



## VENDOR ROUTING GUIDE

Mode of Shipment	Carrier	Payee/Terms	Threshold Rules
<b>*PARCEL Inbound to Medline</b>	FedEx *Ground	Medline* Collect	<b>0 - 400 lbs ** Max of 25 packages NON OVERSIZED</b>
<b>***PARCEL Inbound to Medline</b>	Vendor's <b>PARCEL GROUND Carrier</b>	<b>PPD&amp;Add*only (if parcel ground charges are less then \$150 ONLY) if more \$ then ship Less then Truckload on Medline Carrier (see below for details)</b>	<b>0-400 lbs** Max of 25 packages NON OVERSIZED</b>
<b>Less Than Truckload Inbound to Medline</b>	Unyson Logistics	Unyson Logistics	<b>401 - 12,000 lbs Up to 10 pallets or 1100 cubic feet **OR IF PPD&amp;ADD PARCEL GROUND CHARGES EXCEED \$150 ON INBOUND TO Medline SHIPMENTS</b>
<b>PARCEL Direct to Customer</b>	Vendor's Carrier	Vendor PPD & Add	<b>0 – 250 lbs ** If over 250 lbs ship LTL</b>
<b>Less then Truckload Direct to customer</b>	Unyson Logistics	Unyson Logistics	<b>251 – 12,000 lbs Up to 10 pallets or 1100 cubic feet &amp; for Oversized shipments</b>
<b>Truckload</b>	<b>Contact Medline</b>	<b>Medline 3<sup>rd</sup> Party Ratelinx</b>	<b>&gt;12,001 lbs Or &gt; 10 pallets or &gt; 1000 cube</b>

**\*\* Oversize Parcel** is determined by the following formula: TAKE THE DIMENSIONS OF YOUR CARTON AND ADD IT LIKE THIS:  $L + Wx2 + Hx2 =$  **IF THIS ADDS UP TO BE EQUAL TO OR GREATER THEN 130 THEN YOUR CASE/CARTON IS OVERSIZED THEREFORE:**

**\*\* DO NOT SHIP VIA PARCEL CARRIER AT ALL – PLEASE SHIP LESS THEN TRUCKLOAD ON Medline CARRIER LISTED IN THIS GUIDE\*\*\***

### Charge-backs

**Carrier:** When our supplier uses a carrier different from the Medline specified carrier, a chargeback is calculated by subtracting the Medline specified carrier freight charge from the actual carrier freight charge.

**Insurance:** Do not insure or declare value on any collect shipment unless authorized by Medline. Any declared value surcharge for insurance will be charged back in full.

**Freight Terms:** On “Prepaid” shipments, or when a supplier does not conform to the freight terms specified on the Medline purchase order, the supplier will pay all freight charges.

**Failure to comply with these instructions will result in a debit memo being taken against you for additional freight expense incurred by Medline.**

## **Small Parcel Shipping Procedures: “Into Medline Branches” <400 Lb/25CS**

### **To Medline Branches Only: Use FedEx Ground collect.**

If the weight of your shipment is < 400# (AND IS LESS THEN 25 CARTONS AND NOT OVERSIZED) and the shipment is bound for a Medline Branch – please ship FedEx Ground COLLECT. In order to use this option, your company must have its own FedEx Ground account#. If you don’t already have an account, call FedEx new accounts directly at 1-800-231-9219 to set one up. Create your FedEx ground collect label to be attached to the package. Labels can be generated with FedEx Ship Manager at Fedex.com or with FedEx Ship Manager soft ware on your PC. You do not need Medline’s FedEx account # to ship FedEx ground collect. Collect is the billing option. FedEx will bill Medline for applicable transportation charges from the bar code on the shipping label.

*Select FedEx Ground as the service type. Choose “collect” (ground only) in the “Bill Shipment To” field. Enter Medline’s Purchase Order Number in the billing reference field for all shipments. This is a required entry and failure to enter this PO# in the reference field will result in a charge back of the transportation costs. Print your label and affix it to your package. Schedule your package pickup online at fedex.com or by calling 1-800-gofedex (1-800-463-3339). If you do not have a regular FedEx ground pickup allow one extra day for package shipping. Avoid pickup fees by dropping off at a FedEx drop-off location. Find the nearest location by calling 1-800-463-3339 or on Fedex.com*

## **\*Small Parcel Shipping Procedures: “Into Medline Branches” <400 Lb/25CS**

### **To Medline Branches Only: PPD & ADD OPTION (Parcel ground only)**

Medline would prefer that all vendors obtain a Fed Ex Ground account # and ship via the Fed Ex Inbound Ground Collect program – but we understand that many vendors are unable to comply to this request. Therefore here is an alternative option for you.

Ship PPD&Add on your **own parcel** account ONLY IF YOUR CHARGES ARE LESS THEN \$150.  
\*IF YOUR COSTS WILL EXCEED \$150 THEN PLEASE REVERT TO THE LESS THEN TRUCKLOAD PORTION OF THIS GUIDE AND USE THE Medline CARRIER INSTEAD

\*\*IF YOU PPD&ADD AND THE CHARGES BACK TO Medline EXCEED \$150 YOUR INVOICE WILL BE SHORT PAID AND Medline WILL ONLY PAY BACK WHAT WE WOULD HAVE PAID HAD YOU COMPLIED WITH THIS ROUTING GUIDE

## **Small Parcel Shipping Procedures: “Drop/Customer Directs” <250 Lbs**

### **Drop Shipments Only: “Prepaid & Add” on your own parcel account#.**

Bill back Medline for these charges when you bill for merchandise. The invoice must have back up detailing these charges sent along with the invoice. Charges are not to include any handling or other service charges. These charges will be reviewed prior to payment. Medline Industries will not file claims against a vendor’s carrier on prepaid shipments.

**\*\*Shipments >251 lbs and or Oversized should be treated as LTL - refer to the LTL to Customers portion of this guide**

**\*\*DO NOT SHIP OVERSIZED SHIPMENT PARCEL. CHOOSE LTL AS THE SHIPPING METHOD IF YOUR SHIPPING CARTONS DIMENSIONS ADDED UP (L + W + W + H + H) ARE EQUAL TO OR GREATER THEN 130!!!. THAT IS CONSIDERED OVERSIZED**

**No air freight shipments will be made without authorization from Medline Industries**

**\*\*THERE IS NOW GROUND SERVICE TO HAWAII, ALASKA AND PUERTO RICO – 2<sup>ND</sup> DAY AIR IS NO LONGER THE ONLY OPTION**

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**Less Than Truckload (LTL): > 400 Lbs <= 12,000 Lbs to MEDLINE**  
**Less Than Truckload (LTL): > 251 Lbs <= 12,000 Lbs to CUSTOMERS**  
**MAXIMUM CUBIC FEET ALLOWED IS 1100 CUBE**

**For LTL shipments use Unyson Logistics. Log onto the Unyson Web Portal at [www.medlinerouting.com](http://www.medlinerouting.com) or call Unyson Logistics at 1-866-633-5750**  
(Instructions for Web Portal usage are on Pages 5-15 of this Routing Guide)

**VENDORS MUST ENTER PURCHASE ORDER INFORMATION INTO THE UNYSON WEB PORTAL OR CALL UNYSON AT LEAST 72 HOURS IN ADVANCE OF THE DESIRED PICK-UP DATE TO OBTAIN LTL ROUTING INSTRUCTIONS.**

**\*\*\*APPLIES FOR SHIPMENTS TO MEDLINE FACILITIES ONLY\*\***

**(Charge-back provisions will apply on requests that arrive with less than 72 hour notice, unless prior Medline authorization is acquired)**

**72 HOUR NOTICE IS NOT REQUIRED ON DIRECT TO CUSTOMER SHIPMENTS**

All purchase orders ready for shipment on the same day to a single destination must be combined on one bill of lading as a single shipment. Any vendor shipping less-than-truckload should send only one (1) weekly shipment to each Medline branch, unless a Medline employee requests a particular order to be sent immediately. This will help reduce receiving inefficiencies caused by excessively small shipments and reduce freight costs. Shipping terms on Medline purchase orders are predicated on the complete fulfillment of the order in one shipment. Back orders must be shipped FOB destination at the vendor's expense, unless prior approval is obtained from Medline Industries.

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Bills of Lading must include:

- Medline's purchase order number plainly displayed.
- Actual name of shipper (Medline assigned vendor number may be used in lieu of shipper name) and shipper's address (if different from name and address on the invoice).
- Name and full address of consignee.
- Complete shipping information: Specific/ Actual carrier name, date shipped, B/L number, number of pieces (cartons, skids, etc.), and weight.
- Description of merchandise as specified in the National Motor Freight Classification.
- Actual freight class of items as indicated in the National Motor Freight Classification
- Note to carrier: "Return copy of Bill of Lading with freight bill."

**MARK YOUR BILL OF LADING 3<sup>RD</sup> PARTY BILLING:**  
**Medline c/o Unyson – 2000 Clearwater Drive, Oak Brook IL 60523**

Packing Slips:

- **A packing slip must be included in every shipment.** On drop shipments, packing list must show Medline as the shipper.

- Packing list must clearly state the Medline purchase order number, quantities, descriptions, and the Medline product number of each item being shipped. For multiple purchase orders, the packing list must clearly delineate the items and quantities being shipped against each purchase order. If a drop shipment, packing slip must indicate customer's purchase order number as well.
- Destination and full address must be shown.
- Shipper's address must be shown if different from name and address on invoice.
- Number of shipping units and weight must be indicated.

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## **Truckload / Volume Routing Guidelines: >12,000 # //10 skids or 1100 Cube**

Call Medline Industries Transportation Department for specific routings on the following:

- Any shipment weighing over 12,000 lbs.
- Any shipment that takes up over 10 pallet positions (standard 48x40)
- Any shipment that takes up over 1,100 cubic feet of trailer space.

The following information will be required before a carrier can be scheduled:

- Purchase order number
- Weight
- Pieces
- Cube or number of pallets & height
- Ready date
- Requested arrival date

Call the Transportation Department at 847-949-3129 between 9:00 AM and 5:30 PM CST, Monday through Friday for routing instructions. Or email all shipment information to [hsavage@medline.com](mailto:hsavage@medline.com) please include PO#, # of pcs or skids, total weight and cubic feet as well as ready date and time. This call/email should be made at least 24 hours prior to pick up to allow scheduling of equipment.

The shipper's personnel will load all vendor shipments, or shipper will be liable for any charges incurred at origin for loading or unreasonable delays. Carriers will be responsible for accurate counting of merchandise loaded upon their equipment unless "Shipper Load and Count (SL & C) is indicated. Shippers will seal all trailers on truckload shipments and note seal number on bill of lading.

Please advise the Transportation Department of any consistent moves to our locations so that we can arrange regularly scheduled pick-ups to help avoid continuous calls for routing instructions.

### Bills of Lading **must** include:

- Medline's purchase order number plainly displayed.
- Actual name of shipper (Medline assigned vendor number may be used in lieu of shipper name) and shipper's address (if different from name and address on the invoice).
- Name and full address of consignee.
- Complete shipping information: Specific/ Actual carrier name, date shipped, B/L number, number of pieces (cartons, skids, etc.), and weight.
- Description of merchandise as specified in the National Motor Freight Classification.

- Actual freight class of items as indicated in the National Motor Freight Classification
- Note to carrier: “Return copy of Bill of Lading with freight bill.”
- **3<sup>rd</sup> PARTY BILLING INFO MUST BE ON SHIPPERS BILL OF LADING FOR THE CARRIER**  
**Mail Freight Bills to:**

**Medline c/o Ratelinx**  
**PO Box 77065**  
**Madison WI 53707**

- **Medline must** be indicated as payer of the freight charges on the Bill of Lading.
- Shipments destined to a Medline facility must indicate “**Collect**” rather than prepaid.

Packing Slips:

- **A packing slip must be included in every shipment.** On drop shipments, packing list must show Medline as the shipper.
  - Packing list must clearly state the Medline purchase order number, quantities, descriptions, and the Medline product number of each item being shipped. For multiple purchase orders, the packing list must clearly delineate the items and quantities being shipped against each purchase order. If a drop shipment, packing slip must indicate customer’s purchase order number as well.
  - Destination and full address must be shown.
  - Shipper’s address must be shown if different from name and address on invoice.
  - Number of shipping units and weight must be indicated.
-

## Procedures and Notes for the Unyson Routing Request Website.

### Contact Information

Unyson Logistics Name: **Raymond Leisure**

Phone: **1-866-633-5750**

Email: [MedlineRouting@unysonlogistics.com](mailto:MedlineRouting@unysonlogistics.com)

### Supplier User Registration

Go to Internet address [www.MedlineRouting.com](http://www.MedlineRouting.com) Click the "Registration" link Complete the registration form with the required information for the user. Select enter name, company name, title, phone number and extension, fax number, email address, selected username and password. Once the registration is submitted, an email confirmation will be sent to the registering user at the email address supplied.

An administrator will review the user registration and enter the corresponding Medline vendor number. When the user registration is approved, an email will be sent to the user. At this time the user will have access with the requested username and password.

It is recommended that each user register a separate username and password.

**UNYSON LOGISTICS**  
A Hub Group Company

**MEDLINE**

Contact Us

**Welcome to the Unyson Logistics Routing Request Website**

The Unyson Logistics Routing Request website was designed to electronically submit routing requests for purchase orders ready to ship. The Unyson Logistics team will coordinate the transportation for the ready purchase orders. The website is also equipped with many tools to enhance the routing request and communication processes.

Please use the "Contact Us" link to submit any questions or comments via email. Or if immediate assistance is needed, contact our Unyson Logistics team at 1-866-633-5750.

Username  
Password

Register Login

Forgot Password

To receive your Username and Password via email, click on the "Register" button.

Username

Password

Register

Login

[Forgot Password](#)

Complete all fields and select the "Send Registration Info" button.

\* Denotes required field

\*Company Name:

Title / Position:

\*First Name:

\*Last Name:

\*Phone:

Ext:

Fax:

\*Email Address:

\*Username:

\*Password:

\*Confirm Password:

Send Registration Info

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**Once you receive your Username and Password via e-mail, insert them here and click login.**

***Forgot password?***

If an approved registered user does not recall their password, click on the "Forgot Password" link on the home page. This will display an open field on the home page for the user to enter their current username. Next, click on the "Send Password" button. An email will be sent to the user providing the registered username and corresponding password.

***Username Disabled?***

If an approved registered user does not log into the website for 60 calendar days, their username will automatically be disabled. To reactive your username, follow the links under the log in error to submit an email requesting that your username be reactivated.



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**Vendor ID**  
Your Vendor # will appear here.

**Welcome to the Unyson Logistics Routing Request Website**

The Unyson Logistics Routing Request website was designed to electronically submit routing requests for purchase orders ready to ship. The Unyson Logistics team will coordinate the transportation for the ready purchase orders. The website is also equipped with many tools to enhance the process. Check out the "Online Manual" and "FAQ" links for more details.

Please use the "Contact Support" link to submit any questions or comments via email. Or if immediate assistance is needed, contact our dedicated Medline logistics team at 1-866-633-5750.

**Announcements**

Please note the **OPERATIONS HOURS of 7:00am CST to 6:00pm CST**. Any calls or emails received after 6:00pm CST will be promptly returned the next business day. Thank You.

Select the "Create Request" button to begin entering your routing request.

## Location Profiles

**What is an origin location?** An origin location is where the freight will be shipping from. An origin location MUST be entered before a routing request can be submitted.

### Add a New Origin Location

Each user must enter their current shipping locations by clicking on the "Origin Locations" link. A page will be displayed requiring that an origin name, address, city, state, zip, contact name, phone number and email address be entered. It is recommended that as much information available be entered for each shipping location to assist in the routing process. Once the information has been entered, click the "Add Location" button at the bottom of the page. The origin location will be listed on the right side of the page.

User: Sue Ellen Miller signed in at: 9/7/2006 1:11:03 PM CS

**UNYSON LOGISTICS**  
A Hub Group Company

**MEDLINE**

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**Vendor ID**  
Your vendor ID # appears here.

Select Origin

Select Destination

Select State

Please select requested ship date:

Mo	Tu	We	Th	Fr	Sa	Su
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

Today : Sep 7, 2006

Continue >>

Use this drop down box and the shipping location will "auto fill."

To create a new origin location, click on "Origin Locations."

### Edit an Existing Origin Location

To update the origin location information, click the "Origin Locations" button. Next, click the desired location name listed on the right. The selected location information will be populated in the location form. Make the necessary edits and click the "Submit Changes" button at the bottom of the page.

### Delete an Existing Origin Location

To delete a origin location, click the "Origin Locations" button. Next, click on the desired location name listed on the right. The selected origin information will be populated in the location form. Next, click the "Delete" button at the bottom of the page. The origin location will be removed from the list on the right.

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Vendor ID

Select Origin  
Your Company [v]  
Your Address [ ]  
[ ]  
[ ]  
Warren  
PA [v]  
16365 [ ]

Select Destination  
[ ]  
[ ]  
[ ]  
[ ]  
Select State [v]  
[ ]

Please select requested ship date:

Sep		2006		>		
Mo	Tu	We	Th	Fr	Sa	Su
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

Today : Sep 7, 2006

Continue >>

Select a date for pickup.

**\*\*\* Pickup Requests**

**MUST BE RECEIVED BY UNYSON AT LEAST 72 HOURS IN ADVANCE OF THE SHIP DATE.  
THIS WILL ALLOW TIME FOR LTL CONSOLIDATION. THANK YOU FOR YOUR COOPERATION**

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  - Origin Locations
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Vendor ID  
Your vendor #

Select Origin

Your Company

Your Company's Address

Warren

PA

16365

Select Destination

- MEDLINE - DALLAS
- MEDLINE - DALLAS
- MEDLINE - FONTANA
- MEDLINE - SAN ANTONIO
- MEDLINE - DENVER
- MEDLINE - ALLENTOWN
- MEDLINE - DURHAM
- MEDLINE - KANSAS CITY
- MEDLINE - MANSFIELD
- MEDLINE - GROVEPORT
- MEDLINE - MEMPHIS
- MEDLINE - LATHROP on D'arcy

Please select requested ship date:

Sep 2006

Mo	Tu	We	Th	Fr	Sa	Su
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

Today : Sep 7, 2006

Continue >>

Select the Medline facility for your destination. If your shipment is a drop shipment, select the state for your destination.

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- Vendor ID**  
Your vendor ID #
- Select the Medline P.O. number that you will be shipping.
- Then click the continue button.

**Origin**  
Your company's name and address will be here.

**Destination**  
MEDLINE - DALLAS  
9303 STONEVIEW DRIVE  
DALLAS, TX 75237

PO #	Vendor #	Create Date	Delivery Date	Ship To
<input type="checkbox"/> 4502814130	Your vendor # will be here.	4/14/2006	5/8/2006	B06
<input type="checkbox"/> 4502830407		4/28/2006	5/25/2006	B06
<input checked="" type="checkbox"/> 4502850141		5/12/2006	6/5/2006	B06
<input type="checkbox"/> 4502922789		6/7/2006	6/7/2006	B06
<input type="checkbox"/> 4502979048		6/8/2006	6/9/2006	B06
<input type="checkbox"/> 4502868590		5/26/2006	6/27/2006	B06
<input type="checkbox"/> 4502886820		6/9/2006	7/3/2006	B06
<input type="checkbox"/> 4502905800		6/23/2006	7/20/2006	B06
<input type="checkbox"/> 4502942239		7/21/2006	8/28/2006	B06
<input type="checkbox"/> 4502960726		8/4/2006	8/29/2006	B06
<input type="checkbox"/> 4502997697		9/1/2006	9/28/2006	B06

Fill out the quantity, weight, freight class, yes or no for stackable, and pallets. Then click continue.

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**Vendor ID**  
Your company's vendor #

**Origin**  
Your company's name and address will be here.

**Destination**  
MEDLINE - DALLAS  
9303 STONEVIEW DRIVE  
DALLAS, TX 75237

Ship Date: 09/07/2006    Delivery Date:

PO Number	Qty	Weight	Frnt Class
4502850141	200	540	85
<b>Total</b>	200	540	

**Loading/Pallet Details**

Is product stackable?  
 Yes    No

Total Pallets: 2

**Memo**  
Type any text word here, including if there is a specific pickup window required.

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**Vendor ID**  
Your company's Vendor ID #

User: Sue Ellen Miller signed in at: 9/7/2006 1:11:03 PM CST

**Origin**  
Your company's name and address will be here.

**Destination**  
MEDLINE - DALLAS  
9303 STONEVIEW DRIVE  
DALLAS, TX 75237

Ship Date: 09/07/2006    Delivery Date: 6/5/2006

PO#	QTY	Weight	Frnt Class
4502850141	200	540	85
<b>Totals</b>	200	540	

**Memo**

**Proofread all the information above and if it is all correct click on the Verify & Complete button.**

## View Carrier Assignment

**When the carrier has been assigned to the routing request, an email will be sent to the user who entered the request.** The email will contain a link to the "Check Status" page of the Unyson Routing Request website.

To access the check status page prior to the email notification, search for the particular request and under the routing request details, the "Check Status" button is available. Click the "Check Status" button to view the current routing status.

The screenshot shows a web browser window displaying the Unyson Logistics website. The address bar shows the URL: <https://members.hubgroup.com/servlet/AnonymousTracking?id=user197598&password=19759DrKqHx&shipmentNumber=MED001492>. The page title is "Logistics Shipment Details". The status is "Routing/Scheduling". The carrier is "ASSIGNED CARRIER", which is circled in red with an arrow pointing to it. The shipment details include:

Status: Routing/Scheduling	
TM Shipment#: MED001492	TM Load #:
Bill Of Lading Number:	PO Number: 4502
Order Number: MED001492	Work Order Number:
Service:	Equipment:
Carrier: ASSIGNED CARRIER	Trailer Number:
Actual Ship Date:	Commodity: General Commodities
Actual Delivery Date:	Pieces: 51 Weight: 399.5 Cube: 0
<b>From</b> Name: Your Shipping Location Address: City, St. Zip	<b>Contact</b> Name: Phone: Fax:
Appointment From:	Appointment To:
<b>To</b> Name: MEDLINE WHSE - B03 Address: 9101 RIVERSIDE PARKWAY LITHIA SPRINGS, GA 30122	<b>Contact</b> Name: DERRICK ANDERSON Phone: 7709480236 Fax:
Appointment From:	Appointment To:

### View a Submitted Request

Go to the "Search Request" link. Routing requests can be filtered a variety of ways. Each search method is separated by a black line.

#### Search Methods

**Ship Request Number:** Enter the assigned shipment number beginning with a "MED" and click the corresponding "Submit" button. The requested shipment will be displayed.

**PO Number:** Enter the PO number as entered on the routing request and click the corresponding "Submit" button. The routing request(s) containing the purchase order will be displayed.

**Item Number:** Enter the item number as submitted on the routing request and click the corresponding "Submit" button. The routing request(s) containing the item number will be displayed.

**Ready To Ship Date:** Enter the "requested ship date" date range and click the corresponding "Submit" button. The routing requests scheduled to ship on or between the entered dates will be displayed.

**Ship to Arrive By Date:** Enter the "Ship to Arrive By Date" date range and click the corresponding "Submit" button. The routing requests schedule to delivery on or between the entered dates will be displayed. To view the details of a particular routing request, click on the "Routing Request number" link.

The screenshot shows the Unyson Logistics website interface. At the top, there are logos for UNYSON LOGISTICS (A Hub Group Company) and MEDLINE. A user notification bar indicates: "User: Sue Ellen Miller signed in at: 9/11/2006 3:44:21 PM CST".

The main content area is divided into a left sidebar and a right main panel. The sidebar contains navigation links: "Main Page", "Log Out", "Routing Management" (with sub-links "Create Request" and "Search Requests"), "Location Profiles" (with sub-link "Origin Locations"), "Support" (with sub-links "Online Manual", "FAQs", and "Contact Support"), and "Vendor ID".

The main panel contains search forms:

- Shipment Number:** A text input field followed by a "Submit" button.
- PO Number:** A text input field followed by a "Submit" button.
- Ship Date - Search by date range:** Two date pickers followed by a "Submit" button.
- Delivery Date - Search by date range:** Two date pickers followed by a "Submit" button.

A red arrow points from the "Search Requests" link in the sidebar to a text box at the bottom of the main panel. The text box contains the following text:

Once a shipment is entered it can be viewed by searching any of the above fields, in order to obtain any future updates.

### Support

#### Online Manual

Click the "Online Manual" link for help in using the website. Use the "Print" button at the bottom of the page to print a copy of the Online Manual.

#### FAQs

Click the "FAQs" link for answers to commonly asked questions.

#### Contact Support

Click the "Contact Support" link to submit question, concerns or recommendations for improvement via email to Unyson Logistics.