

Teal's Express, Inc.
Website e-Tools Instructions

Begin by opening an Internet browser such as Internet Explorer, Firefox, Chrome or Safari. In the address bar enter the web address shown in Figure 1 below. Alternatively, from the www.teals.com main page you can click on "Customer Login." You will see the resulting login page. Enter your user name and password into the boxes and click "Login". The system is not case sensitive.

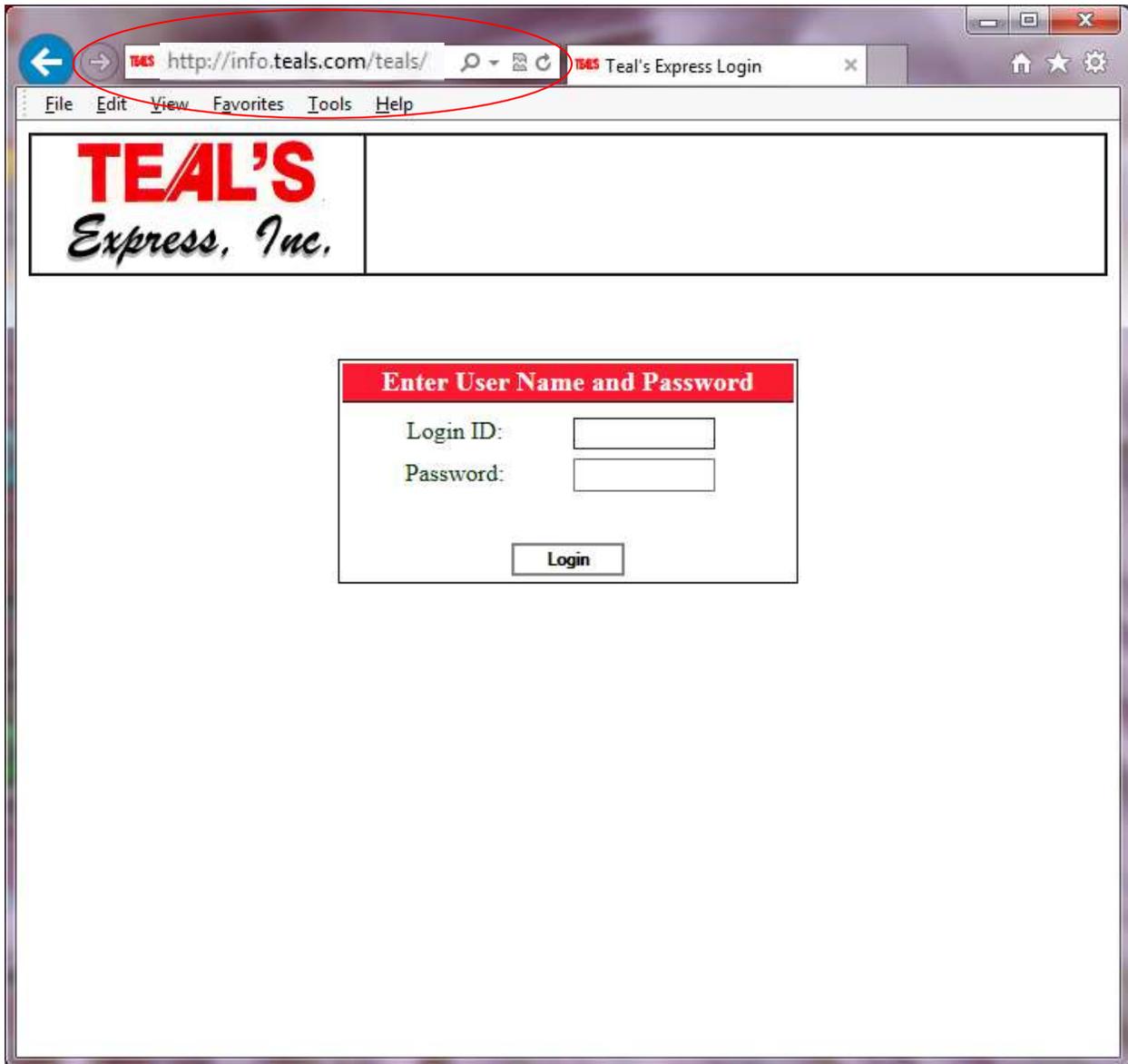


Figure 1

Shipment Tracing

You will now see the screen found in figure 2 below. All of your shipments that currently do not have a delivery date will be displayed.

PRO#	POD	BOL	Type	Status	Pickup	Shipper	City	ST	BOL#	Delivery	Consignee	City	ST	PO#	Bill To	QTY	WGT
750389178			A	Scheduled Line Haul: (100) MARCY, NY @ 10:16 AM 03/21/2014	03/21/14	TEALS EXPRESS, INC.	PITTSTON	PA		-	TEALS EXPRESS, INC.	WATERTOWN	NY		TEALWA	1	10
400742104			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	APOLLO MOTOR EXPRESS INC.	SHREWSBURY	MA		TEALWA	1	5
400742103			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	TEALS EXPRESS, INC.	LATHAM	NY		TEALWA	1	10
400740760			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	TEALS EXPRESS INC.	PITTSTON	PA		TEALWA	1	15
799023775			A	Departed Delivery: (799) PHILADELPHIA, PA @ 9:45 AM 03/21/2014	03/10/14	TEAL'S EXPRESS, INC.	PHILADELPHIA	PA		-	TEALS EXPRESS, INC.	MARCY	NY		TEALWA	1	20
100063878			A	Pending	03/04/14	TEALS EXPRESS, INC.	MARCY	NY		-	TEALS EXPRESS, INC.	WATERTOWN	NY		TEALUT	1	10

Figure 2

You may sort the results by clicking any of the column headings such as the city heading circled in figure 2. The POD and BOL logos in the second and third columns (circled in figure 2) indicate the presence of a digital image of the proof of delivery (POD) or bill of lading (BOL). If you click on the logo, a new window will open to display these in PDF format. You will need to disable any pop up blocker in effect for this to work properly. You will also need Adobe, FoxIT or other PDF reader software installed on your PC. Allow 48 hours after pickup before calling our customer service department to inquire if these documents do not appear to be available. The majority of pros will be type A (shown in column 4). Pros lettered B - M are for movement of shortages, pros N - Z are for corrections.

You may click one of the pro numbers shown in column 1 to see the details of that particular shipment as shown in figure 3 below.

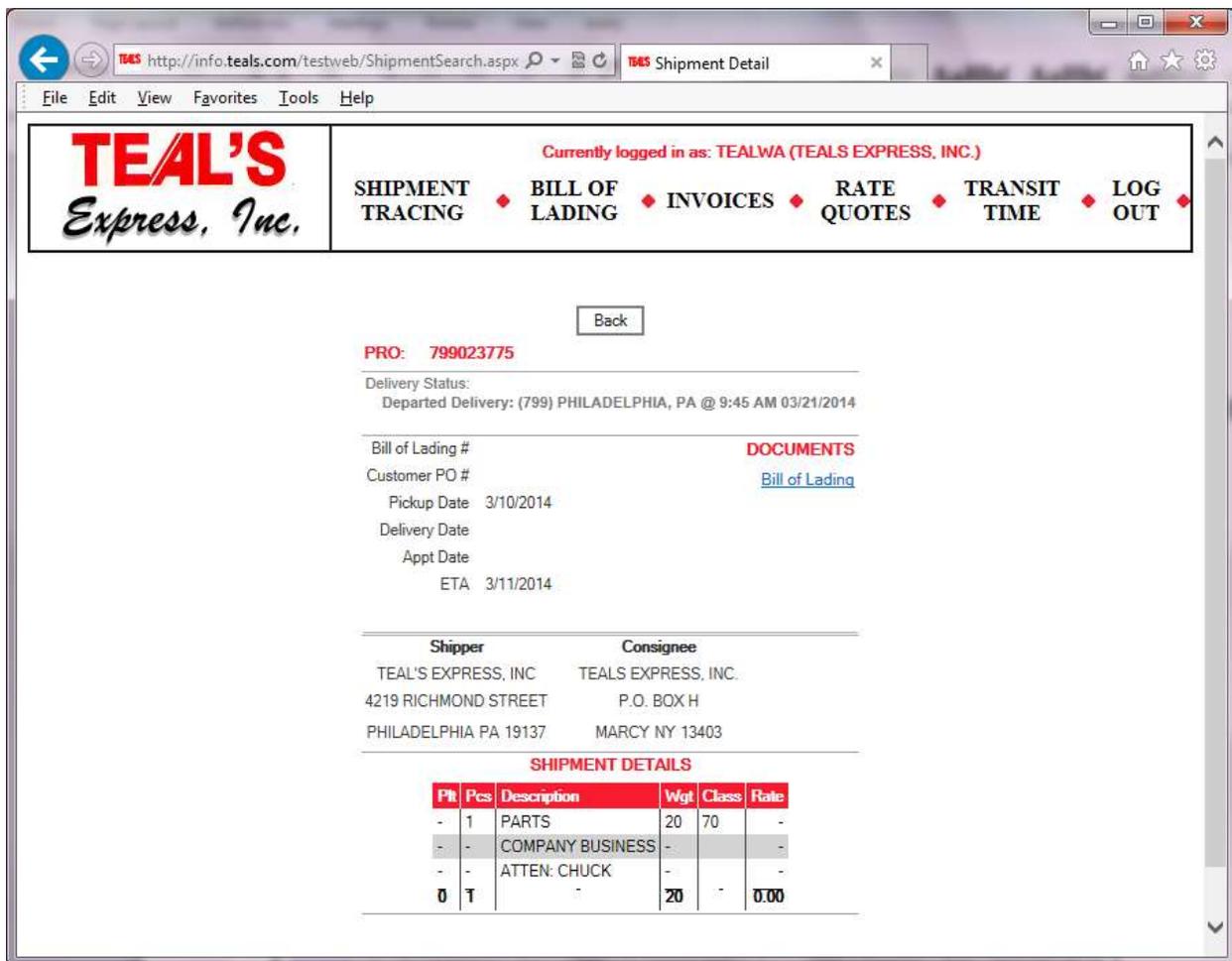


Figure 3

If a pro is not delivered, the delivery date will be blank. If an appointment date is set it will be shown under the delivery date. The ETA is based upon our standard service transit time between the 2 points. The delivery status shown is based upon the last update to this shipment. The status messages are as follows:

Pending	Shipment has been picked up
Scheduled Linehaul	Shipment has been picked up and movement to another terminal is planned
Departed Linehaul	Shipment has been picked up and is in the process of moving to another terminal
Linehaul arrived	Shipment has been picked up and has moved from one terminal to another
Scheduled Delivery	Shipment is at the delivering terminal and is expected to go out for delivery soon
Given to interline	Shipment has been picked up or dropped off at our partner carrier for delivery by them
Departed delivery	Shipment has been placed on a truck for delivery today
Missed delivery	Shipment has been placed on a truck for delivery, but delivery could not be executed

Delivered

Shipment has been reported as delivered to the consignee.

If you wish to see details for a shipment that we have already delivered, click on "Search using criteria" on the main shipment tracing page. You will be presented with the screen shown in Figure 4 below.

TEALS Express, Inc. Currently logged in as: TEALWA (TEALS EXPRESS, INC.)

SHIPMENT TRACING ♦ BILL OF LADING ♦ INVOICES ♦ RATE QUOTES ♦ TRANSIT TIME ♦ LOG OUT ♦

Active Shipments Only Search Using Criteria

Status: **Delivered** (dropdown menu)

Shipper: [] Pro#: [] BOL#: [] From Pickup Date: [] Search []

Consignee: [] Carrier Pro#: [] PO#: [] To Pickup Date: [] Clear []

PRO#	POD	BOL	Type	Status	Pickup	Shipper	City	ST	BOL#	Delivery	Consignee	City	ST	PO#	Bill To	QTY	WGT
750389178			A	Scheduled Line Haul: (100) MARCY, NY @ 10:16 AM 03/21/2014	03/21/14	TEALS EXPRESS, INC.	PITTSTON	PA		-	TEALS EXPRESS, INC.	WATERTOWN	NY		TEALWA	1	10
400742104			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	APOLLO MOTOR EXPRESS, INC.	SHREWSBURY	MA		TEALWA	1	5
400742103			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	TEALS EXPRESS, INC.	LATHAM	NY		TEALWA	1	10
400740760			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	TEALS EXPRESS, INC.	PITTSTON	PA		TEALWA	1	15
400742106			A	Pending	03/21/14	TEALS EXPRESS, INC.	WATERTOWN	NY		-	TEALS EXPRESS, INC.	MARCY	NY		TEALWA	1	500
799023775			A	Departed Delivery: (799) PHILADELPHIA, PA @ 9:45 AM 03/21/2014	03/10/14	TEALS EXPRESS, INC.	PHILADELPHIA	PA		-	TEALS EXPRESS, INC.	MARCY	NY		TEALWA	1	20
100063878			A	Pending	03/04/14	TEALS EXPRESS, INC.	MARCY	NY		-	TEALS EXPRESS, INC.	WATERTOWN	NY		TEALUT	1	10

Figure 4

You may enter one or more of the criteria to search by. You can choose whether to search shipments that are active, delivered or both. Our pro number must be 9 digits long. You may enter a single pickup date or a range with the month first, followed by the day. You may use / - or a space to separate the month and day of the date. The year is optional (it assumes current year). So for a pickup dated 3/17/2014, you may enter 3/17 3-17 or 3 17 until January 1, 2015. After that you will need to enter the year also (2 or 4 digits). The shipper or consignee name, bill of lading, purchase order and carrier pro number (for partner carriers) criteria allow you to enter part of what you are searching for. For example entering 34 in the bill of lading box will find any pro where the bill of lading number **begins** with 34. Similarly, entering %34 will find any pro where the bill of lading number **contains** 34. If you enter multiple criteria they will be

combined. Therefore if you enter both a pro number and a pickup date, if that pro number does not have that pickup date you will receive a message "No records match your request" even though you have entered a valid pro number. Our research has found entering date ranges to be the most effective search method. Click "Search" and the system will return all the pros that meet the criteria entered.

Bill of Lading / e-Pickup Request

This option presents a bill of lading that you may fill out and use as shown below in Figure 5. The system does have your commonly used shipping and destination addresses listed if you select the drop down boxes. You are **required** to fill in the time the shipment will be ready by, as well as any other items designated with a *. If you will be closing earlier than normal, please put this in the comments section.

The screenshot shows a web browser window with the URL <http://info.teals.com/testweb/BOL.aspx>. The page title is "STRAIGHT BILL OF LADING - NON-NEGOTIABLE".

SHIPPER INFORMATION:
TEAL'S EXPRESS, INC.
 P.O. BOX 6010
 WATERTOWN, NY 13601
 (315) 788-6437

PICKUP DATE: 3/21/14
READY BY: [Empty field]

SHIPPER'S REFERENCE #: [Empty field]

CONSIGNEE INFORMATION:
TEALS EXPRESS, INC.
 STREET ADDRESS: [Empty field]
 CITY / STATE / ZIP: [Empty field]

SHIPPER'S ADDRESS:
 STREET ADDRESS: 22411 COUNTY RTE 281
 CITY / STATE / ZIP: WATERTOWN NY 13601
 CONTACT: [Empty field] TELEPHONE #: (800) 836-0369

CONSIGNEE'S ADDRESS:
 STREET ADDRESS: [Empty field]
 CITY / STATE / ZIP: [Empty field]
 CONTACT: [Empty field] TELEPHONE #: [Empty field]

BILL TO:
TEALS EXPRESS, INC.
 STREET ADDRESS: 22411 COUNTY RTE 281
 CITY / STATE / ZIP: WATERTOWN NY 13601
 CONTACT: [Empty field] TELEPHONE #: [Empty field]

COMMENTS:
 [Empty text area]

PCS	PLT	H/M	DESCRIPTION	FREIGHT CLASS	WEIGHT (LBS)
[Empty]	[Empty]	<input type="checkbox"/>	[Empty]	[Empty]	[Empty]
[Empty]	[Empty]	<input type="checkbox"/>	[Empty]	[Empty]	[Empty]
[Empty]	[Empty]	<input type="checkbox"/>	[Empty]	[Empty]	[Empty]
[Empty]	[Empty]	<input type="checkbox"/>	[Empty]	[Empty]	[Empty]
[Empty]	[Empty]	<input type="checkbox"/>	[Empty]	[Empty]	[Empty]
TOTAL PCS	TOTAL PLT				TOTAL WGT

Figure 5

When you click submit, our system will assign a pickup number. You may print this to give to our driver. If you wish to go back and modify a pickup later, you will be able to

enter search criteria to find it. While an email notification will be sent to our our dispatchers, do not assume we are coming unless you receive confirmation!! Follow up if you don't hear back, just as if you faxed in a pickup request.

Rate Quotes

If you want to get a rate quote first, it can be turned into a pickup request. The rate quote screen is shown below in Figure 6.

The screenshot shows a web browser window with the URL <http://info.teals.com/testweb/QuoteSearch.aspx>. The page title is "Rate Quote". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page header features the TEAL'S Express, Inc. logo on the left and a navigation menu on the right with links for SHIPMENT TRACING, BILL OF LADING, INVOICES, RATE QUOTES (highlighted), TRANSIT TIME, and LOG OUT. A status message indicates "Currently logged in as: TEALWA (TEALS EXPRESS, INC.)".

The main form area contains the following fields and options:

	Zip Code	City/State	Class	Plt	Weight
Origin	13601	WATERTOWN, NY	1	<input type="text"/>	<input type="text"/>
Destination	<input type="text"/>		2	<input type="text"/>	<input type="text"/>
			3	<input type="text"/>	<input type="text"/>
			4	<input type="text"/>	<input type="text"/>
			5	<input type="text"/>	<input type="text"/>

Additional form elements include:

- This is an inbound shipment
- Prepaid Collect
- Tariff:
- Border Fee Liftgate COD COD Amount:
- Hazardous Materials Notify
- Inside Delivery Residential Delivery
- Submit Clear

At the bottom of the form, a disclaimer reads: "This quote is valid for 30 days. Fuel Surcharge pricing is subject to change and is an estimate given at time of quotations."

Figure 6

Enter the origin and destination zip codes. If you are the consignee, it is very important that you click "This is an inbound shipment" to get the correct rates. Fill in the Prepaid vs Collect option. For the tariff drop down, 500K is the Teal's standard class rates. CACO, DEADHEAD, MANNFSC are for our internal use only. Selected customers may also see customized pricing for their use. Since we cannot document all possibilities here, please ask your sales representative for more information. Once you have selected the tariff, you will be able to choose the appropriate rate class or FAK for pallet priced freight. Fill in the number of pallets and the weight. You may check off any of the extra services needed and our system will add any applicable charges. When you hit "Submit", the charges will calculate. The fuel surcharge will be as of that moment. The fuel is adjusted on Wednesday mornings each week. If you now hit the "Generate

Quote" button, your quotation will be saved in our system and a quote number will be provided. From here you can turn this into a pickup request. Saved quotes will be listed and you may make changes to them as needed.

Invoices

When we bill out pros in our system, they are assigned to an invoice/statement number. This option will display any invoices that have pros with unpaid balances as shown below. You can also search for past invoice numbers (closed).

Invoice # From Date
 Status

Invoice #	Image	Invoice Date	Bills	Total
1154877		01/03/14	1	64.93
1155835		01/13/14	2	824.46
1157242		01/21/14	8	553.14
1157717		01/23/14	4	657.87
1158200		01/27/14	10	1,020.87
1158626		01/29/14	4	860.75
1159078		01/31/14	4	277.18
1159523		02/04/14	3	188.75
1159966		02/06/14	1	186.08
1162644		02/24/14	14	3,015.15
1163065		02/26/14	3	853.43
1163526		02/28/14	4	702.78



Type	POD	Total	Applied	Open
A		52.88	52.88	-
N		-185.55	-	-
O		234.51	234.51	-
N		-230.66	-	-
O		296.41	296.41	-
A		128.62	128.62	-
A		56.50	56.50	-
A		611.77	-	611.77
A		212.69	-	212.69
A		56.50	56.50	-
A		56.50	56.50	-
A		143.61	143.61	-
		1433.78	609.32	824.46

At any time, navigation arrows may appear at the bottom of a screen to indicate there are more pages of detail available. >| will take you to the last page.

When you click on an invoice number, it will display a screen showing the detail of all the pros on that invoice. It will show you the payment amounts we have applied to each pro.

Transit time

Our transit time calculator estimates the time it will take for a shipment to travel from one origin zip code to another. We do not offer a guaranteed service at this time.

The screenshot shows a web browser window with the URL <http://info.teals.com/testweb/TransitTime.aspx>. The page features the TEAL'S Express, Inc. logo on the left. A navigation menu at the top right includes: SHIPMENT TRACING, BILL OF LADING, INVOICES, RATE QUOTES, TRANSIT TIME, and LOG OUT. The user is logged in as TEALWA (TEALS EXPRESS, INC.).

The main content area contains a form with the following fields and buttons:

	Zip Code	City/State	Transit Days	Delivery Date
Origin	<input type="text"/>	<input type="text"/>		
Destination	<input type="text"/>	<input type="text"/>		
Pickup Date	<input type="text"/>		<input type="button" value="Submit"/>	<input type="button" value="Clear"/>

To end your session, click on the Teals logo in the upper left corner of the search page or choose the Log Out option on the menu bar.

The system will "time out" if you remain on the search page or the results page too long. If you get one of these errors, return to the login page and simply enter your user name and password again.

We hope you enjoy these features and look forward to any comments or suggestions. Please contact Kim Collins at the Watertown headquarters to let us know if you experience any difficulties.