

# MIDLAND ONLINE SELF-SERVE OPTIONS

The header features the Midland logo in green on the left. To its right is a navigation menu with links: HOME, SERVICES, CUSTOMER TOOLS, ABOUT US, NEWS, CAREERS, CONTACT. In the top right corner, there is a language selector for 'FRANÇAIS'. Below the navigation is a large image of a green Midland semi-truck. Overlaid on the left side of the truck image is a dark grey login menu. The menu has two tabs: 'TRANSPORT' (highlighted in yellow) and 'COURIER'. Under 'TRANSPORT', there are fields for 'Username' and 'Password', a 'Remember Me' checkbox, a yellow 'LOG IN' button, and links for 'Forgot Password' and 'New user? Register Now'. Below these are links for 'TRANSIT TIMES', 'TRACK SHIPMENTS', and 'BOL/POD'. At the bottom of the header is a green banner with the text 'Welcome to MIDLAND! We have solutions for all of your shipping needs, from envelopes to truckloads.' and a circular logo on the right that says 'SUPERIOR QUALITY SERVICE' around a Midland logo.

## MIDLAND COURIER

Committed to reliability for more than 25 years, Midland Courier is the answer to getting your shipment to its destination on time - throughout Atlantic Canada, Ontario, and Québec.

[READ MORE](#)

## MIDLAND TRANSPORT

With more than 40 years in the transportation industry, Midland Transport has grown into a dynamic company that has a solution for all of your TL and LTL shipments.

[READ MORE](#)

## MIDLAND LOGISTICS & FREIGHT BROKERAGE

Midland Logistics & Freight Brokerage is here to find you the most practical and efficient method to move your freight. Our extensive network of partners and seamless service will leave you

[READ MORE](#)

### SERVICES

- > LTL & Truckload
- > Courier
- > Logistics & Freight Brokerage
- > Warehousing

### CUSTOMER TOOLS

- > Transport Tools
- > Courier Tools
- > Applications, Forms & Rating resources
- > Fuel Surcharge

### ABOUT US

- > History
- > Vision & Values
- > Safety, Fleet & Maintenance
- > Superior Quality Service
- > J.D. Irving, Limited
- > Legal & Privacy
- > Sustainability

### EXTERNAL LINKS

- > Careers
- > Just Ask Our Drivers
- > Suppliers
- > Agents

### CONTACT US

General inquiries  
1-888-643-5263

Email:  
customerservice@midlandtransport.com

Address:  
Midland Transport Ltd.  
100 Midland Drive  
Dieppe, NB  
E1A 6X4

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## Accessing Your Account

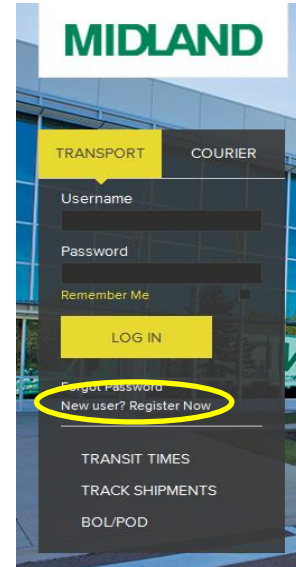
Certain online tools and reports can be only be accessed after logging in with your personal username and password. Separate accounts are needed for Transport and Courier. The following steps will show you how to register for a new account and log in.

### Register a New Account- Transport

By registering, you will have access to our complete suite of Customer Tools, including rate inquiries and personalized reports.

- 1) To register a new user, click “new user? Register Now” (Yellow Circle)
- 2) Fill out the form with the necessary information and when complete, click “submit”.
- 3) The information will be reviewed and a Customer Service Representative will register your account and contact you when your account is set up and ready for use.

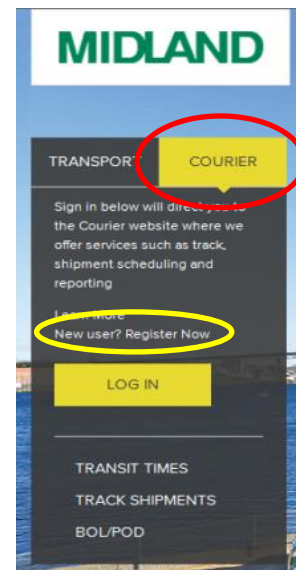
You can also call Customer Service at 1-888-MIDLAND to set up an online account.



### Register a New Account- Courier

- 1) To register for a courier account, click on the courier box (red circle)
- 2) To register a new user, click “new user? Register Now” (Yellow Circle)
- 3) Fill out the form with the necessary information and when complete, click “submit”.
- 4) The information will be reviewed and a Customer Service Representative will register your account and contact you when your account is set up and ready for use.

You can also call Customer Service at 1-800-561-7121 to set up an online account.



### Logging into your account

- 1) To log into your Transport Account, enter your login information and press “Log in”
- 2) To log into your Courier Account, click the Courier button (red circle), then click “Log in”, a new window will open where you will enter your username and password, then click “Login”.

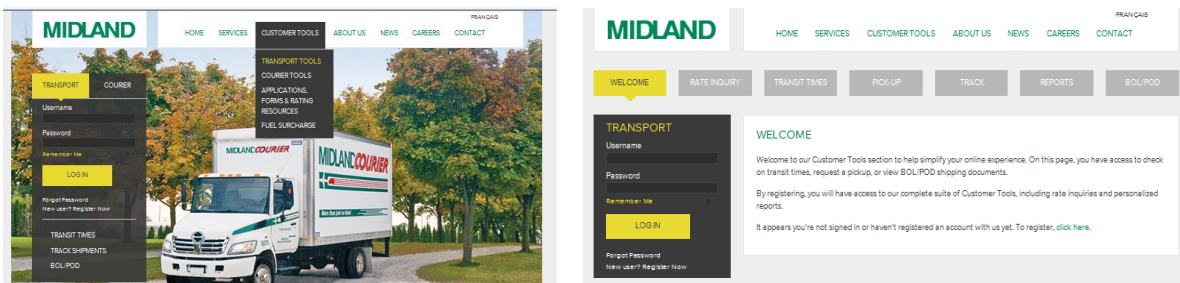
### Customer Tools

The Customer Tools tab at the top of our website is where you can find all the online self-serve options available to you. By clicking on this tab you can access, Transport Tools, Courier Tools, Applications, Forms & Rating Resources, as well as information regarding the Fuel Surcharge.

### Transport Tools

Finding a Transit Time, Scheduling a Pick-Up, Tracking a Shipment, and finding a BOL or POD can all be done without logging into your account. However, to receive Rate Inquiries and Reports, logging in is necessary.

- 1) To access Transport Tools, place cursor over “Customer Tools” and click on “Transport Tools”



- 2) Click on any of the 7 boxes across the top of the page to access that option.

## Rate Inquiry

- 1) In order to access a Rate Inquiry, you will need to be logged into your account. If you are not logged in, it will prompt you to do so.
- 2) Information on Cubing and Freight Acceptance Guidelines as well as Customer Service Contact Information can be found at the top of the page.
- 3) Fill out the Rate Inquiry form and click next.
- 4) Enter
  - Number of Pieces
  - Actual Weight
  - Total Cubit Feet
- 5) Check off any needed Value Added Services
- 6) Click “Submit Rate Request”
- 7) Your Rate will be displayed

**MIDLAND** HOME SERVICES CUSTOMERTOOLS ABOUT US NEWS CAREERS CONTACT

WELCOME **RATE INQUIRY** TRANSPORT TIMES PICK-UP TRACK REPORTS BOL/POD

**RATE INQUIRY**

Need more rates? Call:  
 Midland Transport Rates 1-877-337-2837  
 Midland Courier Rates 1-800-969-7121

If your shipment exceeds 5 full pallet positions, please call customer service for a rate. Subject to Terms and Conditions in your Midland Rate Agreement.

[Freight Acceptance Guidelines](#)  
[Midland Cubing Guidelines](#)  
[Midland Cube Process](#)

Approximate Ship Date

Service

**Ship From**  
 City   
 Province

or  
 Postal Code   
[postal code lookup](#)

**Ship To**  
 City   
 Province

or  
 Postal Code   
[postal code lookup](#)

\* City names are entry specific and may require that the name be abbreviated or entered with a dash or period. Using postal codes is an alternative and often easier method.

**MIDLAND** HOME SERVICES CUSTOMERTOOLS ABOUT US NEWS CAREERS CONTACT

WELCOME **RATE INQUIRY** TRANSPORT TIMES PICK-UP TRACK REPORTS BOL/POD

**RATE INQUIRY**

Ship From	Ship To	Service
MONCTON, NB E1E2M2	HALIFAX, NS B3H1R2	Regular

**Shipment Information**

Number of pieces (required)

Actual weight (required)  
 lbs  kg

Total cubic feet:

[Need help calculating cubic weight/feet? \(subject to cube\)](#)

**Value Added Services (See details on these services)**

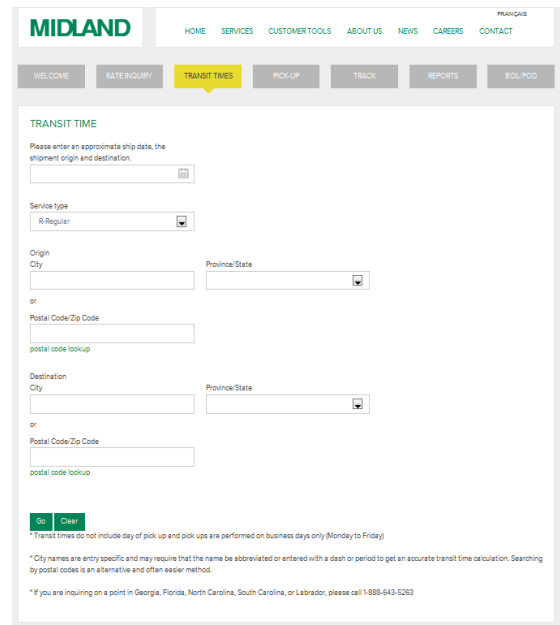
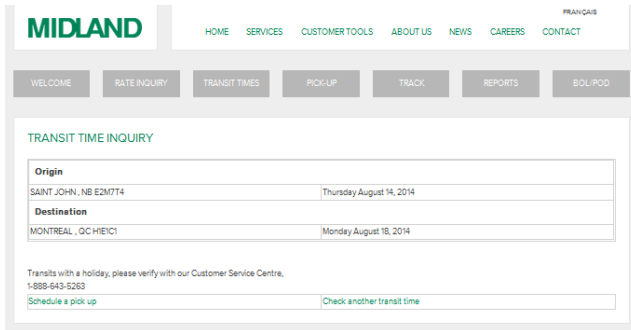
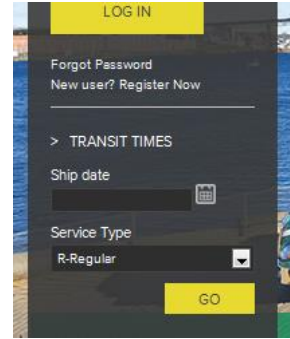
Service Appointment Notification  
 After hours pickup or delivery  
 Cash on delivery (COD)  CAD  
 \*\* Declared valuation  CAD  
 Heated service  
 Inside Pickup or Delivery  
 Hydraulic Lift Service  
 Private Residence Delivery  
 Dangerous Goods

\*\*Declared Value is for insurance purposes NOT customs information Value of goods must be shown on Bill of Lading to be valid, and is subject to Driver inspection at the time of the pick up.

## Transit Times

Transit Times can be calculated from the home screen without being logged in, as well as under the “Transit Times” page under “Transport Tools” under “Customer Tools”.

- 1) On the home page below log in information, click “Transit Times” and enter the Ship Date and click “GO”.
- 2) Depending on the Destination location, the system may ask to confirm the exact location, if there is more than one location with that name. If you know the destination postal code, you can enter this to skip that step.
- 3) Your transit time will be shown on the following screen.
- 4) For Transits with a holiday, please verify with our Customer Service Center.  
1-800-MIDLAND



### Pick-Up

To schedule a Pick-Up online, click on the Pick-Up Box under Transport Tools. (Canadian Pick-Ups Only)

- 1) Enter the phone number for the Pick-Up location and click “Go”
- 2) Enter the contact information, Pick-Up location, and Shipment Information and click Submit.
- 3) Your Pick-Up number will be emailed to you as a confirmation.

**MIDLAND** HOME SERVICES CUSTOMER TOOLS ABOUT US NEWS CAREERS CONTACT

WELCOME RATE INQUIRY TRANSIT TIMES **PICK-UP** TRACK REPORTS BOL/POD

**SCHEDULE A PICK UP**

To schedule a pick up, please enter the phone number for the pick up location and click GO to access the complete pick up form.  
 We require a minimum of 2.5 hours before the actual pick up time.  
 This is for domestic pick ups only.  
 Western Canada/US UniLine pickups must be called in to our Customer Service Centre @ 888-643-5263.

e.g. 506 8585555

CANADIAN PICK UPS ONLY

**Go** **Clear**

Phone number must be numeric

When scheduling a pick up online, you do not have to enter the destination, this information can be placed on the Bill of Lading.

**SCHEDULE A PICK UP**

Fill out the form and click the submit button.

**Contact Information**

Phone: 506 8471961 Name (required): Company Name (required):

Email Address (required):

Please include your email address so we may contact you with questions or updates related to your pickup request.

**Pickup Location**

Street Address (required):

City (required):

Province (required): NB-New Brunswick Postal Code (e.g. E1A6X4) (required):

Country: CAN Postal Code Lookup

CANADIAN PICK UPS ONLY

**Shipment Information**

Note: Certain pick up areas have cut off times. If this involves your area you will be contacted.

Requested Pickup Date: 8/8/2014 Number of Pieces (required): Total Weight (required):

Description (required):

Note: The time for the pickup needs to be the time zone of the pickup location.

Shipment ready by (required): 01:00 Business closing time (required): 01:00  
 i.e. 1:00 PM as 1300 i.e. 5:00 PM as 1700

**Additional Information**

All information relating to rate charges, invoicing and delivery instructions must be printed on the bill of lading.

**Submit** **Reset**

## Track

Under the Track Tab, you can track a shipment by Probill Number, Bill of Lading, P.O Number, Partner Probill, or Reference Number.

- 1) Check which number you will be tracking by, and enter the reference numbers below of the shipments you wish to track and press Submit.
- 2) Your Tracing Results will display on the next screen.

**MULTI TRACKING**

Track by:

Probill Number     
  Bill Of Lading     
  P.O. Number  
 Partner Probill     
  Reference Number

Reference:


You must choose a selection type.

Submit Clear

**TRACING RESULT**

PROBILL #	B/L	PARTNER PRO	ORIGIN	DESTINATION	PICKUP	STATUS	ETA

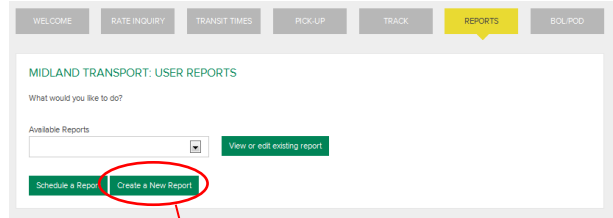
Print Page Back



## Reports

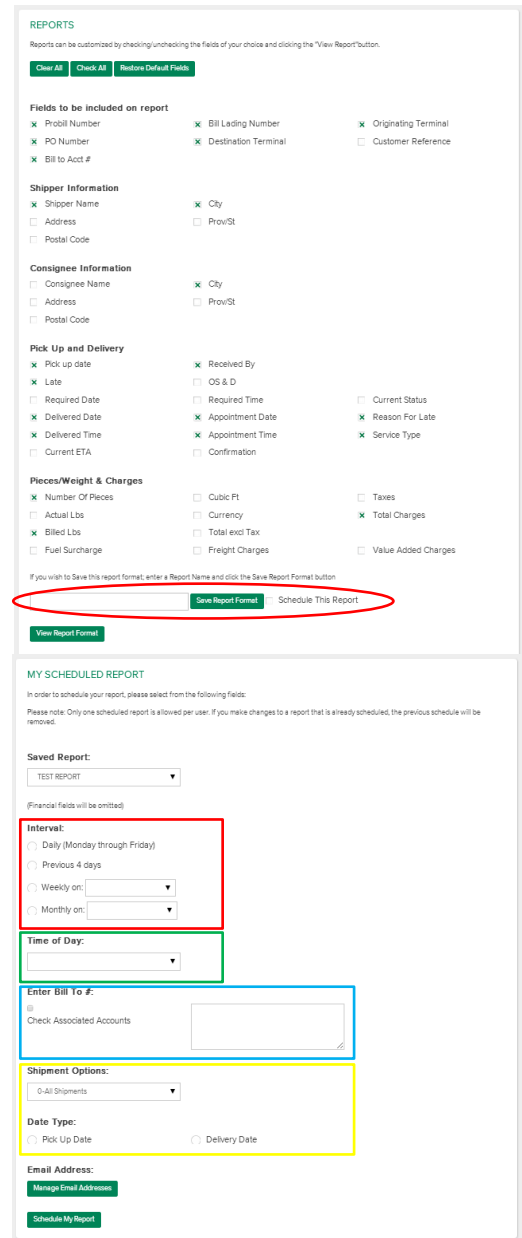
We offer customizable reports that you can build yourself

- Click “Create a New Report” to create a new report format.
- OR View Existing Report Click on the down arrow in the “available reports” box and click on a report you have already saved, then click “View or Edit existing report”.



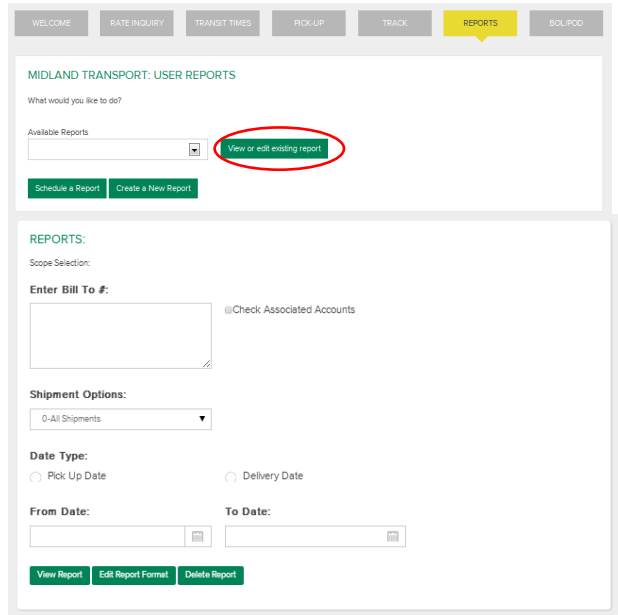
### Creating a New Report

1. Check off the boxes corresponding to the information you wish to see displayed in your report.
2. You can save the report so that you can easily run the report again in the future. You can also schedule the report to run automatically and be emailed to you.
  - a. Enter the report name in the indicated field
  - b. Check the “Schedule this Report” box if you wish to have the report sent to you automatically.
  - c. Click “Save Report Format”
3. This page is where you will indicate the:
  - a. Interval
    - i. Report Frequency
  - b. Time of Day (Green Box)
    - i. Time of Day you wish to receive the report.
  - c. Bill to # (Blue Box)
    - i. Account Numbers you want the report to pull data from
  - d. Shipment Options (Blue Box)
    - i. All Shipments, Undelivered Shipments, Delivered Shipments, Late Shipments
  - e. Date Type (Yellow Box)
    - i. By Pick Up Date of Delivery Date
4. Click on “Manage Email Addresses” and enter your email address and click “add new address”, repeat to add multiple email addresses.
5. Click Schedule my Report. You will then return to the first report screen.



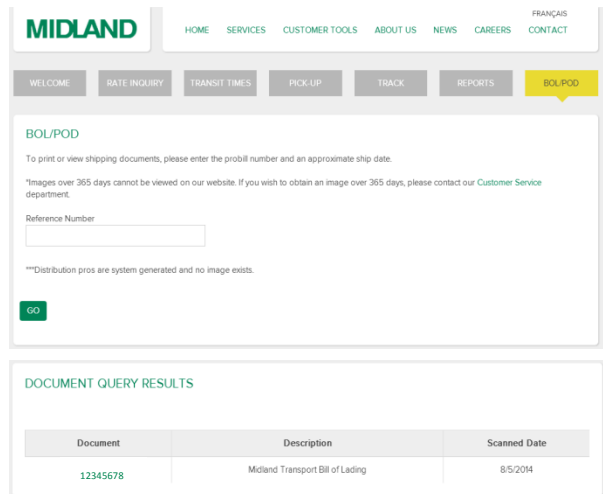
### Run a Report

- 1) Select a Report you wish to run.
- 2) Click on “View or edit existing report”
- 3) Enter the Bill to # (s), Shipment Options, Date Type, and Date.
- 4) You can click View Report” and the report will download as an excel document.
- 5) Or, you can edit report format, and add or remove fields that will be shown in the report.
- 6) Or, you can click “Delete Report” and you will be sent back to the first report Screen.



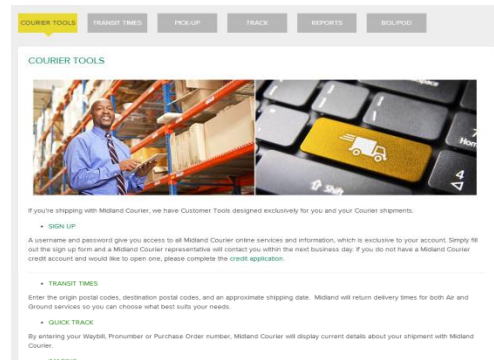
### BOL/POD

- Enter your PRO Number and click “Go”
- The documents associated with that PRO will display in the list. Click on the PRO number and the document will download as a PDF.



## Courier Tools

To access Courier Tools, place cursor over “Customer Tools” and click on “Courier Tools”



To access most courier tools you will need to log in with your log in information.

## Transit Times

- 1) Click on the “Transit Times” box at the top of the screen and a new window will open.
- 2) Enter your Ship From and Ship To postal Codes and the Ship Date and click “Submit”.
- 3) Transit Time and Service options will be displayed in list format.

### Transit Time Calculator

Postal Code:\*  [Zip Finder](#)

Postal Code:\*  [Zip Finder](#)

Ship Date:\* 08/15/14 [Select Date](#)

### Transit Time Results

Origin City: YARMOUTH  
Province: NS  
Postal Code: B5A0A1  
Service Days: M,Tu,W,Th,F

Destination City: TORONTO  
Province: ON  
Postal Code: M3B0A3  
Service Days: M,Tu,W,Th,F

Ship Date: 08/15/14

Service Type	Transit Days	Delivery Date
AIR-AIR (STANDARD)	1	08/15/14
GRD-GROUND (STANDARD)	2	08/15/14
SPP-SPEED LETTER PLUS	2	08/15/14
SPO-SPEED LETTER REGULAR	2	08/15/14

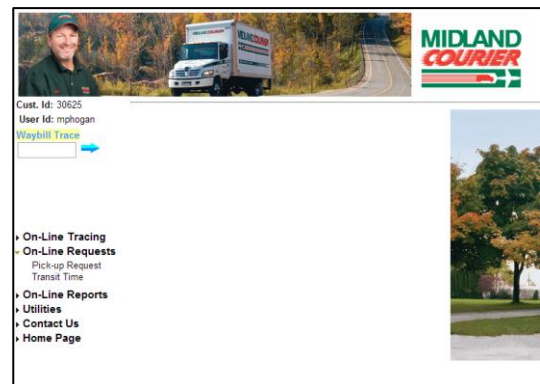
## Pick-Up

In order to schedule a pick-up you must be logged in using your courier log in.

- 1) On the left hand side of the page there is a menu.
- 2) Click on On-Line Requests to display drop down options.
- 3) Click on Pick-Up Request
- 4) Follow 5 steps to schedule a Pick-Up.

(Step by Step found on next page)

\*\*If “Pick-Up requests” are not listed under “On-Line Requests”, check to see if you are logged in. Your log in information will be in top left corner. If not, log in and try again.



Scheduling a Pick-Up – Step by Step

**\*You Must Receive A Confirmation Number Or Your Pick Up Is Not Complete\***

**Your Pickup Request has Been Saved**  
 Thank you for choosing Midland Courier  
 Your Call Back/Confirmation Number is **2390**

Track

- On the “Courier Tools” page click on “Track” and a new screen will open.
- In the new window, on the left hand side of page, click “On-Line Tracing” to display drop down options.
- You can select “Waybill/Pronumber” or “Purchase Order #” and search by the respective number.
- You can also enter your Waybill number directly into the “Waybill Trace Box”.
- Click “Begin Waybill/Pro Trace” and a new screen will open with your tracking information.

**Waybill Trace**

Waybill/Pronumber:   
 Approximate Ship Date MM/DD/YY: 08/07/14  
 Begin Waybill/Pro Trace

STATUS	LOCATION	DATE TIME
DELIVERED	GRAND FALLS	08/13/14 09:41

\* Indicates a Required Field

Waybill/Pronumber:

Approximate Ship Date MM/DD/YY: 08/07/14

Begin Waybill/Pro Trace

## Reports

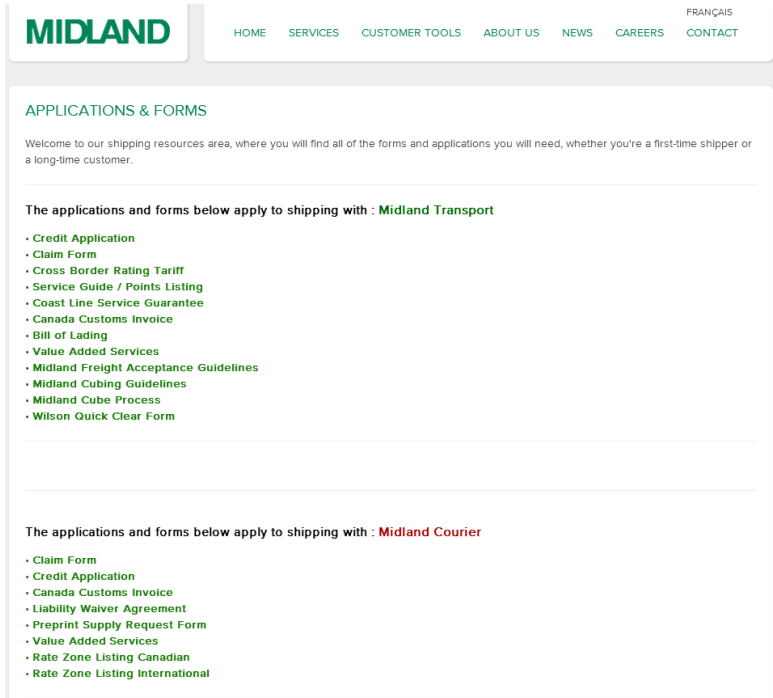
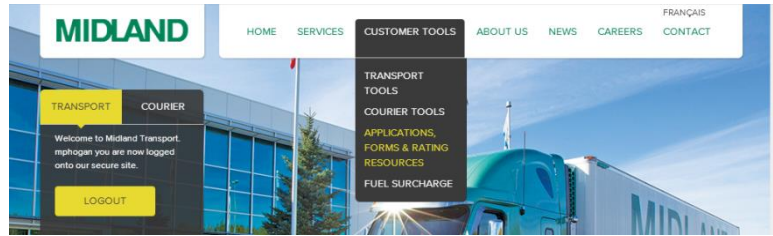
- 1) On the “Courier Tools” page click on “Reports” and a new screen will open.
- 2) Log into your account.
- 3) In the new window, on the left hand side of page, click “On-Line Reports” to display drop down options.
- 4) Click “Detailed Shipment Report
- 5) Enter information needed for report.
- 6) Click on options in available fields and then click add or remove. Fields in Selected field’s column will appear on the report.
- 7) You have the option to click “Save as New Report” and enter name of report and report will be saved in drop down list to be run again in future.
- 8) Click Run Report
- 9) The report will display in the next screen.
- 10) You can then click the “Download to Excel” button to have the report in excel.

## BOL/POD

- 1) On the “Courier Tools” page click on “Reports” and a new screen will open.
- 2) Enter your POD/BOL or Chain of Signature Number in the indicated space. Click on the box with the downward arrow and select the type of number you are entering. (ie. POD/BOL/COS)
- 3) The documents related to that number will display in a list. Click on the reference number in blue and the document will download as a PDF.

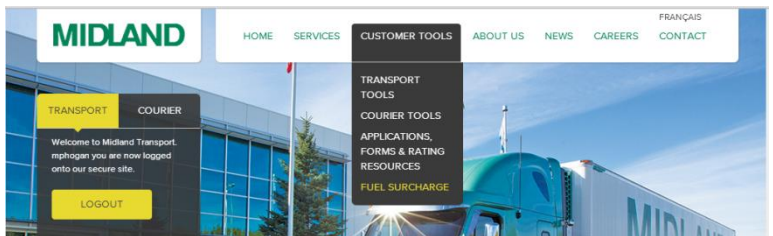
## Application & Forms

- 1) Under Customer Tools, select “Applications, Forms & Rating Resources”.
- 2) Select the form or resource you need.



## Fuel Surcharge

- 1) Under Customer Tools, select “Fuel Surcharge”.
- 2) Select the date for which you wish to see the surcharge information and click submit.
- 3) The information will display.



MIDLAND TRANSPORT & COURIER FUEL SURCHARGE

Please enter an inquiry date.

Date

FUEL SURCHARGE INFORMATION

Effective Date	LTL/GRD Percent	TL/AIR Percent
8/11/2014	24.5%	38.5%

The fuel surcharge amount shown indicates the applicable level based on the shipment date.