



How to Place an Internet Order for Courier Service

Placing an order on TEMC's website is as easy as addressing an envelope or completing a simple waybill.

To begin, please visit www.texmasterexpress.com and click on the "Customer Login" button from the menu on the left side of the screen. Enter your User Name and Password (case sensitive) and log in.

From the "Welcome Screen", select "Place an Order"

This screen will show your customer name and account number. If you have been set-up with the ability to manage several accounts you can use the Green Button to switch between them.

Note: Items marked with an asterisk* are required.

In the "From" field (the pick-up location) your company's physical address will show as the first pick-able address from the drop-down list. If you've previously stored other addresses, you can select these from the drop down list.

You can store new addresses during the ordering process, or you can pre-enter addresses utilizing the "Address Book" (listed as a blue menu item) Don't worry about this step. We'll show you how in just a minute.

When entering an address, please remember that addresses with words like Interstate, Freeway, Boulevard, Parkway, (etc) should always be typed in full. This helps our computer system "recognize" what you mean and so it can verify the address with a national address database. By verifying your address, it helps us ensure your consignment reaches its proper destination!

Use the "Suite" field only if it's a legitimate Suite # (recognized by the Post Office). If the Pick-Up or Delivery location is, for example, located in The Basement or Plaza Level, please indicate this in the Special Instructions field located below each address.

Phone numbers, while not required, are very helpful in managing the timely delivery of your consignment.

Use the Special Instructions fields to enter details such as "closed for lunch noon to 1pm" or "Go to Receiving Dock 3" or "Page Jane Doe on arrival", etc. This field can also be used for an "item identifier", for example: Refrigerated Specimens, MRIs for Patient ID 123456.

Now, enter the Delivery address details; again please use the Attention To and the Special Instructions fields whenever appropriate.

Enter the number of items and the weight for the order. We'll need to know how many items we're picking up and how heavy they are so we can ensure you receive everything expected!

Pick-up Ready Time: If your pick-up is ready now, use the current default delivery time. If you are scheduling a delivery for later, enter the time when it will be ready for us to pick up.

PLEASE NOTE! Your screen will "time out" after 5 minutes of idle time. If you see an error "Ready Time is in the Past", you will need to adjust the Pick-Up Ready Time so it is current or in the future.

Now, you'll have the opportunity to enter up to two internal References. These will appear on your company's invoice to help you identify the order. Some examples of references are Purchase Order Number, Client File Number, Patient ID#.

If your account requires orders to be separated by Department or other "Billing Group", then click on the appropriate "drop down" list. If this section has a "*" next to it, you'll be able to select from a list of appropriate choices.

You're almost done. If you're satisfied that all the information you entered is correct, press the <CONTINUE> button at the bottom of the page.

The next screen confirms the order details.

If any of the addresses you just entered are new, you will see a small "check mark" box next to this address. Clicking this box will save the address to your personal on-line address book for future use.

Now select your Order Type, which is essentially when you want your item delivered by. The guaranteed due times will be listed along with charges.

Please note that Shuttle service is for orders ready by 10:00am for delivery by 5:00pm the same day. If a Shuttle order's ready time is after 10:00 am, the delivery time will default to 5:00pm the next business day. This will be highlighted by a red-colored exclamation mark **!**

If your order requires a Truck or a Notary Public, click on the appropriate option box (marked with a "+" sign).

If you'd like an email confirmation showing (i) confirmation of your order (ii) the pick-up time and/or (iii) delivery time, please ensure your email address is entered in the box marked "**Email notifications to**". More than one email may be included. Just separate each email address with a semi-colon.

Press the <FINISH> button.

Your order is now in our system. You will see a confirmation "Tracking Number" on the screen along with a number of additional options. Please note that your order cannot be changed from the web site. If you need to change or cancel your order, please call Texmaster Express and our staff will be delighted to help you. Please quote to the Tracking Number when you call.

Additional Notes:

Creating A Round Trip Order

This last screen also offers you the option to 'Create a Round Trip'. Clicking on this link will create a new order with reversed addresses. Choose the service type for the delivery times you need and click the <Finish> button. Your tracking number will be the same as the Outward Trip with an .01 at the end

Login Names

It is important that you don't share your login ID with others. Aside from the obvious security considerations, using your login ID to create an order lets us know it was you that placed the order. Should anything occur that you need to be informed of, we need to know who to contact. If someone else at your facility would like to use this system, just give us a call and we'll be happy to set them up with a login id and password

Internet orders may be placed any time (in advance of "ready time") but the pick-up time must be after 8:00am (Monday – Friday). Change the order's date and "ready time" accordingly. If the required service type is not available, please call TEMC for customized order placement. We remain open for business 24 hours a day, seven days a week (including all Holidays)

If you have any questions concerning Web Ordering, please call Customer Service:

Dallas/Fort Worth	817-640-6000	Head Office
Austin	512-377-1582	
Houston	713-491-4601	
Denver	303-731-2246	