



**Customer Manual and Website Documentation**

**Contact Information:**

Mainline: (419) 725-0700  
 Group email for all operational issues: [operations@cofclogistics.com](mailto:operations@cofclogistics.com)

**Normal Business Hours:**

Monday thru Friday 8am to 5pm EST

**After Hours Coverage and contacts:**

For questions or operational issues requiring immediate response outside of normal business hours, please contact COFC via both the Operations group email ([operations@cofclogistics.com](mailto:operations@cofclogistics.com)) and by phone via our mainline **419-725-0700**; both are monitored 24/7 by on-call management.

**Standard Per Diem Rules (effective 1/1/13):**

- 1) Origin per diem is calculated from the date of reservation to the date the load in-gates at the ramp, **minus 1 free day**.
- 2) Destination per diem is calculated from the date of notification through the date the container is made available via the customer website. It is the customers' responsibility to terminate the container in the system to stop per diem charges.
- 3) Daily charges: a) \$20/day for days 1-10; b) \$30/per for days 11-20; c) \$100/day for days 21+

**Overview of Customer Processes:**

The COFC customer website facilitates three primary customer update processes: 1) reserving a container, 2) entering rail-billing (for customers not set up with EDI), and 3) updating/terminating empty containers at destination as "available." In special circumstances COFC may need to provide assistance, but it is otherwise the customers' responsibility to complete these processes. Destination per diem continues until the IMC makes the container available in the system.

**Container Reservations:**

Containers are reserved on a unit-specific basis. Both the correct Reservation number and container number are required for rail-billing. The IMC's trucker must pick up the specific container associated with the Reservation. If that unit cannot be picked up for any reason—e.g., rejected by trucker due to condition, unit not accessible or missing, etc.—the driver and/or IMC must contact COFC for a substitute container before departing the pickup location. For any authorized equipment changes, COFC needs to update the new container number before rail billing can be submitted IMC.

Containers are associated with Hubs and specific chassis pools and intermodal terminals, and the loaded containers must be tendered to the appropriate ramps for the Hub from which the empty was reserved. (see Service Matrix below).

Available empties can be searched and reserved via the "Reserve a COFC Container" function on the main page of the Customer website. Query by a Hub code to view and select available equipment.

**Standard Service Matrix: (may be subject to temporary exceptions announced by COFC)**

CITY	HUB Code	Local ramp name	Los Angeles (LAX)		San Bernardino (SBD)	Stockton (STO)
			Hobart	Commerce		
Atlanta	ATL	Fairburn	X		X	X
Chicago	CHI	Corwith		X	X	X
Kansas City	KCK		X			X
Memphis	MEM		X			X
St. Louis	STL		X			X

Loads must be tendered to the appropriate ramp associated with the Equipment Hub from which the container was reserved. LAX containers cannot be returned to SBD and vice versa (a \$350 chassis migration fee may apply).



#### **Rail Billing Policies and Overview:**

- A. Rail billing may be submitted either by EDI or by customer entry of billing directly in the Customer website. For EDI 404 standards and setup, please contact COFC. (Additional requirements for hazmat apply.)
- B. Lead times: processing of EDI or billing directly entered by customers generally takes up to 20 minutes for acceptance of billing by BNSF. However, it is strongly recommended that all billing be tendered 2 hours prior to in-gate and prior to 5pm EST.
- C. COFC Reservations are unit specific. The container number and reservation number on all billing must match the reservation records stored in the COFC systems.
- D. Required fields and instructions for rail billing are provided in the Website documentation section below.

#### **Additional Policies for Hazmat Rail Billing:**

- A. Rail billing for hazardous loads must be submitted to COFC a minimum of 2 hours prior to in-gate.
- B. Whether entered manually or received via EDI, COFC's system does not forward hazmat billing to BNSF via EDI—the billing is manually entered by COFC Logistics into the BNSF website. To complete billing, the full hazmat details should be sent to COFC by email or fax (requirements are listed in the rail billing section below).

#### **Tracing procedures**

Customers are party to the BNSF waybill and should be able to trace shipments and view pickup number via the BNSF website. In addition, customers can set up their own custom BNSF reports. If there are problems accessing data on your shipments directly with BNSF, please contact [ebizHelp@bnsf.com](mailto:ebizHelp@bnsf.com) and COFC so the problem may be investigated.

#### **Storage Procedures**

The customer will be able to clear their own storage on BNSF. If problems with Customer must provide proper STCC code, Commodity description, pieces, weight, shipper, consignee and beneficial owner.

#### **Website Information**

[www.cofclogistics.com](http://www.cofclogistics.com)

To access the Customer website (via the main website above) click on "Login." The URL for the Login page of the Customer website is: <http://63.134.216.14:8002/Run/CFQUMENU>

Please note our website best works with **Mozilla Firefox** and **Google Chrome**. Below is the link to install Firefox.

<http://www.mozilla.org/en-US/firefox/video/?video=upgrade-win>

If using Internet Explorer please take the following steps:

- A. Turn off Google Bar
- B. Turn off Yahoo Bar
- C. Enable Popups
- D. Internet Explorer version 8.0 or higher
- E. If Log-on Screen appears small please Zoom in to 100 %.

***Please let us know once your browser(s) are configured and please give our office a call so we can provide a tutorial over the phone.***

Please apply the **CAPS LOCK** key on your keyboard when using the Customer Website—most fields are case sensitive.



### Customer Service Logon Screen

A screenshot of the "Customer Service Logon" window. The window title is "Customer Service Logon" and the header text is "COFC LOGISTICS, LLC". It contains three input fields: "Customer Number:", "Password:", and "Username:". To the right of the "Username:" field is a button labeled "Setup Username". At the bottom center is an "Exit" button.

1. Enter Customer Number with leading zeroes and hit tab
2. Enter password provided by COFC (in all caps) and tab
3. Enter individual Username and tab (first time Users will need to click on Setup Username button)

### Username Setup Screen

A screenshot of the "Setup User" window. The window title is "Setup User". It contains three input fields: "Username:", "Location City:", and "Email Address:". At the bottom are two buttons: "Exit" on the left and "Save" on the right.

1. Enter a Username of your choice (all caps) and tab
2. Enter your office location city and tab
3. Enter email address—confirmations of reservation and container releases will be sent to this address. Hit Save.

### System Hub Codes

ATL – Atlanta	LAX – Los Angeles
CHI – Chicago	SBD – San Bernardino
KCK – Kansas City	STO - Stockton
MEM – Memphis	STL – St. Louis

The Hub codes are used for entering rail billing and for running equipment queries.



### Main System Menu



### Container Reservations

(for general guidelines and policies, see Page 1)



To search for and/or reserve COFC containers, click on the "Reserve a COFC Container" option on the main menu.

Containers can be reserved by two methods: direct entry of the container number, or by running a query by Hub. It is most common to query by Hub, though when customers are re-reserving a specific container for an additional move, direct entry of the container will save steps.

The main Reserve a Container screen is above. To search for equipment, click on the Query button. If a container is selected from the query results screen, you will be returned to the Reserve a Container screen and the selected container will be displayed. To proceed with the reservation, click the "Reserve this Container" button. The reservation number will be displayed and emailed. Otherwise, click exit to not reserve a container and return to the main menu.



**Available Equipment Query Entry**  
Enter a Hub code and tab

Available Equipment Query Functions

(Enter a value to query by)

Starting Origin Hub:

Starting Equipment Number:

Starting State/City:

Starting City:

**Available Equipment Query Results Screen**

Unit Number	Eqt Type	SC	Avail Date	Origin Hub	Location City	St	Loc Code	Notify Drayman	Notify Phon
BNRU237607	53CNT		09/28/12	ATL	EAST POINT (PATRIOT LGS	GA	TK		
BNRU238305	53CNT		09/28/12	ATL	EAST POINT (PATRIOT LGS	GA	TK		
CFQU412244	53CNT		10/02/12	ATL	EAST POINT (PATRIOT LGS	GA	TK		
CFQU412013	53CNT		10/04/12	ATL	EAST POINT (PATRIOT LGS	GA	TK		

**Managing Open (un-billed) Reservations:**

Lists of open reservations that have not been rail-billed can be viewed by running queries by Hub in the "Update Container Available Date" screens (described below after the section on Rail Billing). This can be useful to ensure that open reservations do not remain unused, or to verify container and reservation numbers.

**Rail Billing:**

For customers not set up with EDI, rail-billing is entered via the "Bill of Lading Entry" option from the main page. Please also refer to the rail-billing procedures and additional requirements for hazmat on page 2 of this manual. Required fields for entry of rail billing via the Customer website (additional requirements for hazmat below):

- Reservation number (upon entry, the system will populate the container number and origin rail ramp)
- Actual shipper & consignee names and addresses
- Destination rail ramp (system validates against approved routes)
- Notify party and valid fax number (entry format: 10 digits with no spaces or punctuation)
- Valid STCC and Commodity description. BNSF and the system will not accept FAK codes or descriptions. Some STCCs may be found at <http://domino.bnsf.com/website/stcc.nsf>
- Beneficial Cargo Owner (almost always the shipper or consignee)
- Hazmat (Y/N): System defaults to No.
- Cargo quantity, package type, and weight.
- The IMCs internal shipment/load number, as may be required by their A/P department to pay invoices. This must be entered in the "Ref Number 1" field.

**Additional Hazmat Requirements**

For manual entry in via the Customer website, the word "Hazardous" must be entered in the Special Instructions field. In addition, a hazmat series STCC and a UN Number are required. Change the Hazmat field from "N" to "Y".

In addition, the following information is required for COFC to be able to manually enter billing in the BNSF. Please email.

- Full hazmat details (STCC or UN Number, Class, Pkg Group, weights, etc) for all line items declared.
- Shipper's hazardous paperwork with name of person certifying the load.
- Emergency contact party and phone number (generally Chemtrec), and the name or account number of the party with the Chemtrec account.



### Rail-billing Entry Screen

**Bill of Lading Entry**

CHG/INQ Reservation Number: 2838 B/L Date: 123112 Last Upd: TOL  
 Container (Initials - Number): CFQU 412151

Shipper: 9010 TEST SHIPPER LAX 1 MAIN ST TORRENCE CA  
 Consignee: 9001 TEST SHIPPER BURR RIDGE IL  
 Billto: 123456 COFC LOGISTICS TEST 405 MADISON AVE TOLEDO OH

Origin Ramp: LAX LOS ANGELES CA Dest Ramp: CHI CHICAGO IL  
 Routing: BNSF

Notify Drayman: 14 Special Instructions:  
 Name: TM DOYLE  
 Fax: 708 226 9362

Commodity Code: 2399989 Commodity Description: DRY GOODS  
 BFO: 9010 TEST SHIPPER LAX  
 Scheduled Delivery Date: 000000 Time: 0000  
 Hazmat (Y/N): N UN Code:

Base Rate for this Load:  
 Billing Mode (B=BL, E=EDI, M=Manifest): E  
 Quantity: 40 Package Type: PLT Weight: 40000  
 Seal Number:  
 Ref Number 1: YOUR SHPT OR A/P REF  
 Ref Number 2:  
 Delivery Number:  
 Comments:

Exit Lookup Profiles Add Customer Add Vendor Save/Transmit

After entering a valid reservation number, the container number and Origin Rail Hub are displayed.

The first time doing a move for a specific shipper or consignee, it is necessary to enter your customers' details by clicking the "Add Customer" button at the bottom of the screen. Once your shippers and consignees have been created, they are retained in the system so you can pull them up for future shipments, either by entering their customer number or clicking on the Lookup button to search for your existing customers. **IMPORTANT:** The shipper and consignee records an IMC Customer creates are cross-referenced against your account and cannot be viewed by other IMCs.

### Add Customer Screen

**Shipper or Consignee Update**

Customer No: 10242  
 Name: ACME WIDGETS  
 Attn:  
 Addr1: 100 INDUSTRIAL DR  
 Addr2:  
 City: BURR RIDGE  
 State: IL Zip Code: 60521  
 Phone: 6308871234  
 Fax:

Exit

After entering all required data, hit Tab to create the customer and return to the Bill of Lading entry screen.



**Customer Lookup Entry Screen** (enter a partial name and Tab)

Customer Query Functions

(Enter a value to query by)

Starting Customer Name:

**Customer Lookup Query Results**

Bill of Lading Entry

CHG/INQ Reservation Number: 1281 B/L Date: 123112 Last Upd: TOL

Customer Query by Customer Name

Customer No	Loc	Name	Address	City	State	Zip Code	Phone
9002		TEST CONSIGNEE		BELLFLOWER	CA		
9101		TEST NEW FEAT	MAIN ST	SAN BERNARDIN	CA	90802	
9001		TEST SHIPPER		BURR RIDGE	IL	60521	
9010		TEST SHIPPER L	1 MAIN ST	TORRENCE	CA	90802	
9007		TEST2		TORRENCE	CA		
9035		WHITACRE LOG	RAMP	LOS ANGELES	CA	90802	
9036		WHITACRE LOG	RAMP	CHICAGO	IL	60521	

Click on the desired customer and click Select to enter the customer in the billing screen, or click Exit if the customer is not found. Once the Shipper has been entered on the Billing screen, Tab to the next field.

Notify parties are created and entered in a similar process using the "Add Vendor" button to create Notify Parties and the Lookup button to find existing drayman. The 10-digit fax number must be entered in the correct format (**no spaces, dashes, or parentheses**). Vendors created are viewable to all COFC IMC Customers.

**Beneficial Cargo Owner:** The BFO is almost always the shipper or consignee. In the BFO field enter the applicable customer number of the Shipper or Consignee; or if it is another party, use the Lookup and/or Add Customer functions.

**Ref Number 1:** Enter the internal reference number that is required by your A/P departments to pay COFC invoices.

When all required fields have been correctly entered, click the "Save/Transmit" button.

**Update Container Available Date Functions and Screens**

To terminate a specific container and make it available, or to search for containers under reservation, click on the "Update Container Available Date" button on the Main Menu. From the initial screen, the customer can directly enter a container number and hit tab, or click the Query button to search for containers by Hub.

Update Container Available Date Screen

To update the available date, enter the container number or press the Query Reserved Equipment button, select the reserved container, then enter the Available Date and Location Code.

Equipment Initials and Number:

Available Date (MMDDYY): 100512

Location Code (CN/TK/CY):  Please provide code to designate the location of this equipment!  
(CN=Consignee/TK=Trucker/CY=Container Yard)

Location of Equipment:

Your Reservation Number is:



### Query Reserved Equipment Entry Screen

Customer Reserved Equipment Query Functions

(Enter a value to query by)

Starting Hub:

Starting Equipment Number:

Starting State/City:

Starting City:

Starting Load Number:

Enter the destination Hub code where the containers are to be released and tab. Containers that are presently in that Hub (whether they are at origin or destination) will be displayed. Containers that have out-gated at destination will display the out-gate date and are eligible to update once they are empty and terminated at an approved location.

### Reserved Equipment Query Results

Unit Number	Eq. Type	Load Number	Hub	Location City	St	Drayman	Consignee	Out-Gate
CFQU412141	53CNT	0000002733	MEM	MEMPHIS	TN	MAINSTREAM TRUCKING		00/00/00
CFQU412345	53CNT	0000002734	MEM	MEMPHIS	TN	MAINSTREAM TRUCKING		00/00/00
CFQU412150	53CNT	0000002772	MEM	MEMPHIS	TN	MAINSTREAM TRUCKING		12/31/12

Managing by Query can be an effective way for the customer to view what is at destination and is pending delivery, and what has out-gated.

Containers that pull up in the results and have neither Drayman nor Consignee data listed are actually at origin and have not been rail-billed yet. This query can therefore also be used to monitor open reservations at origin hubs.

To make a container available, click the container to be updated and click the Select button at bottom. Otherwise, Exit.

### Update Container Available Screen with a Selected Container

Update Container Available Date Screen

To update the available date, enter the container number or press the Query Reserved Equipment button, select the reserved container, then enter the Available Date and Location Code, click Save.

Equipment Initials and Number:

Available Date (MMDDYY):

Location Code (CN/TK/CY):  Please provide code to designate the location of this equipment!  
(CN=Consignee/TK=Trucker/CY=Container Yard)

Location of Equipment:

Your Reservation Number is:

Equipment Type: 53CNT 53' HIGH CUBE CNTR

Status Code (R/G):

Last Notify Drayman: DAKOTA LINES INC.

City:

Phone:

Fax: 734-416-3856

Origin Hub: CHI





The system defaults to saying the container is being terminated at the Consignee's city/state location with location code "CN" for consignee. If the container is being terminated at the trucker's yard or a neutral CY, enter codes "TK" or "CY" as appropriate, and enter the correct city/state location where the container is terminated. Click on the Save button to complete the update. Otherwise, Exit.

When the update has been completed successfully, a popup window will display the projected per diem charges and send an email confirmation to the User making the update.

All dates should be displayed. If any date is displayed as 00/00, the data is missing in the system and the charges are incorrect. Please call COFC to correct the missing date(s) and provide correct charges.

The screenshot shows a software window titled "Update Container Available Date Screen". Inside the window, there is a text box with instructions: "To update the available date, enter the container number or press the Query Reserved Equipment button, select the reserved container, then enter the Available Date and Location Code, click Save." Below this is a sub-window titled "Origin and Destination Per Diem" containing a table:

10 / 17	to	10 / 19	Origin Days:	3	Origin Amount:	60.00
10 / 22	to	10 / 23	Destination Days:	2	Destination Amount:	40.00
Total Days:				5	Total Amount:	100.00

Below the table, the text reads: "This container is now available - Thank You!" and "Per Diem charges are based on the dates shown and are subject to change." There is a button labeled "Exit" and the instruction "Strike Any Key to Exit". At the bottom of the main window, there are two buttons labeled "Exit" and "Save".