?

If so, which version of the EDI 210 standard do you support?

If not, do you require any documents to be sent with the freight bills or payment?

### Who should this correspondence be sent to?

Name:

E-mail:

Fax:

### Origin Information:

Name:

Address:

City:  State:  Zip:

### Destination Information:

Name:

Address:

City:  State:  Zip:

How many loads to you expect per week?

Is the value of the freight greater than \$100,000?

Is any freight hazardous material?

Is this business seasonal or consistent?

If seasonal, when does the volume peak?

How many pounds of freight will be loaded into the trailer?

Will you be able to utilize a 53 foot trailer for your freight?

What are you currently paying to move this freight?

To request a rate quote, click the "Request Quote" button on the Online Services screen.

Please complete this form. All asterisked items are required.

After you enter the load information, click "Submit" to send your request to the Triple Crown Pricing group.

Once you submit the request, you will immediately see a screen confirming that your quote request has been successfully submitted.

Your rate quote will be sent by e-mail or fax by the end of the next business day. If you have questions or immediately need the rate quote, call the Pricing group directly at 260-416-3697.

# Change Password



[Home](#) [Load Tracing](#) [Tender Load](#) [Request Quote](#) [Change Password](#)

## *Change your password*

This form lets you select your own private password to access Triple Crown's Online Services.

Your new password must contain a combination of letters and numbers.

Old Password

New Password

Confirm New Password

To change your password, click the "Change Password" button on the Online Services screen.

Complete the requested information and click "Submit."

If you forgot your password, please call your Customer Service Representative directly or call Triple Crown's general number, 800-325-6510, and ask for Customer Service.

# Other Management Tools

## Obtaining a Proof of Pick-up and/or Delivery

You may view and print verification of pick-up and/or delivery through the “Load Tracing” online service. All Bills of Lading are scanned at the local Triple Crown terminal following pick-up of a shipment (“Shipper Bill of Lading”). Once the load is delivered, the Bill of Lading with delivery information (“Consignee Bill of Lading”) is scanned and generally available anytime after three days following the delivery.

To view load-related documents:

1. Access the Triple Crown website ([www.triplecrownsvc.com](http://www.triplecrownsvc.com)) and login (see page 3).
2. Click “Online Services.”
3. Click “Load Tracing” and trace your shipment by any of the four methods (see pages 6 — 9). If you conduct an Expert Trace, you will see a list of loads for your company. Click on the appropriate load number to view the load data. If you trace by any of the other three methods, you will be taken directly to the data page for that load.
4. Available documents will be displayed in the “Lading Documents” box on the lower, left-hand portion of the screen. Click the appropriate document. It will be displayed in an Adobe PDF format, which can then be printed and/or saved to your computer.