

TO:Greenheck Business PartnersFROM:Sue Wirkus<br/>Manager, Customer Care Team

DATE: May 1, 2023

SUBJECT: Tracking Enhancements



We have made some tracking enhancements to provide more efficient and up-to-date tracking and are replacing our current shipping history with a visual dashboard. We have added some additional data regarding the tracking status that we feel will be more valuable to you and the customer. Below is a snapshot of this new layout.

| DELIVERE<br>Tracking Status  | D   | livery Date<br>)/2023 | Completed Trp  |
|--|---|-----------------------|--|
| On-Time  | DELIVERED<br>Load Status  | LTL                   | Texamente construction of the second of the  |
| Dependable   | Highway Express   | Inc - NATI            | See Betry Angel An |
| Extension Name           1         Extend outD           2         ProMarshine           3         Extend OL           4         Delaryoy Onder #           5         Grann-back Stragmant Namber           3         Jub Name | Load Reference Numbers<br>Relevant Van<br>527289<br>475458<br>475458<br>8450738<br>475455<br>Mr Haldisk, portuaet in<br>Mr Haldisk, portuaet in | ESQUIÉE C             | Origin: SCHOFIELD, WI<br>Destination: BATTLE GROUND, WA<br>Most Recent Location: BATTLE GROUND, WA   |
|  | otal Trip Mileage: 2741<br>maining Miles: Load Ar<br>Mileage info   |                       | Location Information  Remaining Trip   |
|  |   |                       |  |

For more accurate tracking of our truckload shipments the estimated ship date will no longer be visible until the appointment has been made. Once the appointment is made the estimated delivery date will populate into the new dashboard.



Shipment Status:8838185(11)

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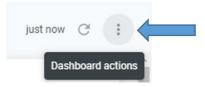
On consolidated pool trucks we will add a note stating please allow 1-2 business days for LTL tracking link to be accessible. This is due to the tracking not being available until the shipment reaches the terminal and is checked in.



|  |        | Shipment S | tatus:8953741(1)  |  |
|--|--------|------------|---|--|
|  | Loaded | Departed   | In Transit  | Delivered  |
| Status:<br>Delivery:<br>Carrier:<br>Equipment Type:<br>Pro or Load Number<br>Origin:<br>Destination:<br>Loaded On:<br>Schedule Departure:<br>Estimated Delivery:<br>Appointment Information: |        |            | DELIVERED<br>84520750<br>Dependable Highway Express Inc - NA<br>Truck<br>991794892 C2 Consolidated pool; please allow a<br>Schoffield NDC, W1<br>Battle Ground WA 98604 US<br>040042023<br>04042023 | approximately 1-2 business days for LTL tracking link to be accessible |
| Reference Numbers:<br>SO# Release:<br>PO# :<br>Job Name :<br>View Supporting Document<br>2 Packing Stip<br>2 Proof of Delivery   |        |            | 8953741(1)<br>S1824244<br>NW Natural Portland Resource Center   |  |

Depending on your screen resolution you may notice that some of the information is cut off. We are working on enhancing this.

Please note you can click on the (3) dots on the dashboard wherever you see them for additional information.



You can download it in a PDF or open it in a browser to get a larger view. Please note downloading PDF information will not update in PDF view and maps are not interactive.

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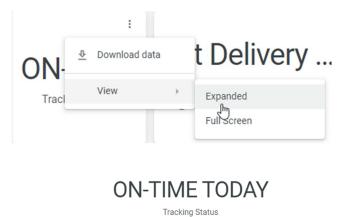
You can also view:

Individual box expansion





Use expanded not full screen view



If you have any questions on tracking, please feel free to reach out to your regional customer care team.