

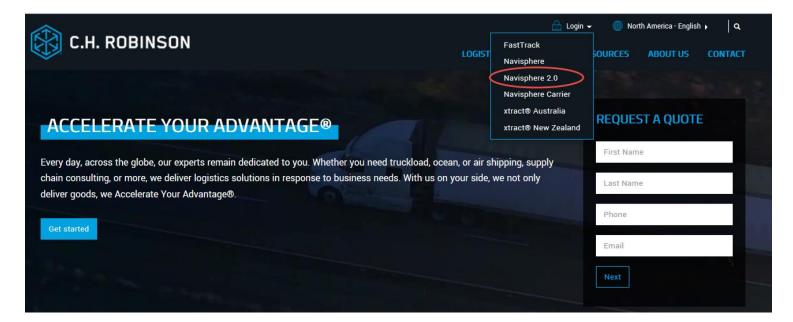


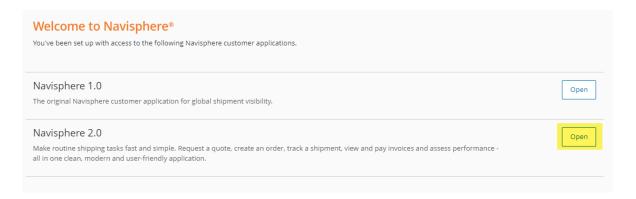
Navisphere Online User Guide

Log On	
Dashboard Overview	
Shipment Search/Tracking	
Purchase Order Draw	JAMES OF THE SECOND SEC
Small Parcel Entry	
Milkruns and Crossdock Consolidations	
Multi-Stop Shipments	
Manual Order Creation	
Print Your BOL	
Shipment Cancellation and Help	15
Portal Terminology	17
Troubleshooting	
Oshkosh Terms and Business Rules	21

Log On

- 1. Open internet browser and type online.chrobinson.com
- 2. Select "Navisphere 2.0" from dropdown menu
- 3. Enter Email address and password and select "login"
- 4. Click the "Open" box next to Navisphere 2.0:





Dashboard Overview

After logging in you will be brought to your Navisphere Dashboard. The dashboard displays various sections that give you the ability to track an order, view your recent activity, manage notification, and see all your "orders at a glance".

My Recent Activity

• The Recent Activity section will display the top 10 orders that you have accessed most recently. Each order line

item will show:

- 1) Date the order was created
- 2) C.H. Robinson order number
- 3) Origin location name
- 4) Destination location name



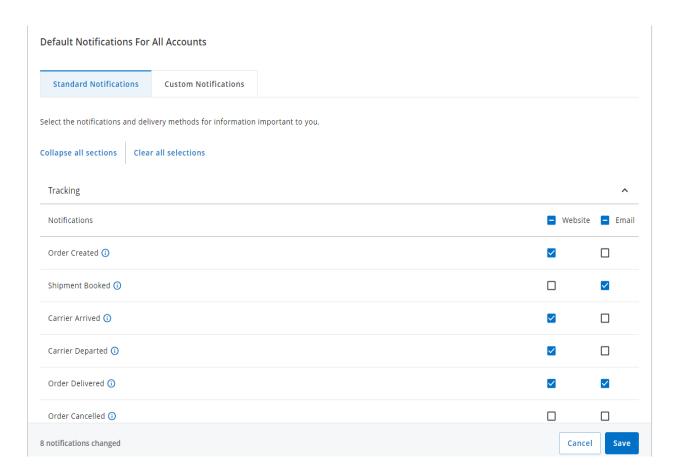
• By selecting the order number hyperlink, you can view additional details of the order.

My Notifications

• The My Notifications section allows you to set up notification based on certain event triggers. To set up the event notifications you would like to receive, select the gear icon in the top right.



• A new window will open displaying a list of notification options. Select the notifications you wish to receive and click Save.



- When an event occurs that triggers one of your subscriptions, an alert will be displayed in the My Notifications section of your Dashboard. Events are displayed in order of newest to oldest with the most recent alert at the top of the list. Each alert card will display:
 - A) Date the event happened
 - B) C.H. Robinson Order number
 - C) Event/ Subscription type
 - D) Red X to remove the notification



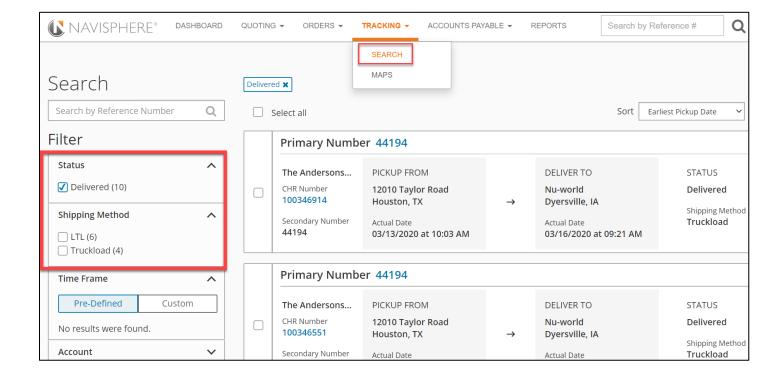
My Orders at a Glance

- The Orders at a Glance Section provides you with a quick way to see your orders based on where they are in the order life cycle. The different statuses are defined as follows:
- A. New Orders created on the current date
- B. Picking Up Today Orders that have been planned to pick up today and have yet to be picked up.
- **C. Picking Up This Week** Orders that have been planned to pick up this current week (Monday Sunday) and have yet to be picked up.

- **D.** Booked Orders that have been booked with a carrier.
- E. In Transit Orders that are currently in transit to Destination.
- **F. Delivered** Orders that have been delivered to the Destination.



• Selecting any of the status buckets will bring you to your My Orders page (which you can also access via the Tracking dropdown on the navigation pane).

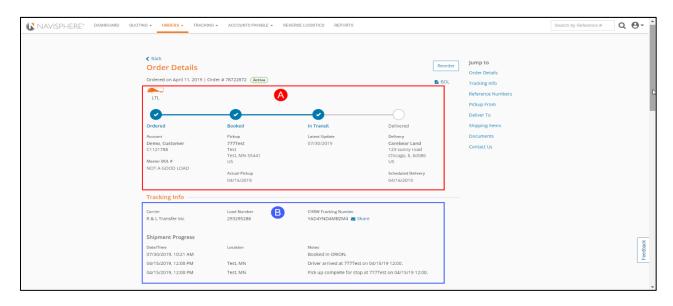


Shipment Search/Tracking

- Orders that have been planned to a shipment can be tracked in two ways. The first is to use the "**Track**" feature from your home Dashboard. Here you can track by:
- Any reference number entered on the shipment
- o C.H. Robinson load number
- o Pro Number
- o Confirmation Number
- Tracking Number
- Enter the reference number you wish to view and hit Track.



- The order detail screen will open.
- a. The progress bar will provide a summary of your order as well as its current status in the order life cycle.
- b. The carrier log will display every physical check in location that has been received from the carrier in chronological order.

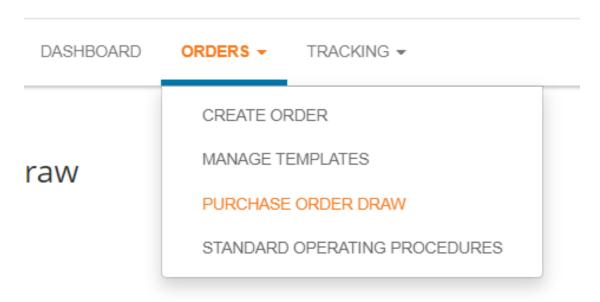


• You can also get to this screen through the hyperlinked order number from your Recent Activity section, the My Orders at a Glance section, or from your Search page.

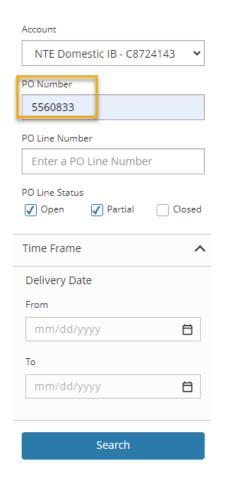


Purchase Order Draw

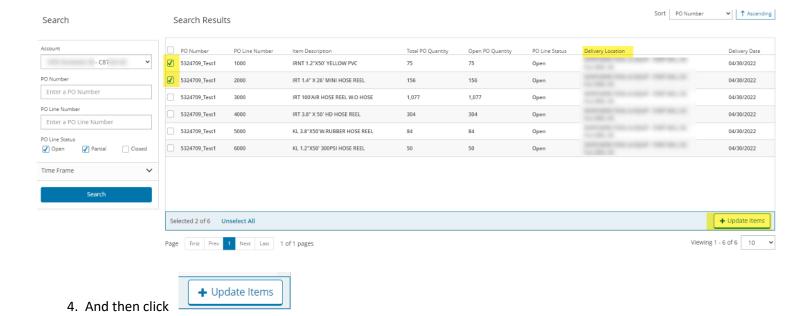
1. To create a booking in Navisphere Online 2.0, select **Orders > Purchase Order Draw**



2. From here, we suggest you search by PO; but you can also search by PO Line, PO Line Status, or from a date range (Time Frame).



- 3. Click the box on the left next to the PO(s) you are wanting to ship.
 - a. If shipping multiple POs, check the **Delivery Location** for accuracy, before submitting.

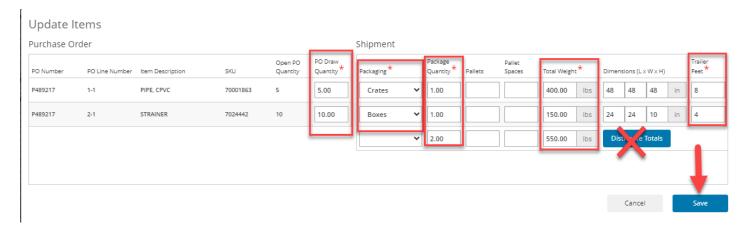


*You can only ship multiple POs to **ONE** destination, unless you use a ship-with reference number.

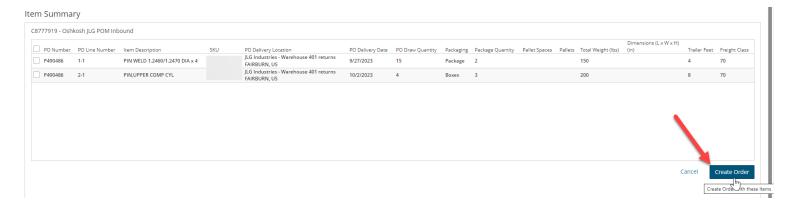
5. You will need to enter the PO draw quantity, packaging, package quantity, total weight and trailer feet before clicking save. **Note to consider**: The amount you enter within the "PO Draw Quantity" is the actual amount that will be subtracted from the "Open PO Quantity".

Note: Avoid drawing on a closed PO, this will cause delays in shipping and errors with the ASN.

NOTE: If you have more than 1 PO line **avoid clicking distribute totals** as it will create incorrect, fractional quantities.

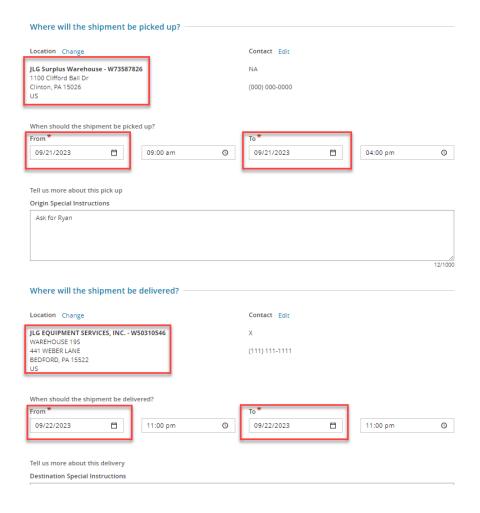


- 6. PO now populates at the bottom of the screen under "Item Summary".
- 7. Select your PO's from the Item Summary and click Create Order.



- Your origin, origin dates, destination, and destination dates should all populate since they are coming from
 Oshkosh PO files and the system is utilizing the data on the file to support your shipment entry process.
 NOTE: If the location information needs to be updated, please reach out to your buyer or
 OshkoshTMC@mytmc.com
- 8. Scroll down to the item details area and show all items.
- 9. Submit the order.

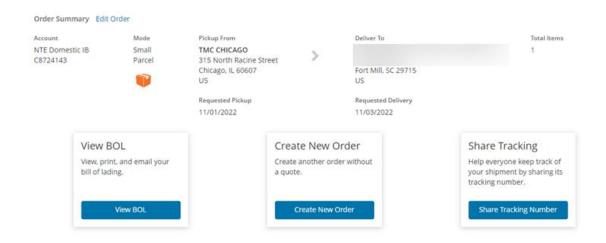
NOTE: If any of these fields are blank you must stop and go back to Purchase Order Draw because you have selected more than one PO with a different location.



Thank you for your order!

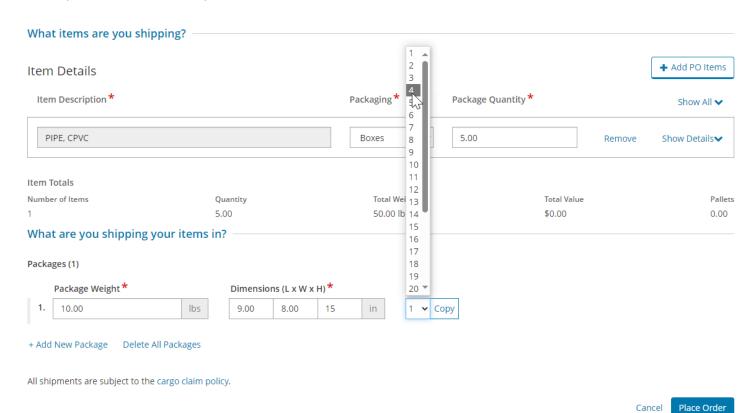
You have successfully submitted your transportation order.

Your tracking number is: XAE4AYBPB4ZH



Small Parcel Entry

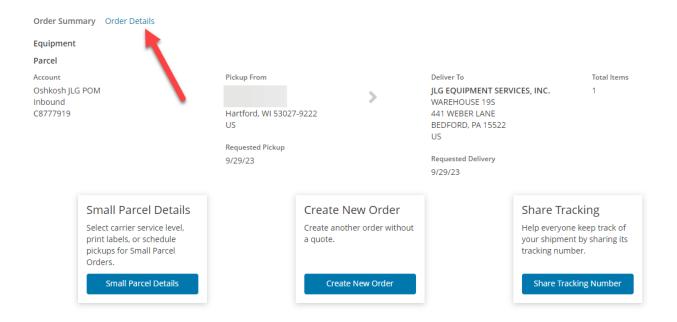
If shipping small parcel, package details are required. Click "Edit Order" and enter the package weight divided by package count, add the dims and click "Copy" to duplicate the package information for each parcel. If you have 5 packages, totaling 50 lbs., enter the first line as 10 lbs., then select "4" from the dropdown to add 4 more parcels to the first entry.



Thank you for your order!

You have successfully submitted your transportation order.

Your tracking number is: **BZKAMEE8A4H**



You have the option to print your BOL or label however TMC has designed an automation in the background to email you the BOL and if applicable the Small Parcel Label so there is no need to search and print.

**Please note all bookings must be entered into TMC system no later than 12pm cst.

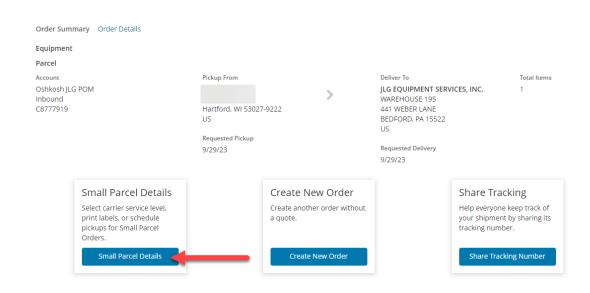
Small Parcel Label Generating Process - North America Shipments

1. To retrieve Small Parcel labels after placing your order, click on Small Parcel details:

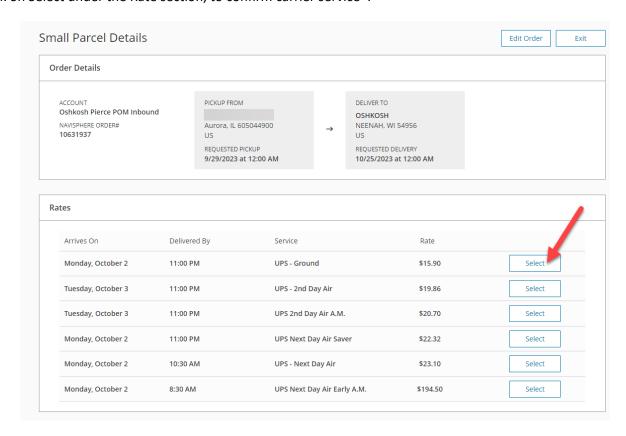
Thank you for your order!

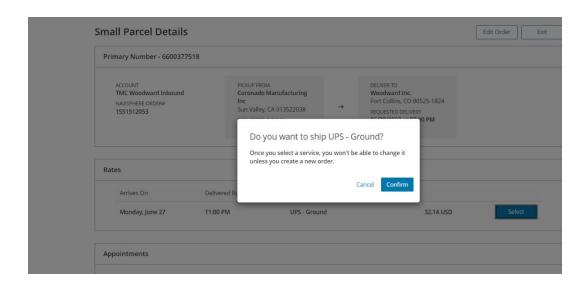
You have successfully submitted your transportation order.

Your tracking number is: BZKAMEE8A4H



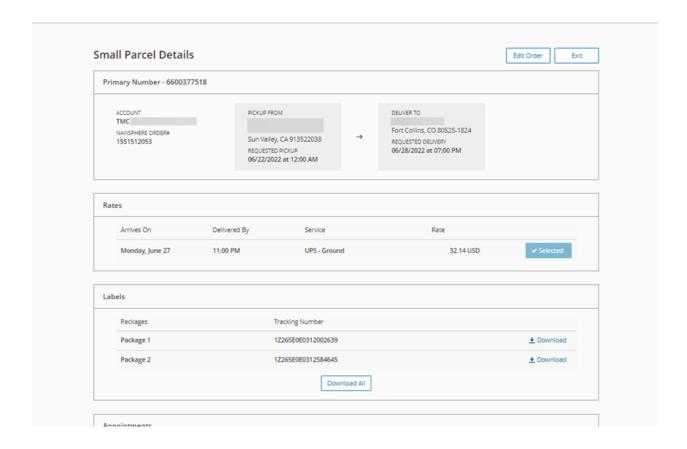
2. Click on Select under the Rate section, to confirm carrier service*.





*This will not book or change the carrier, that selection is under TMC.

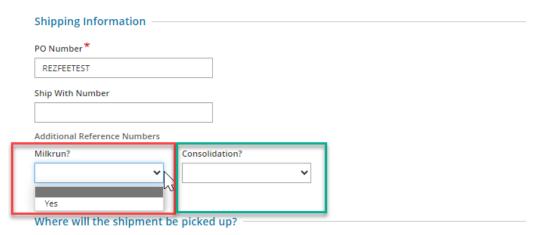
3. After confirming the Carrier service, Small Parcel labels will generate and be available to print from Navisphere 2.0



Milkruns and Crossdock Consolidations

For suppliers who have been instructed to ship their freight to a consolidation crossdock or on a scheduled milkrun with other suppliers, follow the steps from page 6 to search the PO# and draw the desired quantity.

- In the Order Edit screen, under Shipping Information, select "yes" from the appropriate dropdown. If you are shipping for a milkrun, select, "yes" and leave the consolidation dropdown blank. The inverse applies if shipping to a crossdock.
- Continue with shipment entry as usual. If you have any questions about whether your company is included in this process, please reach out to OshkoshTMC@mytmc.com prior to shipping.



Location Change Contact Edit

JLG EQUIPMENT SERVICES, INC. - W50310546 X

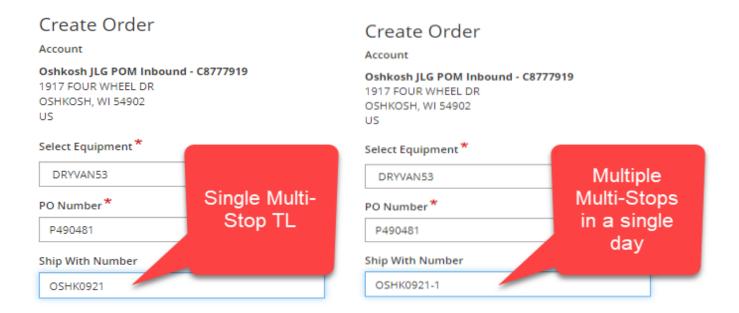
WAREHOUSE 19S
441 WEBER LANE (111) 111-1110

BEDFORD, PA 15522
US

When should the shipment be picked up?

Multi-Stop Shipments

To enter a load with more than one origin and destination, multiple individual orders will need to be entered following the PO draw steps above. To ensure these loads build into a single shipment, the "Ship With Number" field will need to be filled out using your abbreviated **company name and the date** formatted with 4 digits as MMDD and no spaces. This field is case sensitive and should match exactly across orders to allow the freight to be combined into a single load. If you are entering more than one multi-stop load in a day, you can keep the truckloads separate by adding a dash and an additional digit at the end. Ex:

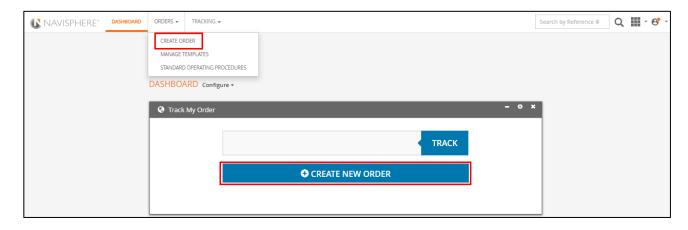


NOTE: The Custom Equipment type needs to match across orders (Ex: Dryvan53 & Dryvan53)

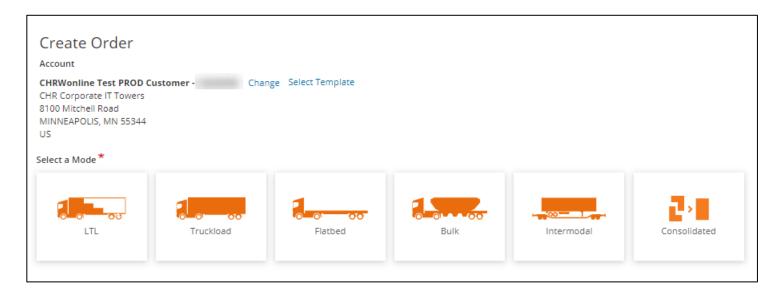
NOTE: Multi-stop TLs are combined at noon. *Orders enter at 11:59am and 12:01PM will be created into different loads*.

Manual Order Creation

- *Manual Orders should only be created with approval from Oshkosh. Manual Orders do NOT trigger ASNs.
- 1. To begin creating an order, click the CREATE ORDER link at the top of the screen, or click the CREATE NEW ORDER button on the Dashboard.



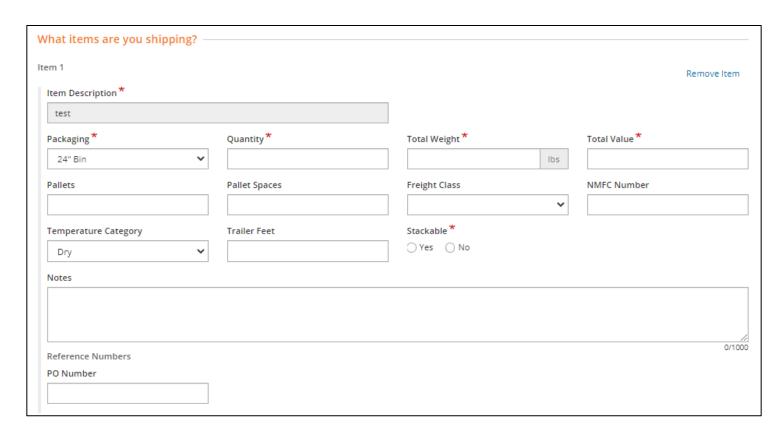
- 2. This will bring you to the New Order screen.
- 3. Select the appropriate shipment type or mode.



- 4. Enter the Primary Reference # for the shipment.
- 5. Enter the required origin details.

Origin, Earliest Pick Up Date, Latest Pick Up Date, Earliest Pick Up Time, Origin Special Instructions (special equipment requests, etc.)

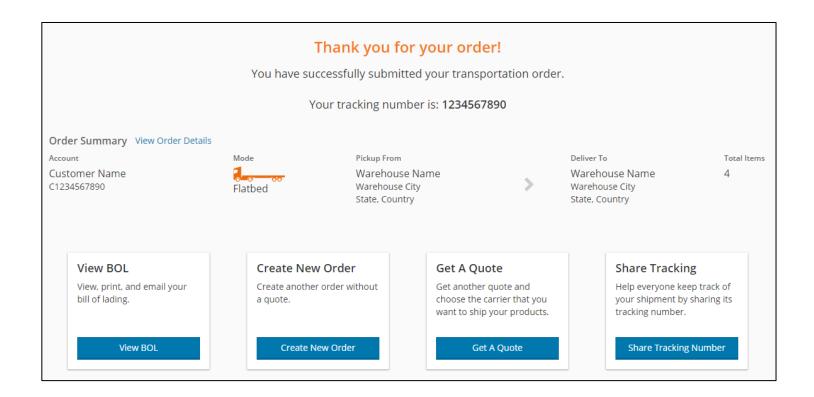
- 6. Enter the required destination details
- 7. Enter **Commodity** data as required
- 8. Locate your commodity by entering the description, NMFC (National Motor Freight Classification), Class or code in the search box.
- 9. All starred fields are required.



10. Click **PLACE ORDER** to complete your order.



11. Please make note of your tracking number. It will be your primary reference number if you need to contact TMC with questions.



Print Your BOL

- 1. To search for an order enter one of the following types of numbers:
 - a. Any reference number entered on the shipment.
 - b. C.H. Robinson load number
 - c. Pro number
 - d. Confirmation number
 - e. Tracking number



- 2. Either click on the magnifying glass icon or click **Enter**.
- 3. Click on the **BOL** link in the upper right corner.



4. This will pull up a copy of the Oshkosh TMC BOL with the carrier name that we dispatched for pickup. Please send a copy of this with the driver when they come in for pickup.

Shipment Cancellation and Help

• Should you need to cancel a shipment you have submitted or, if you have questions regarding Navisphere, please contact your account team: oshkoshtmc@mytmc.com

Portal Terminology

Overview of Terms

The Purchase Order screen is divided into four sections:

SEARCH

NOTES: This section has two default pre-set values:

Account (C-code) if Purchase Order data exists for the C-code(s)

PO Line Statuses: Open and Partial

Definitions

Account – a drop-down list of C-codes that are associated to the Online user and can be selected for searching PO information

PO Number – enter a PO number for a search

PO Line Number – entered a PO Line number for a search

This could result in multiple search results, if the PO Line Number is used on multiple PO Numbers.

PO Line Status – at least one or multiple PO Line Statuses can be selected to restrict search results

- Closed status Closed and Complete status in Navisphere Purchase Order
- Complete PO items are completely drawn down and the Load(s) are all delivered
- Closed PO items are completely drawn down and on active Orders or Loads

Delivery Date – From and To fields use the Delivery Start and Delivery End dates from Navisphere Purchase Order

Management data.

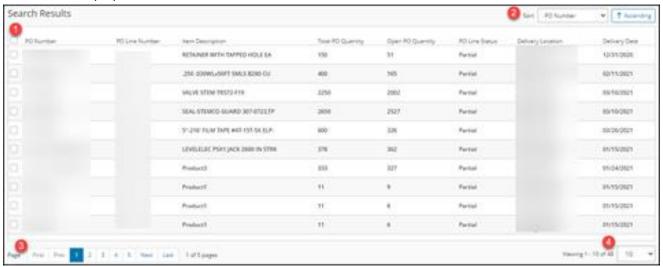
NOTES:

Search Results will not populate with data in these scenarios:

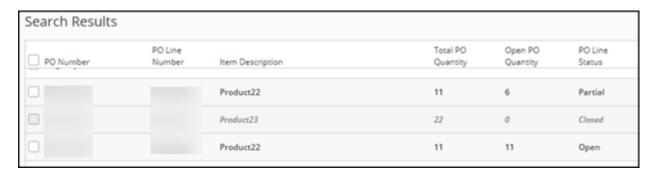
- The PO Number and PO Line Number fields are both populated, but are not associated to each other
- If the PO Number and/or PO Line Number have a PO Line Status that does not match the selected PO Line Status

Search Results

This section displays PO Line Number information based on the Search criteria.



- 1. **Select all checkbox** enables all eligible PO Line items on the page to be selected for the next step in the process.
- 2. **Sort** sorting results can be determined by selecting sort values and choosing ascending or descending order. The default sort is PO Number Ascending.
- 3. Page results are grouped into pages that can be chosen to efficiently find your result.
- 4. **Viewing** number of PO Line items displayed at one time; this can be adjusted by changing the view amount.



PO Line Items will **not** be eligible for selection, if one or more of the following are true:

- The PO Line Status is Closed.
- The PO Line already appears in the Item Summary (already on the order).
- The unit of measure does not match the already selected PO Line Items in the Search Results or existing PO
- Line Items already in the Item Summary.

This prevents creating an Order that has items with mixed units of measure (standard and metric), which causes issues with rating requests on Order and Loads.

When at least one PO Line Item is selected in the Search Results section, the screen displays an action bar indicating: Number of line items selected

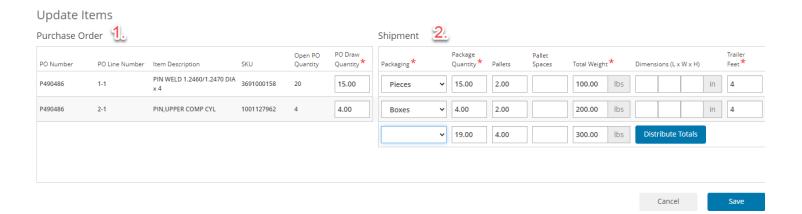
Unselect All option that will remove all selected PO Line Items

Update Items button to continue the PO Draw Process with the Update Items screen



Update Items

The Update Items modal displays your selected PO Line Items from the Search Results. It is separated into two sections: Purchase Order and Shipment.



1. Purchase Order

- The PO Draw Quantity field is required and supports decimal values when saving to Navisphere Orders.
- When Navisphere Orders saves information the inner pack quantity is sent back to Purchase Order Management, the value is rounded to a whole number (.5 and above will round up).

2. Shipment

- Packaging and Freight Class fields display pre-populated data in the Update Items modal if these fields are populated in the Navisphere Purchase Order data.
- All manually entered fields support decimals, but Transportation Execution ultimately saves a truncated or rounded value.
- Unit of measure indicators for Total Weight and dimensions (LxWxH) **Length, Width,** and **Height** are determined from Purchase Order information.
- This will control the Navisphere Order unit of measure saved on the Order.
- The Online User Preferences setting will not change the unit of measure for the Order.

Item Summary

This section displays the enriched purchase order and shipment data that will be used for Order creation or updates.



5) All PO Line Items must be from the same C-code (account) and will display after one or more PO Line Numbers are in the Item Summary.

Selecting one or more PO line numbers displays an action bar with:

- 2) **Edit Items button** launches the Update Item modal for the selected PO Line Numbers to allow updates to Purchase Order and item data.
- 3) Remove Items button deletes the selected PO Line Numbers from the Item Summary.
- 4) **Cancel button** prompts a confirmation window; if **OK** is selected, you are returned to the Online 2.0 Dashboard.
- 5) Create Order button moves the process to the Order Create or Edit screen.

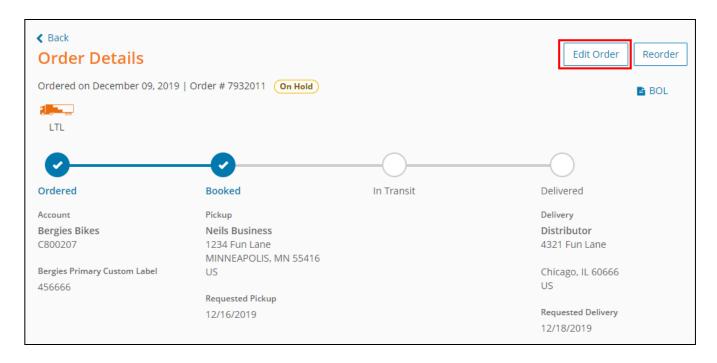
Troubleshooting

Locate your shipment by searching with your Tracking number or your reference # in the Search field, using the My Orders page, My Orders at a Glance or the My Recent Activity section.

Click on the **Order Number**.



The Order Details screen will open. Click on the **Edit Order** link at the top right of the screen. Please add your necessary corrections & submit the shipment once complete.



"My quantity is the same as my pallet count, & it shouldn't be."

When adding your commodities, be sure to update the **Package Quantity** to the appropriate selection. For example, if you are shipping cartons, select cartons; for boxes, select boxes, etc. If you leave the selection as pallets, the value you enter for **Unit Quantity** will override the value you enter for **Pallets!** For example, you are shipping 50 boxes on 2 pallets. If you leave **Package Quantity** as pallets & enter 2 pallets, system will submit 50 for the quantity <u>and</u> pallets.

"The origin/destination I need is not listed."

If the location on your PO needs to be updated, please **contact your buyer** with the corrected address information and a revised PO will be transmitted to the portal.

Oshkosh Terms and Business Rules

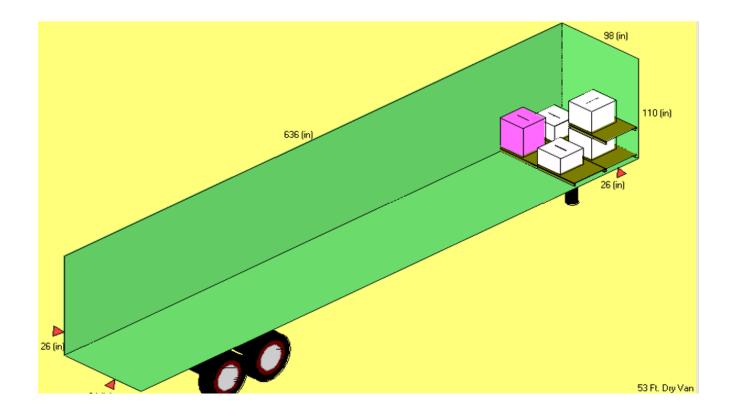
Custom Equipment Types (CETs)

Equipment Type	Description
DRYVAN53	53' Box Trailer
DRYVAN48	48' Box Trailer
FLST48	48' Flatbed or Step Deck
FLST48102	48'x102" Flatbed or Step Deck
FLST53	53' Flatbed or Step Deck

FLST53102	53'x102" Flatbed or Step Deck
FLT48	48' Flatbed Only
FLT48102	48'x102" Flatbed Only
FLT48NH102	48'x102" Flatbed w/ No Headboard
FLT48NHB	48' Flatbed w/ No Headboard
FLT53	53' Flatbed Only
FLT53102	53'x102" Flatbed Only
FTLIFTGT	Flatbed w/ Lift Gate
RGN	Removable Goose Neck
RGNSTPRAMP	Removable Goose Neck w/ Step Ramp
STP48	48' Stepdeck Only
STP48102	48'x102" Stepdeck Only
STP48NH102	48'x102" Step Deck w/ No Headboard
STP48NHB	48' Step Deck w/ No Headboard
STP53	53' Stepdeck Only
STP53102	53'x102" Stepdeck Only
STPRAMP	Step Deck w/ Ramp
PTFLSTP102	Partial 102" Flatbed or Step Deck
PTSTP102	Partial 102" Stepdeck
PTFLT102	Partial 102" Flatbed
PARTVAN	Partial Van
STP53NH102	53'x102" Step Deck w/ No Headboard
SPRINTER	Sprinter Van – only used for expedites
Flatbed Conestoga	96" Wide, 96" High, Up to 44,000#
Stepdeck Conestoga	Upper deck height 96", lower deck is 110" Up to 41,000#

Calculating trailer feet

Trailer feet is based on the linear feet your shipment takes up inside the trailer. A linear foot is simply one foot in length. So if your shipment takes up 10 feet in length, starting from the front of the trailer, enter 10 in the trailer feet field. Also, please consider if the freight can be stacked in the trailer when calculating the trailer footage.



Business Rules for Entering Shipments

Modal Selection

• Small Parcel

Less than 150 lbs. non-palletized - UPS ONLY

- o MUST BE ENTERED INTO TMC IF SHIPMENT IS US DOMESTIC
- o International/Cross border shipments are not in scope Do Not Enter in Portal
- Inbound LTL

Approx 150-12,500 lbs. palletized material and no more than 20ft of trailer space

- **O MUST BE ENTERED INTO TMC**
- Inbound Truckload/Flatbed

Approx 12,500-45,000 lbs. palletized material and no more than 53ft of trailer space

- MUST BE ENTERED INTO TMC
- o Supplier responsible for equipment type selection

Lead Time

- Small Parcel
 - o Enter into TMC by 12:00 PM Central Standard time and UPS carrier will attempt same day pickup
- LTL
- o Enter into TMC by 12:00 PM Central Standard time and carrier will attempt same day pickup
- Truckload/Flatbed
 - o Enter into TMC with a minimum of 24 hours lead time; preferably 48 hours. Exceptions to be approved by Logistics such as short lead or expedite truckloads that require Logistics assistance