

## SHIPMENT NOTIFICATION

### Overview

Use the Shipment Notifications tool on LTL.XPO.com to:

- Create a new notification by location
- Create a new notification by PRO/reference number
- Update or Delete an existing notification

### Create a New Shipment Notification by Location

1. From the LTL.xpo.com logon page, sign in using your registered user login credentials.
2. From the LTL.xpo.com home page, click **Manage It**, and then select **Shipment Notifications** from the list.

The screenshot displays the XPO Logistics LTL.xpo.com home page. At the top, the XPO Logistics logo is on the left, and navigation links for 'Log In', 'Ship It', 'Manage It', and 'Support' are on the right. The 'Manage It' dropdown menu is open, showing a list of options: Tracking, Shipment Notifications, Manifest Reports, Summary Reports, Freight Bill Copy/Invoice, Claims Filing, Claims Tracking, Accounts Payable, Proof of Delivery, On-time Guarantee Refund, Tracking, and Claims Filing. The 'Shipment Notifications' option is highlighted with an orange box. Below the navigation, a banner reads 'What do you want to do today?' with a search bar for 'Search By PRO Number' and a 'GO' button. Below the search bar, there are four main action buttons: 'TRACK SHIPMENT', 'GET RATE QUOTE', 'CREATE PICKUP REQUEST', and 'SET UP BILL OF LADING'. At the bottom, there are links for 'Terms of Use', 'Company Store', 'Privacy Policy', 'Safe Harbor', 'Register', and 'Employee Login', along with a copyright notice for 2017 XPO Logistics, Inc.

**SHIPMENT NOTIFICATION, Continued**

3. On the **Shipment Notifications** page, click [...by Location](#).

Shipment Notifications Main | ...by PRO/Reference Nbr. | ...by Location

### Shipment Notifications

Sign-up to receive your shipment's status via e-mail. Below are descriptions for the types of sign-ups that are available. Click on the button to go to the sign-up page you want.

**PRO and/or other reference number**  
Sign-up to receive e-mail for your specific shipment's status. This is ideal for tracking a **specific critical shipment**.  
[Sign-up](#) [View your current requests](#)

**Location**  
Sign-up to receive e-mail for shipments' statuses for your location(s). This one-time sign-up is ideal for tracking **all shipments** for your location.  
[Sign-up](#) [View your current requests](#)

You can also create a new request by clicking [Sign-Up](#).

4. Under **Tracking Sign-up by Location - List**, click [CREATE NEW REQUEST](#).

- If you clicked [Sign-Up](#) from the previous screen, skip to Step 5.
- [MODIFY SELECTED](#) and [DELETE SELECTED](#) buttons only display if there is an existing request in the **Tracking Sign-up by Location - List**. There is one request in this example, but you may have more depending on your account. Use these options to modify or delete a selected request.

Shipment Notifications Main | ...by PRO/Reference Nbr. | ...by Location

### Tracking Sign-up by Location - List

You have signed up for 1 request. Click 'Create new request' to create a new tracking request or select a tracking request you wish to modify or save as an additional request. Page 1 of 1

Select	Location	Shipments to Include	Events ?	E-mail ?
<input type="checkbox"/>	Road Systems Inc 2001 Benton St Searcy, AR Acct: <a href="#">ROAXLLR000</a> (Acct Nbr: 883885)	Outbound shipments that are Prepaid or Collect	Delays	Detail format to be sent to <a href="mailto:ltlwebsupport@xpo.com">ltlwebsupport@xpo.com</a> as HTML

[CREATE NEW REQUEST](#) | [MODIFY SELECTED](#) | [DELETE SELECTED](#)

5. Select the shipment account and role you want to use for your Shipment Notification.

**Location**

**Step 1: Select the account and shipment role.**

Show the shipments where I am the  Shipper  Consignee  Bill-To/Third

Select a location:

- [Road Systems Inc, PO Box 9128, Searcy, AR \(B\)](#)
- [Road Systems Inc, 2001 Benton St, Searcy, AR \(P\)](#)

Choose **Shipper** if you're sending the shipment, or **Consignee** if you're receiving the shipment.

If you are shipping or receiving the shipment, select the account notated with a **(P)** for Pickup and Delivery. If you are a third-party payer, select the account notated with a **(B)** for Bill-to.

**Note:**  
(P) = Pickup/Delivery  
(B) = Bill-To  
(C) = Corporate  
+ = Expand list  
- = Collapse list  
[Change sort order preference](#)

**SHIPMENT NOTIFICATION, Continued**

6. On the **Events & Report** page, select the **Events** and **Report** type to be included in your notification, and then click **CONTINUE**.

**Events & Report**

**Step 2:** Select the event group and report type. To view the events in the groups or create a customized group, click 'Create/View Custom'. To further narrow down the shipments, check the type of shipments you only want to be included in your notification. If shipment types are not selected, you will receive notification for all types.

**Events**

- Delays
- Pickup/Delivery
- Movements
- All Statuses

**CREATE/VIEW CUSTOM**

**Report**

**Detail**

**Summary**

[View Examples](#)

**Limit to specific shipments**  
(Check to include only these; otherwise, all shipments will be included)

**By shipment indicator**

**Guaranteed**

**Freezeable**

**HazMat**

**COD**

**By payment type**

**Prepaid**

**Collect**

**By border crossing**

**U.S. to Canada**

**Canada to U.S.**

**CONTINUE**

**CLEAR PAGE**

**START OVER**

Our new Dynamic Shipment Management system can automatically notify you of potential shipments. Just select 'delay' (at left) as one of the events you wish to be notified of.

Select any of the checkboxes if you want the shipment notification to include **Guaranteed, HazMat, or other specific indicators.**

To create a customized event group, click **Create/View Custom.**

**Create/View a Customized Group**

Tracking Sign-up - Events - Modify

Select a standard event group on the sign-up page or create your own customized event group.

Event	Delays	Pickup/ Delivery	Movements	All Statuses
<input type="checkbox"/> Picked up		✓	✓	✓
<input type="checkbox"/> En route to interim				✓
<input type="checkbox"/> Arrived at interim				✓
<input type="checkbox"/> Delayed en route to interim				✓
<input type="checkbox"/> En route to destination			✓	✓
<input type="checkbox"/> Arrived at destination			✓	✓
<input type="checkbox"/> Delayed en route to destination	✓	✓	✓	✓
<input type="checkbox"/> Out for delivery			✓	✓
<input type="checkbox"/> Delivery has not yet been attempted				
Includes the following:				
<input type="checkbox"/> Consolidating shipments per consignee				✓
<input type="checkbox"/> Returned to dock, no attempt to deliver				✓
<input type="checkbox"/> Holding on dock for cartage carrier at destination				✓
<input type="checkbox"/> Holding on dock for Customs clearance at destination				✓
<input type="checkbox"/> Appointment required at destination				✓
<input type="checkbox"/> All short				✓
Includes the following:				
<input type="checkbox"/> Undeliverable				✓
<input type="checkbox"/> Attempted delivery				✓
<input type="checkbox"/> Refused delivery				✓
<input type="checkbox"/> Delivered		✓	✓	✓
<input type="checkbox"/> Delivery Receipt Image available				✓
<input type="checkbox"/> BOL Image available				✓

For a new group, select the event(s) from above, enter a group name, then click 'Add'. To modify an existing group, select it from the list and click 'View', then select the event(s) from the list above, and click 'Save'.

Your list: A IMAGE **VIEW** Group Name:  **DELETE SELECTED** **CLEAR PAGE** **SAVE** **ADD**

**RETURN**

Select the **Event(s)**, enter a **Group Name** then click **ADD**.

LTL.xpo.com Instructions

**SHIPMENT NOTIFICATION, Continued**

7. On the **E-mail Options** page, enter the email addresses you want to send the notification to by typing it in the email fields or select one from your address book in the drop-down and then click **CONTINUE**.

**E-mail Options**

**Step 3:** Select the e-mail address(es), format, and indicate if charges should be shown, (charges will only be displayed if you are the debtor/payer).

Send it to me	Send as		
<input checked="" type="checkbox"/> Itlwebsupport@xpo.com <a href="#">Click here to change your e-mail</a>	HTML ▾		
Send to your contact or other e-mail address	Optional Comments	Send as	Show Charges?
Not selected ▾ or doe.john@xpo.com	<input type="text"/>	HTML ▾	<input checked="" type="radio"/> Yes <input type="radio"/> No
Not selected ▾ or <input type="text"/>	<input type="text"/>	HTML ▾	<input checked="" type="radio"/> Yes <input type="radio"/> No

CONTINUE
CLEAR PAGE
START OVER

Indicate if charges should be shown. Charges will only be displayed if you are the debtor/payer.

8. The Shipment Notification is confirmed and "successfully saved." Click Shipment Notifications Main to start another Shipment Notification.

Shipment Notifications Main
...by PRO/Reference Nbr.
...by Location

Tracking Sign-up by Location - Confirmation

Your tracking sign-up request has been successfully saved.

Account	Shipments to Include	Events	E-mail
Road Systems Inc 2001 Benton St Searcy AR (Acct Nbr: 883885)	Outbound shipments that are Prepaid or Collect	Delays	Detail format to be sent to Itlwebsupport@xpo.com as HTML

CREATE NEW REQUEST
VIEW ALL CURRENT REQUESTS

Start another Shipment Notification of the same kind, or view all current requests.

LTL.xpo.com Instructions

**SHIPMENT NOTIFICATION, Continued**

**Create a New Shipment Notification by PRO/Reference Number**

1. On the **Shipment Notifications** page, click ...by PRO/Reference Nbr..

Shipment Notifications Main
...by PRO/Reference Nbr.
...by Location

### Shipment Notifications

Sign-up to receive your shipment's status via e-mail. Below are descriptions for the types of sign-ups that are available. Click on the button to go to the sign-up page you want.

**PRO and/or other reference number**

Sign-up to receive e-mail for your specific shipment's status. This is ideal for tracking a **specific critical shipment**.

[Sign-up](#) [View your current requests](#)

You can also create a new request by clicking [Sign-Up](#).

... for your location(s). This one-time sign-up is ideal for tracking **all shipments** for

2. Under **Tracking Sign-up by Reference Number - List**, click CREATE NEW REQUEST.

- If you clicked [Sign-Up](#) from the previous screen, skip to Step 3.
- The MODIFY SELECTED and DELETE SELECTED buttons only display if there is an existing request in the **Tracking Sign-up by Reference Number - List**. There are two request in this example, but you may have more depending on your account. Use these options to modify or delete a selected request.

Shipment Notifications Main
...by PRO/Reference Nbr.
...by Location

### Tracking Sign-up by Reference Number - List

You have signed up for 2 requests. Click 'Create new request' to create a new tracking request or select a tracking request you wish to modify or save as an additional request. Page 1 of 1

Select	Reference Number	Events ?	E-mail ?
<input type="checkbox"/>	PRO: 370165714	All Statuses	Detail format to be sent to jared.howard@xpo.com as HTML
<input type="checkbox"/>	PRO: 527555674	All Statuses	Detail format to be sent to jared.howard@xpo.com as HTML

CREATE NEW REQUEST
MODIFY SELECTED
DELETE SELECTED

3. Under **Reference Number** for **Step 1**: Enter any combination of your PRO numbers, BOL, PO, or other reference numbers.

**Reference Number**

**Step 1:** Enter any combination of your PRO numbers, BOL, PO, or other reference numbers.

**PRO Numbers**


**Reference Numbers**


**SHIPMENT NOTIFICATION, Continued**

4. Under **Events & Report**, select the **Events** and **Report** type to be included in your notification, and then click **CONTINUE**.

**Events & Report**

**Step 2:** Select the event group and report type. To view the events in the groups or create a customized group, click 'Create/View Custom'.

**Events**

- Delays
- Pickup/Delivery
- Movements
- All Statuses

**CREATE/VIEW CUSTOM**

**Report**

- Detail
- Summary

View Examples

Our new Dynamic Shipment Management system can automatically notify you of potentially delayed shipments. Just select 'delay' (at left) as one of the events you wish to be notified of.

To create a customized event group, click **CREATE/VIEW CUSTOM**.

5. Under **E-mail Options**, enter the email addresses you want to send the notification by typing it in the email fields or selecting one from your address book in the drop-down and then click **SAVE**.

**E-mail Options**

**Step 3:** Select the e-mail address(es), format, and indicate if charges should be shown, (charges will only be displayed if you are the debtor/payer).

**Send it to me**

Itlwebsupport@xpo.com [Click here](#) to change your e-mail

**Send as**

HTML ▼

**Send to your contact or other e-mail address**

Not selected ▼ or

Not selected ▼ or

**Optional Comments**

**Send as**

HTML ▼

**Show Charges?**

Yes  No

**SAVE**    **CLEAR PAGE**    **VIEW ALL CURRENT REQUESTS**

Indicate if charges should be shown. Charges will only be displayed if you are the debtor/payer.

6. The Shipment Notification is confirmed and "successfully saved".

Shipment Notifications Main
...by PRO/Reference Nbr.
...by Location

Tracking Sign-up by Reference Number - Confirmation

Your tracking sign-up request has been successfully saved.

Reference Numbers	Events	E-mail
PRO: 463957885	Delays	Summary format to be sent to Itlwebsupport@xpo.com as HTML

**CREATE NEW REQUEST**    **VIEW ALL CURRENT REQUESTS**