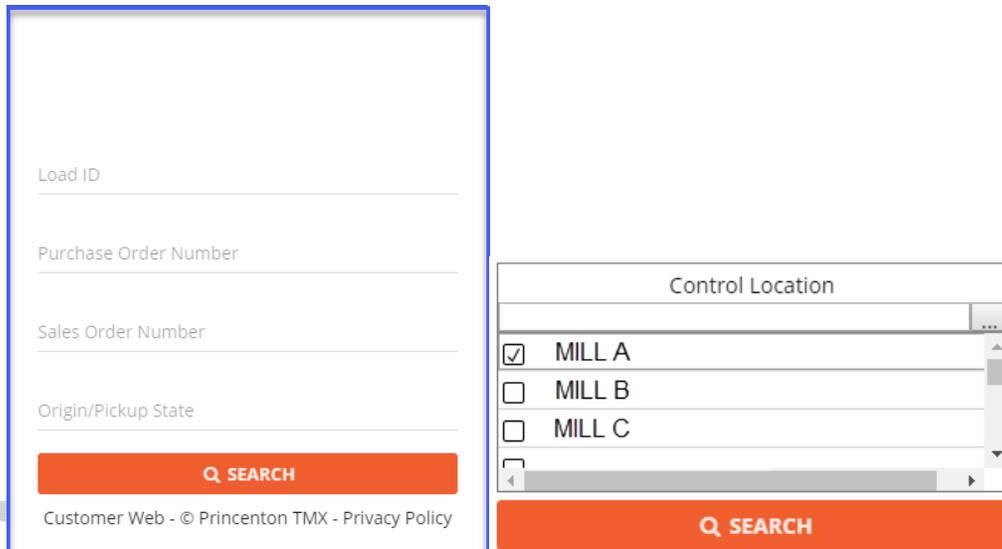


# Customer Web User Guide

 **Important:** Only Collect loads will have the ability to have appointments scheduled through the Customer Web.

## Schedule a Pickup Appointment

1. Enter the address <https://srpn.tmx.princetontmx.com/#/customer-web> into your internet browser.
2. If required, enter a Load ID, Purchase Order Number or Sales Order Number.
3. If required, enter the State of the Origin Pickup.
4. If required, click the checkbox to select the Control Location/Mill where you are picking up.



Load ID

Purchase Order Number

Sales Order Number

Origin/Pickup State

Q SEARCH

Control Location

MILL A

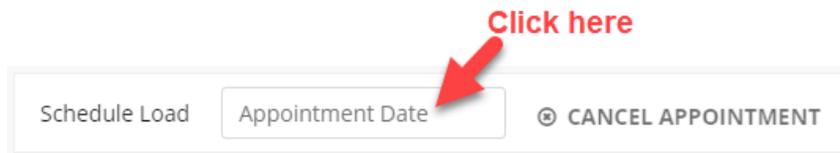
MILL B

MILL C

Q SEARCH

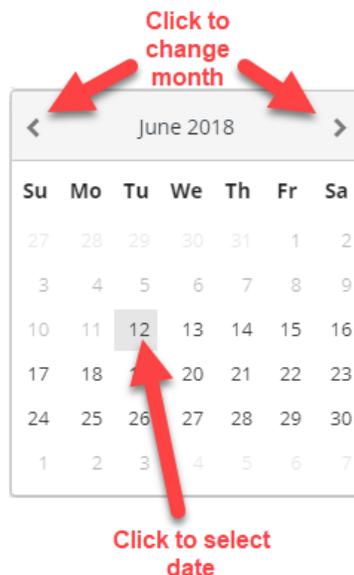
Customer Web - © Princeton TMX - Privacy Policy

5. Click **Search**. If the load is found, the load details page will now be displayed.
6. Click into the Appointment Date field and then click to select the appointment date.



Schedule Load Appointment Date CANCEL APPOINTMENT

Click here



Click to change month

June 2018

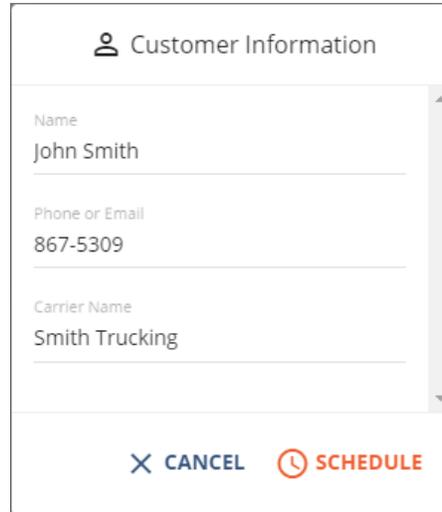
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Click to select date

7. After selecting the date, you will see all of the appointment slots that are available for the selected date.

9:30 AM - 9:45 AM 9:45 AM - 10:00 AM 10:00 AM - 10:15 AM 10:15 AM - 10:30 AM 10:30 AM - 10:45 AM 10:45 AM - 11:00 AM

8. Click to select the time slot for your appointment. You will be prompted to enter your name, phone # or email address, and your carrier's name.



A screenshot of a 'Customer Information' form. The form has a title 'Customer Information' with a person icon. It contains three input fields: 'Name' with the value 'John Smith', 'Phone or Email' with the value '867-5309', and 'Carrier Name' with the value 'Smith Trucking'. At the bottom of the form are two buttons: 'CANCEL' with a blue 'X' icon and 'SCHEDULE' with a red clock icon.

9. Enter the requested information and click **Schedule**.

10. When your appointment has been successfully scheduled you will see a green bar above the load number and your appointment will be highlighted in light blue.



Princeton TMX

Load: 29095352

9:30 AM - 9:45 AM 9:45 AM - 10:00 AM 10:00 AM - 10:15 AM 10:15 AM - 10:30 AM

11. When you are finished scheduling your pickup appointment, click **Done** in the upper right corner of the page.

⊗ DONE