World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

wcground.com

125 Whipple Street
2nd floor
Providence, RI 02908

Phone: 401-459-0990
Fax: 401-459-0992

Atlanta
Boca Raton
Boston
Chicago
Miami
Portland, OR
Providence
Sacramento
San Francisco
Santa Rosa
Seattle

Guide to Online Tour

For purposes of demonstration, we have populated a section of the system with disguised client names and addresses so that you may click through the system like you were a registered user.

Table of Contents

ISO
9001

Trusted Same Day Delivery Specialists Since 1983

LogIn

After receiving your Username and Password, click the link on our web site to get to the LogIn Screen:

Quick-Track

OrderID | Track

[Login Required]

SEATTLE
World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

Main | New Order | Tracking | Reports | Address Book | References | My Profile | Admin

Online Access

Registered Online Users

Enter your User ID and Password to login.

User ID:

Password:

[Login]

☐ Save login info

Forgot your password?

New User? **Register now by calling 401-459-0990**

Sign up now for your own online account and benefit from real-time access to your shipments and account information.

Other online access benefits include:

- Easy to use *Order Entry*
- Real-time order *Tracking*
- *Reporting* tools to search for a specific order
- View or download current and past *Invoices*
- Management of *Address Book*
- Management of *References*
- Custom preferences defined with *My Profile*

Logging in with the Username and Password obtained from your local office will take you to the screen shown on the next page:

Copyright © 2004 Key Software Systems

wcground.com

The Boston section of the online tour will be used to illustrate system capabilities. If you Log In from another area, you'll see that the system contains more locally relevant data.

Quick-Track

OrderID | Track

BOSTON
World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

| **Main** | New Order | Tracking | Reports | Address Book | References | My Profile | Admin |

Online Access

Welcome, WCG Demo!

Account Details

19708 [BOS Online Demo Account]

| Today's Open Orders | [1] |
| Total Open Orders | [11] |

⊟▣ Getting Started...

New Order
The New Order screen is used to place new shipments and receive quotes. This process should be simple and speedy, since the New Order screen populates fields based on your custom preferences. Convenient tools such as the Address Book and References will help make your online experience as simple or thorough as you wish. After selecting the appropriate service-type and a few other required fields, you will be ready to submit your order.

Tracking
The Tracking screen is your real-time portal to view the progress of your current orders. As soon as an order is submitted, whether by an online user or a customer service rep, the order is available for Tracking.

Reports
The Reports component will allow a user to view and print accounting-related reports such as Statement Sheets and Invoices.

Address Book
The Address Book is a convenient way to prepare your pickup and delivery locations for future use. This tool will allow the user to add, edit and/or

wcground.com

ORDERS and PROOF of DELIVERY

The first item of interest is the **New Order** Tab. Clicking this takes you to the following screen:

If you would like, you can type in sample **Sender, Pickup and Delivery** information of your own, and select Shipment details. Note that by checking the Update My Address Book box that the information that you entered will automatically be stored in the **Address Book** for future use and reference. We'll take a further look at the Address Book in a few moments.

On the New Order Screen, you'll see that there are a number of saved addresses available for Pickup or Delivery. If you click the down arrow next to the Address Book entry field, you can pick a previously stored address:

Phone

Department

Email

Special Instr.

Ref#2

Ref#3

Ref#4

Service Type * | B1-NonStop

Vehicle Type * | 10 Car

Delivery Type | One-way trip

Pickup information   [edit] [clear] [switch]

Address Book   16 saved addresse(s)...

16 saved addresse(s)...
Accurate Diagnostics [700 Mass Ave]
Central Pharmacy [1134 Great Plain Av
Creative Graphics [33 Bucklin St.]
Designs for Easy Living [6 New Eng Ex
General Machine [655 Merrimack Rd.]
Global Freightways [101 Eastern Ave.
Lakeside Village [97 Bow St.]
Metro General Hospital [153 Longwood
Omega Medical Supplies [902 Second A
Ready Press [275 River Rd.]
Smith & Dunn LLC [100 State St.]
Sunnyside Living [12 Newton St.]
Unique Furnishings [527 State Rd.]
University Medical Center [170 Kneela
US Orthopedics [126 Union St.]
Webb Construction [59 Forge Pkwy]

Company *

Contact

Street

Street2

City-State-Zip *

Phone

Special Instr.

Pickup Date *   07/08/2008   Time 03:32 PM

Delivery Date * 07/08/2008   Time 04:32 PM

Weight (.lbs)

Insured Value ($)

Package(s)

1-EnvLetrpak   0

2-Box   0

3-Skid   0

Inventory [add/edit]   0 item(s) locked and attached

Delivery informat   switch]

Address Book

Company *

Contact

Street

Street2

City-State-Zip *

Phone

Special Instr.

☐ Update my address book

Auto-notification

	Email Address	Submit	Pickup	Delivery
Sender		☐	☐	☐
Pickup		☐	☐	☐
Recipient		☐	☐	☐

wcground.com

For the purposes of this example order, I will use previously stored addresses for **Pickup** and **Delivery**, and also enter the Delivery Contact and Phone number as the Sender. By using the pick list and calendar icons, I have also selected the Delivery Details.

Note that for <u>Auto-notification</u>, the email addresses for the Pickup and Recipient are automatically entered from the Address Book. By checking any or all of the boxes next to the email addresses; Submit, Pickup and Delivery; an automatic email will be sent notifying the Pickup and Recipient when the order was submitted, when the items for delivery were picked up, and when the delivery was completed. <u>In other words, a Proof of Delivery or POD will automatically be generated by the system and sent to the parties of interest!</u>

Main **New Order** Tracking | Reports | Address Book | References | My Profile | Admin

New Order

[Get Quote] [Continue >>]

Sender information

Your Name *	David Wright
Phone	617.864.1201
Department	
Email	
Special Instr.	

Pickup information   [edit] [clear] [switch]

Address Book	University Medical Center [170 Kn
Company *	University Medical Center
Contact	Sue Wang
Street	170 Kneeland St.
Street2	
City-State-Zip *	Boston	MA	02111
Phone	617-626-6021
Special Instr.	

☐ Update my address book

Delivery information   [edit] [clear] [switch]

Address Book	Accurate Diagnostics [700 Mass A
Company *	Accurate Diagnostics
Contact	David Wright
Street	700 Mass Ave
Street2	
City-State-Zip *	Cambridge	MA	02141
Phone	617-864-1201

Shipment details

Ref# *		
Ref#2		
Ref#3		
Ref#4		
Service Type *	B1-NonStop	
Vehicle Type *	10 Car	
Delivery Type	One-way trip	
Pickup Date *	07/10/2008	Time 03:30 PM	EST
Delivery Date *	07/10/2008	Time 05:00 PM	EST
Weight (.lbs)	2	
Insured Value ($)	100	

Package(s)		
	1-EnvLetrpak	0
	2-Box	1
	3-Skid	0

Inventory [add/edit]   0 item(s) locked and attached

Auto-notification

	Email Address	Submit	Pickup	Delivery
Sender		☐	☐	☐
Pickup	swang@univmedctr.org	☐	☑	☑
Recipient	dwright@accuratediag.com	☑	☑	☑

wcground.com

After completing the order information, you can click **Get Quote** to get pricing, and then **Continue** to process the order. If you click Get Quote first, you will still be able to select **Continue** to Process the order. Clicking Get Quote will yield a screen with pricing for the order details that have been entered. For this example, I have clicked Continue:

New Order - *Review* - Click <Submit Order> to complete this Order!

[<< Back] [Submit Order]

Quote Summary-	
Base Rate:	$22.00
Insurance Charge:	$0.95
Total Surcharges:	$3.41
Total Quote Rate:	**$26.36**
Click "Submit Order" to complete this order.	

Please review the details of your shipment below.
Click <**Submit Order**> to proceed, or <**Back**> to make changes.

OrderTrackingID	[available upon submittal]	Ref#	1
Ordered By	David Wright	**Ref#2**	
Department		**Ref#3**	
Phone	617.864.1201	**Ref#4**	
Email			
Special Instr.			

Pickup	Delivery
University Medical Center **170 Kneeland St.** **Boston, MA 02111** Contact: Sue Wang Phone: 617-626-6021 Spec Instr:	**Accurate Diagnostics** **700 Mass Ave** **Cambridge, MA 02141** Contact: David Wright Phone: 617-864-1201 Spec Instr:

Order Date	07/09/2008	RoundTrip	N
Pickup Date	07/10/2008 03:30 PM []	**Delivery Date**	07/10/2008 05:30 PM []
Service	B1-NonStop	**Vehicle**	10 Car
Pieces	1	**Weight**	2
Insured Value ($)	100		
Inventory Summary			
0(zero) inventory items attached to this order.			

As you can see, by clicking Continue you will still have the opportunity to review pricing before submitting the order. Click **Submit,** and your order is automatically entered into our system for dispatching as shown on the next page. The PODs will also be automatically generated and emailed.

Order Properties - 1.070908 *Order Saved Successfully!*

Print "Single" Label

OrderTrackingID	1.070908	Ref#	1
Ordered By	David Wright	Ref#2	
Department		Ref#3	
Phone	617.864.1201	Ref#4	
Email			
Special Instr.			
Status			

	Time	Details
		*In-Progress

Pickup	Delivery
University Medical Center **170 Kneeland St.** **Boston, MA 02111** Contact: Sue Wang Phone: 617-626-6021 Spec Instr:	**Accurate Diagnostics** **700 Mass Ave** **Cambridge, MA 02141** Contact: David Wright Phone: 617-864-1201 Spec Instr:

Order Date	07/09/2008 02:43 PM	RoundTrip	N
Pickup Date	07/10/2008 03:30 PM [EST]	Delivery Date	07/10/2008 05:30 PM [EST]
Service	B1-NonStop	Vehicle	10 Car
Pieces	1	Weight	2.00
Insured Value ($)	100.00		
Charge Details	Base $22.00 Insur. $0.95 Surcharges $3.41 **Grand Total $26.36**		

If you have any questions, please call 781-793-0800
and reference the above OrderTrackingID number.

wcground.com

ADDRESS BOOK

As previously noted, the **Address Book** can be used to store frequently used pickup and delivery information, making it easy for you to enter orders when you return to the system. Clicking the **Address Tab** will take you to the Address Book as shown on the next page:

As you can see, the demo Address Book already has entries. To add a new address, simply click the add new Address link:

World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

| Main | New Order | Tracking | Reports | **Address Book** | References | My Profile | Admin |

Address Book [add new Address]

Find keyword [   ]   in field [Name ▾] [Go]

Jump to...   A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [All]

1

Name/Company	Contact	RefNo	Street	Street2	City	State	Zip
Accurate Diagnostics	David Wright		700 Mass Ave		Cambridge	MA	02141
Central Pharmacy	Joanne Harper		1134 Great Plain Ave.		Needham	MA	02492
Creative Graphics	Jodi Jansen		33 Bucklin St.		Providence	RI	02907
Designs for Easy Living	Jim Boyd		6 New Eng Exec Pk.		Burlington	MA	01803
General Machine	Brian McCann		655 Merrimack Rd.		Manchester	NH	03105
Global Freightways	Roger Huff		101 Eastern Ave.		Chelsea	MA	02150
Lakeside Village	Jim Hardy		97 Bow St.		Arlington	MA	02175
Metro General Hospital	Frank Hurley		153 Longwood Ave.		Boston	MA	02214
Omega Medical Supplies	Mark McCleish		902 Second Ave.		Waltham	MA	02452
Ready Press	Steve Harrington		275 River Rd.		Andover	MA	01810
Smith & Dunn LLC	Wendy Atkinson		100 State St.		Boston	MA	02202
Sunnyside Living	Jane Howell		12 Newton St.		Waltham	MA	02453
Unique Furnishings	Leslie Andrews		527 State Rd.		Gadner	MA	01440
University Medical Center	Sue Wang		170 Kneeland St.		Boston	MA	02111
US Orthopedics	Shelly Harrison		126 Union St.		Framingham	MA	01702
Webb Construction	Bob Webb		59 Forge Pkwy		Franklin	MA	02038

1

wcground.com

Note that you are not limited to the required fields. Also note that you can designate the address for Pickup, Delivery or both. This will determine which pick list the address will be listed under when you're entering orders. If you select ☐ **Shared Pickup/Delivery**, the address will be listed on both lists. Don't forget to click **Save.**

World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

Main | New Order | Tracking | Reports | **Address Book** | References | My Profile | Admin

Update Address Book

*Required field

Name/Company*

Contact

RefNo

Street*

Street2

City*

State*

Zip*

Phone

Fax

Email

Special Instr.

Type [Pickup ▼]

☐ Shared Pickup/Delivery?

[Save]

wcground.com

TRACKING

Tracking allows you to check the status and progress of orders, and retrieve PODs. You can also do this by entering any order number in the **Quick Track** box in the Online System or on our web site. Clicking the **Tracking Tab** will yield the following screen:

In our example the system has already been populated with some orders for demonstration purposes. Please note that you can enter a date range to search by typing into the date fields, or by using the calendar icons.

Quick-Track

| OrderID | Track |

WCG Demo
BOS Online Demo Account
[Logout]

BOSTON
World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

Main | New Order | Tracking | Reports | Address Book | References | My Profile | Admin

Tracking

OrderTrackingID		Order Date from	06/24/2008	to	07/31/2008
Status	*All	Pickup Date from		to	
Ref# / Ref#2			Pickup From	
Service	*All Service Types	Delivery To	
*Select Field		Ordered By	

Search | Reset

1

OrderTrkID	Status	Ref#	Ref#2	Ordered By	Service	[P] Date	Pickup From	Deliver To	[P] Time	[D] Time	POD	Rate
1.070908		1		David Wright	B1-NonStop	07/10/2008	University Medical Center	Accurate Diagnostics				$26.36
7.062508		1		Mark McCleish	B2-Rush	07/10/2008	Omega Medical Supplies	University Medical Center				$151.10
10.062508		1		Brian McCann	B1-NonStop	07/09/2008	General Machine	Webb Construction				$477.79
6.062508		1		Shelly Harrison	B1-NonStop	07/09/2008	US Orthopedics	Sunnyside Living				$58.99
8.062508		1		Steve Harrington	B1-NonStop	07/07/2008	Ready Press	Smith & Dunn LLC				$154.85
4.062508		1		Joanne Harper	B1-NonStop	07/03/2008	Central Pharmacy	University Medical Center				$44.27

wcground.com

For the purposes of the demonstration, the date range must be set from 6/24/08 to 7/31/08. You can do this by clicking on the calendar icon and selecting the appropriate dates as shown on the screen below:

The tracking screen will then populate with orders as shown above, and you can click on any of the Order Trak IDs to show status or progress of an order. In this example, I've clicked on 7.062508 yielding the status of the order as shown below. Note that as shown on the next page, that this order has been completed. This is the information that you, the recipient and the sender would receive as a POD by email!

Ordering, Tracking, PODs and the Address book represent the main functional utilities of the online system. Other useful features include:

- Reports
- References
- My Profile
- Admin

Quick-Track
OrderID [ ] [Track]

WCG Demo
BOS Online Demo Account
[Logout]

BOSTON
World Courier Ground
COURIER · LOGISTICS · WAREHOUSING

Main | New Order | Tracking | Reports | Address Book | References | My Profile | Admin

Order Properties - 7.062508

[Print "Single" Label]

OrderTrackingID	7.062508	Ref#	1
Ordered By	Mark McCleish	Ref#2	
Department		Ref#3	
Phone	781.898.5707	Ref#4	
Email			
Special Instr.			

Status	Time	Details
		*Complete
	16:00	Shipment signed by 'Sue Wang' [POD]
	16:00	Shipment reached destination
	13:00	Shipment picked up

Pickup	Delivery
Omega Medical Supplies 902 Second Ave. Waltham, MA 02452	**University Medical Center** 170 Kneeland St. Boston, MA 02111
Contact: Mark McCleish Phone: 781-898-5707 Spec Instr:	Contact: Sue Wang Phone: 617-626-6021 Spec Instr:

| Order Date | 06/25/2008 01:36 PM | RoundTrip | N |

wcground.com

REPORTS

Clicking the report tab yields the screen shown on the next page:

Invoices are probably the most useful item available in the Reports section of the online system. By highlighting an invoice, you may view it on screen, or download the invoice as a PDF. Due to system and accounting restrictions, invoices cannot be processed as part of the demonstration.

Quick-Track

OrderID | Track

WCG Demo
BOS Online Demo Account
[Logout]

BOSTON
World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

Main | New Order | Tracking | **Reports** | Address Book | References | My Profile | Admin

Reports

| Invoices | Account Info | General |

Select an Invoice from the list below and click "**View Invoice**" or "**Download PDF**".

19708-4882 Period Ending [07/15/2008] Amount [101.98]

View Invoice   Download PDF

wcground.com

REFERENCES

The reference utility allows you to create, store, manage and recall client specific references that can be used when entering orders. For example, suppose that you have a client that you frequently have items delivered to, and they would like to use their own reference number to flag those deliveries.

By selecting Create New Reference from The Reference Menu, this can be accomplished:

BOSTON
World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

Main | New Order | Tracking | Reports | Address Book | **References** | My Profile | Admin

References   [add new Reference]

Find keyword [   ]   in field [RefNo ▾] [Go]

Jump to...   A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [All]

	1
ReferenceNo	**Comments**
	1

MY PROFILE

This function allows you to establish default settings based on user login. For example, if you have a user that always enters orders with the same pickup and delivery point, then it might be useful to set those as defaults to reduce the possibility of order errors. This can be accomplished through the **Preferences** section in **My Profile** as shown on the next page:

My Profile can also be used to create and manage user data and login passwords. The **User Information** screen is shown on the next page:

Quick-Track

OrderID [ ] [Track]

WCG Demo
BOS Online Demo Account
[Logout]

BOSTON
World Courier Ground
COURIER • LOGISTICS • WAREHOUSING

| Main | New Order | Tracking | Reports | Address Book | References | My Profile | Admin |

My Profile

| Preferences | **User Information** | Login Information |

*Required field

Field	Value
Name*	WCG Demo
Title	
Department	
Street	
Street2	
City	
State	
Zip	
Phone*	
Fax	
Email*	

[Save]

wcground.com

ADMIN

This section allows you to manage system users and control their access level when they are added as a new user. Note that they can be excluding from establishing or modifying default and other settings established in My Profile or Admin as shown on the next page:

With a quick look at the Admin function, the tour of our online system has been completed. You may LogOut, or continue to click through the system to assess its capabilities.

Once you have completed your tour, **please Log Out**.

If you need more help with the system, or wish to establish an online account, please contact you local office.

Admin

Current Users	**Add New User**	Departments

*Required field

Name*

Title*

Department

Street

Street2

City

State

Zip

Phone*

Fax

Email*

Login*

Password*

Password [re-type]*

Security Settings

- [ ] New Order
- [ ] Tracking
- [ ] Reports
- [ ] Address Book
- [ ] References
- [ ] My Profile
- [ ] Admin
- [ ] Submit Order
- [ ] Inventory
- [ ] Change Name
- [ ] View Amount

wcground.com