

# Customer Web User Guide

**Important:** Only Collect loads will have the ability to have appointments scheduled through the Customer Web.

## Schedule a Pickup Appointment

1. Enter the address <https://srpn.tmx.princetontmx.com/#/customer-web> into your internet browser.
2. If required, enter a Load ID, Purchase Order Number or Sales Order Number.
3. If required, enter the State of the Origin Pickup.
4. If required, click the checkbox to select the Control Location/Mill where you are picking up.


5. Click **Search**. If the load is found, the load details page will now be displayed.
6. Click into the Appointment Date field and then click to select the appointment date.

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

7. After selecting the date, you will see all of the appointment slots that are available for the selected date.



8. Click to select the time slot for your appointment. You will be prompted to enter your name, phone # or email address, and your carrier's name.

 Customer Information

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Name  
John Smith

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Phone or Email  
867-5309

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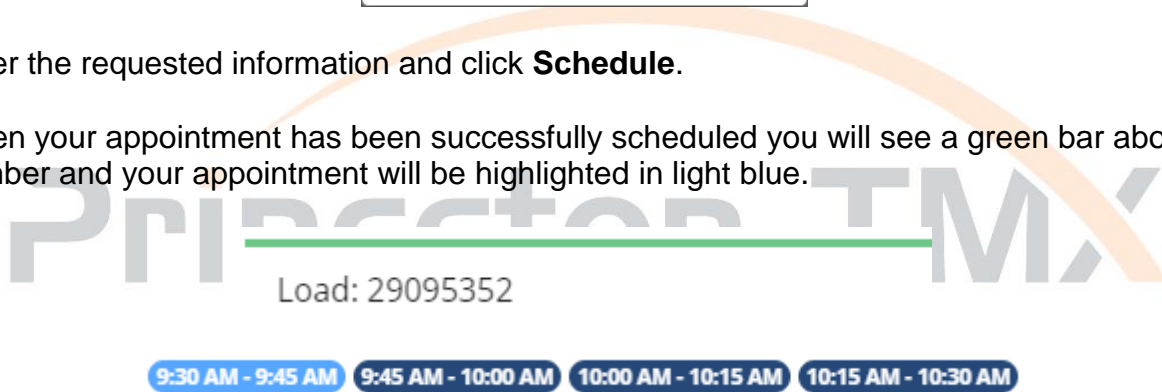
Carrier Name  
Smith Trucking

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X CANCEL
🕒 SCHEDULE

9. Enter the requested information and click **Schedule**.

10. When your appointment has been successfully scheduled you will see a green bar above the load number and your appointment will be highlighted in light blue.



11. When you are finished scheduling your pickup appointment, click **Done** in the upper right corner of the page.

 **DONE**