For Support Call (800) 395-3000 Attn: Sales Services or email sales@marten.com
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Do This....

To access our load tracking system you will need a User Name and Password. From the Welcome page of Marten Transport’s Internet Load Tracking System, click on the link to “I Need to Register”.

The registration page will display an e-mail address to contact in order to obtain access to the system.

IN ORDER TO:

Obtain a User Name and Password for Load Tracking for the first time...
**Do This...**

You can log-in to Load Tracking by entering your User Name and Password in the appropriate fields, and clicking on ‘Sign In’.

Once logged in, you can select any one of the following four tabs to search for load information: Simple Load Tracking, Trailer Number Load Tracking, Advanced Load Tracking, and Advanced Document Lookup.

**IN ORDER TO:**

Log-into Load Tracking after receiving User Name and Password...

Enter user name and password

Click "Sign In"

Four tabs are available to the user which allow for a variety of different queries
**Do This...**

You can access the details of your load(s) by searching for Trip/Pro Number, Shipper Order Number, or BOL Number. Enter your choice, then click on the ‘View Status’ button.

You can access the documents associated with your load(s) by searching for Trip/Pro Number, Shipper Order Number, or BOL Number. Enter your choice, then click on the ‘View Documents’ button.
Do This...

You can access the details of a load by trailer number. This search can further be defined by all loads, loads that have already been delivered, or loads that are in transit. Click on the button to the left of your choice, and then click on ‘View Status’

IN ORDER TO:

Perform a Trailer Search....

Enter Trailer Number and press "View Status"

Select Shipment Status
**Do This...**

You can access the details of your load by the City and State where loaded, City and State where delivery will take place, or by choosing or entering a Preferred Facility or Preferred Facility code. (Note: Facility Codes are six character codes assigned internally at Marten.) Enter your choice and then click on the ‘View Status’ button.

**IN ORDER TO:**

Perform an Advanced Load Search...

NOTE: You must enter City and State for the Pick-up Location and/or Delivery Location.

OR

Select a Preferred facility from the list or a Facility Code for the Pick-up and/or Delivery Location.

Select the Shipment Status and press "View Status"
Do This...

You can access the documents associated to your load by invoice date or pickup date. Your search can be filtered further by identifying the City and State as well as Shipper Codes and Document Types. Enter your choices and then click on the ‘View Documents’ button.

The document search results screen appears to the user once documents are located.

IN ORDER TO:

Perform an Advanced Document Search...

NOTE: You must enter a Start and End date; however the City and State fields are optional.
IN ORDER TO:

Obtain load details from the Shipment Search Results screen...

Do This...

You can obtain more detailed information about your load from the ‘Shipment Search Results’ screen.

Click on the Pro Number to see the Shipment Detail Screen

Click the ? Icon to contact your Customer Service Representative

Click this Icon to receive an e-mail alerting you when this shipment arrives

Click on the Facility link to see facility details
**IN ORDER TO:**

Access Facility Details through the ‘Shipment Details’ screen...

**Do This...**

Selecting the Facility Name will trigger the display of the "Facility Details" pop-up window.
**IN ORDER TO:**

View the Order Numbers for all stops on a load...

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**Do This...**

Select Pro Number on the Shipment Search Results Screen to display the Shipment Detail Screen.

When you select the “Stop” number, the “Order Numbers” screen will display.

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Selecting the Name link will display facility details.

To view the “Order Numbers’ screen click on a stop number.
**IN ORDER TO:**

Send your Marten Customer Service Representative an e-mail...

**Do This...**

You can contact your Customer Service Representative from the Shipment Search Results Screen

Clicking the ? icon will display the screen below which will send an e-mail message directly to your assigned representative.

**Select the ? Icon to Contact a Customer Service Representative**

**Type in a message and click "Send Message to CSR" to contact your assigned representative by e-mail**
IN ORDER TO:

Send your Marten Customer Service Representative an e-mail...

Do This...

You can also contact your Customer Service Representative from the Shipment Detail Screen.

Selecting this e-mail link will open your e-mail software and allow you to send an email directly to your representative from your own e-mail account.
**IN ORDER TO:**

Find the current location of your load...

**NOTE:** If the Current Location column is empty, the load has reached the corresponding destination.

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**Do This...**

You can find the current location of your load on the Shipment Search Results screen.

![Shipment Search Results](image1)

The current location is shown here.

You can also find the current location on the Shipment Details screen.

![Shipment Details](image2)

Current Location is shown here.
Do This...

You can request to have an e-mail sent to you when a load has reached a destination from the Shipment Search results screen.

IN ORDER TO:
Have a notification e-mail sent to you when a load reaches a stop...

NOTE: An E-mail will be sent to you within 10 minutes of the final destination arrival time being entered into the Marten Transport computer system.

Press the “Set Notification” button to have an e-mail alert sent to you when the load arrives.
Do This...

You can change your user preferences by selecting the “Welcome” link at the top of each page.

IN ORDER TO:
Change your User Preferences...

NOTE: User preferences can be changed as follows:

Regular User –
Can change the Name, Phone Number, Password, Forgotten Password Hint, and Forgotten Password Answer,

Master User –
Can update the same information including e-mail address

The User Preference screen will display allowing you to update user preferences according to your user access level.

Press “Update” button to change preferences
You can add a new user by pressing the “New User” button on the User Preference screen.

The “New User” screen will display allowing master users to fill in the information for each person who will need their own User Name and Password.

Once the user data is added, press the "Update User Info" button.

**NOTE:** Only your organization’s Master User can add New Users.
Do This...

You can add or remove preferred facilities on the User Preferences screen.

**IN ORDER TO:**
Add a New Facility to your organization’s Load Tracking profile...

**NOTE:** Preferred facilities can be removed by checking the box next to the existing facility and pressing the “Delete Checked Items” button.

**NOTE:** Wildcard searches can be conducted by city by adding a % to the city field to show all facilities for a particular state.

You can search and add and/or remove preferred facilities from the “Preferred Facilities Search” screen. Select the add or remove buttons to apply changes to a user profile.
**Do This...**

You can retrieve your password by clicking on the ‘I forgot my password!’ link on the login screen.

**IN ORDER TO:**

*Retrieve your password...*

You will need to provide your User Name or Email Address for the system to locate your account.

Once your account is located, you will select whether to have the system display your password directly to you, or send it to you in an e-mail.