

ADDING AND VIEWING SYSTEM ALERTS

QUICK REFERENCE GUIDE

Use the Service Alerts tool to report delays when carrying loads, and to review the history of alerts sent on a load.

To Access the Add and View Alert Page for a Shipment:

1. Access the **Subservice Carriers** site at <https://subservice.xpo.com>.
2. Click **Tools > Service Alerts**.



3. Enter your **User name** and **Password** and click **OK**. The Search Loads page displays. (You will not see this box if you have previously logged into the system.)

A screenshot of a 'Connect' login dialog box. The window title is 'Connect'. It features a key icon in the top left. The 'User name:' field contains 'cragan'. The 'Password:' field is masked with dots. There is a checked checkbox for 'Remember my password'. At the bottom are 'OK' and 'Cancel' buttons.

Note: If you are not registered, click **Register here!** above the Carrier Tools menu. Enter the information requested. (For more detail select Carrier Tool Help and access the quick guide on registering.)

4. Complete the Search Filter section of the Search Loads page as shown below.

4a. Select **Booking Number, Scheduled Departure** or **Scheduled Arrival** as the criterion for your search.

4b. If you selected **Booking Number**, enter the number in the **Booking Number** field.

4c. If you selected **Scheduled Departure** or **Arrival**, enter the **From Date** and **To Date**. You may also select a **State**, **City**, or both to further refine your search.

CWTL Search Loads HELP?

Can't find one of your booking numbers? Click [here](#) to inquire about a missing load.

Search Filter

Booking Number
 Scheduled
 Departure
 Scheduled Arrival

From Date * To Date
mm/dd/yyyy mm/dd/yyyy

State City

Search Results

Select	Booking Number ▲▼	Origin City ▲▼	Origin State ▲▼	Destination City ▲▼	Destination State ▲▼	Scheduled Departure	Scheduled Arrival	Service Last Alert ▲▼ Update
<input type="radio"/>	20253	SANTA FE SPRINGS	CA	TBA	-	2006-04-06 04:00 PDT	2006-04-07 09:00 EDT	No
<input checked="" type="radio"/>	20246	SANTA FE SPRINGS	CA	KANSAS CITY	KS	2006-04-06 04:00 PDT	2006-04-07 18:00 CDT	No
<input type="radio"/>	20247	SANTA FE SPRINGS	CA	GARY	IN	2006-04-06 04:30 PDT	2006-04-08 01:59 CDT	No
<input type="radio"/>	20248	SANTA FE SPRINGS	CA	GARY	IN	2006-04-06	2006-04-08	No

4d. Click **Search**.

Load details will display in the Search Results section of the Search Load page.

5. Select the load you want to view and click **Add Service Alert**.

The Default display list loads by booking number. Click the ascending (▲) or descending (▼) icons to sort the list by other values.

Select	Booking Number ▲▼	Origin City ▲▼	Origin State ▲▼	Destination City ▲▼	Destination State ▲▼	Scheduled Departure	Scheduled Arrival	Service Last Alert ▲▼ Update	Last Updated By
<input type="radio"/>	20253	SANTA FE SPRINGS	CA	TBA	-	2006-04-06 04:00 PDT	2006-04-07 09:00 EDT	No	
<input checked="" type="radio"/>	20246	SANTA FE SPRINGS	CA	KANSAS CITY	KS	2006-04-06 04:00 PDT	2006-04-07 18:00 CDT	No	
<input type="radio"/>	20247	SANTA FE SPRINGS	CA	GARY	IN	2006-04-06 04:30 PDT	2006-04-08 01:59 CDT	No	
<input type="radio"/>	20248	SANTA FE SPRINGS	CA	GARY	IN	2006-04-06	2006-04-08	No	

Adding an Alert

1. Select appropriate departure or arrival option¹ in the **Revised ETA for** field.

When a selection is made here, the **Reason for Delay** field appears below.

2. Enter the new departure or arrival date, if it will change, in the **Revised Date** field.

3. Enter the new departure or arrival time in the **Revised Time** field.

CWTL Booking:		Add and View Alert		HELP?	
Origin	TOMAH, WI	Destination	BELLE, WV		
Scheduled Departure	04/08/2006 10:00 CDT	Scheduled Arrival	04/10/2006 19:00 EDT		
Revised Departure		Revised Arrival			
Actual Departure		Actual Arrival			
Add New Alert					
Revised ETA for *	DESTINATION ARRIVAL	Revised Date *	04/11/2006	Revised time *	
			(mm/dd/yyyy)	1400	
				(Local Military)	
Reason For Delay	WEATHER	State *	Virginia	City *	
				Charlottesville	
Remarks *	Ice on road				
	ADD	Reset	View Load	Search	
View Alert History					
Remarks	Revised ETA	ETA for	Reason	Enter Time	Entered By

4. Select delay reason from the **Reason For Delay** field.

The selected reason displays on the View Loads page, as well as in the Alert History.

5. If the **State** and **City** fields display, complete them.³ Select the State and type in the name of the city.

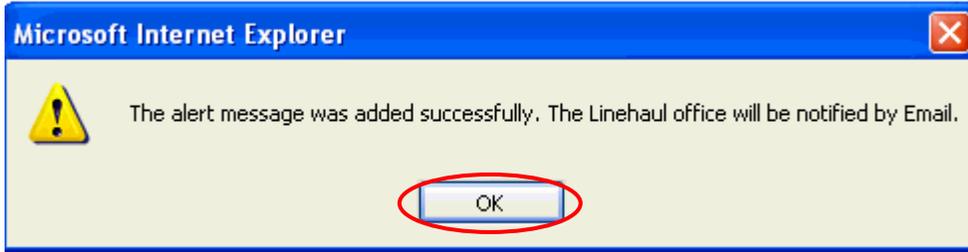
6. Enter more detail on the reason for the delay in the **Remarks** field.

7. Click **ADD**

Notes:

1. Depending on whether or not there is a stop-off, choices in the **Revised ETA for** field can include "Origin Departure," "Via Arrival," "Via Departure," and "Destination Arrival."
2. The list of choices for the **Reason for Delay** field depends on the selection made in the **Revised ETA for** field. Choices can include: "Breakdown," "Carrier Dispatch Error," "Carrier Late Pickup," "Driver Error," "Held for Loading at Origin," "Weather," "Weekend Pull," "Held for Loading," and "Late Pickup by Carrier."
3. **State** and **City** fields only display if "Weather" is selected in **Reason for Delay** field.

8. Click **OK** when you see the message below.



9. The Alert information displays in the View Alert History section of the page. Additional alerts will also display here. Newest alerts display at the top of the list.

View Alert History					
Remarks	Revised ETA	ETA for	Reason	Enter Time	Entered By
ICE ON ROAD.	04/10/2006 14:00 PDT	DESTINATION ARRIVAL	WEATHER CHARLOTTESVILLE, VA	04/07/2006 13:50 PDT	CRAGEN

Note: If a pull has arrived at destination, an alert cannot be added.