

630-286-0550

www.usmessenger.com

Online Order Entry and Tracking Manual

August 2021

We are excited to announce that during the weekend of June 22-24, 2018, will be updating the US Messenger Online Order Entry System. The first time that you log into the system after our update, you will be prompted to change your online password. When creating your new password, you must use the following requirements:

The password must be at least 7 characters long

Passwords must have at least one special character (non-alphanumeric, i.e. $&!#%-)

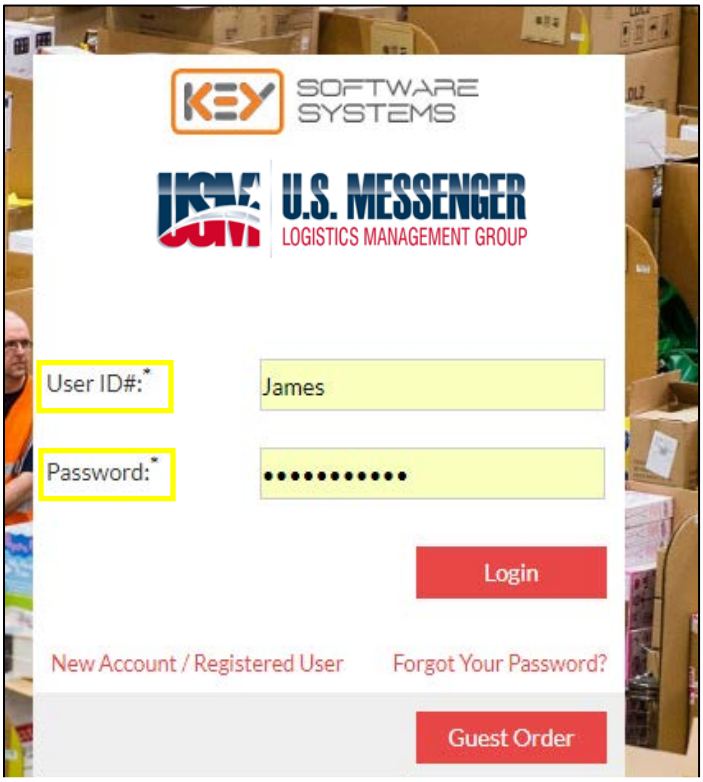
Passwords must have at least one uppercase letter
Passwords must have at least one lowercase letter
Passwords must have at least one number

If you share your login with other employees in your organization, please let them know what you have changed the password to, so that they will not experience any issues logging in.

Following are some screenshots of what you can expect with the updated online ordering system.

LOGGING IN

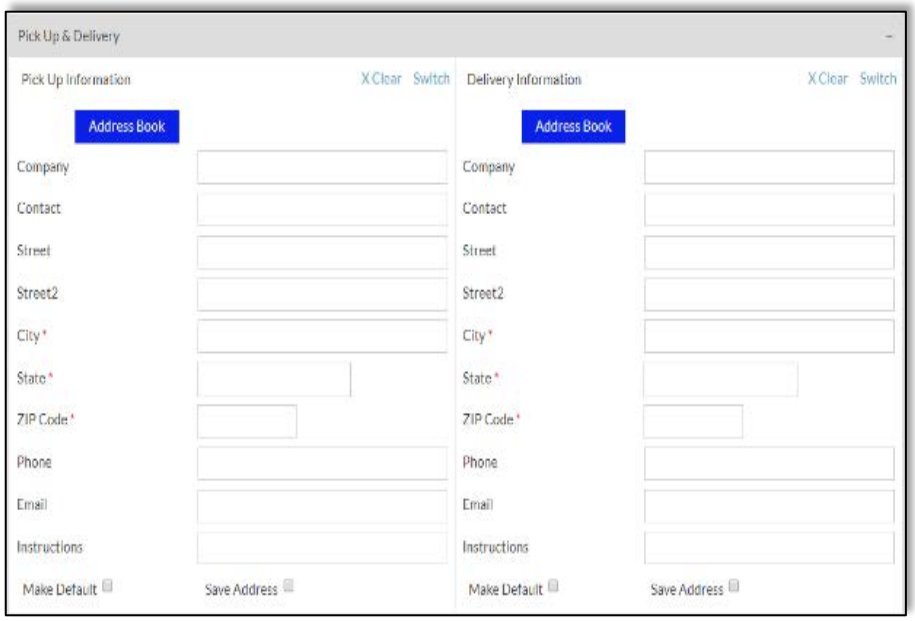
When visiting US Messenger online at: https://usmlogistics.org/xcelerator/clientportal you will be prompted to enter your User ID and Password. Please contact us at 630-286-0550 if you have any questions.



NEW ORDER

The *New Order* page is the portal where you, the client, will be able to place new orders.

PLACING AN ORDER:

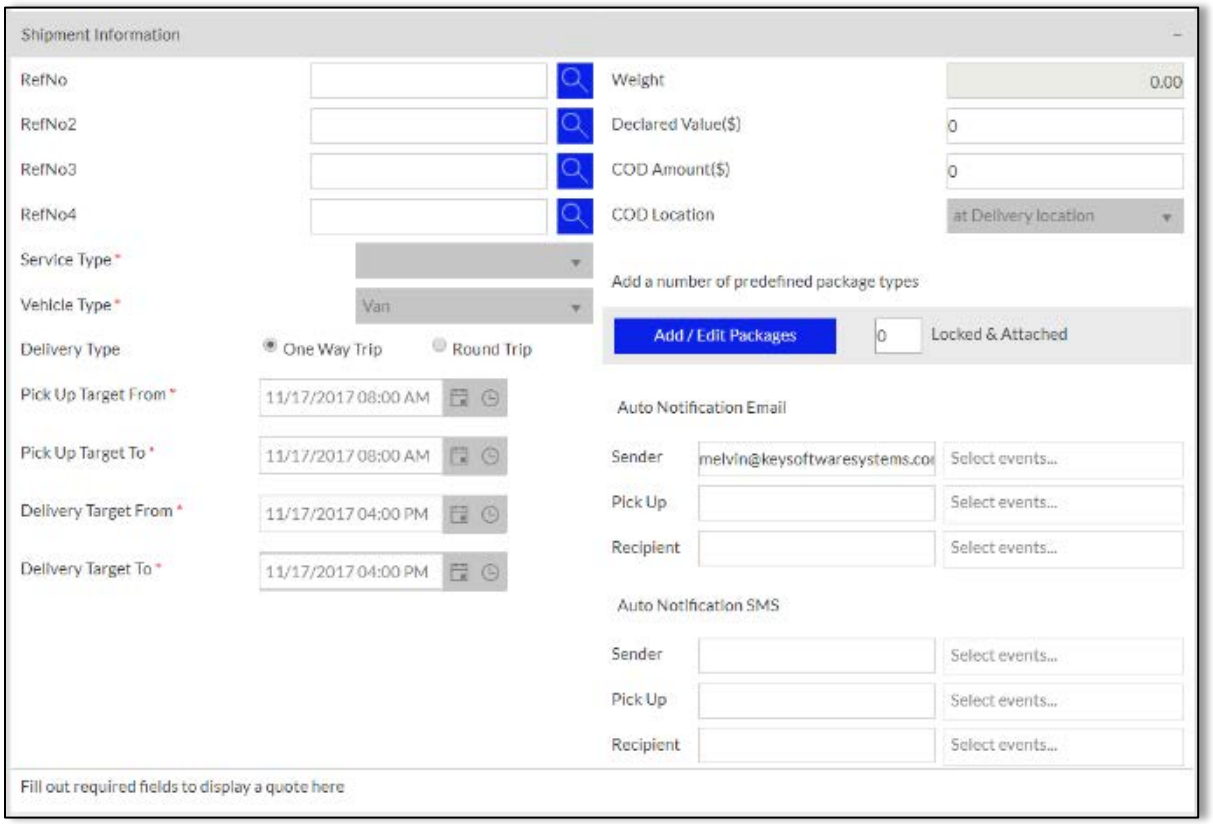


- **X Clear:** This selection will clear any Pick up or Delivery information already typed in.
- **Switch:** This selection will swap the Pick up information with the Delivery information.
- **Address Book:** This selection will give you access to all the addresses that have been saved for the client and your privately saved addresses.
- **Make Default:** Make default will make the address displayed the default address for Pick Up if selected Under Pick Up Information or Default Delivery address if selected under Delivery Information.

- **Save Address:** If selected, any new address that is not saved in the address book, will be saved after submitting the order and will be available for later use.

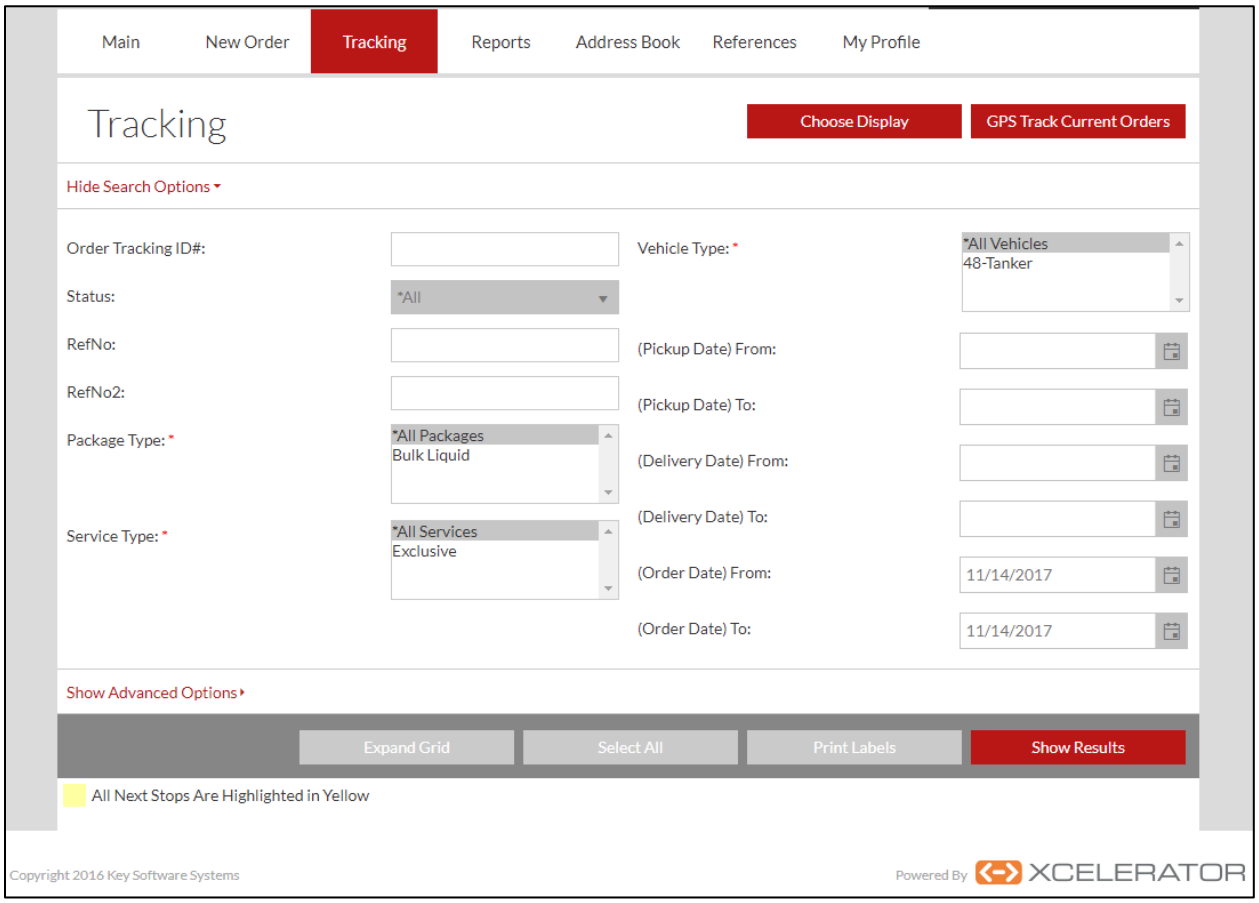
SHIPMENT INFORMATION:

- **Ref#** - The reference number to be associated with this order.
- **Weight(lbs.)** - Enter the weight of the shipment.
- **Declared Value($)** - Enter the dollar value of the shipment



TRACKING

The Tracking module in Client Portal allows you, the customer, to track orders that have been placed with US Messenger.



- **Choose Display**: Lets the user choose the columns will show in the results.

SEARCH OPTIONS:

- **Order Tracking ID#:** This enables the user to search by Order Tracking ID, if known. Otherwise, it may be left blank.
- **Status:** This dropdown allows the user to choose if the search should return orders with a specific status or all.
- **RefNo:** Allows the user to search by the Reference No if known. Otherwise it may be left blank.
- **RefNo2:** Allows the user to search by the Reference No 2 if known. Otherwise it may be left blank.
- **Package Type:** This allows the user to search a specific Package Type. By default, ‘All Packages’ is selected.
- **Service Type:** This allows the user to search a specific Service Type. By default, ‘All Services’ is selected.
- **Vehicle Type:** This allows the user to search a specific Vehicle Type. By default, ‘All Vehicles’ is selected.
- **Pickup Date From/To:** Allows the user to define a date range for the pickup
- **Delivery Date From/To:** Allows the user to define a date range for the pickup
- **Order Date From/To:** Allows the user to define a date range based on the date the order was entered