

MyMidland FAQ - How can we help?

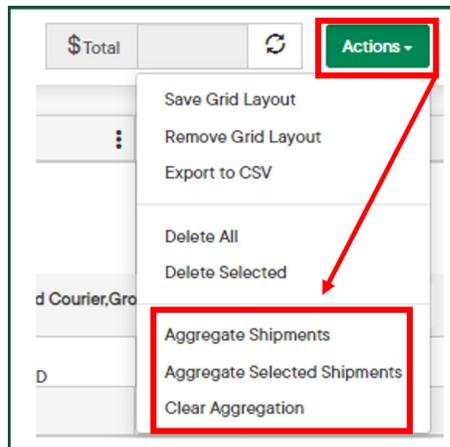
Q: Can I aggregate my shipments?

A: Yes! Shipments that meet specific conditions can be aggregated into one to maximize cost savings. All the following criteria must match to allow aggregation:

- Origin – Company & Full Address
- Destination – Company & Full Address
- Service
- Bill To

To Aggregate Select Shipments

1. Highlight the shipments to be aggregated from the On Hold queue. Hold the **Shift** or **CTRL** key to select multiple shipments.
2. From the **Actions** drop down, select **Aggregate Select Shipments**.



To Aggregate ALL Shipments

From the Actions drop down, select **Aggregate Shipments** and all qualifying shipments will aggregate.

Once aggregated, each Aggregation Group will have a “Group Actions” button and a savings breakdown will be displayed.

Ord...	Sou...	Pac...	Tot...	Car...	Se...	Co...	Orl...	Co...	Rec...	List \$	Your \$	Cus...	Group Actions
2268590			15.00	MIDLAND	Ground	Midland Head Office	CA	CN Tower	CA	8.52 CAD	Aggregated: 8.52 CAD Individual: 17.63 CAD	17.63 CAD	Actions -
2268591			34.00	MIDLAND	Ground	Midland Head Office	CA	CN Tower	CA	19.31 CAD	Aggregated: 19.31 CAD Individual: 23.33 CAD	23.33 CAD	Actions -
Total: 2 Total Weight: 49											Individual Rate: 40.96 CAD Aggregate Rate: 27.83 CAD Savings: 13.13 CAD		

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Contact Information



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Q: How do I ship my orders from the On Hold queue?

A: There are four ways to ship from the On Hold / Order Queue:

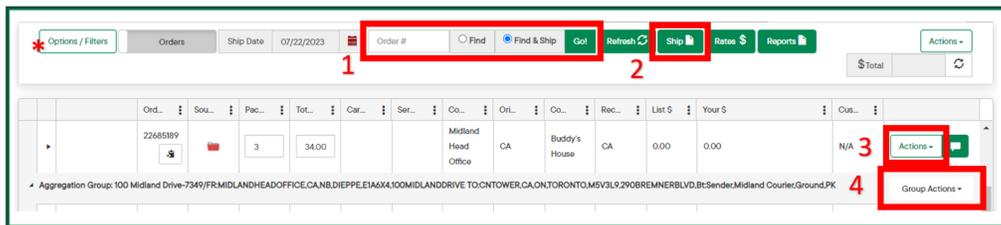
1. Find & Ship: Select the **Find & Ship** radio button, then enter the desired order number in the Order # field and select **Go!**

2. Ship All: Click **Ship**.

Use the **Options/Filters** feature to only display order in the queue based on your criteria.

3. Individual Order: click **Actions** on an individual order then choose **Ship**.

4. Aggregation Group: click **Group Actions** then click **Ship**.



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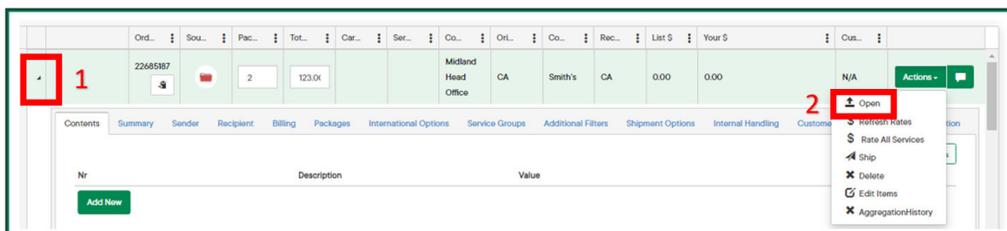
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Q: How do I edit an On Hold order?

A: There are two methods for editing an On Hold order.

Method 1: Click the **expansion arrow** then use the various tabs to edit shipment information.

Method 2: Use **Actions** then select **Open** to edit shipment details in the Ship Screen.



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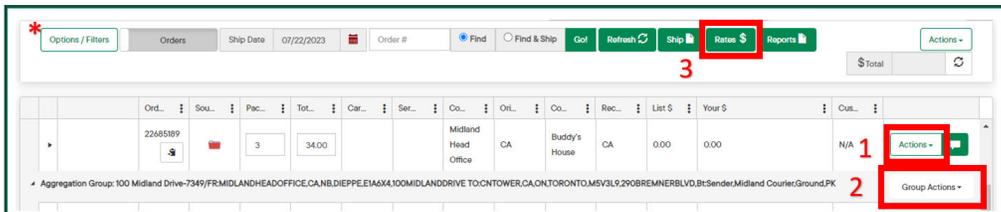
Q: How do I determine the most current rates for my shipment(s) or aggregate group?

A: For *Individual Orders* (1): Click **Actions** on an individual order then choose to **Refresh Rates** or **Rate All Services** which will show you all available service offerings for that shipment.

For *Aggregation Group* (2): click **Group Actions** then click **Refresh Rates**.

For *All Orders* (3): click **Rates \$** to rate or re-rate all orders that are currently visible in the order queue.

Tip: Use the Options / Filters feature to only display order in the queue based on your criteria.



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