

USER GUIDE

TM4WEB

ONLINE PICKUP REQUEST



TABLE OF CONTENTS

CUSTOMER DATA ENTRY 3
 LOGIN 3
 DEFINING THE SHIPPER AND THE CONSIGNEE..... 4
 Adding an address to your Address Book 5
 DEFINING THE FREIGHT PAYER..... 6
 DETAILS 6
 DANGEROUS GOODS..... 7
 DATES 7
 NOTES..... 7
 TRACE NUMBERS 8
 PICKUP REQUEST 9
 BOL 9
 Sending the Order 9
TRACKING 10

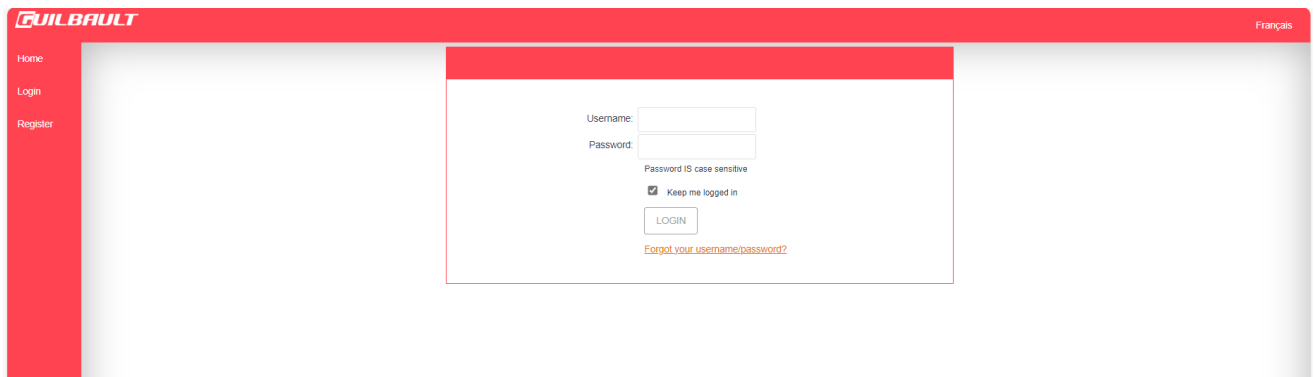


Guilbault's new transportation management system (TMS) TruckMate includes a platform (TM4Web) for transactions and communication with customers. Accessing online ordering features is quite easy: simply log in with your user account.

CUSTOMER DATA ENTRY

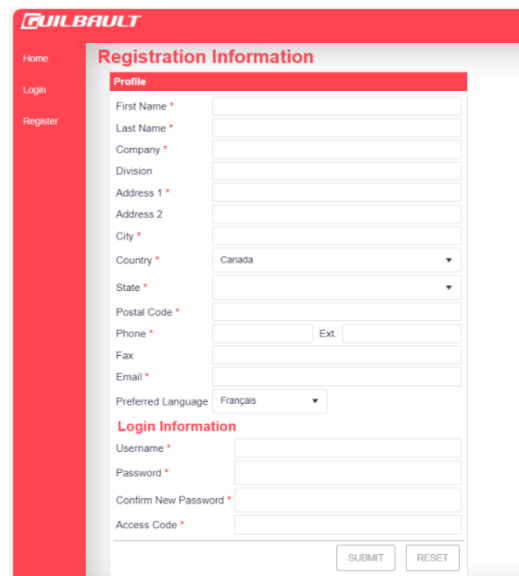
LOGIN

1. Starting March 16, 2024, in the client portal of Guilbault's website (<https://www.groupeguilbault.com/en/client-portal>), under "CLIENT", click on "CLICK HERE".
2. Once on the homepage, click on "Login", in the left-hand menu. Then enter your username and your personal password in the appropriate fields.



If this is your first time on the platform, click on "Register" instead.

On the "Registration Information" page, enter all necessary information to create your profile. Each user must create his/her own profile with a username and password. Enter your personalized access code (provided by Guilbault or your Guilbault representative) in the "Access Code" box to link your user account to your client file. Complete your registration by clicking on "SUBMIT".



DEFINING THE SHIPPER AND THE CONSIGNEE


Shipper	Consignee
<input type="text" value="Code"/>	<input type="text" value="Code"/>
<input type="text"/>	<input type="text"/>
<input type="text" value="Address"/>	<input type="text" value="Address"/>
<input type="text" value="City"/>	<input type="text" value="City"/>
<input type="text" value="Province"/>	<input type="text" value="Province"/>
<input type="text" value="Postal Code"/>	<input type="text" value="Postal Code"/>
<input type="text" value="Phone"/>	<input type="text" value="Phone"/>
<input type="text"/>	<input type="text"/>
<input type="text" value="Email"/>	<input type="text" value="Email"/>

1. Once logged in, click on "Enter an Order" on the left side of the homepage to make an online pickup request.
2. In the "Contacts" section, under "Caller", the account address will already be entered. The "Shipper" section refers to the pickup address, and the "Consignee" section refers to the delivery address.
3. To select an address from your address book for a pickup or delivery, click the magnifying glass icon at the top right of the column. Then select the desired address by searching through your address book.



Adding an address to your Address Book

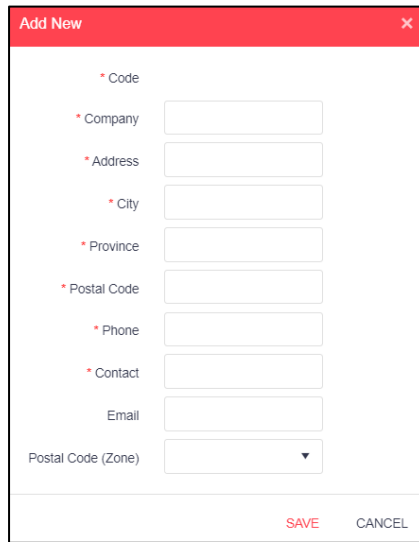
To create a new address that is not already in your address book, click on "ADD NEW".



The screenshot shows the 'Address Book' interface. At the top is a red header with the text 'Address Book'. Below it, there are search options: 'Search By' with a dropdown menu set to 'Code', and 'Search For' with a text input field containing 'Search For'. To the right of the search fields is a checkbox labeled 'Case-sensitive search' and a 'SEARCH' button with a magnifying glass icon. Below the search area is a red button labeled 'ADD NEW'.

Then fill in all the required fields and click on "SAVE". The new address will be saved in your address book for future orders.

Important: The postal code must be entered in this section so that the appropriate zone is displayed.



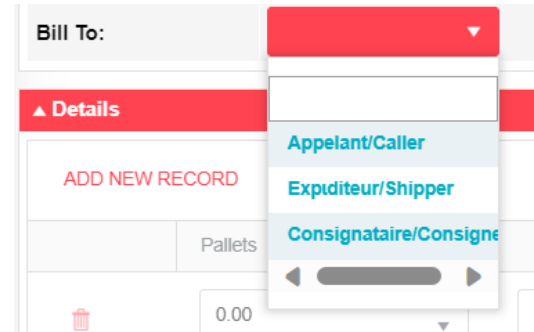
The screenshot shows the 'Add New' address form. It has a red header with the text 'Add New' and a close button (X). The form contains several input fields, each with a red asterisk indicating it is required: 'Code', 'Company', 'Address', 'City', 'Province', 'Postal Code', 'Phone', and 'Contact'. There are also two optional fields: 'Email' and 'Postal Code (Zone)' which is a dropdown menu. At the bottom of the form are two buttons: 'SAVE' and 'CANCEL'.



DEFINING THE FREIGHT PAYER

To select the payer of the shipment, click on the "Bill To" tab at the bottom of the "Contacts" section and choose the appropriate payer.

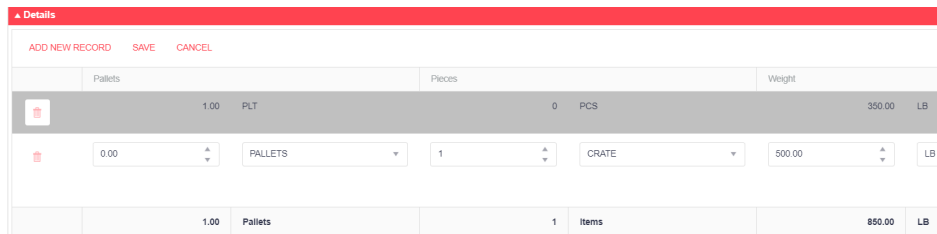
Important: The company selected as the payer must have an active customer account with Guilbault.



DETAILS

In the "Details" section, you can enter the description of the shipment.

1. Include the number of pallets OR the number of pieces (with the correct type of packaging) as well as the weight of the goods in pounds or kilograms (LB or KG).



Pallets	Pieces	Weight
1.00 PLT	0 PCS	350.00 LB
0.00	1 CRATE	500.00 LB
1.00 Pallets	1 Items	850.00 LB

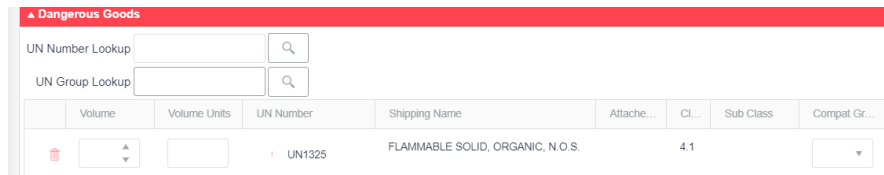
2. If you want to specify what is on a pallet, simply add the number of pieces on the same line. If the packaging is not on a pallet, add another line by clicking on "ADD NEW RECORD" and indicate the number of pieces, leaving the space for the number of pallets empty.



DANGEROUS GOODS

In the "Dangerous Goods" section, one or more types of dangerous goods can be added.

1. Search for the UN number by clicking on the magnifying glass icon to the right of "UN Number Lookup" field.
2. Then add the volume.



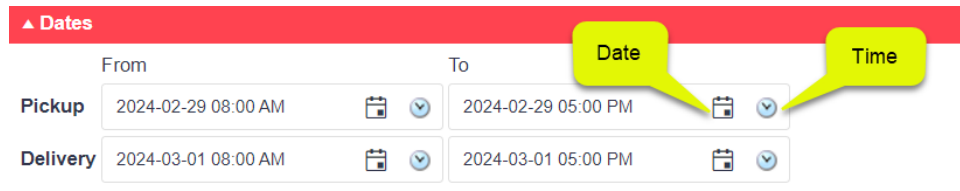
Volume	Volume Units	UN Number	Shipping Name	Attache...	Cl...	Sub Class	Compat Gr...
<input type="text"/>	<input type="text"/>	UN1325	FLAMMABLE SOLID, ORGANIC, N.O.S.		4.1		<input type="text"/>

DATES

The desired pickup date and delivery date can be modified in the "Dates" section.

1. Dates can be changed by clicking on the calendar icon, and times by clicking on the clock icon. By default, the pickup date is the same day, and the delivery date is the next day. However, transit time may vary, depending on the destination.

The platform system will automatically block weekends and holidays.



	From	To
Pickup	2024-02-29 08:00 AM	2024-02-29 05:00 PM
Delivery	2024-03-01 08:00 AM	2024-03-01 05:00 PM

2. If an appointment is required, indicate it in the Notes section.

NOTES

1. In the "Notes" section, enter any notes or comments that should be added to the Bill of Lading (BOL).
2. The dimensions of the goods should also be included here.



- To add specific instructions for pickup or delivery, select them from the drop-down list under "Standard Shipping Instructions". Instructions marked with "PU" are for pickup, those marked with "LIV" are for delivery.

Notes

NOTES (DIMENSIONS, ETC)

Instructions Standard d'Envoie

- CHAUFFAGE / HEATED
- LIV APPEL AVANT / CALL BEFORE DELIVERY
- LIV CHANTIER EOLIEN / WIND FARM DEL
- LIV EXPOSITION / EXHIBITION SITE DEL
- LIV INTERIEURE / INSIDE DELIVERY
- LIV LOAD BARS
- LIV PALETTE JACK REQ'D / PALLET JACK DEL

TRACE NUMBERS

To add tracking numbers, click on "ADD NEW RECORD" in the "Trace Numbers" section. Then choose the "Trace Type" (BOL, PO, or other) and click on "SAVE".

Repeat the process to add multiple tracking numbers.

Trace Numbers

ADD NEW RECORD

Trace Type	Trace Number
BOL NUMBER	<input type="text"/>
BOL NUMBER	<input type="text"/>
PO NUMBER	<input type="text"/>
OTHER	<input type="text"/>

SAVE



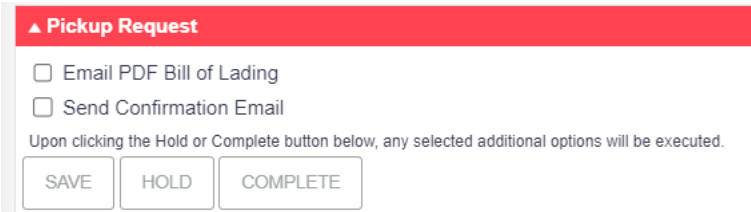
PICKUP REQUEST

BOL

To receive the Bill of Lading (BOL) by email, check the "Email PDF Bill of Lading" box in the "Pickup Request" section. To receive a confirmation of the order creation, check the "Send confirmation Email" box.

Sending the Order

1. To send the order to dispatch, press the "COMPLETE" button.



▲ Pickup Request

Email PDF Bill of Lading

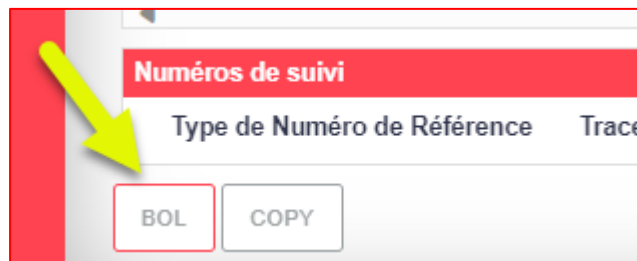
Send Confirmation Email

Upon clicking the Hold or Complete button below, any selected additional options will be executed.

SAVE HOLD COMPLETE

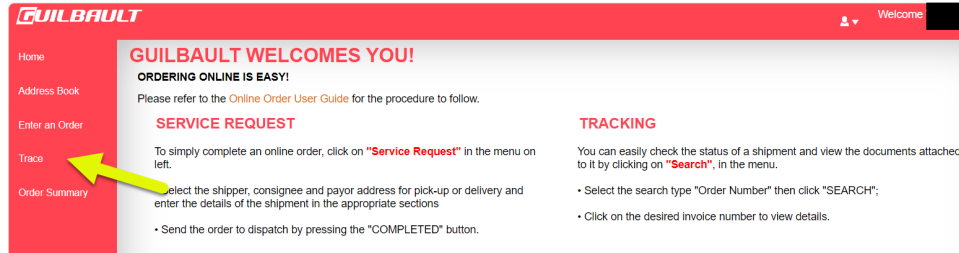
Important: By pressing "HOLD", the entered data will be saved and queued for later completion. Dispatch will receive the order only if the "COMPLETE" option is chosen.

2. An order number will be assigned to the transportation request. It is with this number that you can track your request. The number will start with "GU".
3. Once the "COMPLETE" option chosen, the ready-to-print Bill of Lading (TM4Web Bill of Lading) will be found at the bottom of the page, summarizing the details of your order.



TRACKING

1. To verify the status of a shipment and view the related documents, click on "Trace" in the homepage menu, on left.



2. In the "Trace Options" section, select the search type (e.g. Bill Number), then press "TRACE". To search for a single order, enter its number in the "Search Value" box.

The screenshot shows the 'Trace Options' form with a red header and a white main content area. The form is divided into three columns: 'Search By', 'Search Style', and 'Search Value'. The 'Search By' column has a dropdown menu with 'Bill Number' selected. The 'Search Style' column has a dropdown menu with 'Starts With' selected. The 'Search Value' column has a text input field. Below these columns, there is a 'Deliver By' section with two date pickers. At the bottom, there are three radio button options: 'Show active', 'Show active and completed', and 'Show all shipments'. The 'Show active and completed' option is selected. At the bottom right, there are two buttons: 'TRACE' and 'REFRESH'.



- To view the details, click on the desired invoice number (same as the order number). The following documents will be displayed at the bottom of the page, in the "Related Documents" section: BOL (Bill of Lading), POD (Proof of Delivery) and Invoice.

Related Documents	
Nom du document	Type de document
BOL	BOL
POD	POD
INVOICE TM4WEB	Invoice

- If a particular document type is attached to an order, it will be displayed on the screen after clicking on its name. Otherwise, the system will indicate "No Document".

For any questions regarding your online order, feel free to contact us at: 1 888 880-3801, option 4.

