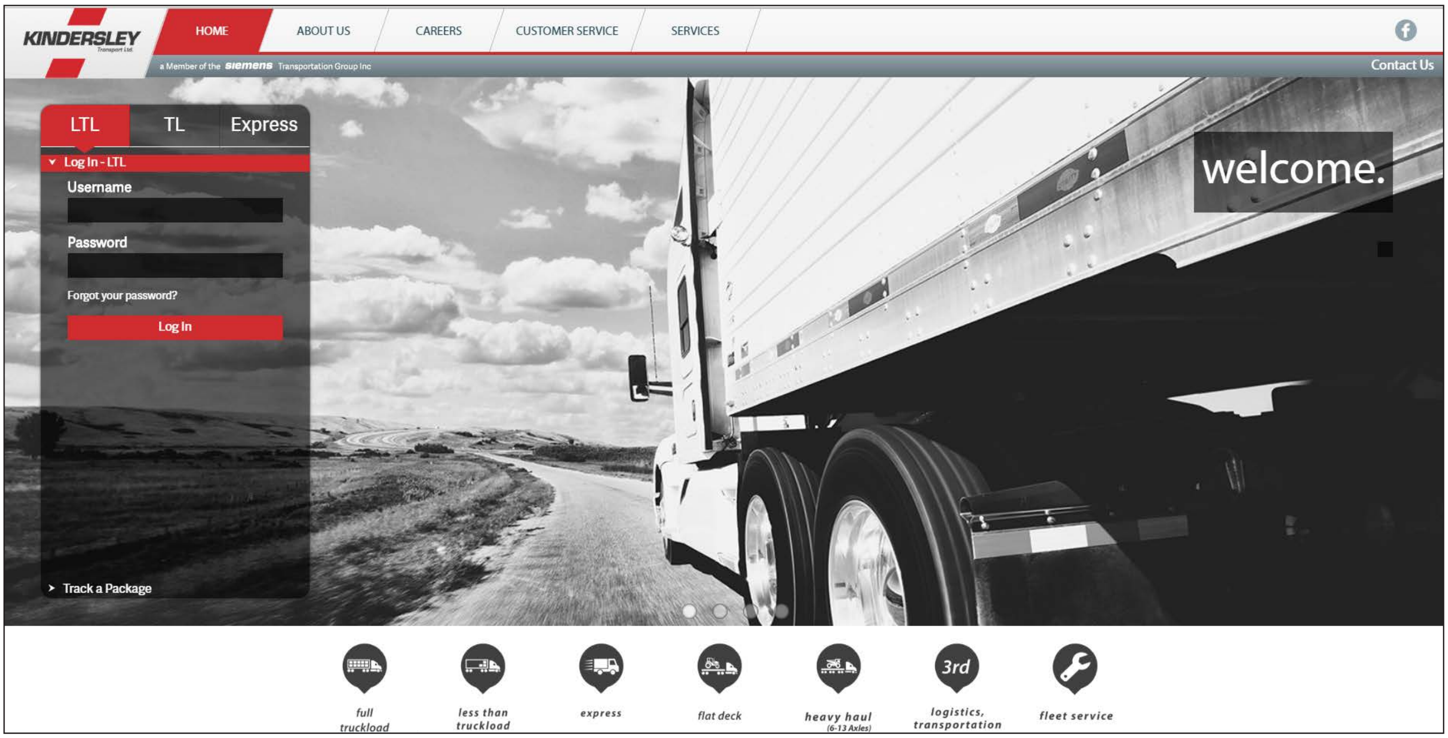
"How To" guide

{ Website & LTL Customer Web Access }

kindersleytransport.com

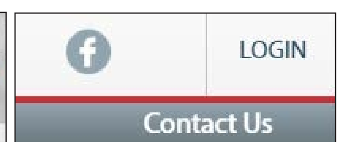
All the information you need to know about Kindersley Transport Ltd. can be found on the website using the menu bar.



Home

Link to **Home** to:

- Contact our Sales Team
- Quick Access to Services
- Recent News
- Access Customer Login and Tracking Widget
- Login Button can also be found on the left of your screen Customers access to login, regardless of which page they are on



Website & LTL Customer Web Access

About Us

Link to **About Us** to learn about:

- Learn who KindersleyTransport Ltd. is and what it stands for
- Company History
- Current and Past News/Headlines regarding Kindersley

Careers

Link to **Careers**:

- Link will redirect you to our Siemens Career Page where you can access all job vacancies across the group of companies

Customer Service

Link to **Customer Service** to:

- Access Forms and Downloads
- View our Service Standards
- Download Service Points by Province
- View the Fuel Surcharge & Currenct Rates
- Access Value Added Rules and Charges
- Download Cubing and Chargable Weight Rules
- View Dangerous Goods List
- Access Terms and Conditions PDF
- Find answers to Frequently Asked Questions

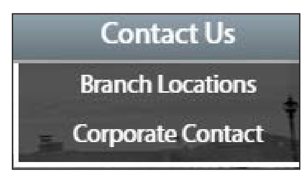
Each menu item under Customer Service filtered by service offering: ***Full Truckload, Less Than Truckload and Express.***

Services

Link to **Services** to:

- Information regarding each service offering within the Group of Companies

Contact Us



Link to **Contact Us** to learn about:

- Maps and Contact numbers for Kindersley's 10 Branch locations
- Corporate Head Office map
- Corporate contacts including:
    - Recruitment
    - Sales
    - Customer Service

KINDERSLEY Transport Ltd.

Customer Web Access

Explanation

Why use our Customer Web Access? The Kindersley Transport Ltd. Customer Web Access tool allows you to get a quote, lookup recent quotes, trace shipments, get shipment reports, update contact information, request a pickup and have reports & backup automatically emailed to you.

Requesting A Customer Login

To request a User ID and Password, please email **customerservice@kindersleytransport.com**.

Logging Into Your Kindersley Transport Ltd. Web Access Account

Once you have received your User ID and Password via email, go to www.kindersleytransport.com and click on **Customer Login**. From there, enter your User ID and Password that was sent to you. If you have forgotten your password, click on **Forgot Password** to have it reset.

Kindersley Transport Ltd. Customer Web Access Navigation

You can access your account information at any time by clicking on the menu bar. From the account section, you can:
- Review contact information
- View account history

The Homepage (News Tab)

Provides you with resources such as useful links to our online documents.

Track & Trace Tab

Lookup Images and Trace Shipments

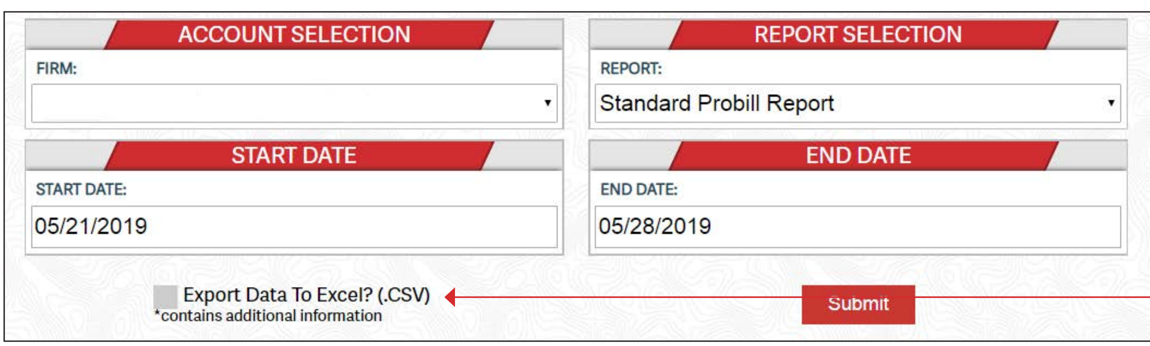
From the **Track and Trace Tab,** you can search a shipment by probill or pickup number in order to see real-time status updates, probill information and invoice information.

Reports Tab

Get Shipment Status Reports

From the **Reports Tab,** you can get a summary report of all shipments associated to your account by date. Simply enter a date range and click **Submit.**

From the **Reports Tab,** you can get a report of shipments associated to your account by date with the associated backup links. Enter a date range and choose “Document Imaging Report” from the **Report Selection** drop down menu. Click **Submit** to view the list.



You can also choose to export the data to Excel.


PROBILL STATUS RESULTS

Probill	BOL Tag	Pieces	Skids	lbs	Status	Offload Date	Pickup Date	Delivery Date	Delivery Time	Shipper	Shipper City	Shipper PC	Consignee	Consignee City	Consignee PC

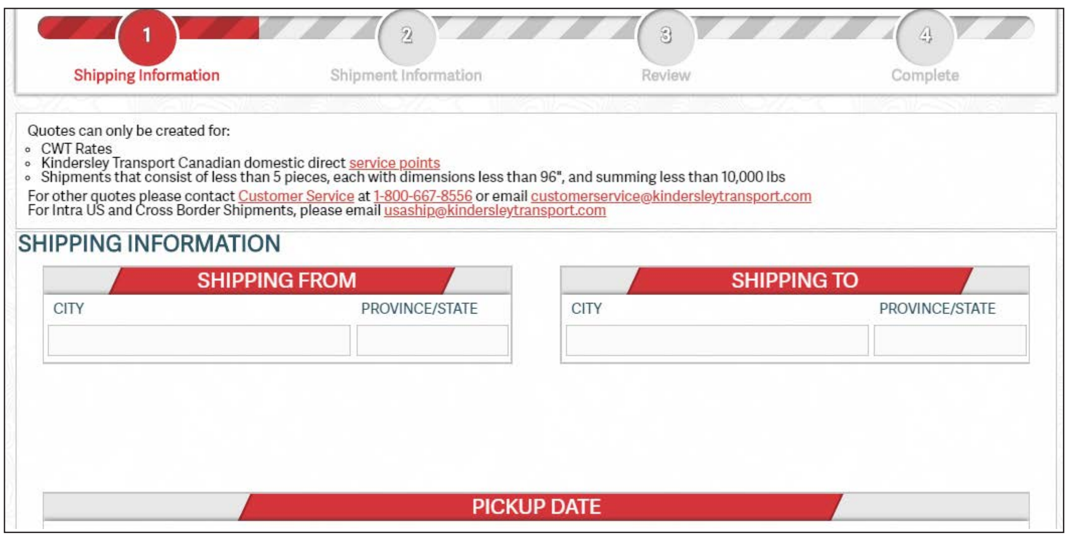
Shipping Tab

Get A Quote

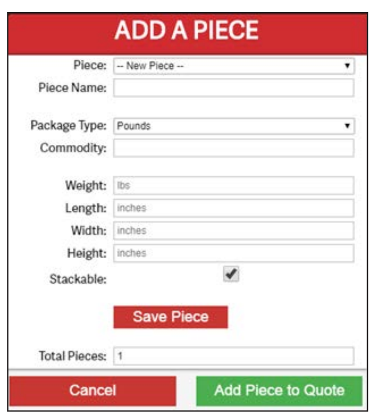
From the **Shipping Tab,** you can access our online quoting module. From here, you can get quotes for our domestic LTL service. Please note that some restrictions apply.

Quotes can only be created for:
- CWT Rates
- Kindersley Transport Canadian domestic direct service points
- Shipments that consist of less than 5 pieces and 10,000 lbs
- Shipments less than 96" tall

1. Shipping Information
    a. Enter the Origin & Destination information.
    b. Choose your pickup date
    c. Click **Next**



2. Shipment Information
    a. Enter the piece information by clicking **Add a Piece.** Choose from the list of pieces that you have already created or click **New Piece.**
        i. If creating a new piece:
            1. Enter the piece name.
            2. Enter the commodity that you are shipping.
            3. Enter the actual weight of the piece.
            4. Enter the dimensions of the piece (Length, Width Height) in inches.
            5. Check off whether or not this piece is stackable.
            6. Enter the number of pieces
            7. Click **Save Piece.**
        ii. Once the piece information is saved, click **Add Piece to Quote.**



3. Value Added Services
   If additional service will be required please choose them from the list provided. Note that additional charges may apply.

4. Quote Details
   Review and confirm that the information you have provided is correct. Be sure to review the Piece information, Value Added Services selected, Fuel Surcharge and the Shipping Details. If the information is accurate, you must agree to the Terms & Conditions in order to have a quote generate.

5. Click **Next**.

6. Once the quote is generated, you can print a copy for your records.

Note: There are some situations where we cannot provide a quote based off the information provided. Please contact Customer Service as per the contact information provided and we can get the information we require to provide a quote.

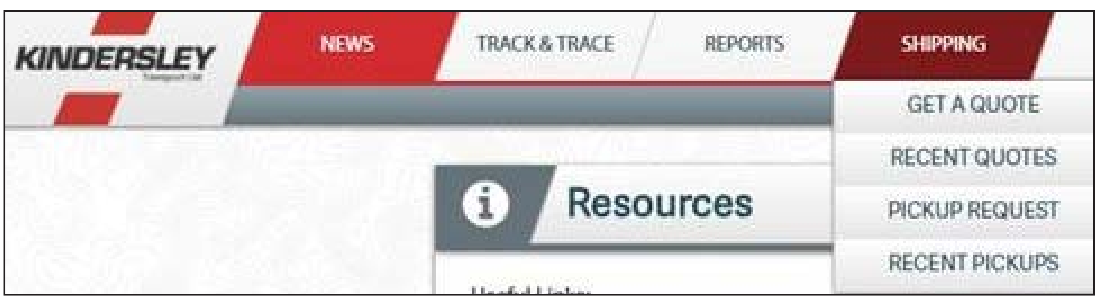
View Recent Quotes

You can access your recent quotes that you have received either online or from our Customer Service Department by clicking on **Recent Quotes** on the **Shipping Tab.**

Please note that you cannot edit an already created quote, and that the quotes are valid for 30 day from the date of creation.

Request A Pickup

You can request a pickup online easily by filling out our pickup request form, by clicking the **Pick Up Request Tab.** You can submit pickup requests from an existing online quote, or create a pickup request without a quote attached to it.



Request a Pickup From a Quote

- Once you have created a quote, you can click **Pickup Request** and complete the request. You will need to fill in your contact information, the shipping (from and to) information and the billing information.
- Note that the piece information and the accessorial charges is entered when the quote is created and the pickup will be booked based off that information.
- Once the information is entered, click **Submit Request.** A notification is sent to our Customer Service Department and you will receive a confirmation email to the email address listed in the contact section of the request.
- When the pickup has been booked, you will receive the pickup information from our Customer Service Department with the pickup number.

Request a Pickup Without a Quote

- From the Shipping Tab, click **Pickup Request**
- Complete the requested information, including contact, shipping from, shipping to, shipment and billing information.
- Once the information has been entered, click **Submit Request.** A notification will be sent to our Customer Service Department and you will receive a confirmation email to the email address listed in the contact section of the request. Once the pickup has been booked, you will receive the pickup information from our Customer Service Department with the pickup number.

View Recent Pickup Requests

You can view submitted pickup requests by clicking on **Recent Pickups** on the **Shipping Tab**.

Request a Pickup Without a Quote

- From the Shipping Tab, click **Pickup Request**
- Complete the requested information, including contact, shipping from, shipping to, shipment and billing information.
- Once the information has been entered, click **Submit Request.** A notification will be sent to our Customer Service Department and you will receive a confirmation email to the email address listed in the contact section of the request. Once the pickup has been booked, you will receive the pickup information from our Customer Service Department with the pickup number.

View Recent Pickup Requests

You can view submitted pickup requests by clicking on **Recent Pickups** on the **Shipping Tab**.

Tasks Tab

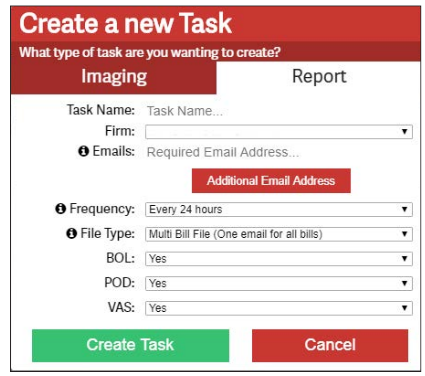
Create Tasks

Tasks allow you to schedule reports and imaging to be automatically sent to specified email addresses. You can specify the amount of time between each task and change the details at any point.

Create An Imaging Task

Click **New Task**, choose imaging.

Fill in the information. You can adjust the frequency, file type and which image is sent where (BOL, POD, VAS). You can add multiple email addresses to one task.



Create A New Report Task

Click **New Task**, choose report.

Fill in the information, including frequency and time span. You can add multiple email addresses to one task.