

VIEWING LOADS

QUICK REFERENCE GUIDE

Use the View Loads tool to view key origin and destination information, including late pickup and delivery times and reasons.

To Access a View Load Page for a Shipment:

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



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 dialog has a blue title bar with a question mark and a close button. Below the title bar is a blue header with a key icon. The main area is light green and contains the following fields: 'User name:' with a dropdown menu showing 'cragan', 'Password:' with a masked input field, and a checked checkbox labeled '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.

Search Loads

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

Search Filter

Booking Number
 Scheduled
 Scheduled Arrival

Booking Number:
 From Date: To Date:
 State: City:

Search Results

Select	Booking Number	Origin City	Origin State	Destination City	Destination State	Scheduled Departure	Scheduled Arrival	Service Last Alert	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	

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 **View Load**.

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

Search Results

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	

Reading the View Load Page

Booking Number – Carrier-specified number that will be used for invoicing.

Service Alert-Yes listed here means a message was created in the Subservice Alert System.

Record (Pull ID)- Unique number for this load generated by the system.

Trailers – An Origin Trailer Number is displayed if there is a trailer picked up at origin. A Stop-Off trailer number is displayed if there is a via. The two fields can display the same number or different numbers.

Release Numbers – The Load Release Number is a control number that moves with the shipment manifest. A Stop-Off Release Number is listed if the trailer was opened at a via.

CWTL Booking: 20652 View Load		HELP?
Booking Number	20652	Service Alert Yes
Record (Pull ID)	327168	Origin Trailer
Origin Trailer	Stop-Off Trailer	Origin Load Release Number
Stop-Off Trailer		Stop-Off Release Number
Origin		
Origin Requirements		
1710 WINNEBAGO AVENUE	Required Pick Up Time / Date	07:00 CDT Saturday, April 08, 2006
TOMAH, WI 54660	Actual Pick Up Time / Date	
(608) 372-7388	Reason for Late Pick Up	
(800) 544-2881		
ALLAN DRAKE		
Destination		
Destination Requirements		
6701 OLD STATESVILLE ROAD	Destination Requirements	OK TO DELIVER EARLY
CHARLOTTE, NC 28269	Required Delivery Time / Date	11:30 EDT Monday, April 10, 2006
(704) 599-6777	Actual Delivery Time / Date	
TERRY RANKIN	Reason for Late Delivery	WEATHER

Origin and Destination Info – Addresses, phone numbers and contacts for shipment origin and destination. Clicking the Map buttons display street maps of the immediate areas around the origin and destination.

Note: If there is a via, there will also be a Stop-Off info section between Origin and Destination.

Service Alert and Search Load Buttons – The Add Service Alert button takes you to the Add and View Alert page for this shipment.

Origin and Destination Requirements – Compares required pickup and delivery times to actual times. Reasons for late pickups and deliveries are generated in the Subservice Alert system.