

USER GUIDE

TM4WEB

ONLINE PICKUP REQUEST



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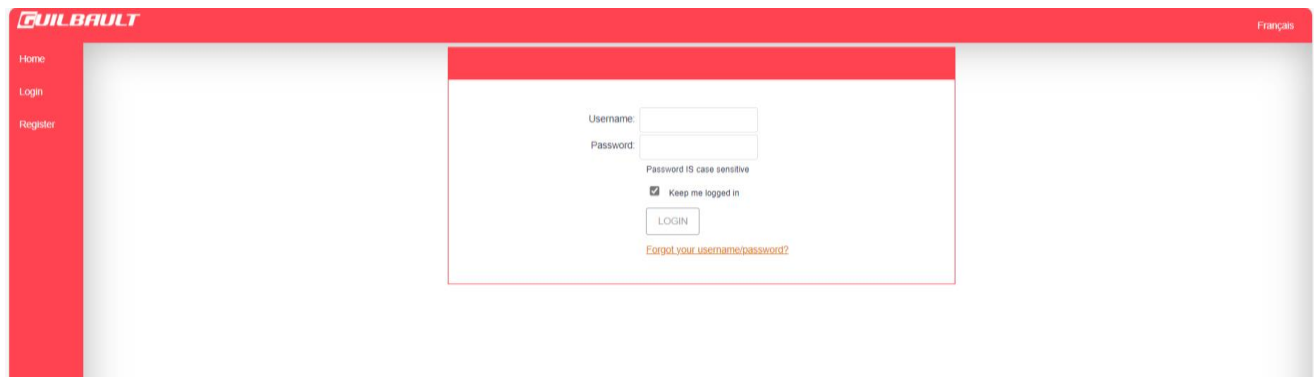


Guilbault's new transportation management system (TMS) TruckMate includes a platform (TM4Web) for transactions and communication with customers. Accessing online ordering features is quite easy: simply log in with your user account.

CUSTOMER DATA ENTRY

LOGIN

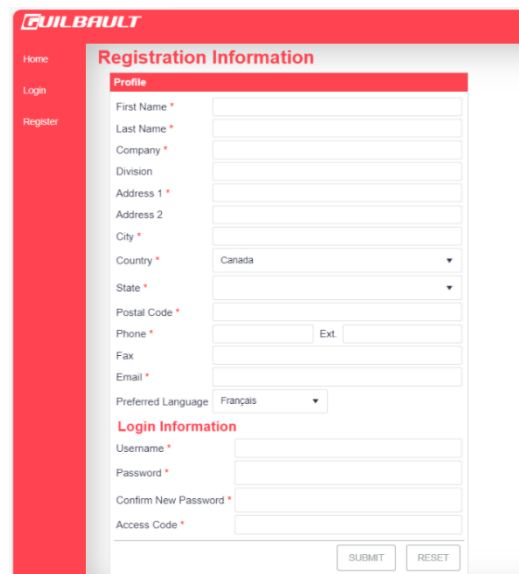
1. Starting March 16, 2024, in the client portal of Guilbault's website (<https://www.groupeguilbault.com/en/client-portal>), under "CLIENT", click on "CLICK HERE".
2. Once on the homepage, click on "Login", in the left-hand menu. Then enter your username and your personal password in the appropriate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



The screenshot shows the Guilbault client portal login page. The header is red with the Guilbault logo on the left and the word "Français" on the right. A left-hand menu is also red with links for "Home", "Login", and "Register". The main content area is white and contains a login form with fields for "Username:" and "Password:". Below the password field, it says "Password is case sensitive" and has a checkbox for "Keep me logged in". A "LOGIN" button is at the bottom of the form, and a link "Forgot your username/password?" is below it.

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".



The screenshot shows the Guilbault client portal registration page. The header is red with the Guilbault logo on the left and the word "Français" on the right. A left-hand menu is also red with links for "Home", "Login", and "Register". The main content area is white and contains a "Registration Information" form. The form has two sections: "Profile" and "Login Information". The "Profile" section includes fields for "First Name", "Last Name", "Company", "Division", "Address 1", "Address 2", "City", "Country" (a dropdown menu showing "Canada"), "State" (a dropdown menu), "Postal Code", "Phone" (with an "Ext." field), "Fax", and "Email". The "Login Information" section includes fields for "Username", "Password", "Confirm New Password", and "Access Code". At the bottom right of the form are "SUBMIT" and "RESET" buttons.



DEFINING THE SHIPPER AND THE CONSIGNEE

Shipper 	Consignee 
Code	Code
<input type="text"/>	<input type="text"/>
Address	Address
City	City
Province	Province
Postal Code	Postal Code
Phone	Phone
<input type="text"/>	<input type="text"/>
Email	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.
4. You will not be able to write directly in the address fields, you must add a new address into 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".

Address Book

Search By

Search For

Code

▼

Search For

☐ Case-sensitive search

Q

SEARCH

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.

Add New

* Code

* Company

* Address

* City

* Province

* Postal Code

* Phone

* Contact

Email

Postal Code (Zone)

SAVE

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	CRATE	500.00 LB

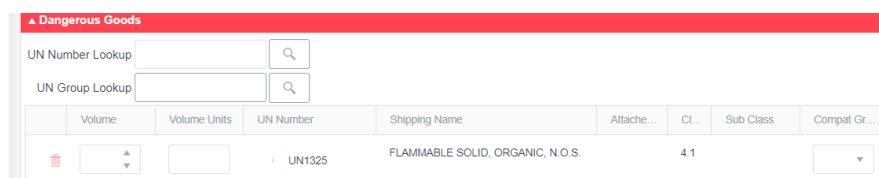
2. If you want to specify what is on a pallet, simply add the number of pieces on the same line. If the packaging is not on a pallet, add another line by clicking on "ADD NEW RECORD" and indicate the number of pieces, leaving the space for the number of pallets empty.



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.
3. The emergency phone number needs to be added in the Notes section or written on the BOL manually.



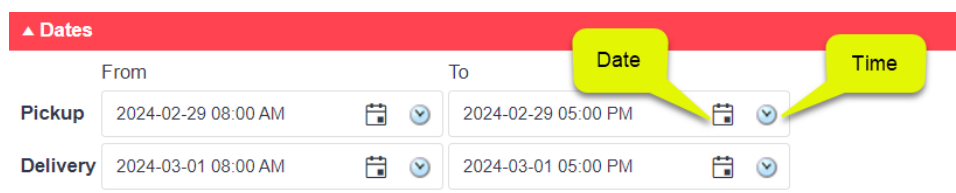
The screenshot shows the "Dangerous Goods" section with two lookup fields: "UN Number Lookup" and "UN Group Lookup", each with a magnifying glass icon. Below these is a table with columns: Volume, Volume Units, UN Number, Shipping Name, Attache..., CL..., Sub Class, and Compat Gr... The table contains one entry with UN Number UN1325 and Shipping Name FLAMMABLE SOLID, ORGANIC, N.O.S. The CL... column shows 4.1.

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.



The screenshot shows the "Dates" section with two rows: Pickup and Delivery. Each row has a "From" and "To" column. The Pickup row shows 2024-02-29 08:00 AM and 2024-02-29 05:00 PM. The Delivery row shows 2024-03-01 08:00 AM and 2024-03-01 05:00 PM. Yellow callouts point to the "Date" and "Time" parts of the time fields, indicating that the date can be changed via a calendar icon and the time via a clock icon.

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).



- 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.

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.



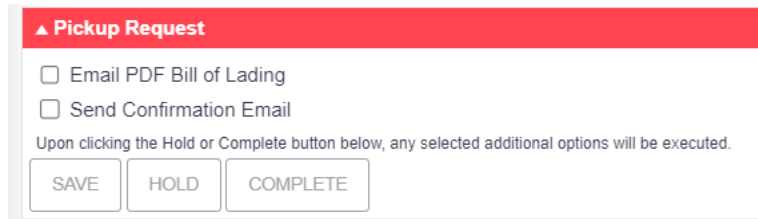
PICKUP REQUEST

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

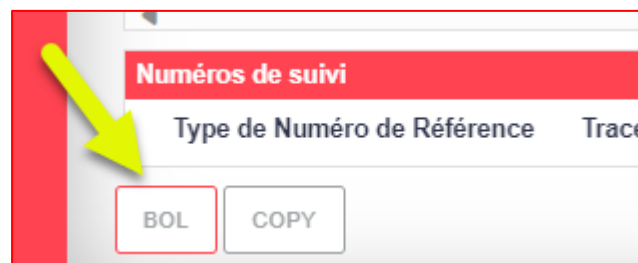
☐ Send Confirmation Email

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.



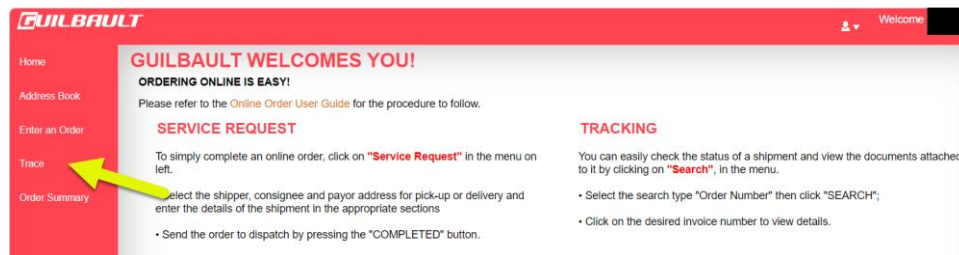
Numéros de suivi

Type de Numéro de Référence	Trace
BOL	COPY



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. It has a red header with the title 'Trace Options' and a close button. The form is divided into three main sections: 'Search By', 'Search Style', and 'Search Value'. The 'Search By' section has a dropdown menu with 'Bill Number' selected. The 'Search Style' section has a dropdown menu with 'Starts With' selected. The 'Search Value' section has a text input field. Below these sections, there's a 'Deliver By' section with two date pickers. At the bottom, there are three radio buttons: 'Show active', 'Show active and completed' (which is selected), and 'Show all shipments'. There are also two buttons at the bottom right: 'TRACE' and 'REFRESH'.



3. 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

4. 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.

