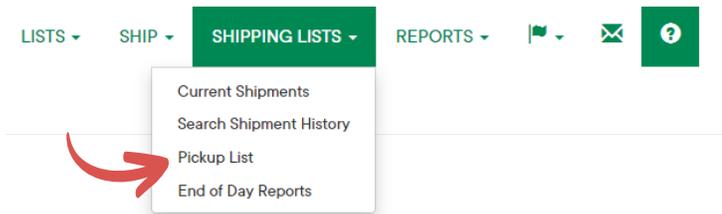


MyMidland FAQ - How can we help?

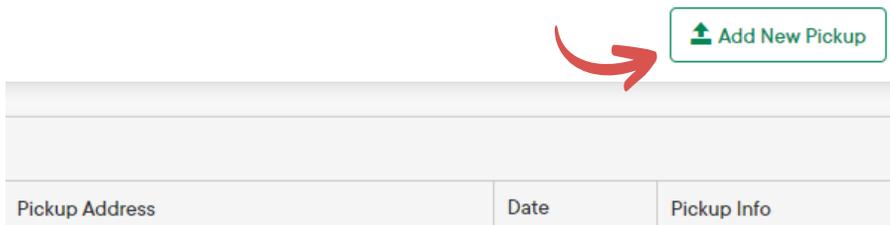
Q: How do I schedule a pickup?

A: Midland pickups need to be scheduled for each Midland line of business individually (i.e. - For both your Courier and LTL shipments). Please follow the instructions below to schedule a pickup if you do not have a recurring pickup already committed with Midland.

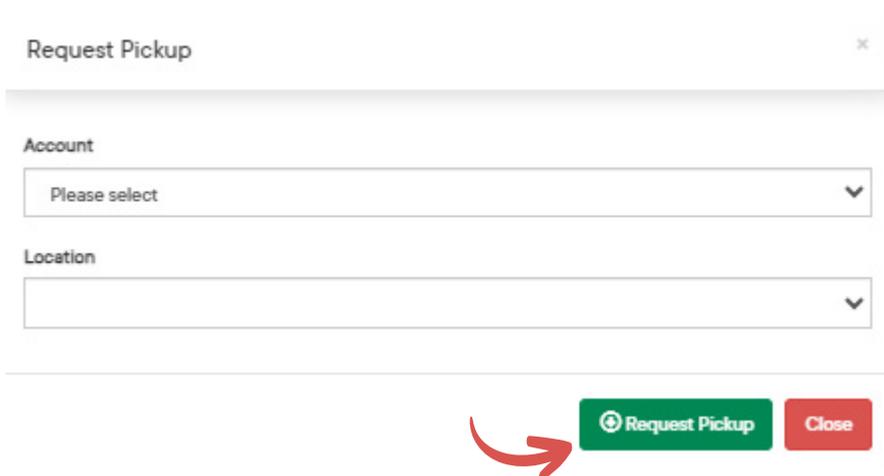
1. Go to **Shipping Lists** and select **Pickup List** from the menu.



2. Select **Add New Pickup**.



3. Select the **Account** and **Location** from the menus, then select **Request Pickup**.



MIDLAND

Contact Information



100 Midland Drive
Dieppe, NB E1A 6X4



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midlandtransport.com

MyMidland FAQ - How can we help?

4. Verify **Pickup Location** details are complete and accurate. **Phone Number** or **Email** may be used to notify of any pickup exceptions.
5. Select **On** for a residential address and **Off** for commercial or industrial location.
6. Select **On** if you wish to receive status updates on an outbound shipment. To change eAlert settings, return to shipment details.
7. Verify **Pickup Details**. Please note that currently the Pickups can be future dated to 30 days for LTL and 14 days for Courier from current date.

The screenshot shows two sections of the MyMidland pickup form. The left section is titled 'Pickup Location' and contains fields for Company (TEST CO), Contact Person (Shelley Hope), Country (CANADA), State/Province (NOVA SCOTIA), City (Dartmouth), Zip (B3B1H3), Street Address (66 Wight Ave), Address 2, Phone (5065551212), Email (hope.shelley@jdirling.com), Package Location (NONE), Building Part (BUILDING), and checkboxes for 'Is Residential' (No) and 'Send Email Alert' (No). The right section is titled 'Pickup Information' and contains fields for Pickup Date (02/05/2024), Ready Time (11:11), Company Close Time (17:00), # of Shipments (14), # of Packages (14), Total Weight (1494.00), Weight Type (LB), Length (0.00), Width (0.00), Height (0.00), and checkboxes for 'Shipment is on skid' (No) and 'No of skids' (0). Numbered callouts 4 through 7 are placed over the Phone, Email, Pickup Date, and Send Email Alert fields respectively.

For Courier, proceed to Step 13. For LTL, Steps 8-12 are the additional details that can be entered. Please note that these are not mandatory fields.

8. Select **On** as an indicator of **Dangerous Goods**.
9. Indicate the **Total Feet of Trailer**.
10. Select the **Commodity Type** – Regular Dry, Fresh, Frozen or Heat. If you have multiple commodities in the same shipment, please choose your **Primary Commodity** (i.e. - the type that needs the most attention while handling).
11. If any, select the **Special Equipment** type.
12. Enter the **PO, Reference, and Bill of Lading** Numbers.
13. Select **Request Pickup**.

The screenshot shows the 'Midland LTL - Additional Info' form. It contains fields for Dangerous Goods Indicator (No), Total ft of Trailer (linear feet) (0.00), Commodity Type (Regular Dry), Special Equipment (None), PO Number, Reference, Bill of Lading, Release # 1, Release # 2, Release # 3, Release # 4, and Release # 5. Numbered callouts 8 through 13 are placed over the Dangerous Goods Indicator, Total ft of Trailer, Commodity Type, Special Equipment, PO Number, Reference, Bill of Lading, and the Request Pickup button respectively.

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Request Pickup

MIDLAND Contact Information



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