SHIPMENT NOTIFICATION

Overview
Use the Shipment Notification tool on LTL.xpo.com to:

- Track individual shipments by PRO number or any reference number.
- Track shipments by pickup location, delivery location, or both.

Access the Shipment Notifications Tools
1. Go to LTL.xpo.com, and log in.
2. At the top of the page, click Manage It > Shipment Notifications.

Create a New Notification for an Individual Shipment
1. From the Shipments Notifications page, click + New Notification.
2. Under Recipients, enter up to three email addresses.
   Note: The first email defaults to Shipment Notification user’s address.
3. (Optional) Enter a comment relevant for each address.
4. Under Notification Type:
   a. Select Shipment if not already selected.
   b. Select Reference Number or XPO PRO.
      - If you selected Reference Number, type a number in the BOL, PO, or other field.
      - If you selected XPO PRO, type a PRO number in the blank field.
5. Under **Event Statuses**, select **Pickup/Delivery** or **All Statuses**.

   **Tip**: Clicking **All Statuses** displays a longer list of event statuses. Using this option also allows you to receive notifications when a delivery has *not yet been attempted*.

6. Check the statuses you want email notifications for.

   **Tip**: You can select statuses individually, use the **Select All** option, or use the **Select All** and then deselect any statuses you don’t want.

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Event Statuses
Select the shipment statuses you want to receive in the notifications

- Pickup/Delivery
- All Statuses
- Select All

- Picked up
- En route to interim
- Arrived at interim
- Delayed en route to interim
- En route to destination
- Arrived at destination
- Delayed en route to destination
- Out for delivery
- Delivered
- Delivery Receipt Image available
- BOL Image available
- Delivery was attempted
- Undeliverable
- Awaiting unloading at consignee
- Attempted delivery
- Delivered part short
- Refused delivery
- Refused for damage
- Delivery has not yet been attempted
- Consolodating shipments per consignee
- Holding on dock for Customs clearance at destination
- Returned to dock, no attempt to deliver
- Appointment required at destination
- Holding on dock for cartage carrier at destination
- All short
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7. Click **Create Notification**.
SHIPMENT NOTIFICATION, CONTINUED

Create a New Notification for a Location

Note: Rather than creating shipment notifications for locations, many users prefer to create reports using the XPO Manifest Report tool. Go to Manage It > Manifest Reports to access this tool.

1. From the Shipments Notifications page, click + New Notification.

2. Under Recipients, type up to three email addresses. If desired, enter comments for some or all addresses.
   
   Note: The first email defaults to Shipment Notification user’s address.

3. Under Notification Type, select Location.
   
4. In the Select location window:
   
   a. Click on the location you want. You may need to scroll down to see all the locations for your account.
   
   Note: Selected location is yellow-highlighted.

   b. Click Use This Location.
   
   Note: Selecting a Bill-To location will send notifications for all locations for which the selected Bill-To pays charges. Selecting a Corporate location will send notifications for all P&D locations and Bill-to locations under that corporate hierarchy (This is based on options selected under Send notifications for:. See next step).

5. Under Send notifications for:, select Inbound shipments, Outbound shipments, or both.

6. Under Event Statuses, select Pickup/Delivery or All Statuses.
   
   Note: See steps 4-5 on the previous page.

7. Click Create Notification.
SHIPMENT NOTIFICATION, CONTINUED

Review, Delete, or Edit Your Existing Notifications

Once you have created shipment notifications, you will see them listed. Notifications created for individual shipments display on the Shipments tab. Notifications created for locations display on the Location tab. Review lists to see at a glance:

- **PRO, reference number,** or **location** for which each notification was created.
- **Recipients** to whom the emails are sent (if there is more than one recipient, you can see all of them when viewing the notification in the edit page).
- **Statuses** for which you selected to be notified.
- **Type of shipments to include** (inbound, outbound, bill to, or any combination of the three) for which notifications are sent. *This is shown for location notifications only.*

![Shipments Notifications Table]

- Click the icon to delete a notification.
- Click the icon to edit a notification.