

FAST Book Shipping Guide

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Dedited				
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COCOCOC

Con-Time Service

Internet Based Technology Customer Support

Customer Support

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What's New Poly and Air Contention Antophotal

NEW Rooward Air Mobile ** App! det stock from the App Store + (Proce) ar Google Pair ** (Androis **)

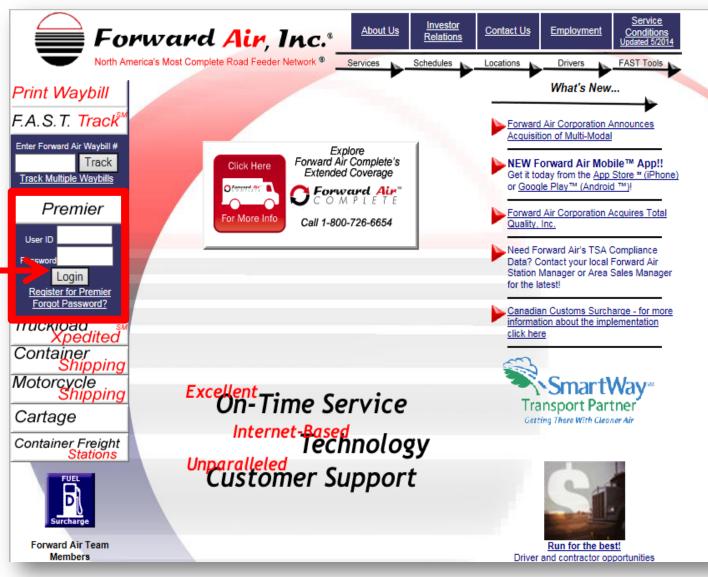
Fore and Are Consertation Acids tex Total Need Forward Airs TSA Completion Data 1 Contact your local Forward Air Sater Abrager or Area Sale's Abrager for the atest Canadian Custome Sunonarge - for more Information about the Implementation cates

SmartWay

EEM

STEP 1: LOGIN

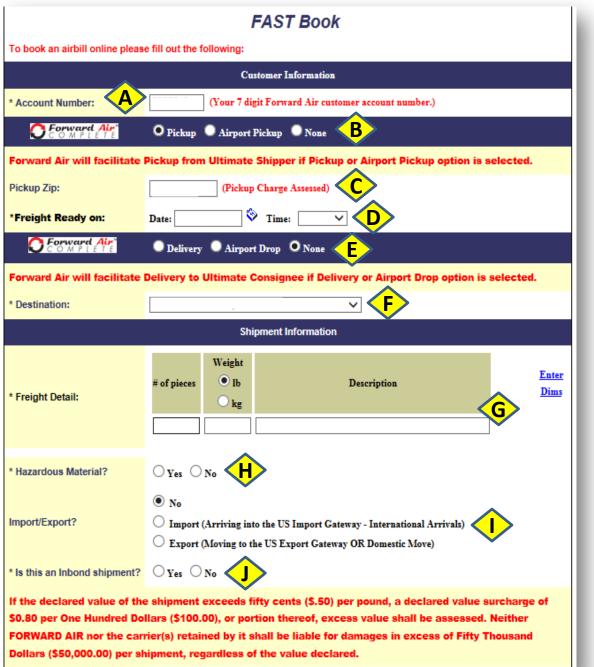
- Access our site at www.forwardair.com .
- Enter your User ID and Password.
- If you don't have Premier access, you may register on the Forward Air homepage.
- You may also our contact Customer Care Center (800.726.6654) or Local Sales Representative for assistance in setting up your Premier account.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



STEP 2: WELCOME PAGE

	Forward Air	TM <u>Home</u>	About Us Investor Relations Contact Us Site Inde
		Services	Schedules Locations Drivers FAST Tools
STEP 2: WELCOME PAGE	FAST Track Welcome	Your Name	Forward Air Premier
After logging in, you will be forwarded to the Welcome page. Select FAST Book to start the	FAST Book and local pick-up and/or Active Summary salesperson for more info	delivery for the wholesale ship ormation or <u>click here</u> .	ir Complete, providing a bundled linehaul pping industry. Contact your Forward Air
booking process from the side-bar menu and	Summary	-	elow or from the menu on the left.
	Recovered Summary		dynamically with full history and status by l number or your reference number.
under the red link menu.	Invoiced Summary Exception Management	Book shipments online reducing the need for	e from any origin in advance of tender paper bills of lading.
	FAST Forms Fuel Surcharge Log out of Forward Air	-	for Forward Air Complete shipments in ether you choose pickup, delivery or
	Premier FAST Rates	Get Forward Air Con	nplete Rates By Market.
	FAST Summaries	View up to 500 of you Pecovered or Invoice	ur latest waybills which are Active, A
Forward Air TM Home	Relations <u>contact os</u> <u>Employment</u> <u>C</u>	Service onditions xceptions recorded a	at Origin Tender and Destination amages, shortages and preload exception
FAST Track FAST Boo			er of forms which can be sent
FAST Book Please select from the options given below.	FAST Book Please select from the options given below.		
FAST Quote Book Waybill Book Waybills Only	ine.	you need Acrobat F	Reader for online P.O.Ds, <u>download</u> here.
FAST Rates	lit Waybill Information Online.		
FAST Summaries Notify Agent Send Notification E	Email to Agent.		
Exception Management Shipper Maintenance Maintain Shipper A	lecounts.		
POD Inquiry Consignee Maintenance Maintain Consignee	e Accounts.		
FAST Forms Fuel Surcharge Back		STEP 3	3: FAST BOOK
Log out of Forward Air Premier		Sel	ect Book Waybill
			from the menu.

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STEP 4: BEGIN BOOKING YOUR SHIPMENT

- A. 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.
- B. Choose the Type of Pickup being requested. If there is NO pickup, simply choose None.
- C. 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)
- D. 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.
- E. Choose the Type of Delivery being requested. If there is NO delivery, simply choose None.
- F. 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.
- G. 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.

Shipment Information					
* Freight Detail:	Weight Meight Ib Ib kg				
* Hazardous Material?					
Import/Export?	 No Import (Arriving into the US Import Gateway - International Arrivals) Export (Moving to the US Export Gateway OR Domestic Move) 				
* Is this an Inbond shipment?					
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					
	rier(s) retained by it shall be liable for damages in excess of Fifty Thousand				
Dollars (\$50,000.00) per sr	ipment, regardless of the value declared.				
* Declared Value:	\$ 0.00 K				
Forward Air Airbill # :	(If left blank, a valid number will be generated at booking completion.)				
Maximum length of each Reference Number is 25 characters.					
Add up to 50 References b	y clicking on the "Add More" link.				
Reference # :	Add More				
	(You may enter up to 210 characters.) Characters left: 210				
Special Instructions:					
	Cancel Continue				

STEP 4: BEGIN BOOKING YOUR SHIPMENT Continued...

- 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

	Pickup				
imated Pickup Date has been a	djusted 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					

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.

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

* Name:

* City:

* State:

Confirm Email: Hours of Operation: •

* Address1: Address2:

* Zip / Postal Code:

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.

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.

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

Zip / Postal Code:			
* Country:		•	
Phone:			
Contact:		1	Consignee Delivery Zipcode : 43125
Email:		Del	very Location : GROVEPORT, OH
Confirm Email:		Delivery addr	ess is equivalent to Consignee address.
ours of Operation:	00:00 - 00:00 -		will overwrite the information stored for this consignee and will also affect okings. Please add a new consignee to the list if information has changed
ours of operation.	Consignee Selection List	or is different.	okings, ricase add a new consignee to the nat it information has changed
	Select by Consignee Name.	* Name:	
* Consignee List:		* Address1:	
consignee List.		Address2:	
		* City:	
		* State:	▼
		* Zip:	
		* Country:	~
		Phone:	
		Contact:	
		Email:	
Once ALL information is filled out, click on Continue. You also have the chance to modify.		Consignee Hours of Operations: Fr	om 00:00 • To 00:00 •
			Emergency Contact
		*Contact:	
		*Phone:	
		Email:	
		* Denotes required field	
3		Back	Modify Airbill Cancel Continue

Please verify th	he Online Shipment information	below
	Shipment Information	
Pickup Zipcode:		
Delivery Zipcode:		
Pieces:		
Planned Weight:		
Chargeable Weight:		
Description:		
Special Instructions:		
Reference #:		Account Information
Special Services:	Pickup	bbA

 Shipment Schedule

 Date
 Date

 Scheduled Pickup:
 10/23/2014 08:00 - 17:00

 Scheduled Delivery:
 10/24/2014 08:00 - 17:00

Delivery

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

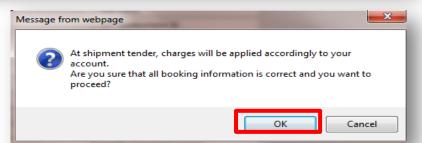
* NOTE: The quoted price is not valid if rates change between now and the time quoted price is an estimate. Final charges will reflect the chargeable weight de shipment. Chargeable weight is the greater of actual or dimensional weight.

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.

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

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	t
	Contact:	
	Phone:	
	Email:	
Select this box to send a c By selecting this box and t Please press Continue bu	the "Continue" button, I ag	hipper. ree to these <u>Terms and Conditions</u>
		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.



Print Airbill PDF Finish
Your shipment has been booked
** Please upload the required or any documents for this shipment Upload/Remove Documents

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 #:	
Creation Constitution	Pickup
Special Services:	Delivery

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

	FAS	ST Bo	ok									
AIRBILL:	ST/	ATUS: Inactive gif,°.iff) files. Maximum size of file is 1Mb.										
Forward Air, Inc only accepts (*.pdf,*.o	x,*.jpg,*.g					STEP 13: Click on Browse under the						
Other Document							appropriate area pertaining the this					
Other Document:	Brow	Browse				shipment. Choose the saved paper work						
	Pickup	Docume	nts				fı	rom your	documents.			
ocument that needs Signature:					0							
(PDF Only)					Brow	/se						
Other Pickup Document:					Brow	/se						
1	Delivery	Docume	nts									
Ocument that needs Signature:					Dress							
(PDF Only)					Brow	/se						
Other Delivery Document:					Brow	/se						
	Back	Uploa	d									
						E	10	T Book	/			
							AST BOOK STATUS: Inactive					
			ron	ward Air, inc only a	cepts (°.		*.docx,*.jpg,*.gif,*.tiff) files. Maximum size of file is 1Mb.			THE IS TIMD.		
				Other Docum	ont C				ing\1 Star Overvie	w 201 B	rowse	
				other bocan				ocuments	ingtrotar officia			
STEP 14: Ensure all pertaining			Document f	that needs Signat	ure:	FIERG						
paperwork to the shipment is upload				(PDF C							Browse	
Once the document is chosen, Click o			Oth	er Pickup Docum	ent:						Browse	
UPLOAD to append to the air waybill	Ι.					Delive	ery D	ocuments	3			
			Document t	that needs Signat	ure:						2	
				(PDF C	nly)						Browse	
			Othe	r Delivery Docum	ent:						Browse	
						Back		Upload				



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Excellent On-Time Service Internet Based Technology Customer Support

Customer Support

SmartWay

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What's New Poly and AN CONSUMERA AND SUPERIA

NEW Rooward Air Mobile ** App! det stock from the App Store + (Proce) ar Google Pair ** (Androis **)

Fore and Are Consertation Apide tex Total Association and Arts TSA Compilance Data 1 Contact your local flow and Air State Manager of Artis Sales Manager for the about Canadan Custome Sundharde - for more Efformation about the implementation cable