



Forward Air, Inc.®

FAST Book Shipping Guide



STEP 1: LOGIN

- Access our site at www.forwardair.com.
- Enter your User ID and Password.
- If you don't have Premier access, you may register on the Forward Air homepage.
- You may also our contact Customer Care Center (800.726.6654) or Local Sales Representative for assistance in setting up your Premier account.
- You may also retrieve your forgotten password on the homepage.

The screenshot shows the Forward Air, Inc. homepage. At the top, the logo and tagline "North America's Most Complete Road Feeder Network®" are displayed. Navigation links include "About Us", "Investor Relations", "Contact Us", "Employment", "Service Conditions Updated 5/2014", "Services", "Schedules", "Locations", "Drivers", and "FAST Tools". A "What's New..." section lists recent announcements, including the acquisition of Multi-Modal, the new mobile app, and the acquisition of Total Quality, Inc. The Premier login section is highlighted with a red box and a red arrow pointing to the "Login" button. Below the login section, there are links for "Track Multiple Waybills", "Register for Premier", and "Forgot Password?". A large graphic in the center features the text "Excellent On-Time Service", "Internet-Based Technology", and "Unparalleled Customer Support". At the bottom, there is a "FUEL Surcharge" icon and a "Run for the best!" slogan with a truck image.

Forward Air, Inc.
North America's Most Complete Road Feeder Network®

Print Waybill
F.A.S.T. TrackSM
Enter Forward Air Waybill #
[Track Multiple Waybills](#)

Premier
User ID
Password

[Register for Premier](#)
[Forgot Password?](#)

Click Here  For More Info
Explore Forward Air Complete's Extended Coverage
Forward Air COMPLETE
Call 1-800-726-6654

What's New...

- ▶ [Forward Air Corporation Announces Acquisition of Multi-Modal](#)
- ▶ **NEW Forward Air Mobile™ App!!**
Get it today from the [App Store™](#) (iPhone) or [Google Play™](#) (Android™)!
- ▶ [Forward Air Corporation Acquires Total Quality, Inc.](#)
- ▶ Need Forward Air's TSA Compliance Data? Contact your local Forward Air Station Manager or Area Sales Manager for the latest!
- ▶ [Canadian Customs Surcharge - for more information about the implementation click here](#)

SmartWaySM
Transport Partner
Getting There With Cleaner Air

Run for the best!
Driver and contractor opportunities

Excellent On-Time Service
Internet-Based Technology
Unparalleled Customer Support

FUEL Surcharge

Forward Air Team Members

STEP 2: WELCOME PAGE

After logging in, you will be forwarded to the Welcome page. Select FAST Book to start the booking process from the side-bar menu and under the red link menu.

Home About Us Investor Relations Contact Us Site Index

Services Schedules Locations Drivers FAST Tools

FAST Track
FAST Quote
FAST Book
Active Summary
Complete Active Summary
Recovered Summary
Invoiced Summary
Exception Management
FAST Forms
Fuel Surcharge
Log out of Forward Air Premier

Welcome Your Name Forward Air Premier

Forward Air is excited to offer our service, Forward Air Complete, providing a bundled linehaul and local pick-up and/or delivery for the wholesale shipping industry. Contact your Forward Air salesperson for more information or [click here](#).

Please select where you would like to go either from below or from the menu on the left.

[FAST Track](#)
[FAST Book](#)
[FAST Quote](#)
[FAST Rates](#)
[FAST Summaries](#)

Track your shipments dynamically with full history and status by the Forward Air airbill number or your reference number.

Book shipments online from any origin in advance of tender reducing the need for paper bills of lading.

Get estimated charges for Forward Air Complete shipments in advance of tender whether you choose pickup, delivery or both.

Get Forward Air Complete Rates By Market.

View up to 500 of your latest waybills which are Active, Recovered or Invoiced.

Exceptions recorded at Origin Tender and Destination recovery. Includes damages, shortages and preload exception feedback. Available for up to 90 days.

Choose from a number of forms which can be sent electronically, downloaded or printed.

Log out of Forward Air Premier.

If you need Acrobat Reader for online P.O.Ds, [download](#) here.

Home About Us Investor Relations Contact Us Employment Service Conditions

Services Schedules Locations Drivers FAST Tools

FAST Book Online

Please select from the options given below.

[Book Waybill](#)
[Edit Waybills](#)
[Notify Agent](#)
[Shipper Maintenance](#)
[Consignee Maintenance](#)

Book Waybills Online.
Bookings List & Edit Waybill Information Online.
Send Notification Email to Agent.
Maintain Shipper Accounts.
Maintain Consignee Accounts.

[Back](#)

STEP 3: FAST BOOK

Select Book Waybill
from the menu.

FAST Book

To book an airbill online please fill out the following:

Customer Information

* Account Number: **A** (Your 7 digit Forward Air customer account number.)



☐ Pickup ☐ Airport Pickup ☐ None **B**

Forward Air will facilitate Pickup from Ultimate Shipper if Pickup or Airport Pickup option is selected.

Pickup Zip: (Pickup Charge Assessed) **C**

* Freight Ready on: Date: Time: ☐ **D**



☐ Delivery ☐ Airport Drop ☐ None **E**

Forward Air will facilitate Delivery to Ultimate Consignee if Delivery or Airport Drop option is selected.

* Destination: ☐ **F**

Shipment Information

* Freight Detail:

# of pieces	Weight <input type="radio"/> lb <input type="radio"/> kg	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>

G [Enter](#) [Dims](#)

* Hazardous Material?

☐ Yes ☐ No **H**

Import/Export?

☒ No
☐ Import (Arriving into the US Import Gateway - International Arrivals) **I**
☐ Export (Moving to the US Export Gateway OR Domestic Move)

* Is this an Inbond shipment?

☐ Yes ☐ No **J**

If the declared value of the shipment exceeds fifty cents (\$.50) per pound, a declared value surcharge of \$0.80 per One Hundred Dollars (\$100.00), or portion thereof, excess value shall be assessed. Neither FORWARD AIR nor the carrier(s) retained by it shall be liable for damages in excess of Fifty Thousand Dollars (\$50,000.00) per shipment, regardless of the value declared.

STEP 4: BEGIN BOOKING YOUR SHIPMENT

- Your customer will auto populate once you have logged into the system. If it doesn't, please enter your Forward Air account number. If you don't know your account number, please contact Customer Service (800.726.6654) or you local Sales Representative.
- Choose the Type of Pickup being requested. If there is NO pickup, simply choose None.
- Type in the Zip code for the requested Pickup. If No pickup was requested, you will choose a terminal from the Pickup drop down. (Not shown in this example, but will appear as the Destination shows in the example)
- Choose the Date and Time the freight will be available for Pickup if a pickup was requested. Keep in mind that any request made after 2pm EST will adjust to the next available date for pickup.
- Choose the Type of Delivery being requested. If there is NO delivery, simply choose None.
- Type in the Zip code for the requested Delivery. (Not shown in this example, but will appear as the pickup shown in this example). If No delivery was requested, you will choose a terminal from the Delivery drop down.
- Enter the Shipment Information to include:
 - # of pieces
 - Weight (specify LB or KG)
 - Description (please be detailed)
 - Enter Dims (click on the highlighted text to enter shipment dimensions therefore getting a more accurate estimate.

STEP 4: BEGIN BOOKING YOUR SHIPMENT

Continued...

Shipment Information			
* Freight Detail:	# of pieces	Weight <input type="radio"/> lb <input type="radio"/> kg	Description
	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Hazardous Material?	<input type="radio"/> Yes <input type="radio"/> No		
Import/Export?	<input checked="" type="radio"/> No		
	<input type="radio"/> Import (Arriving into the US Import Gateway - International Arrivals)		
	<input type="radio"/> Export (Moving to the US Export Gateway OR Domestic Move)		
* Is this an Inbond shipment?	<input type="radio"/> Yes <input type="radio"/> No		
<p>If the declared value of the shipment exceeds fifty cents (\$.50) per pound, a declared value surcharge of \$0.80 per One Hundred Dollars (\$100.00), or portion thereof, excess value shall be assessed. Neither FORWARD AIR nor the carrier(s) retained by it shall be liable for damages in excess of Fifty Thousand Dollars (\$50,000.00) per shipment, regardless of the value declared.</p>			
* Declared Value:	<input type="text" value="0.00"/>		
Forward Air Airbill # :	<input type="text"/> (If left blank, a valid number will be generated at booking completion.)		
<p>Maximum length of each Reference Number is 25 characters. Add up to 50 References by clicking on the "Add More" link.</p>			
Reference # :	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Add More		
<p>(You may enter up to 210 characters.) Characters left: 210</p>			
Special Instructions:	<input type="text"/>		
<p>Cancel Continue</p>			

- H. Choose whether this is Hazmat freight. Keep in mind you may need advance approval for certain hazardous material.
- I. Choose whether this is Import/Export freight. Additional information and paperwork will be required.
- J. Choose whether this is an Inbond shipment. Additional information will be required.
- K. Choose a shipment Declared Value if requested. Leave as 0.00 if no DV is being requested. Keep in mind there is an additional charge if a Declared Value is chosen and is based on the amount entered.
- L. An Airbill number may be entered, but if left blank, one will be generated at the booking completion.
- M. Enter your reference number for this shipment. You have the ability to enter up to 50 additional reference numbers . This is an optional item.
- N. Enter Special Instructions for this shipment. The cartage agent will receive this information if a pickup and/or delivery was chosen. Note that additional service requests in this location may incur additional charges after the delivery is completed.
- O. Click Continue

STEP 5: SHIPMENT VERIFICATION

The Shipment Information screen will populate to verify information entered previously. Ensure accuracy of the pickup and/or delivery if chosen.

Note: This example shows an adjusted pickup date due to the booking being made after 2pm EST.

You may Edit information from this screen if necessary by clicking on Edit.

If the information is correct, click on Continue.

There is also the option to go Back, Modify Airbill or Cancel the air waybill.

Shipment Information		SHOW
Pickup		
Estimated Pickup Date has been adjusted to next available pickup date of: 10/23/2014 08:00-17:00.		
Freight Ready Date:	10/22/2014 Freight Ready at: 17:00	Edit
Pickup Service Schedule:	0	
Estimated Pickup:	10/23/2014 Market Hours of Operation: 08:00 - 17:00	
Scheduled Pickup:	10/23/2014 08:00 - 17:00	
Request Alternative Pickup:	None Selected	
Delivery		
Delivery Service Schedule:	0	
Estimated Delivery:	10/24/2014 Market Hours of Operation: 08:00 - 17:00	
Scheduled Delivery:	10/24/2014 08:00 - 17:00	
Request Alternative Delivery:	None Selected	
*Charges include fuel surcharges		
Back Modify Airbill Cancel Continue		

Accessorials					
Pickup		Delivery		Miscellaneous	
<input type="checkbox"/>	After Or Before Hours Pickup	<input type="checkbox"/>	After Or Before Hours Delivery	<input type="checkbox"/>	Customs Fees - Complete
<input type="checkbox"/>	Afternoon Special Pickup	<input type="checkbox"/>	Afternoon Special Delivery	<input type="checkbox"/>	Customs House Brokerage Fee
<input type="checkbox"/>	Air Ride Pickup	<input type="checkbox"/>	Air Ride Delivery	<input type="checkbox"/>	Customs Validation Fee
<input type="checkbox"/>	Attempted Pickup	<input type="checkbox"/>	Attempted Delivery	<input type="checkbox"/>	De-vanning
<input type="checkbox"/>	Convention Center Pickup	<input type="checkbox"/>	Convention Center Delivery	<input type="checkbox"/>	Duty
<input type="checkbox"/>	Detention Pickup (which Will Be Calculated After Service Is Performed; Costs Vary)	<input type="checkbox"/>	Debris Removal 1 (shrink Wrap And Skid Only, Up To Two Skids; Cost Vary After 2)	<input type="checkbox"/>	Fa-dest Station Misc Charge
<input type="checkbox"/>	Dock Transfer Pickup	<input type="checkbox"/>	Debris Removal 2 (cardboard, Shrink Wrap, And Skid Only, Up To Two Skids; Cost Vary After 2)	<input type="checkbox"/>	Fa-origin Station Misc Charge

STEP 6: ACCESSORIAL DETAILS

Choose accessorials that apply to your shipment.

If there are additional services required to complete the delivery, the additional services will be charged at the completion of the delivery.

Accessorial charges applied from the previous schedule screen will appear in red.

Appointments selected from the previous screen will require Contact Information (name & number) to be entered on this screen.

Note: Only those Accessorials available within the pickup and/or delivery areas available will be shown for selection.

Shipper	
Pickup Zipcode : 43128	
Pickup Location : JEFFERSONVILLE, OH	
Pickup address is equivalent to Shipper address.	
Any information changed in this section, will overwrite the information stored for this shipper and will also affect this shipper's information on other bookings. Please add a new shipper to the list if information has changed or is different.	
* Name:	<input type="text"/>
* Address1:	<input type="text"/>
Address2:	<input type="text"/>
* City:	<input type="text"/>
* State:	<input type="text"/>
* Zip / Postal Code:	<input type="text"/>
* Country:	<input type="text"/>
Phone:	<input type="text"/>
Contact:	<input type="text"/>
Email:	<input type="text"/>
Confirm Email:	<input type="text"/>
Hours of Operation:	<input type="text"/> 00:00 <input type="text"/> 00:00
Consignee Selection List	
	Select by Consignee Name.
* Consignee List:	Not listed below. Please enter Consig

Once ALL information is filled out, click on Continue. You also have the chance to modify.

STEP 7: SHIPPER/CONSIGNEE INFORMATION

Fill out criteria your pickup and delivery information, along with the Emergency Contact information.

The Emergency Contact will receive email updates on shipments if applicable.

Consignee	
Delivery Zipcode : 43125	
Delivery Location : GROVEPORT, OH	
Delivery address is equivalent to Consignee address.	
Any information changed in this section, will overwrite the information stored for this consignee and will also affect this consignee's information on other bookings. Please add a new consignee to the list if information has changed or is different.	
* Name:	<input type="text"/>
* Address1:	<input type="text"/>
Address2:	<input type="text"/>
* City:	<input type="text"/>
* State:	<input type="text"/>
* Zip:	<input type="text"/>
* Country:	<input type="text"/>
Phone:	<input type="text"/>
Contact:	<input type="text"/>
Email:	<input type="text"/>
Consignee Hours of Operations:	From <input type="text"/> 00:00 <input type="text"/> To <input type="text"/> 00:00
Emergency Contact	
*Contact:	<input type="text"/>
*Phone:	<input type="text"/>
Email:	<input type="text"/>
* Denotes required field	
<input type="button" value="Back"/> <input type="button" value="Modify Airbill"/> <input type="button" value="Cancel"/> <input type="button" value="Continue"/>	

Please verify the Online Shipment information below

Shipment Information	
Pickup Zipcode:	
Delivery Zipcode:	
Pieces:	
Planned Weight:	
Chargeable Weight:	
Description:	
Special Instructions:	
Reference #:	
Special Services:	Pickup Delivery

STEP 8: Verify the Online Shipment Information to ensure accuracy. The scheduled pickup and/or delivery (if chosen) along with the estimated charges.

Shipment Schedule	
	Date
Scheduled Pickup:	10/23/2014 08:00 - 17:00
Scheduled Delivery:	10/24/2014 08:00 - 17:00

Estimated Charge Information*	
Pickup Charge:	
Pickup Fuel Surcharge [25.5%]	
Delivery Charge:	
Delivery Fuel Surcharge [25.5%]	
Total Charge:	

* NOTE: The quoted price is not valid if rates change between now and the time quoted price is an estimate. Final charges will reflect the chargeable weight of shipment. Chargeable weight is the greater of actual or dimensional weight.

STEP 9: If ALL information is accurate, you MUST click in the box to agree to Forward Air Terms and Conditions before continuing in order to proceed with the shipment.

Account Information		Shipper	Bill To
Name:			
Address1:			
Address2:			
City:			
State:			
Zip:			
Account Number:			

Contact Information	Shipper / Pickup	Consignee / Delivery
Name:		
Address1:		
Address2:		
City:		
State/Province:		
Zip/Postal:		
Country:		
Phone:		
Contact:		
Email:		

Emergency Contact	
Contact:	
Phone:	
Email:	

☒ Select this box to send a confirmation email to the shipper.

☐ By selecting this box and the "Continue" button, I agree to these [Terms and Conditions](#)

Please press Continue button only once

Modify Airbill Cancel **Continue**

STEP 10: You will be asked if Are you sure that all booking information is correct and you want to proceed. Click "OK" if correct.

Message from webpage

At shipment tender, charges will be applied accordingly to your account.
Are you sure that all booking information is correct and you want to proceed?

OK Cancel

<input type="button" value="Print Airbill PDF"/> <input type="button" value="Finish"/>	
Your shipment has been booked	
** Please upload the required or any documents for this shipment	<input type="button" value="Upload/Remove Documents"/>
***** Please Print This Page *****	
Your airbill tracking number is:	
(Use this airbill number to track your shipment on FAST Track at www.forwardair.com)	
You may print this page or print a PDF copy from the button above for your records or cartage communication needs. Please print this page and bring the freight to the origin location.	
Please provide the following airwaybill number: _____ to the Forward Air personnel as proof of purchase.	

Shipment Information	
Pickup Zipcode:	
Delivery Zipcode:	
Pieces:	
Planned Weight:	_____
Chargeable Weight:	
Description:	
Forward Air Airbill # :	_____
Special Instructions:	
Reference #:	
Special Services:	<div style="color: red;">Pickup</div> <div style="color: red;">Delivery</div>

STEP 11:

If you clicked "OK", your booking is now complete and an Air Waybill assigned. This page has all your booking details. You have the option to PRINT your Airbill and go forward with another booking or click FINISH to exit the session.

STEP 12:

If the shipment booked was Import/Export, the required paperwork may be uploaded now. Click on Upload/Remove Documents.

Note: Be sure to have the forms already saved onto your computer prior to selecting the Upload

FAST Book	
AIRBILL:	STATUS: Inactive
Forward Air, Inc only accepts (*.pdf,*.doc,*.docx,*.jpg,*.gif,*.tiff) files. Maximum size of file is 1Mb.	
Other Document	
Other Document:	<input type="text"/> Browse...
Pickup Documents	
Document that needs Signature: (PDF Only)	<input type="text"/> Browse...
Other Pickup Document:	<input type="text"/> Browse...
Delivery Documents	
Document that needs Signature: (PDF Only)	<input type="text"/> Browse...
Other Delivery Document:	<input type="text"/> Browse...
<input type="button" value="Back"/>	<input type="button" value="Upload"/>

STEP 13: Click on Browse under the appropriate area pertaining the this shipment. Choose the saved paper work from your documents.

STEP 14: Ensure all pertaining paperwork to the shipment is uploaded. Once the document is chosen, Click on UPLOAD to append to the air waybill.

FAST Book	
AIRBILL:	STATUS: Inactive
Forward Air, Inc only accepts (*.pdf,*.doc,*.docx,*.jpg,*.gif,*.tiff) files. Maximum size of file is 1Mb.	
Other Document	
Other Document:	C:\Users\Veala\Documents\Training\1 Star Overview 201... Browse...
Pickup Documents	
Document that needs Signature: (PDF Only)	<input type="text"/> Browse...
Other Pickup Document:	<input type="text"/> Browse...
Delivery Documents	
Document that needs Signature: (PDF Only)	<input type="text"/> Browse...
Other Delivery Document:	<input type="text"/> Browse...
<input type="button" value="Back"/>	<input type="button" value="Upload"/>



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