

**Teal's Express, Inc.**  
Online account access instructions

**Tracing**

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

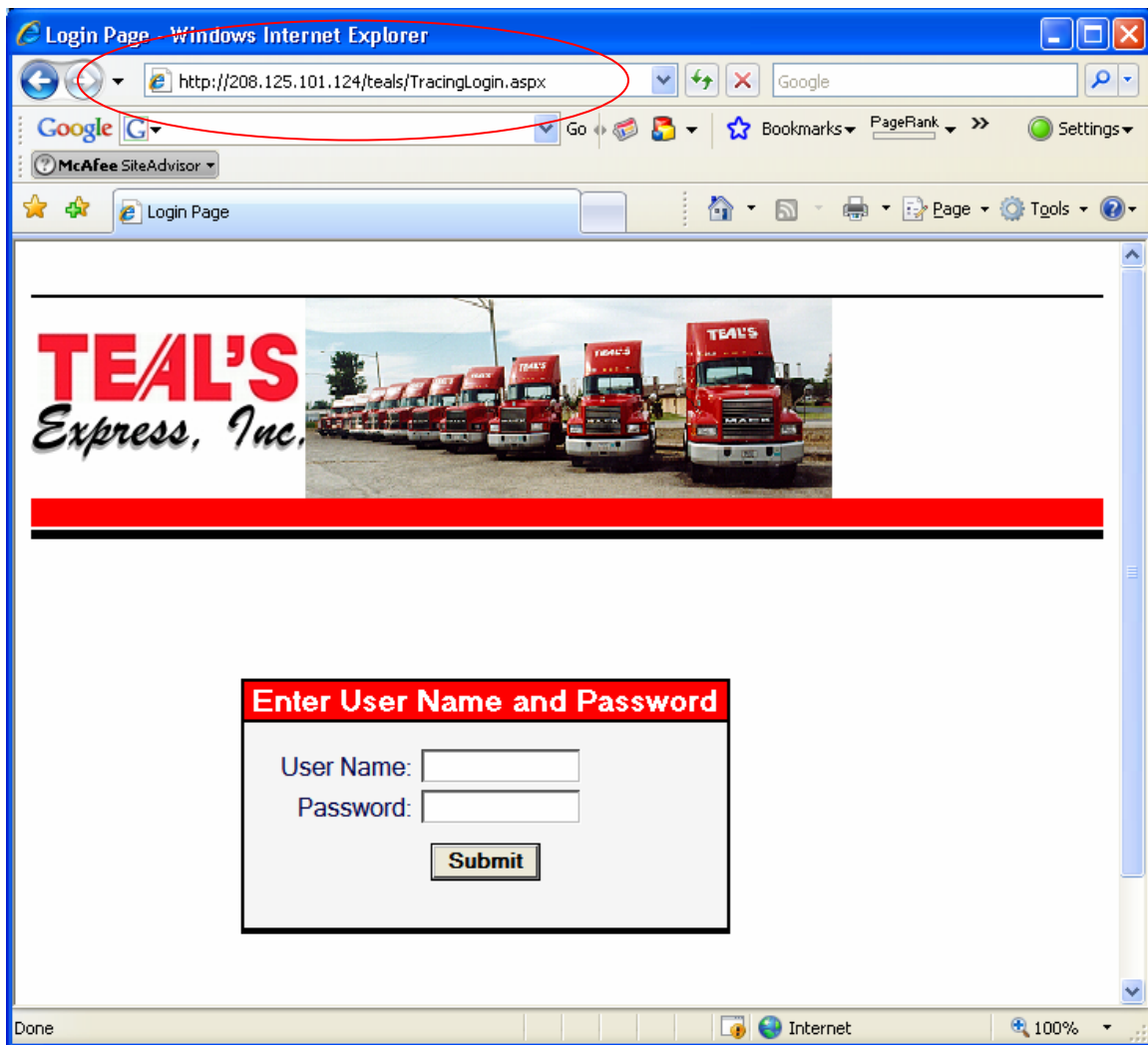


Figure 1

You will now see the screen found in figure 2 below.



Figure 2

You may enter one or more of the criteria to search by. The 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 7/3/2007, you may enter 7/3, 7-3 or 7 3 until January 1, 2008. After that you will need to enter the year also (2 or 4 digits). The bill of lading, purchase order and I/L pro number 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.

After you click "Submit" the results page will look like figure 3 below.

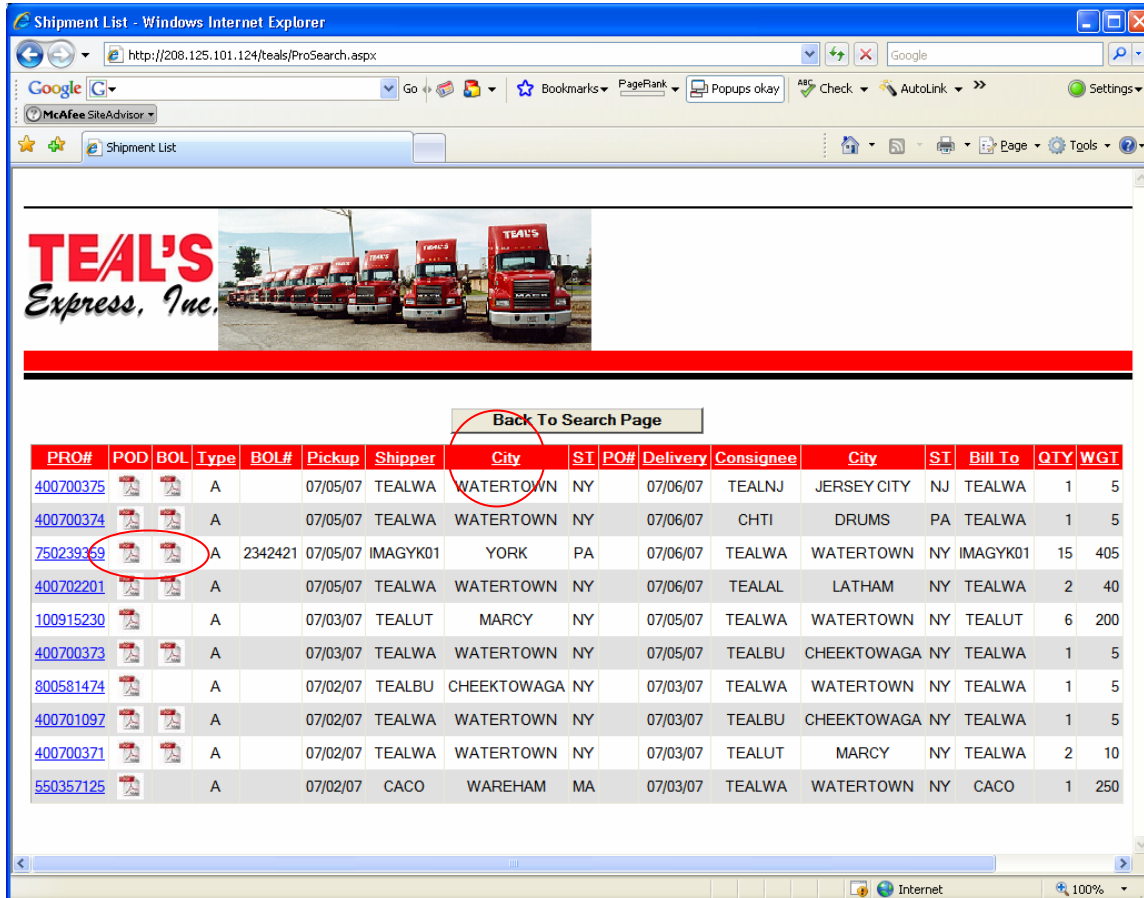


Figure 3

You may sort the results by clicking any of the column headings such as the city heading circled in figure 3. The red Adobe Acrobat Reader logos in the second and third columns (circled in figure 3) 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 Adobe Acrobat format. You will need to disable any pop up blocker in effect for this to work properly. You will also need Adobe Reader installed on your PC, available from [www.adobe.com](http://www.adobe.com). Please 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 4 below.

**TEAL'S**  
*Express, Inc.*

Close Window

**PRO NUMBER: 400701097 - A**

Pickup Date: 7/2/2007      BOL:  
 Delivery Date: 7/3/2007      PO:  
 Appointment:      Bill To ID: TEALWA  
 Terminal: 400      Status: LINEHAUL ARRIVED - 7/2/2007

Shipper: TEALWA      Consignee: TEALBU  
 TEALS EXPRESS, INC.      TEALS EXPRESS, INC.  
 22411 COUNTY RTE 281      3365 BROADWAY  
 WATERTOWN , NY 13601      CHEEKTOWAGA , NY 14227

Code	Description	Qty	Wgt	Class	Amount
/	ENVELOPE OF PRO STICKERS	1 CTNS	5 LBS	FAK	
*FREE	**** FREE ASTRAY - NO CHARGES *****				

Total Amount: **\$0.00**

Figure 4

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 status messages are as follows:

Pending	Shipment has been picked up
Linehaul planned	Shipment has been picked up and movement to another terminal is planned
Linehaul in transit	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
Delivery planned	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
Out for 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 either the consignee or the beyond carrier if an interline will be delivering this shipment.

To return to your list of search results, click "Close Window" on the shipment detail page. If you wish to change your search, click "Back to Search Page" to exit from the results page and return to enter the search criteria. To end your session, click on the Teals logo in the upper left corner of the search page.

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.

