Instructions for
Customer Document Retrieval
Using
Transport America’s Website
Transport America electronically stores our Customers’ shipment documents. Customers can obtain these documents using a company assigned User Name and Password on our Internet Site.

1. Go to Transport America’s Web site. ([www.transportamerica.com](http://www.transportamerica.com))
2. Click Customer Login Button
3. Enter User Name and Password (case sensitive) and Click Log In button.
   a. If you need a User Name and Password, complete the Account Login Request with your User information and Click Submit Account Request.

5. The Document Retrieval Screen is displayed showing search criteria.

- **Company Code** defaults to ALL. Click Drop Down Arrow to view the Customer Code(s) or Freight Point Codes assigned to the specific User Name and Password.

- **Only ONE of the following fields is required for a search:**
  
  **Pickup Date From/To** are the dates the trip started. The Dates are required fields and need to be entered in the format shown.

  **Customer Reference #** is the number given to Transport America by the Customer. Because Transport America may receive many different Customer Reference numbers for one trip, this is not the easiest search field.

  **TA #** is the seven-digit number Transport America assigns to the Customer’s trip.

  - When searching using the Customer Reference or TA #, the exact format of the number entered must be known. For Example: Transport America may enter in Customer reference number - 000567, as 567.

  **Origin State** is the state in which the trip started.

6. Select Customer Code and enter Pickup Date From and To, Customer Reference #, TA # or Origin State. Click Search.
7. Information is displayed based on search criteria. If a large number of trips are retrieved, additional pages will be indicated at the lower left hand corner. Click on number to see additional pages.

<table>
<thead>
<tr>
<th>TA #</th>
<th>Customer ID</th>
<th>Start Date</th>
<th>End Date</th>
<th>Origin</th>
<th>Destination</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2302989</td>
<td></td>
<td>01/02/04</td>
<td>01/02/04</td>
<td>CHICAGO, IL/</td>
<td>MONROE, MI/</td>
<td>499192</td>
</tr>
</tbody>
</table>

8. To retrieve trip documents, click the Trip Number under the TA# column.

<table>
<thead>
<tr>
<th>TA #</th>
<th>Customer ID</th>
<th>Start Date</th>
<th>End Date</th>
<th>Origin</th>
<th>Destination</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2300251</td>
<td></td>
<td>01/02/04</td>
<td>01/02/04</td>
<td>CHICAGO, IL/</td>
<td>MONROE, MI/</td>
<td>500222</td>
</tr>
<tr>
<td>2304656</td>
<td></td>
<td>01/05/04</td>
<td>01/06/04</td>
<td>MEMPHIS, TN/</td>
<td>HILLSIDE, IL/</td>
<td>503350</td>
</tr>
</tbody>
</table>

9. To open a document, click **Open TIFF**.
- Transport America doctypes a Proof of Delivery as a Bill of Lading. Click on the Bill of Lading TIFF to find your company’s proof of deliver.

10. The selected document opens using your Company’s viewer software.

If documents can’t be opened or open in an unreadable format:
Our recommendation is to call your Company’s Help Desk to determine if you have access to a viewer application to open and print documents.

If you require a viewer application, TA’s Website provides two viewer links for your convenience. They are QuickTime and Alterna TIFF.

For additional assistance – Contact your Customer Service Manager at 1-800-328-3927