



CONNECTING CANADA

# TM4WEB CUSTOMER GUIDE



# ACCESSING THE TM4WEB PORTAL

VISIT [WWW.M-O.COM](http://WWW.M-O.COM) AND **CLICK** ON CUSTOMER LOGIN:

WE RECOMMEND GOOGLE CHROME FOR THE BEST EXPERIENCE

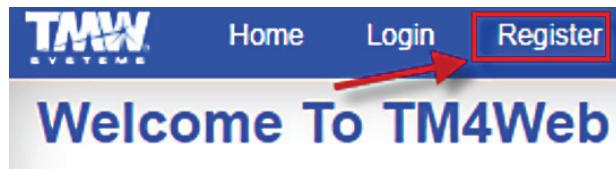






## REGISTRATION

- CLICK ON REGISTER TO SETUP A LOGON
- YOU CAN DECIDE HOW MANY LOGONS YOU WOULD LIKE
- EACH LOGON WILL USE YOUR UNIQUE ACCESS CODE
  - WHEELS14
- FILL OUT THE REQUIRED FIELDS MARKED BY AN \*
- \* AND CLICK SUBMIT



- EASE NOTE OUR USERNAMES AND PASSWORDS ARECASE SENSITIVE

Profile	
First Name *	<input type="text" value="Richard"/>
Last Name *	<input type="text" value="Gray"/>
Company *	<input type="text" value="Maritime-Ontario"/>
Division	<input type="text"/>
Address 1 *	<input type="text" value="1 Maritime-Ontario Blvd"/>
Address 2	<input type="text"/>
City *	<input type="text" value="Brampton"/>
Country *	<input type="text" value="Canada"/>
State *	<input type="text" value="Ontario"/>
Postal Code *	<input type="text" value="L6S6G4"/>
Phone *	<input type="text" value="905-792-6100"/> Ext. <input type="text"/>
Fax	<input type="text"/>
Email *	<input type="text" value="rgray@m-o.com"/>
Preferred Language	<input type="text" value="English"/>
Login Information	
Username *	<input type="text" value="RGRAY"/>
Password *	<input type="password" value="....."/>
Confirm New Password *	<input type="password" value="....."/>
Access Code *	<input type="text" value="TEST!123"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	



## LOGGING IN

- AFTER REGISTRATION YOU CAN ENTER THE PORTAL BY CLICKING THE LOGIN BUTTON AND FILLING OUT YOUR USERNAME, PASSWORD AND CLICKING ON **LOGIN**

A screenshot of the TFW login page. The top navigation bar has 'Home', 'Login', and 'Register' links. A red arrow points to the 'Login' link. The main content area has a 'Login' heading, followed by 'Username:' and 'Password:' labels. The 'Username' field contains 'AGRAY' and the 'Password' field contains '\*\*\*\*\*'. Below the password field is the text 'Password IS case sensitive'. A red arrow points to the 'Login' button. Below the button is a link that says 'Forgot your username/password?'.

- IF YOU HAVE FORGOTTEN YOUR PASSWORD PLEASE CLICK “FORGOT YOUR USERNAME/PASSWORD?” AND FOLLOW THE PROMPT

A screenshot of the Password Retrieval page. The heading is 'Password Retrieval'. Below it is the text 'Please enter the same email that you entered when signing up.' followed by an 'Email' label and a text input field containing 'agray@m-o.com'. A red arrow points to the 'Send My Password' button.



# UNDERSTANDING THE HOME PAGE

- THE FIRST PAGE YOU WILL SEE IS YOUR HOME PAGE
- ALL OF YOUR FUNCTIONALITY CAN BE ACCESSED FROM THIS PAGE

## NAVIGATION BAR AND CUSTOMER FUNCTIONS

The screenshot shows the TM4Web website interface. At the top is a dark blue navigation bar with the TMW logo on the left and a series of menu items: Home, Address Book, Trace, Transit Times, Reports, Enter an Order, Density Calculator, and Rate Quote. On the right side of the bar is a user profile icon and the text 'Welcome ADAM GRAY'. Below the navigation bar is a white content area with the heading 'Welcome To TM4Web'. Under this heading are three sections: 'Welcome' with a paragraph about the interface, 'Tracing' with a paragraph about shipment tracking, and 'Pickup Request' with a paragraph about requesting pickups.

**TMW** Home Address Book Trace Transit Times Reports Enter an Order Density Calculator Rate Quote Welcome ADAM GRAY

### Welcome To TM4Web

**Welcome**  
Our TM4Web interface is designed to provide you, our customers, with a unique online presence that will offer you enhanced customer service over the web. You can track your shipments and request our services 24 hours a day, 7 days a week.

**Tracing**  
Details of your shipments are instantly available as we know they are crucial for your business. Once you register on TM4Web you can easily trace your shipments and have the updates you need at your fingertips.

**Pickup Request**  
With TM4Web you can request a pickup quickly and painlessly. You will get your Freight Bill Number instantly once pick up is posted and the request immediately posted on our dispatch board.