

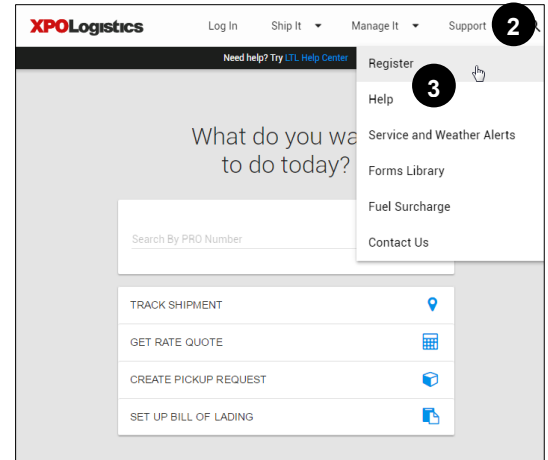
CUSTOMER REGISTRATION ON LTL.XPO.COM

Overview

Use this quick sheet to walk customers through the registration process if they need help.

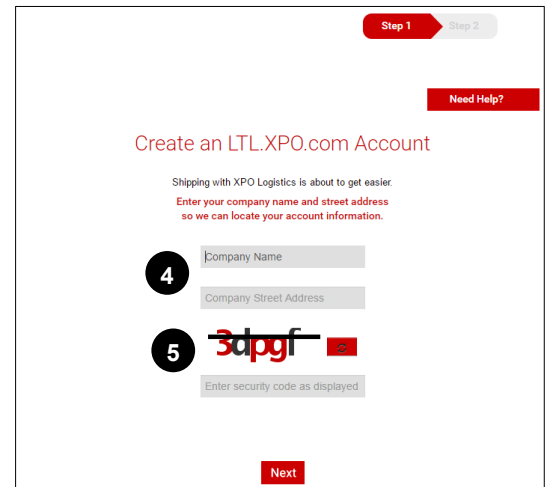
Start the Registration Process

1. Go to <https://ltl.xpo.com>.
2. At the top of the home page, click **Support** list
3. Click **Register**.



4. Enter your **Company Name** and **Company Street Address**.
5. Enter the security code shown onscreen.

Note: Entering displayed characters in the security code box protects our website against harmful bots. This security program (called Captcha) generates distorted text that humans can read, but computer programs cannot. If users cannot decipher the displayed characters, they should click to generate a new set of characters.



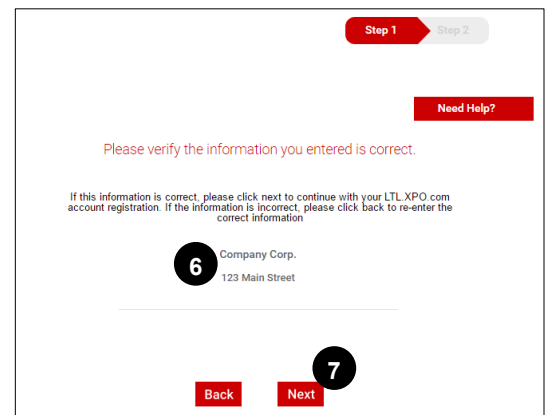
6. Verify the information you entered is correct.

Note: If you mis-entered information, click **Back** to correct it.

7. Click **Next**.

The customer will see one of two screens:

- *We were unable to match an account to the information you provided.*
 - Go to **When System is Unable to Match Account** on page 2.
- *Create your LTL.xpo.com account credentials.*
 - Go to **Create LTL.xpo.com Credentials** on page 2.

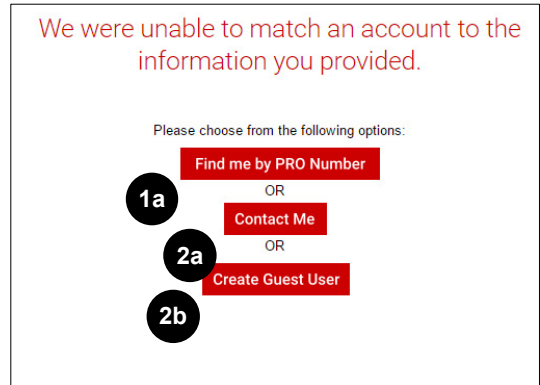


CUSTOMER REGISTRATION ON LTL.XPO.COM, continued

When System is Unable to Match Account

1. If the customer has PRO number that was used with XPO LTL, they should:
 - a. Click the **Find me by PRO Number** button.
 - b. Go to **Use a PRO Number to Locate Account** on page 3.
2. If the customer does *not* have a PRO number that was used with XPO LTL, they should:
 - a. Click the **Contact Me** button, complete all the fields on the page, and then click **Next** to be contacted by a Customer Care Specialist within 24 hours.
 - b. OR, click **Create Guest User** to create a registration account.

Note: Accounts created as Guest Users will *not* have pricing attached to them. Contact Web Support for additional assistance.



Create LTL.xpo.com Credentials

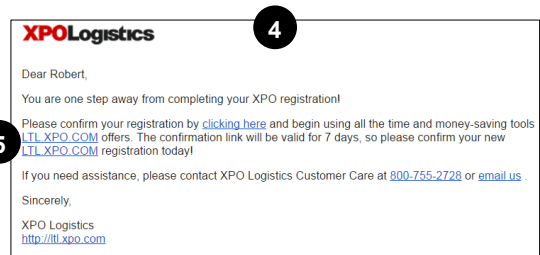
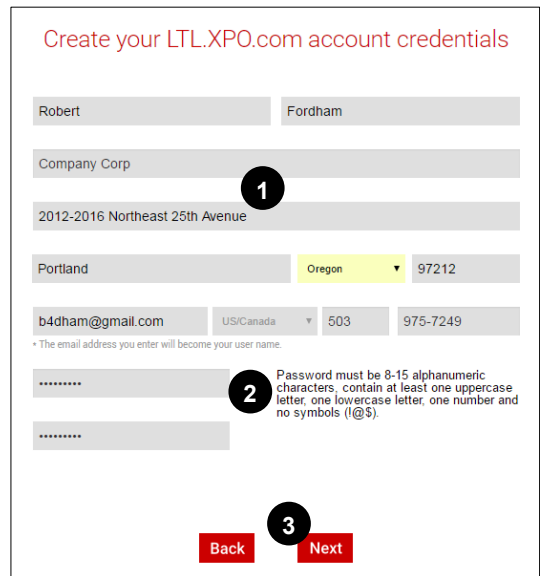
1. Enter your name, email address, location, and phone number.

Note: Your email address will be your user name for the site.

2. Create a password, following the requirements to the right of the **Password** field.
3. Click **Next** to go to the confirmation page.
4. Locate your registration confirmation message from your email inbox.

Note: If you do not receive an email, send an email to LTLinfo@xpo.com, or call Customer Care at (800)755-2728.

5. Click the link in the email to access the site.



CUSTOMER REGISTRATION ON LTL.XPO.COM, continued

6. Log on to the site using the email address and password you used when registering.

7. Start using all of the web tools!

Use a PRO Number to Locate Account

1. Enter the PRO number in the **Enter a PRO Number** field.
2. Click **Next**.

Note: When the user clicks **Next**, the registration application tries to match this PRO number to a current customer location in our system.

3. Select the location (Shipper, Consignee, or Third-Party) that should be associated with the account.
 - If no location was matched to the PRO, enter your contact information for a Customer Care Specialist to contact you; then, click **Next**.