# TABLE OF CONTENTS

1. Working in the Logistics Gateway ................................................................. 1-1
   1.2 Viewing Pending Tenders ............................................................................. 1-2
   1.3 Accept a Tender ......................................................................................... 1-3
   1.3 Reject a Tender ......................................................................................... 1-5
   1.4 Print the Bill of Lading (BOL) ................................................................. 1-7
   1.5 Add a Single or Multiple Tracking Messages ............................................. 1-9
   1.6 Set up Email Alerts ................................................................................... 1-12
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1. Working in the Logistics Gateway

The Logistics Gateway is a web-based portal through which Carriers accept/decline Shipment assignments against pre-established rates and submit tracking messages. Logistics Gateway allows Carriers to accept or reject Shipments and create tracking messages for Shipments. Each Carrier will have its own access to Logistics Gateway, and will only be able to view and take action upon Shipments that have been assigned to it. Carriers can also add tracking messages to Shipments who’s Tender has been accepted. Carriers can enter tracking messages for the Shipments they have accepted. These tracking messages are entered on a Shipment-by-Shipment basis and are used to track status updates to the Shipment (e.g., arrival, departure).

Unit Objectives

By the end of this unit, a user will be able to:

- View Pending Tenders
- Accept a Tender
- Reject a Tender
- Print the Bill of Lading (BOL)
- Add tracking messages to Shipments
- Set up email alerts for Carriers

Tender Statuses:

**New Request**: Tender message that has just been received and not yet acted on  
**Booked/Active**: Status given to an accepted Tender  
**Delivered**: Transportation has been completed  
**Recalled**: Status given to a rejected or abandoned Tender message

Carrier Reply Statuses:

**No Response**: Tender has not been accepted or rejected within the desired timeframe and has been recalled  
**Accept**: Tender has been accepted  
**Reject**: Tender has been rejected
1.2 Viewing Pending Tenders

As the FEMA TMB users Tender Shipments, they will become available for review on the Web Tenders page. Below are the steps to view the new Shipment Tenders.

**Step Instructions**

1. Log in as a Carrier.

2. Click **Menu → Logistics Gateway → Web Tenders**.

3. Select **New Request** under the **Tender Status, Carrier Reply** dropdown menu.

4. Click **Apply**. This will populate the results table with the new Tender Requests for the Carrier.
When the Shipment Tender is acceptable and is available to be taken on, the Tender can be accepted through the Web Tenders page. Below are the steps to do so.

**Step 1 Instructions**

1. Log in as a Carrier.

2. Click **Menu → Logistics Gateway → Web Tenders**.

3. Select **New Request** under the **Tender Status, Carrier Reply** dropdown menu.

4. Click **Apply**. This will populate the results table with the new Tender Requests.

5. Select the checkbox next to a **Shipment ID**.
Step Instructions

Click **Actions** and select **Accept**. The Tender has been Accepted.

*Tip: Multiple Shipments can be selected simultaneously for acceptance.*
1.3 Reject a Tender

When the Shipment Tender is not sufficient or is not available to be taken on, the Tender can be rejected through the Web Tenders page. Below are the steps to do so.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Log in as a Carrier.</td>
</tr>
<tr>
<td>2</td>
<td>Click Menu → Logistics Gateway → Web Tenders.</td>
</tr>
<tr>
<td>3</td>
<td>Select New Request under the Tender Status, Carrier Reply dropdown menu.</td>
</tr>
<tr>
<td>4</td>
<td>Click Apply.</td>
</tr>
<tr>
<td>5</td>
<td>Select the checkbox next to a Shipment ID.</td>
</tr>
</tbody>
</table>
Step 6

Click Actions and then Decline. The Web Tenders page will be refreshed and the selected Shipment ID will no longer be displayed.

Tip: Multiple Shipments can be selected simultaneously for rejection.
1.4 Print the Bill of Lading (BOL)

After a shipment has been placed in Accepted status, either by the Carrier or by the TMB, carriers have the option to view the BOL on the *Web Tenders* page. Below are the steps to Accept a shipment and view the Bill of Ladings (BOLs) for the new Shipment Tenders. This document contains general information about the Shipment (e.g. Pickup Date time, Delivery Date Time, Gross Weight).

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Log in as a Carrier.</td>
</tr>
<tr>
<td>2</td>
<td>Click <em>Menu → Logistics Gateway → Web Tenders</em>.</td>
</tr>
</tbody>
</table>
| 3    | Select *Accept* under the *Tender Status, Carrier Reply* dropdown menu.  
*Note: The BOL can only be printed for Shipments with a Tender status in ‘Accept.’* |
| 4    | Click *Apply*. |
| 5    | Select the checkbox next to a *Shipment ID*. |
Click **Actions** and select **Print BOL**. The BOL will be displayed in a new PDF window.
1.5 Add a Single or Multiple Tracking Messages

Shipment tracking messages can be added through the *Shipment Details* page (accessible through the *Web Tenders* page). These tracking messages are also visible to the FEMA users, and they inform them of the Shipment progress.

**Step Instructions**

1. Log in as a Carrier.

2. Click **Menu → Logistics Gateway → Web Tenders**.

3. Select **Booked/Active** under the *Tender Status, Carrier Reply* dropdown menu.

4. Click **Apply**. The *Web Tenders* page will be displayed with Shipments that fit the filter criteria.
Step 5

Double-Click a Shipment ID to display the Shipment Details.

Step 6

Click Add Multiple.

Step 7

Select Message Type in the new pop-up window. The available message types are listed below.

"2" Arrival: The Shipment has arrived at a Stop. "Delivered"
"1" Departure: The Shipment has departed from a Stop. "In Transit"

Step 8

Enter the required information in the required fields, which are denoted by an asterisk. These fields vary per each event and are listed below.

Type: Select either 'Depart' or 'Arrive'.
Stop: The stop at which the event occurred. 1 = In Transit  2 = Delivered
Event Date/Time: Date of Event, which can be selected from the calendar button or entered in "MM/DD/YY HH:MM" format.
Handler: Who is entering the message.
Reason Code: Not needed, but can select S-Standard.
BOL Nbr: Same as above.
PRO Nbr: Identifier used to track the physical location of trailer.
Loading Type #: Not needed.
Comments: User can enter any additional information that needs to be communicated.

Note: If only one tracking message is desired, skip to Step 12.
<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Click Add to add another line of tracking messages.</td>
</tr>
<tr>
<td>10</td>
<td>Repeat Steps 7 and 8 of this section.</td>
</tr>
<tr>
<td>11</td>
<td>Repeat Steps 9 and 10 until the desired number of tracking messages have been added.</td>
</tr>
<tr>
<td>12</td>
<td>Click Save. The message(s) have been added to the Shipment.</td>
</tr>
</tbody>
</table>
1.6 Set up Email Alerts

The system can also provide email alerts as to when Shipment Tenders are changed (for example: received, recalled, cancelled, updated, etc.). Below is the process to opt into these alerts.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 1    | Log in as a Carrier User.  
**Note:** User must be created as corporate administrator by system admin.  
**Note:** If user does not need to update email address skip to step 6. |
| 2    | Navigate to the solution Master Data Administration. |
| 3    | Click Menu → My Profile. |
| 4    | Update carrier user’s email address and click Save. |
| 5    | Navigate to the solution Combined Application. |
| 6    | Click Menu → Logistics Gateway → User Settings. |
### Instructions

#### 3
Filter for the User(s) name to send alerts.

![Image of filter interface](image)

#### 4
Select desired email notifications.

- **New Web Tender**: A Tender has been issued.

![Image of notification selection interface](image)

#### 5
Click **Save**.

### Activity: Logistics Gateway (See Activity Handout)