



# TOTE e-Servicenter

**User's Guide**

**Version 2.4.1.0**

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## Welcome to TOTE's e-Servicenter On Line Booking System

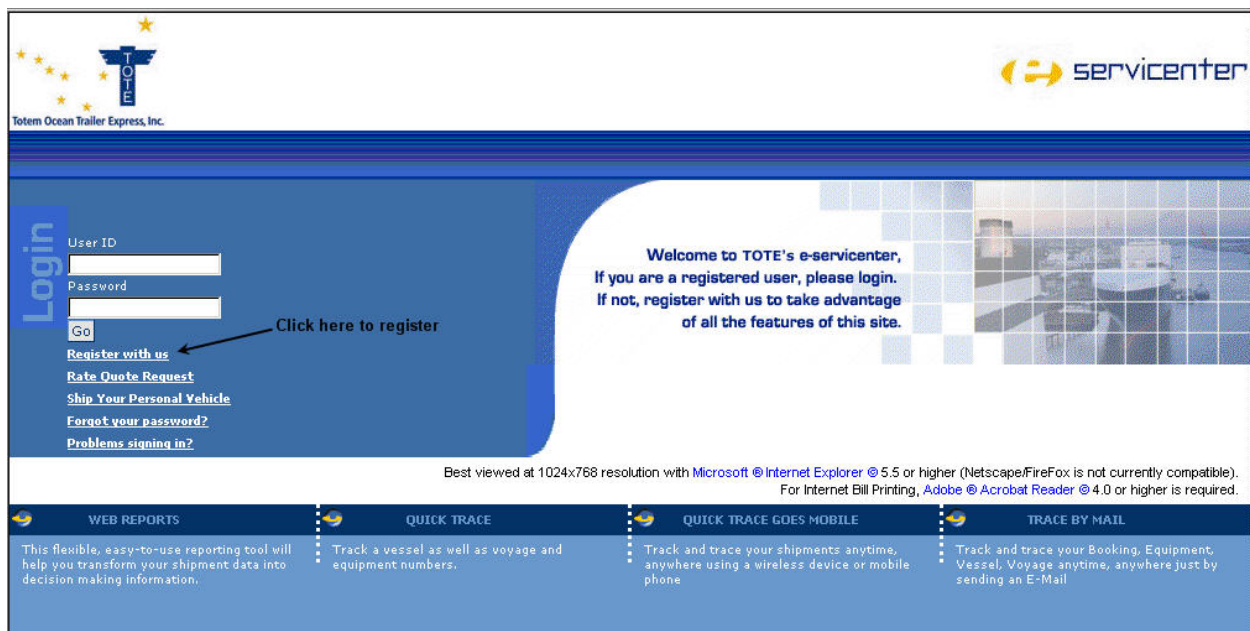
This online booking system enables you to -

- Generate quotes
- Create trailer/container and vehicle bookings
- Create and view bills of lading
- Track and trace cargo and equipment moves, check vessel/voyage schedules
- Generate reports, create custom reports
- View invoicing detail
- Receive shipment notifications

### Getting Started – User Registration

From the TOTE website – [www.totemocean.com](http://www.totemocean.com) – click the **e-Servicenter** sidebar link then the “**click here to access e-Servicenter**” link. You will be taken to the e-Servicenter Log In screen.

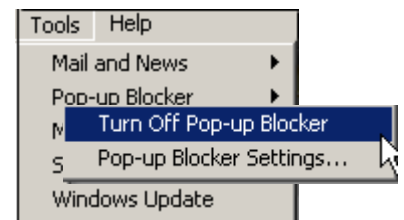
On the login screen, click the **Register with Us** link and complete the registration form. You will receive a notification when your account is activated and ready for use.



### Enabling Pop-Ups

In order to view all site windows - you will need to enable pop-ups for this site. *Verify that any secondary browser search tools are pop-up enabled as well.*

On the browser menu – select **Tools\Pop-up Blocker\Turn Off Pop-up Blocker**. You have the option to allow only for this site.





### Orientation

**WELCOME NEW USER - TOTE CUSTOMER**

Quotes | **BOOKINGS** | Invoices | Reports | Notifications

**FILTER BOOKINGS BY:**

Today's       Last 30 Days'       Draft  
 Last 7 Days'       Last 60 Days'       Booked  
 View siblings bookings       Cancelled

Clear    Search

BOOKING STATUS	
Bookings not Received	0
Arrived at Load Port	1
At Sea	0
Discharged to Destination Port	0
In Route to Final Destination	0

**VIEWING: LAST 60 DAYS**

BOOKING	TYPE	SHIPPER	EQUIPMENT OR VIN	CREATED	STATUS	ORIGIN	DESTINATION	VOYAGE
A01232485	TRAILER	TOTE CUSTOMER (FIFE)	TTOZ206467	03/27/2007	BOOKED	FIFE [ WASHINGTON], USA	ANCHORAGE [ALASKA], USA	07325
A01232343	TRAILER	TOTE CUSTOMER (FIFE)		02/09/2007	CANCELLED	FIFE [ WASHINGTON], USA	ANCHORAGE [ALASKA], USA	07315
A01232350	TRAILER	TOTE CUSTOMER (FIFE)	TTOZ593027	02/09/2007	BOOKED	FIFE [ WASHINGTON], USA	ANCHORAGE [ALASKA], USA	07317
A01232444	TRAILER	TOTE CUSTOMER (FIFE)	TTOZ206454	02/28/2007	BOOKED	FIFE [ WASHINGTON], USA	ANCHORAGE [ALASKA], USA	07319
A01232445	TRAILER	TOTE CUSTOMER (FIFE)	TTOZ206455	02/28/2007	BOOKED	FIFE [ WASHINGTON], USA	ANCHORAGE [ALASKA], USA	07319
TT2004760	TRAILER	TOTE CUSTOMER (ANCH)	TTOU540009	02/23/2007	BOOKED		FAIRBANKS [ALASKA], USA	10702

Click on a row to select a Booking, then choose one of the actions below. Double-click on it to view the Booking.

Trace    Cancel    New Booking Based On

### Side Bar Menu-

- Track & Trace-** get the status on bookings, equipment, vessels and voyages
- Booking-** generate trailer and vehicle bookings, create booking templates
- Invoice-** review invoices and invoice detail online, request audits
- Account-** edit your profile, set up and maintain additional users to your account

### Bookings Tab-

- Filter Bookings By-** select the range of bookings to display in the Booking Grid
- Status-** populate grid by booking status – draft, booked or cancelled
- View Siblings Bookings-** allows user to view other family company’s booking information
- Trace-** allows user to trace selected booking in grid
- Cancel-** allows user to cancel selected booking in grid
- New Booking Based On-** allows user to create a new booking based on selected booking

### Booking Status – Reports at a Glance- last 30 days activity -

Double click quick report to view. Results can be exported to PDF or Excel format.

- Bookings Not Received-** lists bookings not received or in-gated at load port
- Arrived at Load Port-** lists bookings that have been in-gated at load port
- At Sea-** lists bookings, by vessel, currently at sea
- Discharged at Destination-** lists bookings at discharge or port of unloading
- In Route to Final Destination-** lists bookings out-gated from discharge port

**Quotes Tab** – allows users to create quotes and request rate updates – functionality is coming

**Invoices Tab-** allows users to query for invoicing detail and request invoice audits

**Reports Tab-** contains various canned reports and the adhoc tool for custom reporting

**Notifications Tab-** displays user account and booking notifications – functionality is coming

## Your e-Servicercenter Account Maintenance

To edit your personal account information including changing your password – on the **Home** screen, under **Account**, click **Edit My Profile**.

Adjust information as required and save using the **Save Profile** button

**Note:** Your current password is required to update the profile.

### Set up and Maintain Additional Users

As the registered user – you are the Administrator of your company’s e-Servicercenter account. You can assign additional users and specify their rights as required.

- Users can be company employees, vendors, or any other individual you feel requires access to this account.
- While these additional users can maintain their own user profile - they cannot set up users of their own, change their access rights and they will not have the Edit My Users option on their user home page.
- You have the option of granting user the following permissions-

**Editing** – the user has full access with the exception of your profile and users and anything additional defined in the Security Options.

**Viewing** – the user has view-only rights and can’t generate, edit or cancel bookings.

**Granting additional security access** – grant access to specific reports and modules.

**COMPANY**

Company	<input type="text" value="TOTE CUSTOMER"/>
Address Line 1	<input type="text" value="PO BOX C90032"/>
Address Line 2	<input type="text"/>
Country	<input type="text" value="UNITED STATES"/>
State	<input type="text" value="Washington"/>
City	<input type="text" value="BELLEVUE"/>
Zip Code	<input type="text" value="98009"/>

FIRST NAME	LAST NAME	E-MAIL	LOGIN	ROLE	ACTIVE
New	User			Administrator	Active
Additional	User			Edit	Active

USER	CREATED BY	CREATION DATE	LAST LOGIN DATE	# OF LOGINS			# OF QUOTES			# OF BOOKINGS		
				MONTH	YEAR	ALL	MONTH	YEAR	ALL	MONTH	YEAR	ALL
New User	escadmin	11/22/2006	12/07/2006	17	36	36	0	0	0	1	8	8
Additional User	escadmin	12/04/2006		0	0	0	0	0	0	0	0	0



### Add a User

To add a user to your e-Servicenter account – On the **Home** screen, under **Account**, click **Edit My Users**. On the **Company** page, click the **Additional User** button and complete the fields including activating and establishing their role –either Edit or View and assigning their login and password. To save - click the **Save Company** button – the user now has access to the site under your account.

FIRST NAME		LAST NAME		E-MAIL		LOGIN		ROLE		ACTIVE	
New	User	newuser@totecustomer.com		newuser		Administrator		Active			
First Name	<input type="text" value="New"/>	Phone	<input type="text" value="253-922-9887"/>								
Last Name	<input type="text" value="User"/>	Fax	<input type="text" value="253-922-0940"/>								
Preferred Contact Method	<input type="checkbox"/> Phone <input checked="" type="checkbox"/> E-mail <input type="checkbox"/> Fax		E-mail		<input type="text" value="newuser@totecustomer.com"/>						
Alert On Booking Update	<input type="checkbox"/>		Login		<input type="text" value="newuser"/>		Role		Administrator		
Undo Changes	<input type="button" value="Delete User"/>		User Security Options				Status		Active		
<input type="button" value="Additional User"/>											
<input type="button" value="Save Company"/> <input type="button" value="Return"/>											

### Delete a User

In the **Company** window, on the **Registered Users** grid - select the user to be deleted and click the **Delete User** button.

### Grant User Security Access Options

Grant users specific additional security access by checking the appropriate boxes in the **User Security Options** window. To save, click **Close** and then **Save Company**.

USER SECURITY OPTIONS	
<b>MODULE SUB-OPTION ACCESS</b>	
<input type="checkbox"/> QUOTE MODULE	<input type="checkbox"/> INVOICE MODULE
<input type="checkbox"/> BOOKING MODULE	<input type="checkbox"/> Request Pre-Audits
<input type="checkbox"/> Input Hazardous Information	<input type="checkbox"/> PURCHASE ORDER MODULE
<input type="checkbox"/> Create, View and Print B/Ls	<input type="checkbox"/> View Pending POs
	<input type="checkbox"/> EDIT MY USERS
<b>REPORT ACCESS</b>	
<b>BOOKING REPORTS</b>	<b>MILITARY REPORTS</b>
<input type="checkbox"/> Monthly Lift Recap	<input type="checkbox"/> Military Reports
<input type="checkbox"/> Summary Report	<input type="checkbox"/> Military Load List
<b>TRAILER/CONTAINER - VEHICLE REPORTS</b>	
<input type="checkbox"/> Equipment Aging	<input type="checkbox"/> Storage
<input type="checkbox"/> Stock Loading	<input type="checkbox"/> Trailer Log
<input type="checkbox"/> Sublease	<input type="checkbox"/> Vehicle Log
<b>PURCHASE ORDER REPORTS</b>	<b>INVOICE REPORTS</b>
<input type="checkbox"/> Purchase Order	<input type="checkbox"/> Invoice
<b>ADHOC REPORT TOOL</b>	
<input type="checkbox"/> Adhoc Report	

## Trailer Bookings

Bookings can be created -

- As a brand new booking
- Based on an existing template selected from the Template Library
- Based on a quote selected from the Quote Library
- Based on an existing booking selected from the Booking Library or on the Home screen in the booking grid.

To access the **New Trailer/Container Booking** screen – on the **Home** screen under **Booking**, click **New Trailer/Container**.

**NEW TRAILER/CONTAINER BOOKING**

**CREATE BOOKING.** Click on the "New Booking" button to create a booking without using any previous information.

or

**BASE BOOKING ON TEMPLATE.** Click on the "Template Library" button to pick one from a list. To search for a specific template by *Template Name*, type some of its characters and then click on the magnifying glass icon.

or

**BASE BOOKING ON ACTIVE QUOTE.** Click on the "Quote Library" button to display the list of active quotes. Enter an *Active Quote Number* and to load it directly by pressing "Go".

or

**BASE BOOKING ON EXISTING BOOKING.** Click on the "Booking Library" button to show a list with the last 100 bookings of your company. Enter a *Booking Number* and press "Go" to load a booking directly as base.

### Create a New Trailer Booking

Click the **New Booking** button – the **New Trailer/Container Booking** screen will display.

**NEW TRAILER/CONTAINER BOOKING**

Rate Reference Type

Rate Reference #

Requested Bookings  [What's this?](#)

Reference 1

Reference 2

Reference 3

\*Required fields are in bold.

**CUSTOMER** |  |  |  |  |

Shipper

Supplier / Vendor

Consignee

Payor

Notify

Military Cargo?

**ADDITIONAL COMMENTS**

If you have any questions or need assistance, please contact TOTE customer service at 800-426-0074

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## Designate Customer Information

**NEW TRAILER/CONTAINER BOOKING**

\*Required fields are in bold.

Rate Reference Type	<input type="text"/>	Reference 1	<input type="text"/>
Rate Reference #	<input type="text"/>	Reference 2	<input type="text"/>
Requested Bookings	<input type="text" value="1"/> <a href="#">What's this?</a>	Reference 3	<input type="text"/>

CUSTOMER
Schedule
Equipment
Commodity
Pickup Request
Delivery Request

Shipper	<input type="text" value="TOTE CUSTOMER (FIFE)"/>
Supplier / Vendor	<input type="text"/> <input type="button" value="Q"/>
Consignee	<input type="text"/> <input type="button" value="Q"/>
Payor	<input type="text"/> <input type="button" value="Q"/>
Notify	<input type="text"/> <input type="button" value="Q"/>

Military Cargo?

← Click search button to display drop down lists for Consignee, Payor, Supplier/Vendor and Notify parties

**ADDITIONAL COMMENTS**

Click the **Customer Tab** to:

- Enter booking reference numbers – three fields are provided.
- Enter the number of bookings you are requesting.
- Designate the consignee and payor for this shipment and a supplier/vendor, if required, using the search buttons. You can also designate a Notify party. *These lists are populated during your account activation process.*
- ***IMPORTANT!*** - If your trading partner does not appear in the drop down lists – please contact TOTE customer service and they will add them.

## Schedule Vessel/Voyage

Customer
SCHEDULE
Equipment
Commodity
Pickup Request
Delivery Request

Origin	<input type="text" value="LOS ANGELES [CALIFORNIA], USA"/> <input type="button" value="Q"/>
<b>Receipt</b>	<input type="text" value="PORTLAND [OREGON], USA"/> <input type="button" value="Q"/>
Delivery	<input type="text" value="ANCHORAGE [ALASKA], USA"/> <input type="button" value="Q"/>
<b>Load Port</b>	<input type="text" value="TACOMA [WASHINGTON] USA"/> <input type="button" value="Q"/>
<b>Discharge Port</b>	<input type="text" value="ANCHORAGE [ALASKA], USA"/> <input type="button" value="Q"/>
<b>Load Date</b>	<input type="text"/> <input type="button" value="Q"/>
<b>Voyage</b>	<input type="text"/> <input type="button" value="Q"/>

Click the **Schedule Tab** to:

- Specify the freight's origin (where the freight originates), receipt (where TOTE takes possession of the freight) and delivery (the freight's destination) locations.
  - *Note: Origin and Receipt can be the same location.*
- Indicate the load port – the discharge port will auto-populate.
- Select the load date from the calendar.
- Select the preferred voyage from the drop down list based on the load date.

## Schedule Equipment and Special Services

Customer	Schedule	<b>EQUIPMENT</b>	Commodity	Pickup Request	Delivery Request
Equipment Number	<input type="text"/>	Shipper Owned Equipment?	<input type="checkbox"/>		
Equipment Size & Type	<input type="text"/>	Linehaul / Port Move	<input type="text" value="PIER TO PIER (PORT TO PORT)"/> <SELECT PORT MOVE> HOUSE TO HOUSE (DOOR TO DOOR) HOUSE TO PIER (DOOR TO PORT) PIER TO HOUSE (PORT TO DOOR) <input type="text" value="PIER TO PIER (PORT TO PORT)"/>		
Seal No	<input type="text"/>	Temperatures	Temp 1 <input type="text"/> F Temp 2 <input type="text"/> F Temp 3 <input type="text"/> F		
Over dimension?	<input type="checkbox"/>	<input type="checkbox"/> Hazardous?			
Length	<input type="text"/> feet <input type="text"/> inches				
Width	<input type="text"/> feet <input type="text"/> inches				
Height	<input type="text"/> feet <input type="text"/> inches				
<b>SPECIAL SERVICES</b>					
<b>ADDITIONAL EQUIPMENT</b>					
<b>ADDITIONAL COMMENTS</b>					
<input type="text"/>					

Click the **Equipment Tab** to:

- Select the required size and type of equipment.
- Designate if equipment is shipper owned.
- Provide specific equipment number if available.
- Specify the Linehaul/Port Move type – house to house, pier to pier, etc.
- Declare oversized – **see page 11 for definition** - and/or hazardous cargo.
- Enter required temperatures for chill and reefer loads – fields are provided for dual and triple temp loads. *Use the temp 1 field for a single temp load.*
- Request special services and additional equipment as needed.
- Provide additional information about this shipment.

### Select Special Services or Additional Equipment – check the appropriate boxes

<b>SPECIAL SERVICES</b>			
<input type="checkbox"/> CONSOLIDATION	<input type="checkbox"/> D-O N-O-T ADVANCE	<input type="checkbox"/> D-O N-O-T L-O-A-D	<input type="checkbox"/> DO - NOT- PLUG - IN
<input type="checkbox"/> HAZARDOUS MATERIALS	<input type="checkbox"/> HOT STOW	<input type="checkbox"/> IN-BOND (CUSTOMS)	<input type="checkbox"/> KEEP FROM FREEZING
<input type="checkbox"/> SPAR DECK AFT - HAZMAT	<input type="checkbox"/> STANDBY CARGO	<input type="checkbox"/> TRANSLOADS	<input type="checkbox"/> WATERTIGHT STOW
<b>ADDITIONAL EQUIPMENT</b>			
<input type="checkbox"/> 3-AXLE	<input type="checkbox"/> 4-AXLE	<input type="checkbox"/> AIR-RIDE	<input type="checkbox"/> E-TRACKS
<input type="checkbox"/> ELECTRIC-ONLY	<input type="checkbox"/> GEN-SET	<input type="checkbox"/> HIGH-CUBE	<input type="checkbox"/> LOGISTICAL TRACKS
<input type="checkbox"/> OTHER MISC EQUIPMENT - SEE NOTES	<input type="checkbox"/> PINTLE-HOOK	<input type="checkbox"/> ROLL-DOOR	<input type="checkbox"/> RYAN RECORDS



### Declare Oversized Cargo

Check the **Over Dimension flag** and complete this section if the freight is oversized or on a flatbed.

**Please note** – for flatbed loads – the height is from the ground to the top of the load.

Over dimension?	<input checked="" type="checkbox"/>				
Length	<input type="text"/>	feet	<input type="text"/>	inches	
Width	<input type="text"/>	feet	<input type="text"/>	inches	
Height	<input type="text"/>	feet	<input type="text"/>	inches	

Oversized cargo is defined as:

- Any load that exceeds the equipment dimensions with an over-hang of over 6 inches.
- Any load that exceeds 60,000 pounds.
- Any load that exceed 54' in total length.
- Any load that exceeds 8'6" in width.
- Any load that exceeds 14' in overall height, including conveyance.

## Specify Cargo Commodity Information

Customer | Schedule | Equipment | **COMMODITY** | Pickup Request | Delivery Request

Commodity: BEVERAGES, JUICE CONCENTRATE  *Use search button to locate commodity descriptions*

Weight: 32000 pounds      Commodity Reference:

Volume:  cubic feet      Declared Value:

Package Qty. / Type: 1 TRAILER        Fish Load?

Click **Commodity Tab** to:

- Specify the commodity – use the search button to locate the proper commodity description - you are able to add more than one commodity in a booking. The results will display in a grid.
- Enter the commodity weight and volume.
- Enter a commodity reference number if needed.
- Indicate a declared value if required.
- Enter the quantity and package type of the commodity.

### Adding Additional Commodities

- Click the **Additional Commodity** button for each additional commodity in the load.
- The results will display in a grid. Double click the record to display the record detail.

COMMODITY	WEIGHT	COMMODITY REFERENCE
BEVERAGES, JUICE CONCENTRATE	32000.000	
FAK	5600.000	

- Use the **Undo Changes** button to erase the last field entry.
- Use the **Delete Commodity** button to delete the commodity record.

### Declaring Fish Loads

- If you are shipping any fish southbound – canned, frozen, et al – please check the **Fish Load flag**.

Fish Load?

## Schedule a Pickup and/or Delivery

Complete these sections when you require TOTE to perform the pick up and/or delivery drayage.

Customer	Schedule	Equipment	Commodity	PICKUP REQUEST	Delivery Request
<b>Supplier / Vendor</b> <input type="text"/>					
<b>Pickup Address</b> <input type="text"/>					
<b>Pickup Location</b> <input type="text"/>				<b>Stand by / Drop</b> <SELECT>	
<b>Pickup Date</b> <input type="text"/>				<b>Pickup Time</b> <input type="text"/> (e.g. 14:00)	
<b>Contact 1 - Name</b> <input type="text"/>				<b>Contact 1 - Phone</b> <input type="text"/>	
<b>Contact 2 - Name</b> <input type="text"/>				<b>Contact 2 - Phone</b> <input type="text"/>	
<b>Remarks</b> <input type="text"/>					
<b>STOP-OFFS</b>					
<input type="button" value="New Stop-Off"/>					

Customer	Schedule	Equipment	Commodity	Pickup Request	DELIVERY REQUEST
<b>Consignee</b> <input type="text"/>					
<b>Delivery Address</b> <input type="text"/>					
<b>Delivery Location</b> <input type="text"/>				<b>Stand by / Drop</b> <SELECT>	
<b>Delivery Date</b> <input type="text"/>				<b>Delivery Time</b> <input type="text"/> (e.g. 14:00)	
<b>Contact 1 - Name</b> <input type="text"/>				<b>Contact 1 - Phone</b> <input type="text"/>	
<b>Contact 2 - Name</b> <input type="text"/>				<b>Contact 2 - Phone</b> <input type="text"/>	
<b>Remarks</b> <input type="text"/>					
<b>STOP-OFFS</b>					
<input type="button" value="New Stop-Off"/>					

**For Pickup Requests** at your physical location – if your move is House to House or House to Pier and this is selected as your Line Haul/Port Move choice on the Equipment tab – the address will auto-populate.

Or-

- If the pickup is not at your physical location, using the drop down list – select the appropriate Supplier/Vendor.

**For Delivery Requests** – if House to House or Pier to House is selected as your Port Move choice – the consignee address will auto-populate.

Complete either/both request forms-

- Select the Pickup and/or Delivery date.
- Enter the Pickup and/or Delivery time.
- Select Standby or Drop – if known.
- If there is specific contact information – indicate in the fields provided.  
Use the Remarks field to enter instructions, door locations, pallet exchanges, etc.

## Schedule Stop Offs

STOP-OFFS					
REASON	SUPPLIER	ADDRESS	LOCATION	DATE	TIME
CARGO PICKUP	TOTE CUSTOMER	10500 NE 8TH ST STE 2000	Bellevue, Washington USA	12/05/2006	12:58
CARGO PICKUP	TOTE CUSTOMER	10500 NE 8TH ST STE 2000	Bellevue, Washington USA	12/06/2006	15:51

**Reason**    
**Supplier / Vendor**    
**Address**   
**Location**   Stand by / Drop   
**Zip Code**  Phone Number   
**Date**   **Time**  (e.g. 14:00)  
**Instructions**

For additional pickups and/or deliveries – click the **New Stop-Off** button in the **Pickup or Delivery** window. The **Stop Off entry** fields will display.

- Select the stop off reason using the drop down list.
- Select the stop-off location using the Supplier/Vendor search button – the address will auto-populate. If available – add a contact phone number in the field provided.
- Indicate if the driver is to standby or drop the equipment.
- Specify the date and time for the stop in the fields provided –
  - \*\*Pickup stop-offs times must be after the initial pickup request.
  - \*\*Delivery stop-off times must be before final delivery request.
- If necessary, provide additional instructions in the field provided.

### Adding Additional Stops

If there are additional stop-offs required – click the **Additional Stop-Off** button.

Complete the stop-off form as indicated. The stop-offs will appear in a grid. Double click the individual record for the stop-off detail.

### Editing Pickup, Delivery and Stop-Off Requests

Adjustments to pickups and stop-off information can only occur prior to the load being received at a TOTE facility.

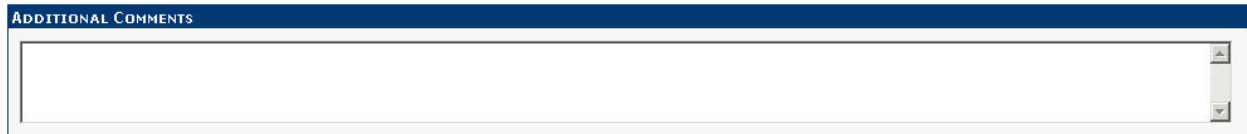
- Locate the booking on the Home screen – **Booking tab** using the search functions.
- Double click the booking in the grid – the booking detail will display.
- Make the necessary changes and click the **Submit** button.



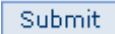
### Add Booking Comments


Use the **Additional Comments** section to provide further information about your load.

Comments can be entered from any tabbed screen in the booking and will remain as you move back and forth between the tabbed booking sections.



### Generate the Booking Number and Confirmation



- After completing the booking - at the bottom of the Booking screen - click the **Submit** button. 
- The **Booking Review** will display allowing you to verify the booking information.
- If required, the **Cancel** button will take you back to the booking to edit information.
- Click the **Continue** Button – Important! – this completes the Save.
- The **Booking number** is generated and displays.
- Click the **Print** button to print the booking confirmation.




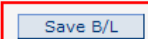
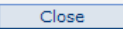
## Bills of Lading

- e-Servicercenter allows you to generate an optional bill of lading for your trailer or vehicle booking
- The bill of lading is generated from your booking information
- Any changes to the bill of lading information must be made in the booking screen as a booking edit– you cannot edit the bill of lading form
- Bills of Lading *cannot* be changed once the booking is received at TOTE facilities
- TOTE maintains a log of all bill of lading versions with date and time stamps

### Generate an Initial Bill of Lading

- Complete the trailer or vehicle booking as usual and click **Submit**.
- On the **Booking Confirmation** click the **Continue** button to save the booking and generate the booking number and bill of lading preview.
- Click the **Preview B/L** button 
- The completed TOTE bill of lading form will display in PDF format.
- To generate this initial bill of lading - click the **Save B/L** button  at the top of the page
- Your bill of lading has been generated – an electronic date and time stamped copy has been sent to TOTE – to print, click the **Print** button in the **Bill of Lading Preview** window.
- To close the preview window - click the **Close** button.

The following is a preview of the Bill of Lading for this booking. To create a valid B/L document click on the "Save B/L" button, this will generate de official B/L and show a copy for your review.

Click to Print   

UNIFORM STRAIGHT BILL OF LADING  
DRAFT  
TOTEM OCEAN TRAILER EXPRESS, INC.

RECEIVED, subject to the classifications, agreements and tariffs in effect on the date that freight is tendered to the Carrier.

Shipper TOTE CUSTOMER  
At ANCHORAGE [ALASKA], USA, USANC

SCAC: TOTE  
Booking No A01232520  
Shipper's No \_\_\_\_\_  
Date 4/12/2007

the property described below, in apparent good order, except as noted (contents and condition of contents of sealed trailers, containers or other packages unknown), marked, consigned, and destined as indicated below or on the TIR or Inspection Report, which said company (the word company being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination on its own line, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any of said property or any of said property over all or any portion of said route to destination, and as to each party at anytime interested in all or any of said property, that every service to be performed hereunder shall be subject to all conditions not prohibited by law, whether printed or written, herein contained, including the conditions on back hereof, which are hereby agreed to by the shipper and accepted for himself and his assigns. All property received per shipper's load, stow, seal and count except as otherwise noted.

Consigned to TOTE CUSTOMER (ANCH) NOA ANTHONY GREEN Telephone/Fax 800-478-2633  
Destination 240 W 1ST AVE Street \_\_\_\_\_  
City ANCHORAGE State AK Country \_\_\_\_\_ Zip 99501  
Routing TACOMA [WASHINGTON] USA / TACOMA [WASHINGTON] USA / TACOMA [WASHINGTON] USA / ANCHORAGE [ALASKA], USA / ANCHORAGE [ALASKA], USA (PF) Trailer No \_\_\_\_\_

Unit/ Package	HM	DESCRIPTION OF ARTICLES, SPECIAL MARKS, AND EXCEPTIONS	*WEIGHT (Sub. To Correction)	CLASS RATE	The term apparent good order and condition used in this bill of lading with reference to iron, steel or metal products, including vehicles, or wood products, does not mean that
TRAI	1	TRAI 2382 - BEVERAGES, JUICE CONCENTRATE	44000.000 P		
		EQP. SIZE TYPE: D753			

### Shipper Reference Number on B/L

In order for your shipper reference number to appear in the Shipper No field on the bill of lading – enter it in the Reference 1 field on the booking header.

Additional reference numbers will appear in the body of the bill of lading.

Rate Reference Type	<input type="text"/>	Reference 1	<input type="text" value="shipper #"/>	<table border="1"> <thead> <tr> <th colspan="2">LOWER 48 CUSTOMER SERVICE</th> </tr> </thead> <tbody> <tr> <td>CONTACT NAME</td> <td>Customer Service</td> </tr> <tr> <td>PHONE NUMBER</td> <td>800-426-0094</td> </tr> <tr> <td>E-MAIL ADDRESS</td> <td>customerservice@totemocean.com</td> </tr> </tbody> </table>	LOWER 48 CUSTOMER SERVICE		CONTACT NAME	Customer Service	PHONE NUMBER	800-426-0094	E-MAIL ADDRESS	customerservice@totemocean.com
LOWER 48 CUSTOMER SERVICE												
CONTACT NAME	Customer Service											
PHONE NUMBER	800-426-0094											
E-MAIL ADDRESS	customerservice@totemocean.com											
Rate Reference #	<input type="text"/>	Reference 2	<input type="text" value="#2"/>									
		Reference 3	<input type="text" value="#3"/>									

### Edit a Bill of Lading

You may edit your bill of lading until the booking is received at a TOTE facility.

**Please note:** you must edit the booking in order to adjust the bill of lading information – it is not done directly on the bill of lading form.

- From the **Home** screen – locate the booking with the associated bill of lading and open.
- Make the necessary adjustments to the information on the booking screens.
- Click the **Submit** button at the bottom of the booking screen.
- Click the **Continue** button at the top of the **Booking Review** page.
- Click the **Preview B/L** button.
- Click the **Save B/L** button – the next version of your bill of lading has now been generated and an electronic copy has been sent to TOTE – date and time stamped.
- To print a copy – click the **Print** button in the **Bill of Lading Preview** window.

### Cancelled Bills of Lading

If you elect to cancel a booking that has a bill of lading attached to it – an electronic update will be sent to TOTE indicating the booking and associated bill of lading has been cancelled.

Document Type	File to Attach	Comments
BL	TOTEA01232520 - BL - 0 - 20070412 134616.pdf	BL GENERATED FROM E-SERVICENTER
BL	TOTEA01232520 - BL - 1 - .pdf	BL GENERATED FROM E-SERVICENTER <b>CANCELLED BY CUSTOMER</b>



## Vehicle Bookings

Bookings can be created-

- As a brand new booking
- Based on an existing template selected from the Template Library
- Based on a quote selected from the Quote Library
- Based on an existing booking selected from the Booking Library or the Booking pane on the Home screen

To access the Vehicle Booking screen – on the Home screen, click **New Vehicle**.

### *Create a New Vehicle Booking*

To access the **New Vehicle Booking** screen – on the **Home** screen under **Booking**, click **New Vehicle**.

NEW VEHICLE BOOKING		
<b>CREATE BOOKING.</b> Click on the "New Booking" button to create a booking without using any previous information.	<input type="button" value="New Booking"/>	
or		
<b>BASE BOOKING ON TEMPLATE.</b> Click on the "Template Library" button to pick one from a list. To search for a specific template by <i>Template Name</i> , type some of its characters and then click on the magnifying glass icon.	<input type="button" value="Template Library"/>	Template Name <input type="text"/> <input type="button" value="🔍"/>
or		
<b>BASE BOOKING ON ACTIVE QUOTE.</b> Click on the "Quote Library" button to display the list of active quotes. Enter an <i>Active Quote Number</i> and to load it directly by pressing "Go".	<input type="button" value="Quote Library"/>	Active Quote Number <input type="text"/> <input type="button" value="Go"/>
or		
<b>BASE BOOKING ON EXISTING BOOKING.</b> Click on the "Booking Library" button to show a list with the last 100 bookings of your company. Enter a <i>Booking Number</i> and press "Go" to load a booking directly as base.	<input type="button" value="Booking Library"/>	Booking Number <input type="text"/> <input type="button" value="Go"/>

## Designate Customer Information

**NEW VEHICLE BOOKING**

\*Required fields are in bold.

Rate Reference Type	<input type="text"/>	Reference 1	<input type="text"/>
Rate Reference #	<input type="text"/>	Reference 2	<input type="text"/>
Requested Bookings	<input type="text" value="1"/> <a href="#">What's this?</a>	Reference 3	<input type="text"/>

CUSTOMER
Schedule
Vehicle

<b>Shipper</b>	<input type="text" value="TOTE CUSTOMER (FIFE)"/>		
Supplier / Vendor	<input type="text"/>	<input type="button" value="🔍"/>	
<b>Consignee</b>	<input type="text" value="TOTE CUSTOMER (ANCH)"/>	<input type="button" value="🔍"/>	
<b>Payor</b>	<input type="text" value="TOTE CUSTOMER"/>	<input type="button" value="🔍"/>	
Notify	<input type="text"/>	<input type="button" value="🔍"/>	

Military Cargo  
 Mark for  
 Custom Contact Information

← Click search buttons to display drop down lists for Consignee, Payor, Notify and Supplier/Vendors

Click the **Customer Tab** to-

- Enter booking reference numbers – three fields are provided.
- Enter the number of bookings you are requesting.
- Designate the consignee and payor for this shipment and a supplier/vendor if required using the search buttons. *These lists are populated during your account activation process.*
- ***IMPORTANT!*** - If your trading partner does not appear in the drop down lists – please contact TOTE customer service and they will add them to the list.
- For Third Party moves – please provide **Mark For** and **Customer Contact Information** by checking appropriate flags and completing the fields indicated.

## Schedule Vessel/Voyage

Customer
SCHEDULE
Vehicle

Origin	<input type="text"/>		<input type="button" value="🔍"/>
<b>Receipt</b>	<input type="text"/>		<input type="button" value="🔍"/>
Delivery	<input type="text"/>		<input type="button" value="🔍"/>
<b>Load Port</b>	<SELECT LOAD PORT>	▼	
<b>Discharge Port</b>	<SELECT DISCHARGE PORT>	▼	
<b>Load Date</b>	<input type="text"/>	<input type="button" value="📅"/>	
<b>Voyage</b>	<input type="text"/>		<input type="button" value="🔍"/>

Click the **Schedule Tab** to-

- Specify the origin (where vehicle originates), receipt (where TOTE takes possession of the vehicle) and delivery (the vehicle's destination) locations. **Note:** Origin and Receipt can be the same location.
- Indicate the load and discharge ports and Select the load date from the calendar.
- Select the preferred voyage from the drop down list displayed based on the load date entered.

## Enter Vehicle Information

Customer	Schedule	<b>VEHICLE</b>
<b>Linehaul / Port Move</b>	<SELECT PORT MOVE>	Dealer New? <input type="checkbox"/>
<b>VIN</b>	<input type="text"/>	<b>Make</b>
<b>Model</b>	<input type="text"/>	<b>Year</b>
<b>Type</b>	<input type="text"/>	Manufacture
Color	<input type="text"/>	License
Reference Number	<input type="text"/>	Declared Value
Over dimension?	<input type="checkbox"/>	<b>Weight</b>
Length	<input type="text"/> feet <input type="text"/> inches	<input type="text"/> pounds
Width	<input type="text"/> feet <input type="text"/> inches	Personal Effects Weight
Height	<input type="text"/> feet <input type="text"/> inches	<input type="text"/> pounds
<input type="checkbox"/> Hazardous?		

Click the **Vehicle Tab** to- (the bolded fields are required)

- Specify the Linehaul/Port Move type – house to house, pier to pier, etc.
- Designate Dealer New vehicles by checking the Dealer New flag.
- Enter the vehicle VIN number.
  - **For Dealer New vehicles** – the entire 17 digit VIN is required – followed by the last 8 digits in the second VIN field provided.
  - **For all other vehicles** - Either the entire 17 digits with the last 8 digits in the second field or optionally, the last 8 digits of the VIN are entered in both fields.
- Indicate vehicle make, model, year, type, color, license number and manufacturer.
- A Declared Value is required if your vehicle value is \$90K or greater.
- Designate vehicle dimensions and vehicle weight.
- If personal effects in the vehicle exceed 15 lbs – please note the weight – there will be an additional charge.

**Vehicle VIN Check Digits** – a check digit correction message will display when saving the booking if the VIN is not recognized as valid. At this time you must re-enter the corrected VIN number in the **VIN field** including check digit and then click the Submit button.

### Declare Oversized Vehicles

Complete this section if your vehicle is oversized. Vehicle is defined as a passenger vehicle, boat on a trailer, motor home, rolling equipment such as a dozer, etc.

An oversized vehicle is defined as:

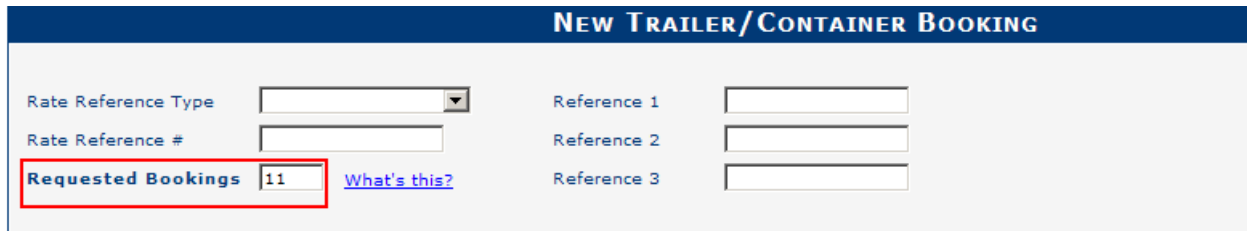
- Any vehicle that exceeds 60,000 pounds.
- Any vehicle that exceed 40' in total length.
- Any vehicle that exceeds 12' in width.

Any vehicle that exceeds 14' in overall height, including its conveyance such as a boat on a trailer.

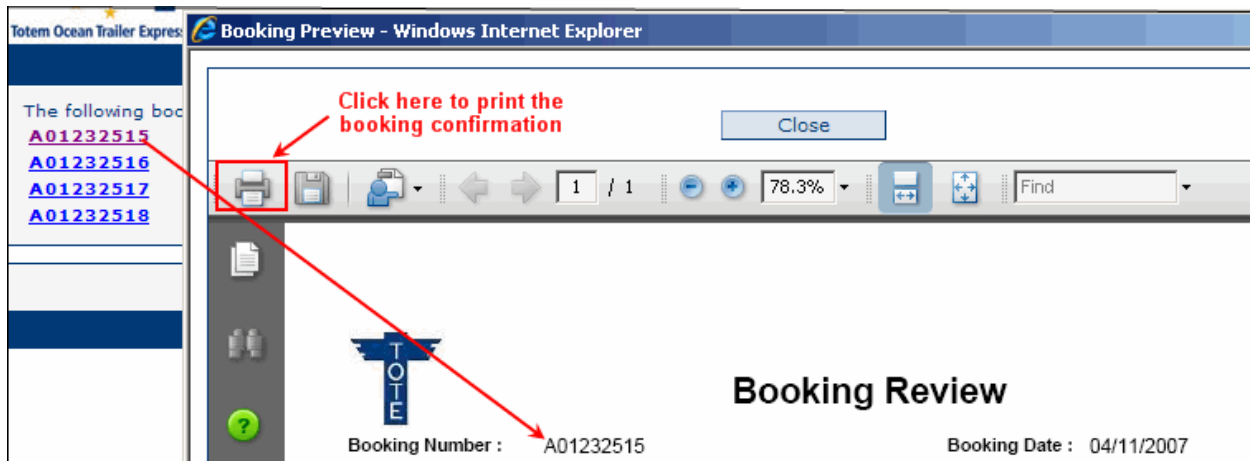
Over dimension?	<input checked="" type="checkbox"/>
Length	<input type="text"/> feet <input type="text"/> inches
Width	<input type="text"/> feet <input type="text"/> inches
Height	<input type="text"/> feet <input type="text"/> inches

## Multiple Booking Requests

In the **Booking Header** section - enter the required number of bookings in the **Requested Bookings** field.



- Complete the booking information and save/submit.
- The **Booking Confirmation** will generate.
- Click the **Continue** button and a list of bookings numbers will display.
- To print a separate confirmation for each booking, double click on the booking, the Booking Review will display – click the **Print** button in the **Booking Preview** window.



## Edit a Booking

You cannot edit a booking that has been received at a TOTE facility, that has been canceled or that was not created via the web. In these events – please call customer service.

- On the **Home** screen – **Bookings tab**, locate the booking using the search filters.
- Double click the booking in the grid – the booking detail will display. Or,
- Enter the booking number in the **View Booking** search field.
- Make the necessary changes and click the **Submit** button.
- You will get an updated **Booking Review** – print if required.
- An updated **Bill of Lading** is also generated and available if required.
- Click **Cancel** if you need to go back to the booking to adjust information.



Click **Continue** – Important! - this completes the Save.

## Cancel a Booking

WELCOME NEW USER - TOTE CUSTOMER

TRACK & TRACE | BOOKINGS | Invoices | Reports | Notifications

Vessel Schedule  
Quick Trace

**BOOKING**  
New Trailer/Container  
New Vehicle  
Templates  
View: Booking #  
Go

**INVOICE**  
View: Invoice #  
Go

**ACCOUNT**  
Edit My Profile  
Edit My Users

**FILTER BOOKINGS BY:**  
 Today's  
 Last 30 Days'  
 Last 7 Days'  
 Last 60 Days'  
 View siblings bookings

**STATUS:**  
 Draft  
 Booked  
 Cancelled

Clear Search

**BOOKING STATUS**

Bookings not Received	10
Arrived at Load Port	0
At Sea	2
Discharged to Destination Port	0
In Route to Final Destination	0

**VIEWING: TODAY'S**

BOOKING	TYPE	SHIPPER	EQUIPMENT OR VIN	CREATED	STATUS
A01232061	TRAILER	TOTE CUSTOMER		12/04/2006	BOOKED

Click on a row to select a Booking, then choose one of the actions below. Double click on it to view

Trace **Cancel** New Booking Based On

Microsoft Internet Explorer  
Booking Cancelled.  
OK

**Important** - Bookings with pickup and/or delivery requests or that have been received at TOTE facilities cannot be cancelled via the web- please call customer service.

- From the **Home** screen – **Bookings Tab**, using the booking filters - locate the booking to be canceled and select.
- Click the **Cancel** button at the bottom of the booking screen. Cancellation verification will display.

**Note:** To re-activate a cancelled booking – you must call Customer Service.

## Booking Templates

From the **Booking Templates** screen, you can-

- Create a new trailer or vehicle template
- Filter the template grid to display trailer, vehicle, public, private or all types of templates
- Create a new template based on an existing template
- Edit templates
- Delete templates
- Create a new booking based on a template
- Sort the booking template grid by column headers

## Creating Templates continued -

On the **Home** screen under the **Booking** menu, click **Templates** – the **Booking Templates** screen will display.

**BOOKING TEMPLATES**

**CREATE TEMPLATE.** Create a new template without using any previous information. Click one the buttons on the right to start a new Trailer/Container or Vehicle template.

**FILTER TEMPLATES:**

Trailer / Container     Vehicle  
 Show public templates     Show templates created by me

**VIEWING: TEMPLATES**

TEMPLATE NAME	TYPE	PUBLIC	ORIGIN	DESTINATION	EQUIPMENT SIZE /TYPE	VEHICLE MAKE /MODEL
NB FREEZE	Trailer	Yes	TACOMA [WASHINGTON] USA	FAIRBANKS [ALASKA], USA	40' REEFER TRAILER	
insul 40 fbx	Trailer	No	TACOMA [WASHINGTON] USA	FAIRBANKS [ALASKA], USA	40' Insul Trailer	

Click on a row to select a Template, then choose one of the actions below. Double-click on a row to view a Template.

- Select the type of booking template – trailer or vehicle - you wish to create and the template form will display.
- Check the **Is Public?** Flag if this template is to be available to all users.
- Complete the appropriate sections and save by clicking the **Submit** button.
- The template will be available in the **Template Library**.
- The template will display in the Viewing Templates grid based on template filters selected.

### *Edit Booking Templates*

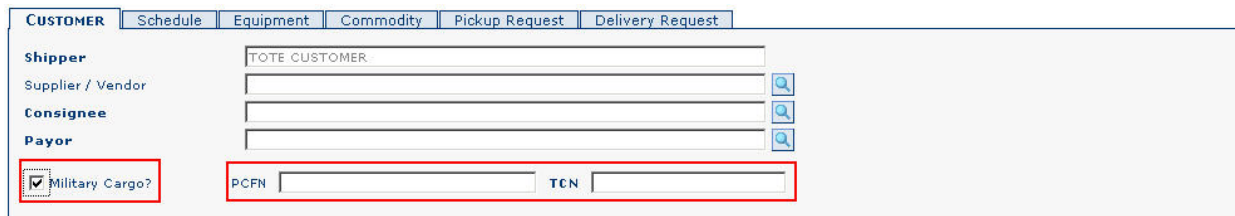
- Using the **Template filters** - select the template you wish to edit from the **Viewing Template grid**.
- Make the required changes to the template and save by clicking the **Submit** button.

### *Delete Booking Templates*

- Select the template you wish to delete from the **Viewing Template grid**.
- Click the **Delete Template** button.

## Military Bookings

TOTE accepts military trailer and vehicle bookings via the web.



The screenshot shows the 'CUSTOMER' tab selected in a web application. The interface includes several input fields and a checkbox. The 'Shipper' field contains the text 'TOTE CUSTOMER'. Below it are fields for 'Supplier / Vendor', 'Consignee', and 'Payor', each with a search icon to its right. At the bottom, there is a checkbox labeled 'Military Cargo?' which is checked. To the right of this checkbox are two input fields labeled 'PCFN' and 'TCN', both of which are highlighted with a red border.

The booking process is the same to create military trailer or vehicle bookings with the following additional step:

- On the Customer Tab - check the **Military Cargo?** flag - the **PCFN** and Starting **TCN** fields will display.
- Enter the PCFN – if known - and Starting TCN number in the fields provided.
- Complete the booking as usual.

### *Multiple Movement TCN Numbers*

- If requesting multiple bookings – all you need to do is enter the requested number of bookings and the **Starting TCN number** in the fields provided.
- The system will automatically assign the sequential TCN numbers to the additional bookings.



# Quotes - Requesting

allows users to create quotes and request rate updates – functionality is coming

**WELCOME NEW USER - TOTE CUSTOMER (FIFE)**

QUOTES | Bookings | Invoices | Reports | Notifications

**FILTER QUOTES BY:**  Active  Expired  All

**VIEWING: ACTIVE QUOTES**

QUOTE	VERSION	CREATED	EXPIRATION	EXPIRED?	TRAILERS	VEHICLES	LOAD	DISCHARGE	CHARGES APPLIED?	PRICING APPROVAL?
A010005006	0	10/28/2008	11/27/2008	No	1	0	TACOMA	ANCHORAGE	No	No

Click on a row to select a Quote, then choose one of the actions below. Double-click on it to view a Quote.

---

**NEW QUOTE**

Quote Version:

Shipper:

Load Port:

Discharge Port:

\*Required fields are in bold.

TACOMA CUSTOMER SERVICE	
CONTACT NAME	Customer Service
PHONE NUMBER	800-426-0074
E-MAIL ADDRESS	customerservice@totemcean.com

TRAILER/CONTAINER FREIGHT:

**QUOTE CLAUSES**  
NO CLAUSES FOUND.

**ADDITIONAL COMMENTS**

## Request Bookings based on Quotes

**NEW TRAILER/CONTAINER BOOKING**

**CREATE BOOKING.** Click on the "New Booking" button to create a booking without using any previous information.

or

**BASE BOOKING ON TEMPLATE.** Click on the "Template Library" button to pick one from a list. To search for a specific template by *Template Name*, type some of its characters and then click on the magnifying glass icon.

or

**BASE BOOKING ON ACTIVE QUOTE.** Click on the "Quote Library" button to display the list of active quotes. Enter an *Active Quote Number* and to load it directly by pressing "Go".

or

**BASE BOOKING ON EXISTING BOOKING.** Click on the "Booking Library" button to show a list with the last 100 bookings of your company. Enter a *Booking Number* and press "Go" to load a booking directly as base.



## Invoices

The Invoicing Module allows you to:

- View invoices at a summary or detailed level
- Query invoices in posted, pre-audit, audited or unpaid status
- Query for invoices by invoice number, quote, commodity, booking, equipment, reference, voyage or date range
- Request an invoice audit
- Run and schedule reports

Quotes Bookings **INVOICES** Reports Notifications

STATUS:  All Posted  All in Pre-Audit  
 All in Audit  All Unpaid

POSTED DATE:  Last 30 days  Last 90 days  
 Last 60 days  Last 120 days

FIELD CONTAINS:

Invoice #  Booking #  Voyage #   
Quote #  Equipment #  Created From  To   
Commodity  Reference #

Clear Search


VIEWING: POSTED, LAST 30 DAYS

INVOICE	VERSION	CREATED	VOYAGES	# OF BKGS.	TYPE	STATUS	PAID?
A01095034	0	09/30/2008	08152	1	TOTE SOUTHBOUND SERVICE	POSTED	No
A01095035	0	09/30/2008	08152	1	TOTE SOUTHBOUND SERVICE	POSTED	No
A01095036	0	09/30/2008	08152	1	TOTE SOUTHBOUND SERVICE	POSTED	No
A01095037	0	09/30/2008	08152	1	TOTE SOUTHBOUND SERVICE	POSTED	No
A01095487	0	10/03/2008	08154	1	TOTE SOUTHBOUND SERVICE	POSTED	No
A01095488	0	10/03/2008	08154	1	TOTE SOUTHBOUND SERVICE	POSTED	No
A01095489	1	10/13/2008	08154	1	TOTE SOUTHBOUND SERVICE	AUDITED	Yes
A01095490	0	10/03/2008	08154	1	TOTE SOUTHBOUND SERVICE	POSTED	No

**Note:** The administrative user will have the ability to restrict user access to this module.

### To View an Invoice

To view an invoice – simply double click any invoice in the Viewing pane. A dialogue box will appear allowing you to designate a summary or detailed view. Select then click Ok. Your Invoice will display.



P.O. Box 4129  
Federal Way, WA 98063-1429  
(800) 426-0074  
(253) 449-8100  
(253) 449-8225 Fax

2511 Tidewater  
Anchorage, AK 99501-1044  
(907) 276-5868

SCAC Code TOTE

500 Alexander Ave  
Tacoma, WA 98421  
(253) 238-8400

Totem Ocean Trailer Express, Inc.  
[www.totemocean.com](http://www.totemocean.com)

---

Payor: TH AVE  
E AK 99503

Account # US000977

Date: 09/04/2008  
Invoice No.: TOTE01093481  
Version: 0

Voyage No.	Sailing Date	Trailer/Vehicle	Booking No.	Shipper Reference No(s)	Charges
NOS/08141	09/04/2008	TTOZ209008	TOTE01373877		3,693.87
Please refer to attachment(s) for itemized freight charges					
Total Amount:					3,693.87
Paid Amount:					0.00
Due Amount:					3,693.87
Total Bookings:					1

## Run an Invoice Report

To generate an invoice report – click on the **Reports** menu from the **Home** screen then click **Invoice**. The Invoice Report query screen will display.

**INVOICE BY DATE OR VOYAGE REPORT**

**TYPE**

Detail ( would break down each invoice by booking number )  
 Summary ( would only use invoice numbers )

**FILTERS**

All Invoices  
 All Unpaid Invoices

Voyage Range:      Date Range:

From:        Run against the Voyage's Arrival Date      From:   (mm/dd/yyyy, i.e. 10/24/2006)  
To:        Run against the Voyage's Departure Date      To:   (mm/dd/yyyy, i.e. 10/24/2006)

**SAVE & SCHEDULE THIS REPORT**

Scheduled Report Name:

Run:  Once a Week <WEEKDAY>      Range:  Previous Week       Previous Month  
 Once a Month <DAY>       Next Week       Actual Month  
 Next Month

Select the appropriate query filters and click Next. The report results will display.

Click **Excel Report** in the top left to export report to Excel.

You can also print and email as well.

**INVOICE REPORT BY DATE OR VOYAGE**

[Excel Report](#)

Page: 1  
Date: 12/12/2008 12:46:02 PM

**Invoice Report - Detail**

**Filters**  
All Invoices

Date Range: From: 2008-10-01 To: 2008-11-12

Invoice	Booking	Date	Voyage	Equipment Number / VIN	Equip Size	Referenc	Origin	Destination	Weight	Ocean / Inland	Drayage	PSC	THC	FSC	Misc	Booking Amount
AD1095319																
A02080901	09/23/2008	08154	LTA228321	DT28W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	5,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A02080903	09/23/2008	08154	LTA128507	DT28W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	5,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A02080906	09/23/2008	08154	LTA453204	RTS3W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	16,994.00	627.81	0.00	26.00	39.44	191.48	0.00	884.73
A02080907	09/23/2008	08154	LTA228308	IT28W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	2,800.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A02080908	09/23/2008	08154	LTA153023	DTS3W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	19,700.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A02080909	09/23/2008	08154	LTA153406	DTS3W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	14,752.00	833.62	0.00	26.00	30.72	254.25	0.00	1,144.59
A02080910	09/23/2008	08154	LTA153015	DTS3W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	5,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A02080916	09/23/2008	08154	LTA153009	DTS3W			ANCHORAGE [ALASKA] USA	TACOMA [WASHINGTON] USA	16,970.00	795.01	0.00	26.00	47.43	230.28	33.00	1,091.72

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## Audit Requests

Within the Invoicing module – you are able to request invoice audits.

- You can specify discrepancies against individual booking on a specific invoice
- Attach supporting documentation to the audit request, if needed
- Provide additional comments for the TOTE Audit department

### Request an Audit

In the Invoice module – query for your invoice – click the invoice record and then the **Request Audit** button at the bottom of the viewing pane. The **Audit Request** screen will display.

**AUDIT REQUEST**

Invoice Number   
 Version Number

**BOOKINGS TO AUDIT**
Attached Documentation

Please check all the bookings to be audited:

BOOKING	ERRORS
<input checked="" type="checkbox"/> A02084543	INCORRECT OCEAN RATE CHARGED ...

**ADDITIONAL COMMENTS**

Under **Bookings to Audit** – select the booking(s) you wish to have audited. A **Booking Error** list will appear. Check the errors that apply to the selected booking and click OK.

**BOOKING ERRORS**

Please check all the errors that apply below:

<input type="checkbox"/> ADD REFERENCE NO <input type="checkbox"/> EQUIPMENT PROBLEM <input type="checkbox"/> ERROR IN DISPATCH <input type="checkbox"/> INCORRECT BILL TO (PAYOR) NAME OR ADDRESS <input type="checkbox"/> INCORRECT CONSIGNEE NAME OR ADDRESS <input type="checkbox"/> INCORRECT FUEL SURCHARGE APPLIED <input type="checkbox"/> INCORRECT OCEAN RATE CHARGED <input type="checkbox"/> INCORRECT TRAILER SIZE PROVIDED <input type="checkbox"/> RECONSIGNMENT OR DIVERSION	<input checked="" type="checkbox"/> <b>CARGO DIMENSION ISSUE</b> <input type="checkbox"/> ERROR IN COMMODITY/CARGO DESCRIPTION <input type="checkbox"/> INCORRECT ACCESSORIAL CHARGES <input type="checkbox"/> INCORRECT BILLED WEIGHT <input type="checkbox"/> INCORRECT DEDUCTION APPLIED <input type="checkbox"/> INCORRECT MINIMUM WEIGHT <input type="checkbox"/> INCORRECT SHIPPER NAME OR ADDRESS <input checked="" type="checkbox"/> <b>OTHER</b> <input type="checkbox"/> WEIGHT CORRECTION REQUEST
--	--

Add comments if needed and Click **Submit**. An Audit Request number and version will be assigned. The invoice will be assigned a status of “audit requested”

**AUDIT REQUEST STATUS**

The Audit Request: **4177** for Invoice: A01098351 - Version: 0 has been submitted.

The TOTE Audit department is electronically notified of the audit request. They will then contact you.

### *Attach documentation to the Audit Request*

You have the ability to attach supporting documentation to your audit request.

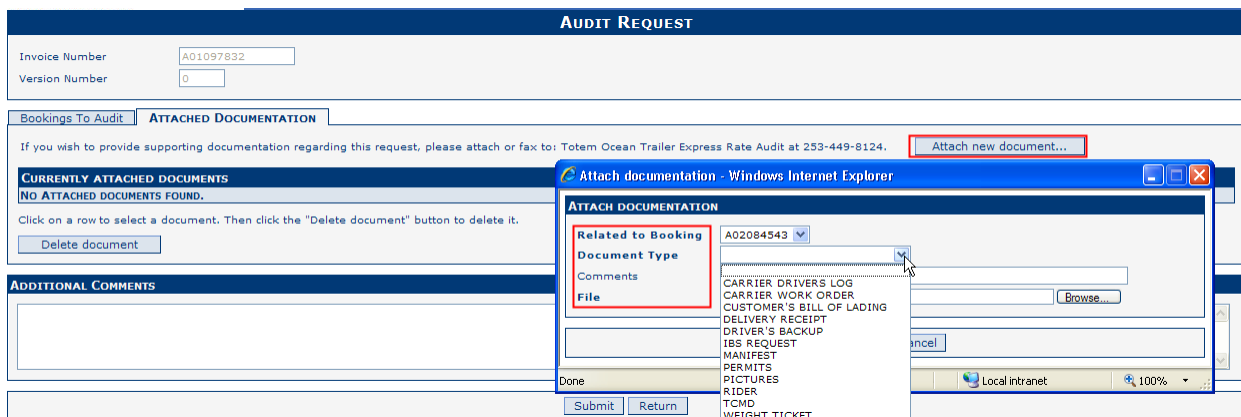
In the **Audit Request** window – select the Attached Documentation tab and click **Attach New Document**.

The **Attach Documentation** dialogue box will appear. Select the related booking and the type of document attached and any applicable comments.

You can then browse for the specific document. Then click **Accept**.

The document is now attached to your audit request and sent electronically to TOTE.

You have the ability to attach multiple documents to an audit request.



The screenshot shows the 'AUDIT REQUEST' interface. At the top, there are input fields for 'Invoice Number' (A01097832) and 'Version Number' (0). Below this, there are two tabs: 'Bookings To Audit' and 'ATTACHED DOCUMENTATION'. The 'ATTACHED DOCUMENTATION' tab is active, showing a message: 'If you wish to provide supporting documentation regarding this request, please attach or fax to: Totem Ocean Trailer Express Rate Audit at 253-449-8124.' There is a red box around the 'Attach new document...' button. Below the message, there is a section for 'CURRENTLY ATTACHED DOCUMENTS' which says 'NO ATTACHED DOCUMENTS FOUND.' and a 'Delete document' button. There is also an 'ADDITIONAL COMMENTS' section. Overlaid on the interface is a 'Attach documentation - Windows Internet Explorer' dialog box. This dialog has a 'Related to Booking' dropdown set to 'A02084543'. The 'Document Type' dropdown is open, showing a list of options: CARRIER DRIVERS LOG, CARRIER WORK ORDER, CUSTOMER'S BILL OF LADING, DELIVERY RECEIPT, DRIVER'S BACKUP, ISS REQUEST, MANIFEST, PERMITS, PICTURES, RIDER, TCMD, and WEIGHT TICKET. There is a 'Browse...' button next to the 'Document Type' dropdown. At the bottom of the dialog are 'Submit' and 'Return' buttons.

## Tracking & Tracing

From the Home screen menu, under Track & Trace - select **Quick Trace**.

**Trace by Booking number** – enter the booking number – example - A010114444

**Trace by Equipment number** – enter the equipment number – example - TTOZ305605

**Trace by Vehicle VIN** – enter the vehicle 17 digit VIN number

**Trace by Customer Reference number** – enter the customer reference number

**Track a Vessel** – enter all or part of the vessel name – for example North Star

**Track a Voyage** – enter the voyage number –example - 05075

QUICK TRACE	
<small>QUICK TRACE. This convenient tool maintains information on the whereabouts of your shipment. This feature smartly searches for your shipment information with the input of a Booking, Voyage, Trailer/Container or Commodity Reference Number giving you instant access to the latest information from e-Servicer's Tracking System. Enter a <b>Booking Number, Voyage Number, Trailer/Container Number, VIN or Customer Reference Number</b> in the input below and click "Find" to begin tracing.</small>	
TRACE	<input type="text"/> <input type="button" value="Find"/>

Once the trace detail is generated - you can drill down on the blue booking number, equipment and vessel/voyage numbers displayed by double clicking them.

TRACING TRAILER/CONTAINER: TTOZ792130			
Equipment Number:	TTOZ792130	Shipper:	TOTE CUSTOMER
Size & Type:	40' INSUL TRAILER	Consignee:	TOTE CUSTOMER (ANCH)
Equipment is on Booking:	<a href="#">A01231995</a>	Commodity Description:	LIQUOR
Current Position:	ANCHORAGE [ALASKA], USA	Origin:	TACOMA [WASHINGTON] USA
Arrived On:	12/5/2006 2:01:00 PM	Destination:	ANCHORAGE [ALASKA], USA
Scheduled to Depart On:			
TRAILER/CONTAINER MOVEMENT:			
EVENT DATE	EVENT DESCRIPTION		
12/05/2006	The equipment arrived empty at TOTE ANCHORAGE TERMINAL, ANCHORAGE [ALASKA], USA. The company used to transport this equipment was TOTEM OCEAN TRAILER EXPRESS.		
12/05/2006	Event : Equipment Release Empty. Please contact one of our agents to give you more details about this event.		
12/05/2006	Left TOTE ANCHORAGE TERMINAL, ANCHORAGE [ALASKA], USA heading for TOTE CUSTOMER (ANCH), ANCHORAGE [ALASKA], USA. The company used to transport this equipment was TOTEM OCEAN TRAILER EXPRESS.		
12/05/2006	The equipment has been unloaded from Vessel/Voyage : <a href="#">GREAT LAND/06391</a> .		
11/22/2006	The equipment has been loaded on board the Vessel/Voyage : <a href="#">GREAT LAND/06391</a> .		
11/22/2006	The equipment arrived full at TOTE TACOMA TERMINAL, TACOMA [WASHINGTON] USA. The company used to transport this equipment was TOTEM OCEAN TRAILER EXPRESS.		
11/22/2006	Left TOTE TACOMA TERMINAL, TACOMA [WASHINGTON] USA heading for TOTE CUSTOMER (FIFE), FIFE [ WASHINGTON], USA. This equipment is now empty. The company used to transport this equipment was TOTEM OCEAN TRAILER EXPRESS.		

### Fast Trace - Single Booking

- On the **Home** screen – **Booking** tab - using the search filters - click the booking to trace in the booking viewing grid.
- Click the **Trace** button  at the bottom of the **Home** screen. The Trace Detail screen will display.

### Vessel Schedule Search

You can get the schedule for any TOTE vessel by clicking **Vessel Schedule** under the **Track & Trace** menu.

- Select the **Load Port**.
- Select the **Sail Date** and/or **Arrival Date**.
- The **Search Results** screen will display.

**VESSEL SCHEDULE**

**Load Port**

**Sailing Date**  
**Arrival Date**

---

**SEARCH RESULTS**

DEPARTURE	ARRIVAL	VESSEL	VOYAGE	SERVICE	TRANSIT TIME
12/30/2006	12/31/2006	VEHICLE HOLD	06999	TOTE NORTHBOUND SERVICE	1
12/09/2006	12/12/2006	MIDNIGHT SUN	06195	TOTE NORTHBOUND SERVICE	3
12/14/2006	12/17/2006	NORTH STAR	06197	TOTE NORTHBOUND SERVICE	3
12/16/2006	12/19/2006	MIDNIGHT SUN	06199	TOTE NORTHBOUND SERVICE	3
12/23/2006	12/26/2006	NORTH STAR	06201	TOTE NORTHBOUND SERVICE	3
12/21/2006	12/24/2006	MIDNIGHT SUN	06203	TOTE NORTHBOUND SERVICE	3
12/23/2006	12/26/2006	NORTH STAR	06205	TOTE NORTHBOUND SERVICE	3
12/28/2006	12/31/2006	MIDNIGHT SUN	06207	TOTE NORTHBOUND SERVICE	3
12/30/2006	01/02/2007	NORTH STAR	06209	TOTE NORTHBOUND SERVICE	3

To create a booking on a voyage, double click on a selected row.

- **To book on a particular vessel/voyage** – double click on a particular voyage.
- Select Trailer or Vehicle Booking and click Submit.
- You will be sent to the appropriate booking screen.

### Wireless Tracking & Tracing

TOTE's e-Servicenter offers the ability to receive tracking and tracing information on any WAP enabled or MicroSoft Mobile devices or cell phones.

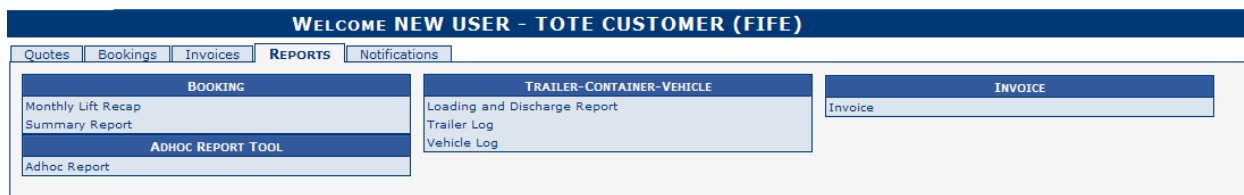
- On the **Home** screen, click **Wireless Tracing**. Detailed instructions will display.





## Reports

To access reports - on the **Home** page click the **Reports** tab. The Reports menu will display.  
To access a specific report, double click the report name.



- Once a report is executed – it can be exported to **Excel** by clicking the blue **Excel Report** link on the report header.
- To return to the report – click the blue **Back to “Report Name” filter screen** on the report header.



**Canned reports - Please note:** queries based on voyages are based on the sailing date.

- **Monthly Lift Recap Report** – summary and detail of bookings by voyage or date range.
- **Summary Report** – summary recap by origin, commodity, equipment and destination.
- **Equipment Aging Report** – current TOTE owned or leased equipment not released back to TOTE.
- **Loading and Discharge Report** – equipment report detailing stow position and special services.
- **Trailer Log Report** – booking detail by voyage with current activities, booking counts and summary of equipment types utilized.
- **Vehicle Log Report** – booking detail by voyage with current activities and booking counts.
- **Invoice Report** – Invoice detail or summary by voyage and/or date range. Also able to query for unpaid invoices only.

## Custom Reports

The e-Servicercenter **Adhoc Reports tool** allows you to:

- Create custom reports with user defined filters and fields
- Save reports in a Reports Library
- Set reports as public or retain them as private
- Generate new reports based on existing reports
- Export report results in XML format

**Please note:** report queries based on voyage are based on the sailing or departure date.

From the **Home** screen click the **Reports** tab, under **Booking** click **Adhoc Reports**. The **Adhoc Report** window will display.

**ADHOC REPORT**

Report Name

Set this report as public

---

**FILTERS**

Voyage Range <input style="width: 50px;" type="text"/> To <input style="width: 50px;" type="text"/>	Date Range <input style="width: 50px;" type="text"/> <input type="button" value="GO"/> To <input style="width: 50px;" type="text"/> <input type="button" value="GO"/> (mm/dd/yyyy, i.e. 10/24/2006)
Sailing Direction <input style="width: 50px;" type="text"/> <input checked="" type="checkbox"/> Run report on certified voyage?	Shipper <input style="width: 150px;" type="text"/> <input type="button" value="GO"/>
Consignee <input style="width: 150px;" type="text"/> <input type="button" value="GO"/>	Payor <input style="width: 150px;" type="text"/> <input type="button" value="GO"/>
Chassis # <input style="width: 50px;" type="text"/>	

---

**FIELDS**

FIELD SELECTION:	SORT BY:
<div style="display: flex; justify-content: space-between;"> <div style="width: 80%;"> <p>Available Fields:</p> <ul style="list-style-type: none"> <li>Actual Size Type</li> <li>Actual Load Dimensions</li> <li>Actual Vessel Arrival</li> <li>Additional Equipment</li> <li>Book Date</li> <li>Booking</li> <li>Book Type</li> <li>Booking Amount</li> <li>Cargo TCN</li> <li>Cargo Type</li> <li>Cargo Weight</li> <li>Charge Amount</li> </ul> </div> <div style="width: 10%; text-align: center;"> <input type="button" value="Add &gt;&gt;"/>   <input type="button" value="&lt;&lt; Remove"/> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div style="width: 80%;"> <p>Selected Fields:</p> <div style="border: 1px solid gray; height: 50px; width: 100%;"></div> </div> <div style="width: 10%; text-align: center;"> <input type="button" value="Add &gt;&gt;"/>   <input type="button" value="&lt;&lt; Remove"/> </div> </div>
<div style="display: flex; justify-content: space-between;"> <div style="width: 80%;"> <p>Available Sort Fields:</p> </div> <div style="width: 10%; text-align: center;"> <input type="button" value="Add &gt;&gt;"/>   <input type="button" value="&lt;&lt; Remove"/> </div> </div>	<div style="display: flex; justify-content: space-between;"> <div style="width: 80%;"> <p>Selected Sort Fields:</p> <div style="border: 1px solid gray; height: 50px; width: 100%;"></div> </div> <div style="width: 10%; text-align: center;"> <input type="button" value="Add &gt;&gt;"/>   <input type="button" value="&lt;&lt; Remove"/> </div> </div>

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### Create a New Custom Report

- Enter a report name.
- To allow others access to this report check the **Set This Report as Public**  [Set this report as public](#) flag.
- In **Filters** section – select appropriate query filters.
- In Fields section – from the **Available** fields, using the **Add** button, select the desired field types.
- Define the report column sort order by moving field types from the **Available Sort Fields** to the **Selected Sort Fields**.
- Preview the report by clicking **View Report**.
- Export to Excel by clicking **Send to Analyze**.
- Export results in XML format by clicking **Get XML File**.
- Save report to **Report Library** by clicking **Save Report**.

To get the most accurate report data - check the flag for certified voyage

[Run report on certified voyage?](#)

### Create Report based on Existing Report

- On the **Adhoc Report** screen, click the **Report Library** button.
- Select the report that will act as the basis for the new report.
- Click **Create New From** button.
- Adjust the filters and fields as required.
- Click **Save Report**.
- The new report will be available in the **Report Library**.

### Reports at a Glance

e-Servicercenter provides a Booking Status report section on your Home screen broken down into 5 key positions:

- Will display the last 30 days of activity
- To sort data - click on column headers

BOOKING STATUS	
Bookings not Received	11
Arrived at Load Port	1
At Sea	0
Discharged to Destination Port	0
In Route to Final Destination	0

Double click quick report to view. Results can be exported to PDF or Excel format.

- |                                       |  |
|---------------------------------------|--|
| <b>Bookings Not Received-</b>         | lists bookings not received or in-gated at load port |
| <b>Arrived at Load Port-</b>          | lists bookings that have been in-gated at load port  |
| <b>At Sea-</b>                        | lists bookings, by vessel, currently at sea          |
| <b>Discharged at Destination-</b>     | lists bookings at discharge or port of unloading     |
| <b>In Route to Final Destination-</b> | lists bookings out-gated from discharge port         |