

Online Tools for Customers

User's Guide



Barr-Nunn Transportation

Last Updated 6/14/2017

**Barr-Nunn Transportation
Online Tools for Customers**

Introduction.....	3
Accessing Online Tools.....	3
Load Tracking	6
Working with Multiple Results	7
Viewing and Understanding the Load Detail	8
Mapping Your Load.....	10
Requesting an Account	11
Logging In to use Secure Online Tools.....	12
Updating Account Information.....	14
Proof of Delivery Documents Online.....	15
Results Screen	16
Submitting your Request.....	16

Introduction

Barr-Nunn Transportation is pleased to offer Load Tracking and Proof of Delivery document retrieval (i.e., signed Bills of Lading) to our customers. Having this service gives our customers access to information about their freight 24 hours a day, 7 days a week from virtually anywhere in the world. Please note that by using these services, you agree to the Terms and Conditions of use that are defined on the web site itself. Use of the Online Tools is restricted to Barr-Nunn customers, employees, and contractors. No login is required for Load Tracking, but you must request an account and login in order to retrieve Proof of Delivery documents.

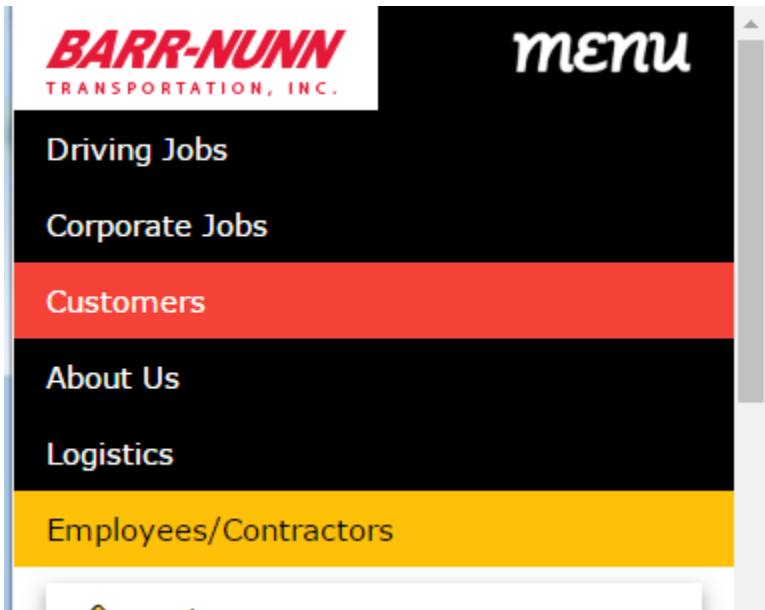
Accessing Online Tools

To access the Online Tools for Customers, visit <http://www.barr-nunn.com>. Scroll down the home page, and click or tap on the “Load Tracking” button or the “Proof of Delivery” button. Alternatively, you can access the “Customers” page from the Menu, and then access the tools by clicking the appropriate button. Your view will look differently, depending on the size of the screen on the device you are using. For example, a smart phone screen looks different than a large screen on a desktop computer.

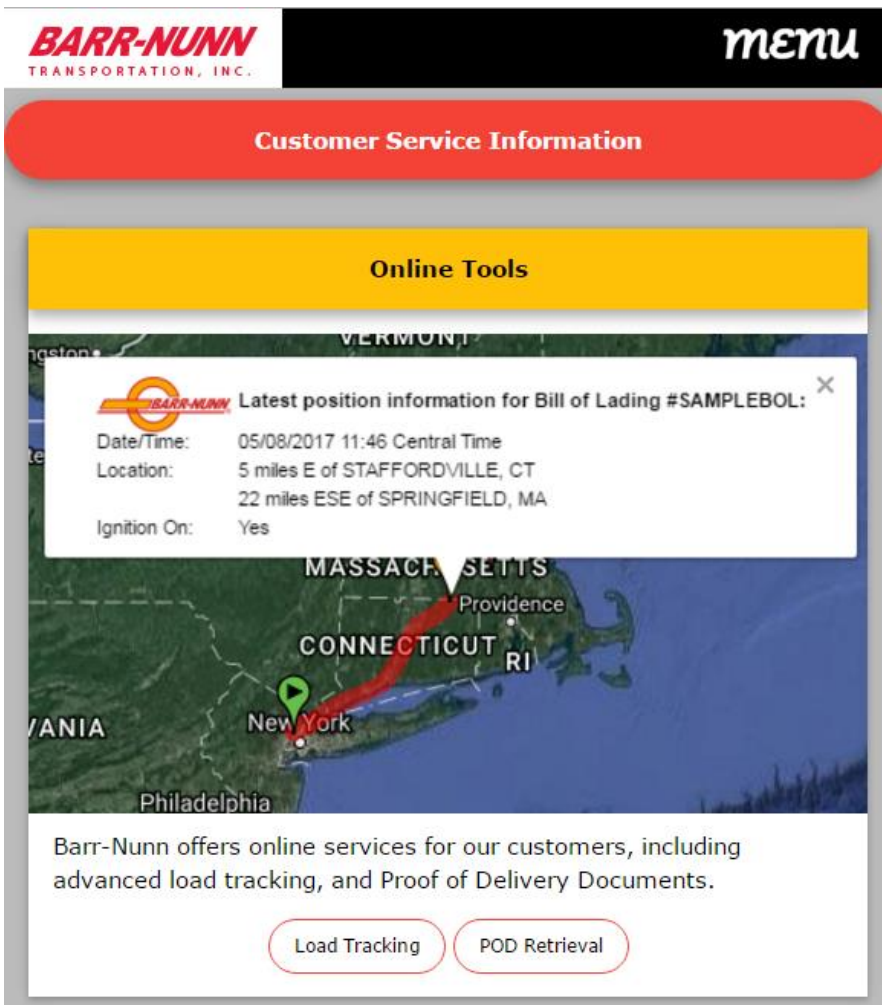
Desktop View

The screenshot displays the desktop version of the Barr-Nunn Transportation website. At the top, a navigation bar includes the company logo on the left and menu items: "Driving Jobs", "Corporate Jobs", "Customers", "About Us", "Logistics", and "Employees/Contractors" (highlighted in yellow). Below the navigation is a large banner for "CUSTOMER SERVICE" featuring a white semi-truck. Two red buttons are overlaid on the banner: "Load Tracking" and "Proof of Delivery". A yellow bar at the bottom of the banner reads "Award-Winning Customer Service". Below this bar is a row of various award plaques and certificates.

Mobile View - Menu Access



Mobile View - Customer Page Access



Online Tools for Customers



Barr-Nunn is pleased to provide online tools to Barr-Nunn customers. By using this web site, you agree to our [Terms of Use](#). This portion of our web site is for use by Barr-Nunn customers and their authorized employees only.

Need help? [Download the Online Customer Tools User's Guide!](#)

Online Tools

▶ [Load Tracking](#)

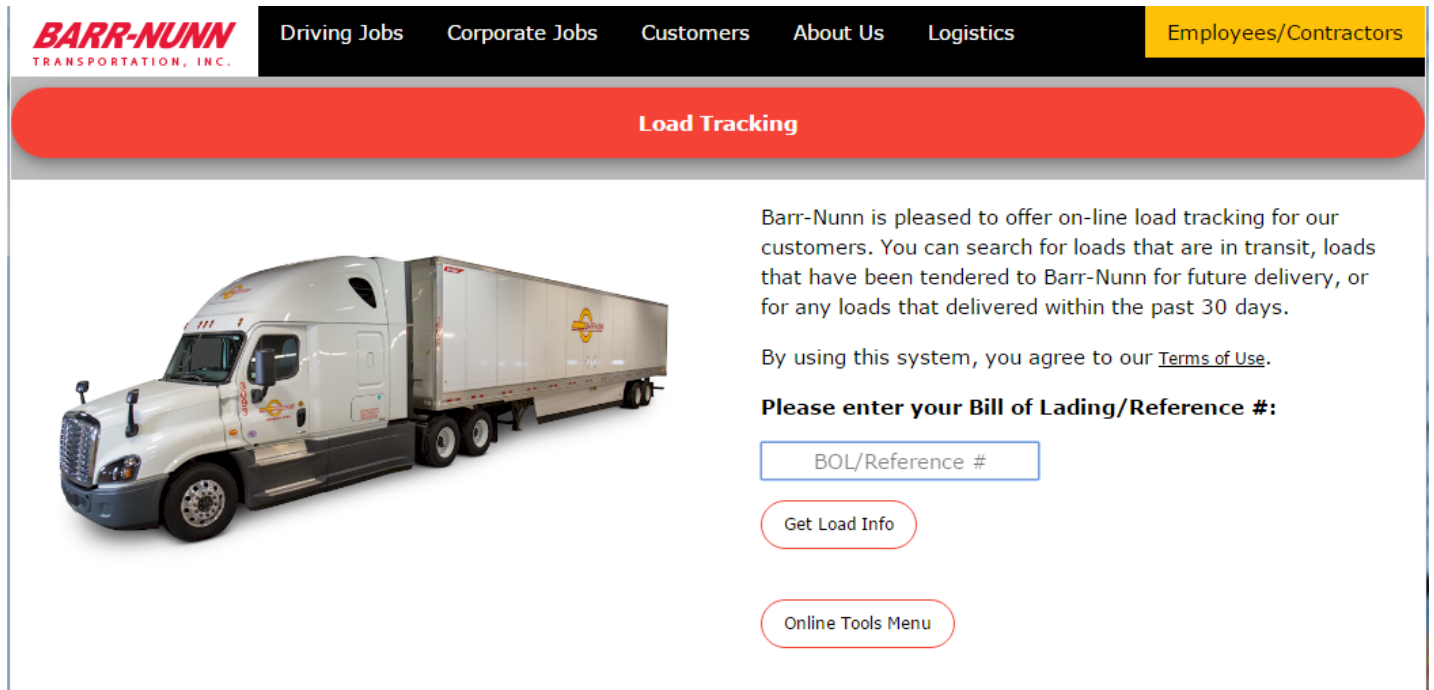
▶ [Request Proof of Delivery Documents \(Account Required\)](#)

[Request an Account](#)

[Login](#)

Load Tracking

Barr-Nunn Transportation offers Online Load Tracking to its customers. This will show the status of the load and where the shipment is, if it is in transit. You can get to the Load Tracking system by clicking on the “Load Tracking” button on the Barr-Nunn Home Page, or by accessing the Customers Page, and then clicking the “Load Tracking” button. When the Load Tracking screen comes up, you will see what is shown below, depending on the size of your screen.



BARR-NUNN
TRANSPORTATION, INC.

Driving Jobs Corporate Jobs Customers About Us Logistics Employees/Contractors

Load Tracking

Barr-Nunn is pleased to offer on-line load tracking for our customers. You can search for loads that are in transit, loads that have been tendered to Barr-Nunn for future delivery, or for any loads that delivered within the past 30 days.

By using this system, you agree to our [Terms of Use](#).

Please enter your Bill of Lading/Reference #:

Get Load Info

Online Tools Menu

The Online Load Tracking system will let you view load information for any loads that are currently in transit, loads that have been tendered to Barr-Nunn for future delivery, or for any loads that delivered within the past 30 days.

To find information about a particular load, enter the Bill of Lading number for the load. This is the primary number that you provide to Barr-Nunn to reference your load. Your company may call it something else, such as a PO#, Reference#, Flight#, Order#, etc. After you have entered the number, press the Enter key on your keyboard or click the “Get Load Info” button to bring up the results screen.

Working with Multiple Results

There may be times when there are multiple loads that have the same Bill of Lading number. When that situation arises, you will be shown a list of all loads in Barr-Nunn's computer systems that match the BOL#. To view the load detail, simply click or tap on the Barr-Nunn PRO# you wish to view. Loads are sorted so that in-transit loads are displayed at the top of the list, followed by recently completed loads, and loads planned for future dispatch.

The screenshot shows the Barr-Nunn Transportation, Inc. website's 'Load Tracking' section. At the top, there is a navigation bar with links for 'Driving Jobs', 'Corporate Jobs', 'Customers', 'About Us', 'Logistics', and 'Employees/Contractors'. Below this is a red header for 'Load Tracking'. A message states: 'Multiple loads were found for BOL #/Ref #123456789. Please click on a row to view details for a particular load.' Below the message is a table with the following data:

Barr-Nunn PRO#	Status	Ship Date	Shipper	Consignee
2619721	Started	06/14/2017 00:00	ABC MANUFACTURING GRANGER,IA/	CONSOLIDATED WAREHOUSING NEW YORK,NY/
2619720	Tendered-Unplanned	06/25/2017 08:00	ABC MANUFACTURING GRANGER,IA/	CONSOLIDATED WAREHOUSING NEW YORK,NY/

Below the table are two buttons: 'Track a Different Load' and 'Online Tools Menu'.

The following information is displayed when multiple loads are found for a single BOL#:

Barr-Nunn PRO #: This is the number used to identify your load in Barr-Nunn's computer system.

Status: The current status of the load. Possible values here are:

- Tendered-Unplanned
- Planned for Dispatch
- Dispatched
- Started
- Completed

Ship Date: The date the load shipped or is scheduled to ship.

Shipper/Consignee: The name and location of the shipper and consignee on each load.

To return to the main load tracking screen and enter a different BOL#, click on the "Track a Different Load" button.

Viewing and Understanding the Load Detail

The load detail screen will show you several pieces of information regarding your load. A sample screen shot for a load is shown below. Please note that the display looks different on smaller screens, such as a smart phone

The screenshot shows the Barr-Nunn Transportation website's load tracking interface. At the top, there is a navigation bar with links for Driving Jobs, Corporate Jobs, Customers, About Us, Logistics, and Employees/Contractors. Below this is a red header for 'Load Tracking'. A yellow bar displays the 'BOL #/Reference # 123456789'. The main content area shows 'Barr-Nunn PRO #: 2619721', 'Date Tended: 06/14/2017', and 'Status: In Transit'. A 'Location Info:' section indicates the load is '1 miles ESE of GRANGER, IA [Ignition On:Y]'. Below this are two buttons: 'Position History' and 'Show Load on Map'. A 'Stop Details' section contains a table with two rows of event data. At the bottom, there are three buttons: 'Back to Multiple Load Listing', 'Track Another Load', and 'Online Tools Menu'. The footer includes social media icons for Facebook and Twitter, and a partial 'ORP' logo.

Event Event Status ETA	Location	Appointment	Arrival	Departure	Tractor Trailer	Miles
Pickup Completed	ABC MANUFACTURING 123 FAKE ST GRANGER,IA 50109	06/14 00:00	06/13 23:50	06/14 01:00	9988 100005	0
Delivery Pending	CONSOLIDATED WAREHOUSING 456 PHONEY BLVD NEW YORK,NY 10001	06/15 21:30			9988 100005	1132

The following information is included on the load detail screen:

PRO #: This is the number used to identify your load in Barr-Nunn's computer system.

Date Tended: The date that your load was entered into Barr-Nunn's computer systems. If your load was tendered via Electronic Data Interchange (EDI), that information is also displayed here.

Current Status: Shows what is currently going on with your load. Possible values are:

- Tended-Unplanned: The load has been entered in our computer system, but has not yet had a driver assigned to pick up the load.
- Planned for Dispatch: A driver has been assigned to pickup the load, but the driver is currently working on other tasks.
- Dispatched: The driver is now ready to begin heading to your shipping location.
- En Route to Shipper: The driver is on his/her way to the shipper.

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Online Tools for Customers**

- Arrived at Shipper: The driver has arrived at the shipper, and is waiting or being loaded.
- In Transit: The driver has left the shipping location and is en route to the next stop.
- Arrived at Receiver: Driver has arrived at the final delivery location.
- Load Has Been Delivered: The driver has completed unloading or dropping the trailer at the receiver.

Current Location: If your load is currently in progress, the last known location of the truck (and the date and time of that location) will be displayed *in Central Time*. This information is based on Global-Positioning System (GPS) information from our truck's on-board satellite tracking system. There is also information to let you know if the truck's ignition was on at the time of the GPS report. If your load is not currently in progress, you will see N/A displayed here.

Miles to Delivery: When available, the remaining miles from the truck's current position to the next event is displayed in large red type.

Position History: Click this button to see a list of all the positions for the truck assigned to your shipment..

The following information is shown in the stop detail section:

Event/Event Status/ETA: Indicates whether or not the stop is a pickup or delivery event. The status of the stop is also displayed. Possible values are "Pending" or "Completed." If the driver has provided an ETA to the stop, that information is also viewable

Location: Name and address information for the stop location

Appointment: The scheduled time for the freight to arrive at the stop. If a time range is allowed, that information is displayed.

Arrival: The time the Barr-Nunn truck arrived at the stop. If the truck has not yet arrived, this field is blank.

Departure: The time the Barr-Nunn truck departed the stop. If the truck has not yet arrived or departed, this field is blank.

Tractor/Trailer: The tractor and trailer number assigned to the stop.

Miles: Mileage between the stops.

When done reviewing your load information, you can track another load by clicking on the "Track Another Load" button.

Mapping Your Load

If your load is currently in progress, you can plot the location of the truck on a map. Barr-Nunn uses Google™ Maps to plot the most recent location of the truck. You can zoom in on the map for a closer look by clicking the “+” sign icon on the map. For more information on manipulating and working with the map, please visit <http://maps.google.com>. A screenshot is shown below. The pickup location is indicated by a green pin, and the delivery by a red pin. The current location is marked with an orange pin. You can click on each pin for additional information about that location.

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TRANSPORTATION, INC.

Driving Jobs Corporate Jobs Customers About Us Logistics Employees/Contractors

Load Tracking Map

BOL #/Reference #: **SAMPLEBOL**
(PRO #2615686)

Current Location: 6 miles S of LAKE CITY, FL

Back to Load Info Track Another Load

Show Traffic Conditions

Map Satellite

ARKANSAS MISSISSIPPI ALABAMA SOUTH CAROLINA LOUISIANA FLORIDA

Birmingham Tuscaloosa Myrtle Beach Charleston Jacksonville Daytona Beach Orlando Tampa St. Petersburg West Palm Beach Miami

Atlanta

Latest position information for Bill of Lading #SAMPLEBOL: X

Date/Time: 06/14/2017 16:55 Central Time
Location: 6 miles S of LAKE CITY, FL
36 miles NNW of GAINESVILLE, FL
Ignition On: Yes


Back to Load Info Track Another Load

Google Gulf of


Map data ©2017 Google, INEGI Imagery ©2017 NASA, TerraMetrics Terms of Use

Requesting an Account

Certain features of the Online Tools require account access. It is simple to request an account. Click on the large "REQUEST AN ACCOUNT" button on the main menu or on the login page to be brought to the Request Account page. This is shown below.

[Driving Jobs](#) [Corporate Jobs](#) [Customers](#) [About Us](#) [Logistics](#) [Employees/Contractors](#)

Request Login for Online Tools for Customers



Please fill out all fields in the below form. If we do not need any more information, we will setup your account and send you verification. If we need more information, we will contact you. Thank you.

Your Company's Name:

Your Name:

Your Phone Number:

Your Email Address:

Requested User Name:

Requested Password:

Retype Password:

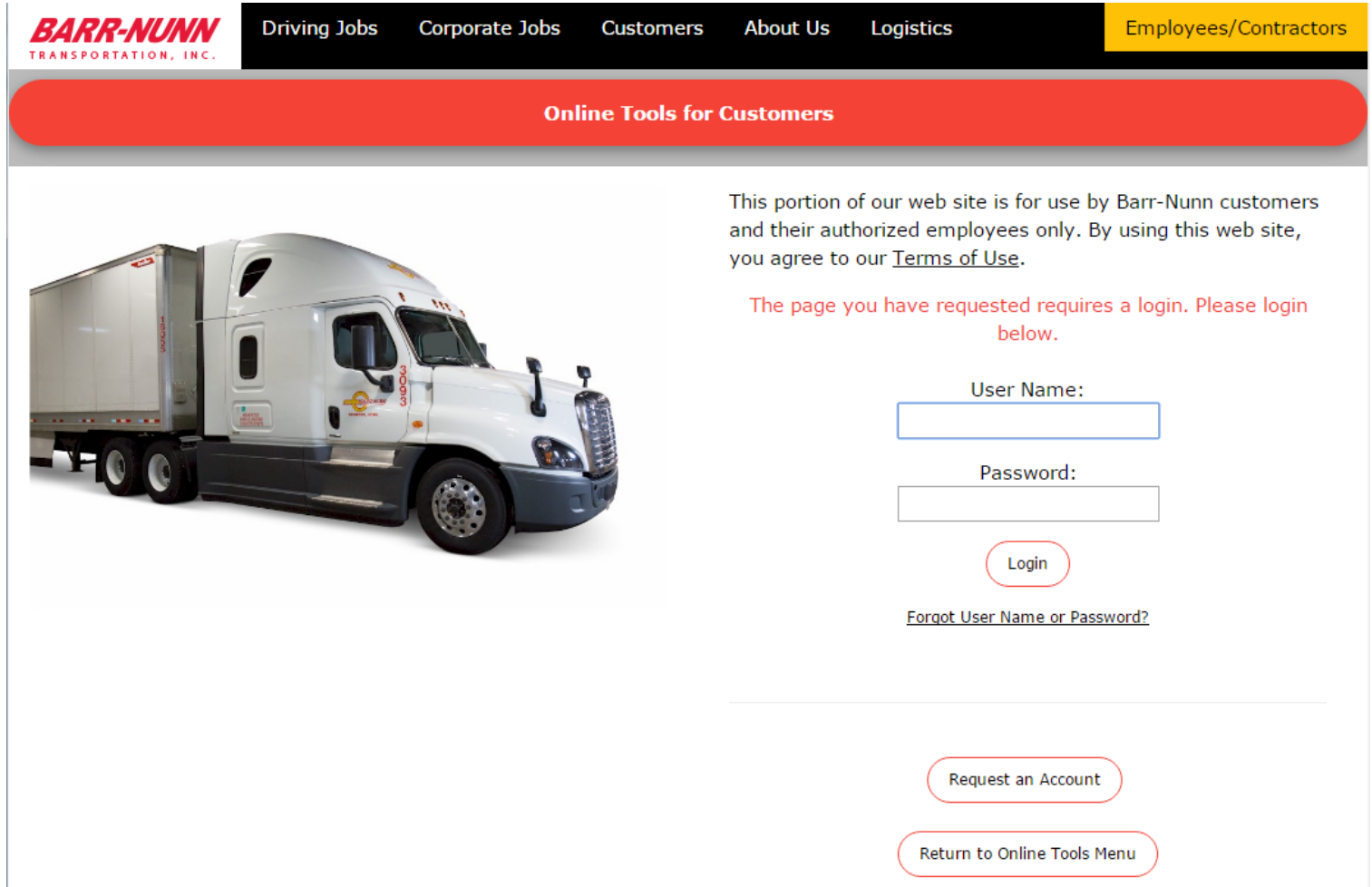
[Request Login](#)

[Return to Online Tools Menu](#)

Just enter all of the information requested and click "Request Login". Barr-Nunn's representatives will receive your request and setup an account for you within one business day (usually sooner). You will receive a message at the address entered confirming account setup. If Barr-Nunn is unable to setup your account, you will be contacted for more information.

Logging In to use Secure Online Tools

Some of the Online Tools require you to be logged in for security purposes. To get logged in, you can either click on the tool you want to use on the main menu to be brought to the login page, or you can click on the "LOGIN" link. You will then see the login page:



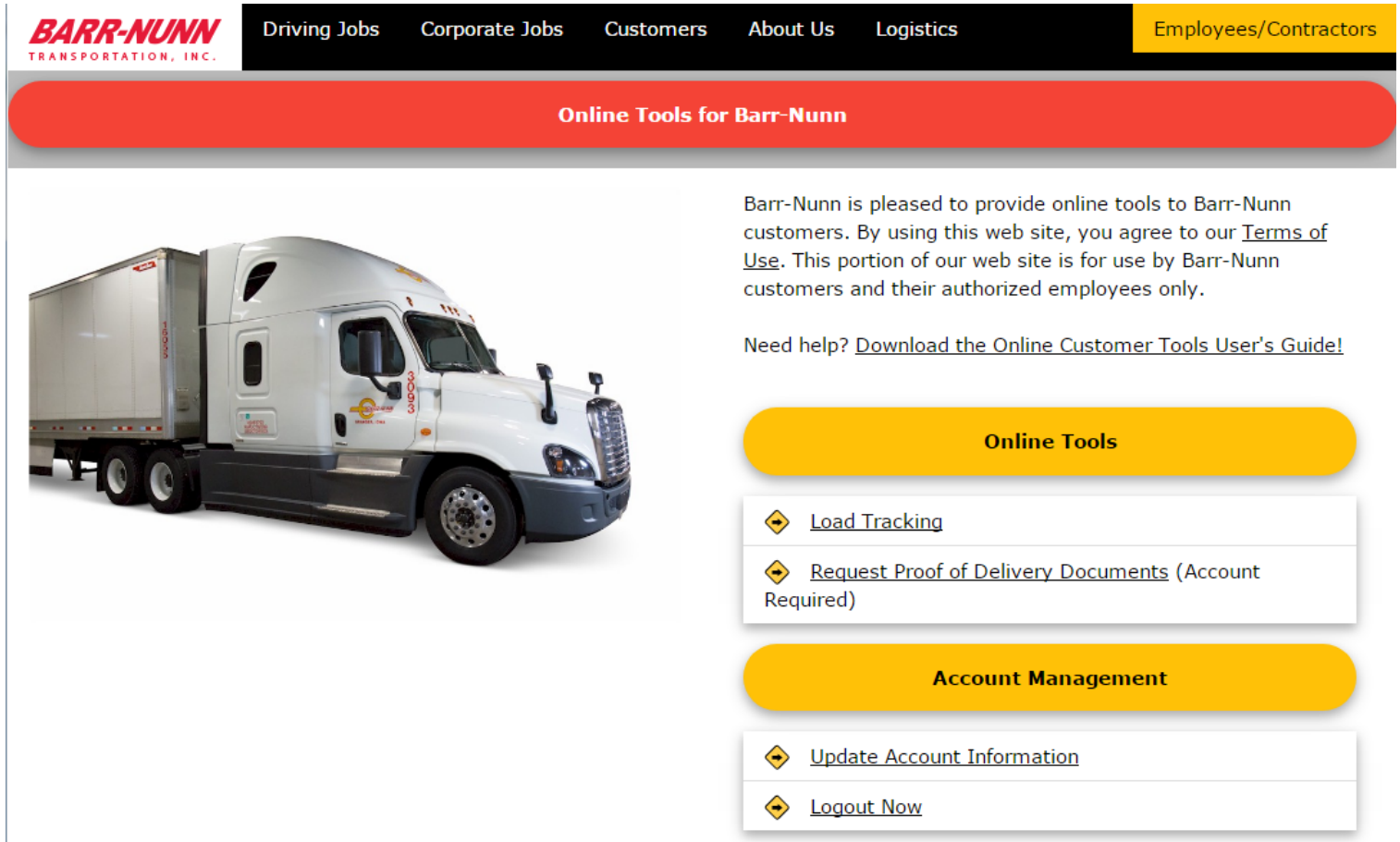
The screenshot shows the Barr-Nunn Transportation website's login page for customers. At the top, there is a navigation bar with the company logo on the left and menu items: "Driving Jobs", "Corporate Jobs", "Customers", "About Us", "Logistics", and "Employees/Contractors". Below the navigation bar is a red banner with the text "Online Tools for Customers". On the left side of the page, there is a large image of a white semi-truck. To the right of the truck, there is a text block stating: "This portion of our web site is for use by Barr-Nunn customers and their authorized employees only. By using this web site, you agree to our [Terms of Use](#)." Below this text, a red message says: "The page you have requested requires a login. Please login below." The login form consists of two input fields: "User Name:" and "Password:". Below the password field is a red "Login" button. Underneath the button is a link: "[Forgot User Name or Password?](#)". At the bottom of the page, there are two more buttons: "Request an Account" and "Return to Online Tools Menu".

Just enter your username and password and click the "Login" button. If you had previously clicked on one of the tools on the main menu, you will be automatically brought to that tool. Otherwise, you will be brought back to the main menu.

If you have forgotten your username or password, just click on the "Forgot Username" or "Forgot Password" links. You will be taken to a screen where you will simply have to enter the email address associated with your account. Your account information will be automatically sent to that address.

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Once you are logged in, the main menu screen will look slightly different. It is shown below.



BARR-NUNN
TRANSPORTATION, INC.

Driving Jobs Corporate Jobs Customers About Us Logistics **Employees/Contractors**

Online Tools for Barr-Nunn

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Need help? [Download the Online Customer Tools User's Guide!](#)

Online Tools

- ↔ [Load Tracking](#)
- ↔ [Request Proof of Delivery Documents \(Account Required\)](#)


Account Management

- ↔ [Update Account Information](#)
- ↔ [Logout Now](#)


You are now logged in securely and can access all features. If you wish to logout, just click the "Logout Now" link.

Updating Account Information

After logging in, you will see an option to update your account information. To update your account information, just click on the “Update Account Information” link. This will bring you to the screen shown below.

Driving Jobs Corporate Jobs Customers About Us Logistics Employees/Contractors

Update Account Information



Change Password

New Password:

Retype Password:

[Change Password](#)

Update Contact Information

Email Address:

Phone Number:


[Update](#)

[Return to Online Tools Menu](#)


This screen will allow you to change your password as well as the email address and phone number associated with your account. Please note that there are two separate buttons. The “Change Password” button will only change your password. It will not update the email address and phone number. The “Update Account” button will only update your email address and phone number. It will not change your password.

Proof of Delivery Documents Online

Barr-Nunn Transportation offers Proof of Delivery Documents Online to its customers. This system requires you to be logged in. You can get to this system by clicking on the “Request Proof of Delivery Documents” link on the main menu. If you are not currently logged in, you will be brought to a login screen first. After logging, the request screen will come up. You will see what is shown below.

Driving Jobs Corporate Jobs Customers About Us Logistics Employees/Contractors

Request Proof of Delivery Documents for Barr-Nunn



Barr-Nunn is pleased to offer Proof of Delivery Documents online for our customers. You can search for any loads that have delivered within the past year. Below, enter the Barr-Nunn Load # (PRO #), the Reference #, or the Bill of Lading # for the load. Also enter an email address. If available, the Proof of Delivery Documents will be emailed to the address entered. This will typically occur within 10-15 minutes. If the documents are not yet available, they will be emailed when they arrive.

Please enter your selections below:

Order Key Type:

Order Key:

Email Address:

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This system will let you request Proof of Delivery Documents for any loads that are currently in transit or for any loads that delivered within the past 45 days.

To find information about a particular load, first select the type of order number you will be entering. You can choose from Bill of Lading #, Barr-Nunn Order # (PRO #), or Reference #. Then, enter the corresponding number below. After you have entered the number, verify that the email address shown is the correct email address and click the “Search for Loads” button to bring up the results screen.

Results Screen

After entering the order key, you will be shown a list of all loads in Barr-Nunn's computer systems that match that number.

Barr-Nunn PRO#	Ship Date / Tender Date	Shipper / Consignee
2613440 Status: Completed	Shipped 06/06/2017 19:26 Tendered 05/28/2017	Shipper BARR-NUNN GRANGER,IA/ Consignee FAST MILE LOGISTICS CHARLOTTE,NC/

The following information is displayed to you:

Barr-Nunn PRO #: This is the number used to identify your load in Barr-Nunn's computer system.

Status: The current status of the load. Possible values here are:

- Dispatched
- Started
- Completed

Ship Date: The date the load shipped or is scheduled to ship.

Tender Date: The date the load was booked with us.

Shipper/Consignee: The name and location of the shipper and consignee on each load.

To return to the main screen and enter a different number, click on the "Find a Different Load" button.

Submitting your Request

To submit your request for Proof of Delivery Documents, click the button that shows the Barr-Nunn PRO #. This will finalize your request. If the documents are available, you should receive them within 10-15 minutes at the email address you entered. If they are not available, they will be sent as soon as Barr-Nunn receives them.