





USER GUIDE

CUSTOMER SUPPORT

Existing Customer Questions and Support

Email or call your J.B. Hunt Customer Service Representative

System Security Questions and Support

360ShipperSupport@jbhunt.com • (866) 516-7305

After Hours Technical Support (After 5:00 PM CST) ServiceDesk@jbhunt.com • (479) 820-8464



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GETTING STARTED



Creating an Account

New Users

Welcome! To create your account:

- 1. Visit <u>www.jbhunt.com</u>.
- Hover over Shippers at the top right, then select J.B.
 Hunt 360 Shipper from the Shipper Resource submenu.
- 3. Select **Sign Up** from the J.B. Hunt 360 Shipper home screen.
- 4. Complete the sign up form.







Welcome Email

Once your account is set up, you will receive a user ID and temporary password via email.



First Name

Welcome to J.B. Hunt 360. You now have access to your J.B. Hunt 360 account.

User ID: %%User ID%% Temporary Password: %%Password%%



View or download the J.B. Hunt 360 User Guide for shippers.

Questions? Contact us at 360ShipperSupport@jbhunt.com or 1-866-516-7305.

Phone support available 7:30 a.m. - 4:30 p.m. CT Monday - Friday

Logging In

Current Users

Select Log In at the top right corner of www.jbhunt.com and sign in with your user name and password.



Contact Us | Load Board | Get A Quote | Track a Shipment | Log In Blog Q CARRIERS INVESTORS CAREERS SHIPPERS

One Platform, Every Shipment

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Creating a Profile

Click on your initials in the upper-right corner, then select **Profile** and complete the fields.

To add a photo or company logo, click on the square underneath **My Profile** and select an image from your computer.

You can also edit your name, phone and email at any time by clicking directly on the items you want to change.



		Customer Ship ID	Track by Ship ID	Track	JT Welcome, JBHdab
e					Sign Out
ofile					
	First Name	Last Name			
_	JBHdabe	Test			
1	Email				
ır logo	JBHDABE4@GMAIL.COM				
	Phone Number	Phone Extension			
	(630) 365-5277				
	Change My Password				
	Language				
	English		*		
	* Site content may not show in selected Save Cancel	language.			



Home Page Dashboard

The **Home** page features a dashboard with operational status data, on-time service information and industry rate data. If your level of access includes financial data, you'll also see spend data. Filter data view by date or location at the top, then select **Apply** at the top left to save your filters.



Menu/Navigation

The left menu includes icons for all functions and expands when you hover over it (Figures 1 and 2).

To "pin" the menu bar open so that it stays in expanded mode, click on the circle at the top of the bar next to **Navigation**. (Figure 3)



Menu bar, not expanded



Menu bar, expanded

J.B. HUNT 36 C) SHI	PPER
NAVIGATION	•	Home 🗲 Get a Quote
Home	⑥	Get a Quote
Get a Quote	\$	
Create a Shipment	<u>"</u>	Create New
Shipments	▼ "ኴ	
Summary		or
Advanced Search		Create from a Previou
Manage SKUs		
Manage Notifications		Search by Quote Name, address, city, state
Items	E	Quote Name
Locations	Q	No previous shipments found
Invoices	• 🗖	
Reports	Ð	
Performance and Analytics	aii	
Shipper	₽♦	
Settings	• &	
Help	0	
Feedback		

Menu bar, pinned to expanded mode

GET A QUOTE



Overview

The Get a Quote feature provides a quick and simple way to find rates for your shipments.

- 1. To begin, select **Get a Quote** in the left-hand menu.
- 2. Click Create New to begin a new quote.
- 3. Choose **Get Rate** to create from a recent or favorite quote.



				Customer Ship ID	Track by Ship ID	Track
Home	> Get a Quote					
Ge	t a Quote					
	Create New					
Cre	ate from a Previou	s Quote				
Sear	rch by Quote Name, address, city, state				Sort By	•
	Quote Name	Locations	First Pick-Up	Final Delivery		
()	Recent	2	CYPRESS MEDICAL 20951 WALTER STRAWN DRIVE ELWOOD IL, 60421	MCKESSON MEDICAL SU 1005 SATELLITE BLVD SUWANEE GA, 30024	Get Rate	-
()	Recent	2	CYPRESS MEDICAL 20951 WALTER STRAWN DRIVE ELWOOD IL, 60421	CHARLOTTE- MCKESSON 885 PARAGON WAY ROCK HILL SC, 29730	Get Rate	-
()	Recent	2	CYPRESS MEDICAL 20951 WALTER STRAWN DRIVE ELWOOD IL, 60421	PSS RDC 1930 WEST MALVERN AVE FULLERTON CA, 92833	Get Rate	•
۲	test	2	CYPRESS MEDICAL 20951 WALTER STRAWN DRIVE ELWOOD IL, 60421	PSS RDC 1930 WEST MALVERN AVE FULLERTON CA, 92833	Get Rate	•



Order Details

The **Details** section of Get a Quote requires **Origin**, **Destination** and, if less than truckload, **Commodity Information**.

Users can also select accessorial needs for LTL shipments.

For multi-stop loads, click Add Another Location below the Destination section.

Once details have been entered, click **Continue**.



View Rates

Once the user has selected **Continue** on the Details screen, rates will appear below pickup and delivery information.

To choose a carrier and select the quoted rate, click **Book**.

To save quote for 24 hours, click the arrow on the **Book** button and select **Save this price for** later.

Add to Favorite Quotes by clicking the 🖤 icon.

To show **flexible date** range options, click the **F** check box above the Carrier column.



F Showing 5 Flexible Dates	Rates
Carrier	Service
RECOMMENDED Arranged by J.B. Hunt Transport	Truckload
F Arranged by J.B. Hunt Transport	Truckload
F Arranged by J.B. Hunt Transport	Truckload
Ups Ground Freight	Less-Than Truckload
Estes Express Lines	Less-Than Truckload
Yrc Freight Accelerated	Less-Than Truckload
Yrc Freight Time Critical	Less-Than Truckload



CREATE A SHIPMENT



Overview

Create a Shipment allows users to provide all shipment details.

With this functionality, users can add items to the shipment, enter multiple locations, save the quote for up to 24 hours and much more.

To begin, simply click **Create a Shipment** in the left-hand column. Next, select/enter the following details:

- Mode (Truckload, LTL, Flatbed, Refrigerated)
- Origin
- Destination
- •Location requirements (if necessary)
- •LTL options (if necessary)



O Truckload Full truckload and intermodal O LTL Less than truckload	O Flatbed Transporting large objects such as heavy machinery or materials	Refrigerated ransporting perishables with a standalone self-powered) cooling system
Sams Wholesale Club Corp Traf 702 Southwest 8th Street Bentonville, AR 72716 Edit Location Appointment Wed, February 1, 2017 Elevible Time	R	
2 Bnsf San Bernardino Ramp REORDER 1535 W 4th St San Bernardino, CA 92410 Edit Location Date (optional) Appointment Number (optional)	Nevada Utah Colorado	Nebraska UNITED STATES Kansas
02/04/17 Appointment Time Flexible	Las Vegas Arizona New	Oklahoma City O klahom a
O Between Times	San liego Tijuana Tucson	Daltas
Guaranteed Delivery	Hermosillo	Austin San Antonio



Adding Items To LTL Shipments

After selecting LTL and entering location information, you will need to add new or previously used Items.

Items can be added from a list. To create a new item

- 1. Choose Add New Item.
- 2. Enter details for the item.
- 3. If you're unsure of the NMFC number, use the search function to classify your commodity.
- 4. Once complete, select Add Item at the bottom of the page.
- 5. After all items have been added, click **Continue**.
- 6. Select **Add Item** once details are complete.

ltem ID / SKU		
	C Auto-g	enerate the ID
Description		
Item Category (C	ptional)	
Add or choo	se a category	
NMFC #	Freight Cl	ass
######	Select	~
Search for NMF(<u>) number</u>	
Value grea	ter than \$100,000	
Extreme L	ength ①	
Hazardous	Material ①	
Stackable		
Total Weight		
0	Pounds 👻	
Quantity		
0	Bags 💌	
Purchase Order I	Numbers	
PO #, PO #, I	PO #	



ľ	Add an Item		
ľ	41820	Paper and Cellulose Film combined	Details 🔻
	49250	Paper and Cellulose Film, laminated and waxed	Details 🔻
	1100	Paper(s) - Abrasive, other than belts	Details 👻
l	150620	Paper(s) - Absorbent base, for impregnation and making laminated plastics	Details 🔻
l	150650	Paper(s) - Autographic register	Details 🔻
l	153915	Paper(s) - Bird cage	Details 🔻
l	150670	Paper(s) - Blotting	Details 🔻
	150690	Paper(s) - Blueprint	Details 👻
	150890	Paper(s) - Box cover or lining, printed	Details 🔻

Item ID / SKU Description Item Category (Optional) Add or choose a category NMFC # ####### Search for NMFC number Value greater than \$100,0 Extreme Length ③ Hazardous Material ④	Preight Sel	to gen	herate the	: 10	
Description Description Item Category (Optional) Add or choose a category MMFC # ####### Search for NMFC number Value greater than \$100,0 Extreme Length ③ Hazardous Material ③	Freigh	to ger	nerate the	<u>: ID</u>	
Description Item Category (Optional) Add or choose a category NMFC # ####### Search for NMFC number Value greater than \$100,0 Extreme Length ③ Hazardous Material ③	Freigh				
Item Category (Optional) Add or choose a category MMFC # ####### Search for NMFC number Value greater than \$100,0 Extreme Length ③ Hazardous Material ④	Freigh				
Item Category (Optional) Add or choose a category MMFC # ####### Search for NMFC number Value greater than \$100,0 Extreme Length ® Hazardous Material ®	Freigh				
Item Category (Optional) Add or choose a category NMFC # ###### Search for NMFC number Value greater than \$100,0 Extreme Length © Hazardous Material ©	Freigh				
Item Category (Optional) Add or choose a category NMFC # ####### Search for NMFC number Value greater than \$100,0 Extreme Length ® Hazardous Material ®	Freigh				
Add or choose a category NMFC # ###### Search for NMFC number Value greater than \$100,0 Extreme Length Hazardous Material	Freigh Sel				
NMFC # ###### Search for NMFC number Value greater than \$100,0 Extreme Length Hazardous Material	Freigt Sel				
###### Search for NMFE number Value greater than \$100,0 Extreme Length © Hazardous Material ©	Sel	ht Clas	5		
Search for NMFC number Value greater than \$100,0 Extreme Length © Hazardous Material ©		lect		-	1
Search for NMFE number Value greater than \$100,0 Extreme Length © Hazardous Material ©					1
Value greater than \$100,0 Extreme Length Hazardous Material					
Extreme Length Extreme Length	00				
Hazardous Material ⁽¹⁾					
_					
Stackable					
Total Weight	_				
0 Pounds *	•				
Quantity	_				
0 Bags *	•				
Purchase Order Numbers					
PO #, PO #, PO #					
Additional Options	;				
Packages (optional)		Use p	ackages t	o group	ind
		quant	tity items.		
Dimensions per pallet (optional)					
Length Width Hei	ght	_	_		
Volume (optional)					
Add Item					



Adding To Non-LTL Shipments

To list items included in a shipment:

- 1. Enter the name and details of the commodity.
- 2. Click Add Item.
- 3. If you have additional items to add, repeat steps one and two for each item.
- 4. Once all commodities have been entered, click **Continue**.

NMFC #		Freight Class		
150650		55.0		·
Search for NMFC	number			
🗌 Value grea	ter than \$100,	000		
Extreme Le	ength ①			
Hazardous	Material 🛈			
Stackable				
Total Weight				
2000	Pounds	•		
Quantity				
2	Pallet	•		
Purchase Order N	lumbers			
PO #, PO #, F	°O #			
Additiona Packages (option	al Options	Use pa	ickages to group ty items.	o individua
Dimensions per p	allet (optional)			
Length V	Vidth He	ight		
				-
Volume (optional)			
Add I	tem		Cancel	



Booking A Shipment

Once items for the shipment have been added, click **Book** to secure the rate or **Save This Price For Later** to hold the rate for up to 24 hours.

Service Options may need to be selected after choosing a carrier. Once entered, click **Continue** to finalize the shipment.



PICKUP	FINAL DELIV	/ERY	ITEN	S		
Wed, February 1, 2017 Flexible Time	Sat, February 4 Flexible Time	4, 2017	Quantity	Weight		
Sams Wholesale Club Corp Tr 702 Southwest 8th Street Bentonville, AR 72716	raf Bnsf San Bern 1535 W 4th St San Bernarding	o, CA 92410	2	2000 lb		
		Change		Change		
F Showing 6 Flexible Date:	s Rates				Sort by:	~
F Showing 6 Flexible Dates	s Rates				Sort by:	*
F Showing 6 Flexible Date: Carrier	s Rates Service	Pickup	Final Delivery	Transit	Sort by: Starting at	~
F Showing 6 Flexible Date: Carrier DMMENDED Ups Ground Freight	s Rates Service Less-Than Truckload	Pickup Wednesday Feb 1	Final Delivery ^{Monday} Feb 6	Transit 3 days	Sort by: Starting at \$283.97 Market Rate (1)	Book Save this price
F Showing 6 Flexible Date: Carrier Ups Ground Freight Estes Express Lines	s Rates Service Less-Than Truckload Less-Than Truckload	Pickup Wednesday Feb 1 Wednesday Feb 1	Final Delivery Monday Feb 6 Monday Feb 6	Transit 3 days 3 days	Sort by: Starting at \$283.97 Market Rate ① \$364.40 Market Rate ①	Book Save this price Book

4 Service Options 5 Finalize



Published or Market Rate Shipment

Create a Shipment

To access your published lanes or Templates, select **View All Templates**

To create shipments in lanes at market rates (lanes where you do not have published rates), select **Create New**



Home > Create a Shipment > Create a Shipment Create New Create from a Previous Shipment Search by Shipment Name, address, city, st View All Templates Sort By 🔻 Locations First Pickup Final Delivery Shipment Name Service BSH HOME APPLIANCE BEST BUY DDC 729 Create _____o \bigcirc 2 Recent 2300 CHABOT CT 300 EXECUTIVE WAY Intermodal No Published Rate (1) NEW BERN NC, 28562 TRACY CA, 95304



Create Shipment from Templates

Templates or published lanes are created by your J.B. Hunt Customer Service Representative. Please message them for additional lanes

Select the template of your choice to book a pending load (or an auto-accept if preapproved by management) until accepted by your J.B. Hunt Customer Service Representative.

To get started, select **Create.** You can also **Add to Favorites** by selecting the drop down arrow.



Home > Create a Shipment >

Create a Shipment

Search by Shipment Name, address, city, st Sort By 🔻 Shipment Name Service Locations First Pickup Final Delivery BSH HOME APPLIANCE BSH APPLIANCES Create _____ \bigcirc 2 No Name Provided 1020 DERWENT 300 EXECUTIVE WAY Intermodal 8 Commitments Left (1) NEW BERN NC, 28562 DELTA BC, V3M5R1 BSH HOME APPLIANCE PURCELL MURRAY CO INC Create \bigcirc No Name Provided 2 300 EXECUTIVE WAY 13300 ORDEN DR Intermodal 2 Commitments Left (1) SANTA FE SPRINGS CA, 9 ... NEW BERN NC, 28562 BSH HOME APPLIANCE BOSCH Create \bigcirc No Name Provided 2 300 EXECUTIVE WAY 2759 N EOLA RD Intermodal 4 Commitments Left (1) NEW BERN NC, 28562 AURORA IL, 60502 KOHLER CO FERGUSON ENTERPRISE... Create \bigcirc No Name Provided 2 4601 HWY 377 S 2501 BATTELLE BLVD Intermodal 12 Commitments Left (1) BROWNWOOD, BR TX, 76801 RICHLAND WA, 99354 AMTROL FERGUSON ENTERPRISE... Create \heartsuit No Name Provided 3 220 FRENCHTOWN RD 2501 BATTELLE BLVD Intermodal NORTH KINGSTOWN RI, 02852 RICHLAND WA, 99354



Add Shipment Details

Enter the shipment details and reference numbers and click **Next** to add additional details and reference numbers if desired.

Required fields:

- Pickup Date
- Appointment Time
- Weight

(if unsure of weight, enter "1")



 1 Location Add/Remove KOHLER CO 4601 HWY 377 S Brownwood, TX 76801 Date Od/24/17 Appointment Time O Flexible O Between Times 1:00 PM and 5:00 PM and A Specific Time 	Items Add/Remove Pick Up SINKS Uveight: Dty: Type: PO Numbers: 28000 O
2 Location Add/Remove FERGUSON ENTERPRISES, INC 2501 BATTELLE BLVD Richland, WA 99354 Date {optional} Appointment Number (optional)	Items Add/Remove Deliver SINKS Weight: Qty: Type: PO Numbers:
Appointment Time	



Finalize Shipment Details

To finalize your shipment, complete the **Shipment Details** and accept the Terms of Service.

Select **Continue** to book the shipment.



Create a Shipment



TRACK AND MANAGE SHIPMENTS

Shipment Summary

The Shipment Summary page displays load status and details for all shipments.

Statuses include:

- Pending Shipments requiring consolidation or optimization prior to moving to Booked status with a JBH Order number.
- **Booked** Shipments that have not yet completed a loaded call at the first stop.
- In Transit Shipments that have not yet received an unloaded call at the final destination.
- Complete Shipments that have been delivered and are now empty.

View and print BOLs, shipping labels and more by clicking the box next to the JBH Order number and selecting **Actions**.

	J.B. HL
Ship	oper
*	Home
\$	Get a Quote
	Create a Shipm
6.	Shipments
	Summary
	Advanced Searc
	Manage Notific
	Items
•	Locations
	Invoices
	Reports
	Invoices
	Shipper

NT 360				Cust	omer Ship ID 🔹 👻	Track by Ship ID	Tr	ack		
	Hom	e > Shipme	nt Summary	mary						
nt 🔻	Pe	nding Bo	oked In Transit Cor	mplete						List View M
		JBH Order	Customer Ship ID	First Pickup	Pick Up	Final Delivery	Delivery	Locations	Sen	Print Selected Sh
ions		HV44527		ELWOOD, IL	11/21/2016	SUWANEE, GA	11/21/2016	2	Tru	Print Selected BC
•	V	HV43245	SWAP HOUSTON 408TX,SW	HOUSTON, TX	11/11/2016	CORSICANA, TX	11/11/2016	2	Truck	Details
	V	HV43105	SWAP HOUSTON 405TX,SW	HOUSTON, TX	11/11/2016	CORSICANA, TX	11/11/2016	2	Truck	Details
•	V	HV33597	SWAP HOUSTON 305TX	HOUSTON, TX	11/11/2016	CORSICANA, TX	11/11/2016	2	Truck	Details

List and Map View

There are two ways to view **Pending**, **Booked**, In Transit and Complete loads.

- 1. List View Allows the user to expand details and see the transit status for a shipment.
- 1. Map View Provides information for all shipments on the map. The view can be filtered between Booked, In Transit and Complete.

To view load status, navigate through the tabs at the top of the screen.

To view load details, select a gray, green, black or blue dot on the map.

Multiple Markers indicate multiple shipments are at the same location.

Manage Shipments: List View

In List View:

- **Details** reveals the shipment stop summary and available **Actions**.
- Hide allows you to return to List View.
- Stop summary provides critical Stop Level Detail, including Scheduled Appointment vs. Actual Arrival and Actual Completion.

Ship	omer	nt Sum	mary						
Pending Filters	Booked	In Transit	Complete Fi	eet					List View Map Vie Setup Notifications View Map
Tractor Customer ShipID JBH Order 329429 L170509-55803 JY94852		JBH Order JY94852	Status In Transit	Trailer JBHZ 660596	Last known location † Attalla, AL (as of 05/10 02:22 PM)	Next scheduled stop Corsicana Bedding, Haleyville, AL	Miles to nex	View Details View Documents Print Shipping Label	
3260:	10	L170508-55244	JY65566	In Transit	JBHZ 660628	Auburn, ME (as of 05/10 02:14 PM)	Polkki Furniture Llc, North Monmouth	17	Print Bill of Lading Print Bill of Lading Su Email Customer Servi
								-	Actions 💌
Stop	Status	Count	Mileage	l	ocation	Scheduled Appointment	Arrival	Co	mpletion
1-P	Completed	183	0	Corsicana Bedding,	Barnesville, PA	05/09/2017 01:30 PM - 03:30 PM	05/09/2017 02:08 PM	05/09/201	7 02:45 PM
2 - D	Completed	45	0	Quonset Hut, Rum	ney, NH	05/10/2017 09:00 AM - 11:00 AM	05/10/2017 09:52 AM	05/10/201	7 10:30 AM
3 - D	Completed	1	0	Chocorua Koa, Tan	worth, NH	05/10/2017 11:00 AM - 01:00 PM	05/10/2017 11:54 AM	05/10/201	7 11:58 AM
									~

Manage Shipments: Fleet View

The new Fleet Tab is specific to Dedicated Clients with dedicated fleets. Clients have visibility to the status of all shipments specific to the fleet, including Available, In Transit and Delayed.

Multiple Markers means multiple trucks are in the same location at the same time.

Click on any dot for shipment specific details, including Last Location, Miles to Next Stop and Next Stop Est. Arrival.

Select **Details** to see **Stop Level Details**.

Viewing Additional Details

In the **Shipment Summary** tab, select the **Details** box to expand the mini order shipment details.

Navigate to **Actions** to:

- View shipment details
- Print Bill of Lading
- Create a similar shipment
- View shipment documents
- Contact customer service
- Create push notifications

Shipment Summary

J.B. HUNT 360						Customer Ship ID	▼ Track by Ship ID	Tr	ack	A
Shipper Home \$ Get a Quote	Hom	e > Shipment Summ	t Summa	ary						
Shipments -	Pe	nding Booked	In Transit Complete	ł						List Vie
Advanced Search	Filt	ters 👻								
Manage Locations		JBH Order	Customer Ship ID	Origin	Destination	Pick Up	Delivery	Mode	Status	
Manage Notifications	o	H107064	125652161220001	Spring Lake, MI	Livermore, CA	12/20/2016	12/27/2016	Intermodal	in Transit	
Invoices Site Site Settings Help Centilizate		Netshape Corp 17155 Van Wagoner Spring Lake MI 4945 12/20/2016 10:00 12/20/2016 09:00 - 10:0 12/20/2016 09:00 - 10:0	D Rd 6 USA 9 (Actual) 00 (Scheduled)			Tesla - Thys: 201 D Uvermore 12/27/201613:30-14	Actions Action	• P		
Peeddack	0	H107069	125652161220002	Spring Lake, MI	Livermore, CA	12/20/2016	12/27/2016	Intermodal	In Transit	
		H107111	119402161215001	Grand Rapids, MI	Lathrop, CA	12/15/2016	12/22/2016	Intermodal	In Transit	

					List View Map View
					Actions 🗨
Destination	Pick Up	Delivery	Mode	Status	
Livermore, CA	12/20/2016	12/27/2016	Intermodal	In Transit	Hide 🔺
	Tesla - Thysse 201 Disc Livermore CA 12/27/2016 13:30 - 14:0	en Krupp covery Drive 94551 USA (Actual) 0 (Scheduled) (Requested)	ions iew Shipment Details rint Shipping Labels rint Bill of Lading rint Bill of Lading Summary iew Shipment Documents		
Livermore, CA	12/20/2016	Ci 12/27/201 Ci	reate Notification reate Similar Shipment	In Transit	Details 🔻
Lathrop, CA	12/15/2016	Ci 12/22/2016	ontact Customer Service Intermodal	In Transit	Details 👻

A	Welcome Alla	2,
ew	Map Vie	-
	Actions	•
		1
Hid	ie 🔺	
Deta	als 👻	
Deta	als 👻	

Filtering Shipments

- •On the **Shipment Summary** page, select **Filters** on the left-hand side above the JBH Order number column.
- Filter results by:
 - Pickup date
 - Delivery date
 - Booked date
- Click Additional Filters for more options
- After entering information, select **Apply Filter**

The default view shows the last seven days. Users can enter a custom date range of up to 31 days.

Home > Shipment Summa
Pending Booked
Filters 💌
Filter Results
Pickup Date
Pickup Date
De livery Date Booked Date
Additional Filters
Apply Filter Cancel
HV38436
HV36288
HV35191
•

T Summary

In Transit Complete

							Actions
	×	Pick Up	Final Delivery	Delivery	Locations	Service	
Custom		11/12/2016	PORTERVILLE, CA		2	Intermodal	Details 🔻
11/01/16 12/02	2/16	11/12/2016	RED BLUFF, CA		2	Intermodal	Details 🔻
		11/12/2016	SMYRNA, DE		2	Intermodal	Details 🔻
ar Filters		11/12/2016	LOVELAND, CO		2	Intermodal	Details 🔻
8110703	MEMPHIS, TN	11/12/2016	PORTERVILLE, CA		2	Intermodal	Details 🔻
8091158	MEMPHIS, TN	11/11/2016	RAYMOND, NH		2	Intermodal	Details 🔻
8092913	MEMPHIS, TN	11/11/2016	RED BLUFF, CA		2	Intermodal	Details 🔻
							Þ

Adding SKU's

To add SKUs for access when booking a shipment via **Get a Quote**, select **Summary** and then **Manage SKUs**.

Select Actions to Add New SKU individually or download the Bulk SKU Upload template for multiple SKUs.

To Add New SKUs manually, enter data in each required field denoted by a red asterisk.

to add multiple SKUs via bulk upload, download the **Bulk SKU Upload** template and add your SKUs to the template, Save the file to your hard drive.

To upload, **Browse** to find the file and then click **Upload**.

Hon	ne.	3	Ma	na	σe/	S_{1}	613
1.1021	11.	-	1.4 1.0	0.154		-	

Manage SKUs

SKU	Ŧ	Filter By SKU											Actions 📼
Code	Supplier SKU	Manufact	Commodity	Category	Class ↓	Weight (Ibs)	Units	Unit Type	Length (ft)	Width (ft)	Height (ft)	Volume	Add new SKU Bulk SKU upload
*2ANSPBLK2-H		DWFINEPACK	ADV FK2PLY 1	FG	78	0	1	CASES	0	0	0	0	Edit
*2AW-H		DWFINEPACK	Adv Fks,12x17		78	0	1	CASES	0	0	0	0	Edit
*3ANSPBLKH		DWFINEPACK	ADV FKS,12X1	FG	78	0	1	CASES	0	0	0	0	Edit
*3ANSPBLKH		DWFINEPACK	ADV FKS,12X1	FG	77.5	0	1	CASES	0	0	0	0	Edit
*3ANSPW		DWFINEPACK	ADV-S FKS STE	FG	77.5	0	1	CASES	0	0	0	0	Edit
*3AW-H		DWFINEPACK	ADV FKS WHIT	FG	77.5	0	1	CASES	0	0	0	0	Edit
*AF10W-H		DWFINEPACK	FORK, ADV, W	FG	77.5	0	1	CASES	0	0	0	0	Edit

CREATE NOTIFICATIONS

Create Notifications

From the **Shipments** tab you can build custom notifications to email or text you when events occur such as booked orders and delayed stops. Here's how:

From the submenu, select Manage Notifications.

Select the **Event**.

Enter the Origin(s) and Destination(s) you want to apply. Choose All to include every location.

The system will email or text you a notification (and/or other individuals you choose) when your designated events occur.

			Customer Ship ID	×	Track by Ship ID	Track	TL	^{Welcome,} JBHdabe
Manage Notifications	otificatio	ns						
Id New Notification Notification Events	Origin Locations	Destination Locations	Delivery Options					
en an order is booked	AIRGAS, INC, City Of Industry, CA CARDINAL HEALTHCARE, Grand Prairie, TX	All Receiver Locations	Email To : steven.brannon@jbhunt.com		Actions 🔻			
en any stop on the order is ayed	TEST LOCATION 1, Alsip, IL	TEST ATLANTA LOCATION, Atlanta, GA	Email To : test@test.com		Actions			
en an order is booked	MCDONALDS RESTAURANT 3102, Chester, VA	TEST ATLANTA LOCATION-1, Atlanta, GA	Email To : test@tes.com		Actions 🔻			
en an order is booked	TEST ATLANTA LOCATION, Atlanta, GA	WAL-MART STORES, INC, Cary, NC	Email To : test@test.com		Actions 🔻			
en an appointment is reset								

Custom Notifications

Indicate the desired recipient(s) of the event-driven notifications and the **Delivery Type**.

You can create customized report notifications from the **Reports** tab.

Mobile Device Notifications

To set up notifications on your mobile device:

- 1. Open the J.B. Hunt 360 mobile app **main menu**.
- 2. Select **Settings** from the main menu.
- Slide the Push Notifications indicator to the "on" position.
 Select your preferences for alert texts, badges and sounds.

ITEM MANAGEMENT

Functions

Adding frequently shipped items can make creating a shipment much faster.

Items can be added using two methods:

- Bulk upload via template.
- Entering information manually.

or NMFC #				Add Item 🔻
Description	Freight Class	NMFC	Туре	
edical supplies	70	56828		View 👻
is is a test item				Edit Copy
				Remove

Adding and Editing Items

When adding, editing or copying items, required fields include:

- •Item ID/SKU
- Description
- Item Category

Item requirements can be indicated by clicking the appropriate checkbox:

- •Item requires controlled temperature
- •Item is hazardous material

When using the Copy feature, Description, Item Category and NMFC and Freight Class (if applicable) remain populated. Simply adjust the information for your similar item and click **Save**.

Edit Ite	em
Item ID / SKU	
MEDICALSUPP	
Description	
Medical supplies	
Item Category	
Medical	
Item requ	uires controlled temperature
□ ↔ Item is ha	azardous material
Save	Cancel

Additional options Supplier SKU (optional) Supplier Stock Keeping Unit UPC (optional) Universal Pricing Code	
Item ID / SKU Your Stock Keeping Unit Description Medical supplies	Additional options Supplier SKU (optional) Supplier Stock Keeping Unit UPC (optional) Universal Pricing Code
Item Category Medical Image: Item requires controlled temperature Image: Item is hazardous material	NMFC # (optional) Freight Class 56828 70 • NMFC and Class required for LTL Search for NMFC number
Save Cancel	

LOCATION MANAGEMENT

Functions

Location Management allows users to add, favorite, search, view and edit locations.

- Add locations by clicking Add to the right of the search bar.
 Locations can be added individually or in bulk by uploading a template (available for download).
- Favorite a location by clicking the Heart icon in list or edit view.
- Edit a location by clicking the arrow next to the View button, and selecting Edit.

Home > Locations

Locations

Search by name, address, ci	ty, state or zip	Q				Add 👻
Name	Address	Shipments Today	Load/Unload Average	Rating		Location Upload Location
Acme Inc Limited	221 Birdie Lane Lowell, AR 72745 222	0	1 hr	No Rating	•	View -
Airgas, Inc	2355 Workman Mill Rd City Of Industry, CA 90601	0	1 hr	No Rating	•	View 🔫
Central Welding Supply	13305 38 Avenue Marysville, WA 98271	0	1 hr	No Rating	•	View 🔫
Lukepenningtontest	123 Test Pennington, MN 56663	0	1 hr	No Rating	•	View 👻
Naveen Newloc	44 Brittany Farms Farmington, CT 06030 110	0	1 hr	No Rating	•	View 🔫
W12345678901234567890	123 Bogeyb11111111111111111 Springdale, MD 21030 B1111111111111111111111111111	0	1 hr	No Rating	•	View -
0123456789012345678901	1 Weed Street Billings NV 12510	0	1 hr	No Rating	\heartsuit	View 👻

Editing Locations

Location information provides important notes to drivers to facilitate pickup and delivery.

- Location Owner Notes whether the location is for the shipper or the shipper's customer.
- Special Instructions Allows you to enter specific details about the location.
- Primary Contact Person Contact info for resolving questions or issues during delivery.
- Amenities Shows amenities available at the location.
- **Save** Updates location with info entered.

Display Name			Remove	from Favorite	×
Acme Inc Limited	Reference Name:	TEST242424		L	See Sto
location Owner					and a
O My Location O My Custome	r			Ro	gers
Address			3		ingdale
Street	Street 2 (optiona)	- Gerlan	Faye	steville
221 Birdie Lane	222		Latitude	Longitude	The second state
City	State	Zip / Postal Code	ee36.259722	-94.129722	No.
Lowell	AR 🔻	72745 💌	Amenities	si	
Country			Free WiFi	i (☑ –¶ Liftgate
United States 👻			🕑 🚺 Public Re	strooms {	Loading Crew
Phone	i		🗹 P Parking A	llowed	
(860) 356-6644			C P Overnight	t Parking	
			Secured F	Parking	
Special Instructions			Reakroo	m	
Add a special instruction					
Primary Contact Person					

INVOICE MANAGEMENT

Viewing and Filtering Invoices

Select **Invoices Dashboard** to view invoices.

Select the **Payment Term** box of your choice (default is **Last 7 Days**).

Payment Term options include:

- Open
- Past Terms
- O-30 Past Terms
- 31-60 Past Terms
- 61-90 Past Terms
- +90 Past Terms

You can also view:

- Total Balance
- Available Credit
- Used Credit

Invoices

Open \$314,063.35 259 invoices

Last 7 Days	Past Terms	0-30 Past Terms	31-60 Past Terms	61-90 Past Terms	+90 Past Terms
\$0.00	\$314,063.35	\$76,362.01	\$151,521.42	\$66,655.27	\$19,524.65
0 invoices	259 invoices	68 invoices	146 invoices	37 invoices	8 invoices
	Payment Term	: N15 Total Balanc	e: \$314,063.35	Available Credit: \$25,000.00	Used Credit: \$0.00

Viewing and Filtering Invoices

Filter invoices based on Due Date	Invoices
the drop-down list.	Open \$314,063.35 259 invoices
Select your Date Range in the drop-down list.	
View invoice details by selecting the blue arrow icon next to	Filters - Search.
Balance.	Filtered By Due Date
	Apply Canc
	<u>GW85305</u>
	<u> </u>

Managing Invoices

To manage invoices:

- 1. Select the **Payment Term** at the top of the page.
- 2. Click the checkbox to the left of the **Invoice Number** you want to access.
- 3. Choose an action (Dispute, Download) invoices, Download documents, Export All to Excel or Contact Support) by selecting More on the far right of the page.

A green checkmark indicates the **Proof of Delivery** document is available for download.

A red exclamation mark indicates the **Proof of Delivery** document is NOT available for download.

	Open
\$7	7,308,731.61 1080 invoices
Filt	ers 🔻 S
	Invoice
	Number
	<u>GT34357</u>
	GT59674
V	- Alterative Alterative -
⊻	
2	<u>GT34602</u>

Last 7 Day \$0.00 0 invoices	S	Past Terms \$7,164,064.35 3999 invoices	0-30 Past \$2,743,9 1511 inv	Terms 3 954.90 \$ voices	1-60 Past Terms 4,323,212.23 2413 invoices	61-90 Past Terms \$29,081.86 32 invoices	+9 \$	90 Past Terms 667,815.36 43 invoices
		Payment Term: N45	Total Balan	ce: \$7,308,731.61	Available Cred	dit: \$4,304,602.49	Used	Credit: \$7,695,397.51 More 💌
rder Number	PO Number	Proof of Delivery	Due In ↓	Status	Agreed Amount	Billed Amount	Bala	Dispute Download Invoices
GT34357			-89	Ready For Payment	\$1,640.00	\$1,640.00	\$1,64	Download document Export All to Excel
GT59674			-89	Ready For Payment	\$1,940.00	\$1,940.00	\$1,9	Contact Support
GT34602			-89	Ready For Payment	\$495.00	\$495.00	\$495	.00
GT34781		0	-89	Ready For Payment	\$495.00	\$495.00	\$495	.00

On average, it takes 7-10 days before a Proof of Delivery document is available

Opening An Invoice

To open the full invoice detail:	Home > Invoices Dashboard > Invoice Details				
Click the Invoice Number in the Invoices section (as shown in the Managing Invoices section of the tutorial).	252 Days Past Terms		Total Billed \$1,497.44	Remainin \$0.	Balance 00
Choose an action by clicking on More on the right side of the screen. Available actions include: • Dispute • Download invoice	Invoice Date 01/25/2016 Bill To Location OH 43218 Customer Code	Order Number Tr Origin 01/17 COMPANY (QULAAE)	ruck Load	Destination 01 WAREHOUSE (JWTR6)	More Dispute Download Invoices (22/) Download docume Export to Excel Print Invoice Contact Support
 Print invoice Contact Support 	Tariff Code 111.15R	Shipoment ID	PO Reference Number	Truck Number	Trailer Number 221221

Viewing Disputed Invoices

To view disputed invoices:

Open the Invoices Dashboard.

Select **Disputes**.

Filter your disputed invoices by selecting More on the right side of the page.

Check the box next to the **Invoice Number** of the dispute(s) you want to access.

Choose the appropriate dispute option: Modify Dispute, Cancel Dispute, Download Invoices, Download Documents

Raised \$641,887.87 354 invoices	Dropped \$0.00 0 invoices	Adjusted \$0.00 0 invoices						
				Payment Term: N45 Tot	tal Balance: \$7,308,731.61	Available Credit: S4,304	,602.49 Us	ed Credit: \$7,695,397.51 More 💌
Dispute Date	Due In 1	Status	Agreed Amount	Billed Amount	Adjusted Amount	Balance	Reas	Modify Dispute
02/01/16	259 Days Past Terms	Dispute Raised	\$1,592.00	\$1,592.00	\$0.00	\$0.00	Approved For	Cancel Dispute Download Invoices
02/01/16	259 Days Past Terms	Dispute Raised	\$1,497.00	\$1,497.00	\$0.00	\$0.00	Approved For	Download documents Export All to Excel
02/01/16	259 Days Past Terms	Dispute Raised	\$1,931.00	\$1,931.00	\$0.00	\$0.00	Approved For F	Contact Support Payment
02/01/16	259 Days Past Terms	Dispute Raised	\$1,990.00	\$1,990.00	\$0.00	\$0.00	Approved For F	Payment
02/01/16	259 Days Past Terms	Dispute Raised	\$1,542.00	\$1,542.00	\$0.00	\$0.00	Approved For F	Payment
02/01/16	259 Days Past Terms	Dispute Raised	\$1,990.00	\$1,990.00	\$0.00	\$0.00	Approved For F	Payment
02/01/16	259 Days Past Terms	Dispute Raised	\$1,542.00	\$1,542.00	\$0.00	\$0.00	Approved For F	Payment
								And a second sec

Modifying A Dispute

If you choose to **Modify a Dispute**, a **Dispute Summary** will open for that **Invoice Number**.

Choose a dispute **Reason** and indicate a dollar amount in the **I am willing to pay** column.

To add **Supporting Documents**, click **Attach** and upload your file(s).

To include **Additional Comments**, type your comments in the dialog box.

Di	spu	te	SI
Inv	oice l	Vuml	bei
TRAN	SIT		
FUEL	SURCHARG	E	
0	Support	ing Doci	imer
	Attach Addition	al Comn	hent
Enter	additional	Comment	s for y
	Sub	mit Dispu	te

ummary

Charges	Amount	Reason		I am willing to pay	Disputed
	\$1,216.00	Please Select Dispute Reason	٣	\$1,216.00	\$0.00
	\$281.44	Please Select Dispute Reason	*	\$281.44	\$0.00
	Please Select Di			\$1,497,44	
te.		Payment Agency Discrepancy Other			
Max 180 Characters.					

Viewing Payment History

To view payment history:

- 1. Open the Invoices Dashboard.
- 2. Select Payment History.
- **3. Filter** your history by **Date Range** to find your invoice.
- 4. Check the box next to the **Invoice Number** of the invoice(s) you want to access.
- 5. Select More to view options: Dispute, Download invoices, Download documents, Export All to Excel and Contact Support

Pa	ayn	ner
ι	ast 6 M	onths In
-4	000	
3	000	
2	000	
S10	000	
	0 MAX	JUN
F	iters 💌	Sear
	Invoice	Number
	<u>G32</u>	2273
	<u>632</u>	2372

49

CREATE A REPORT

Creating A New Report

To create a new report:

- 1. Select **Reports** in the menu on the left to open the page. Note: If this is your first time creating a new report, the page will default to a blank screen.
- 2. Select the Create New Report button to begin creating a report.

My R	s by report name, report type, location, descrip
Туре	Name
All Loads	JBHKIFL2_TEST1 JBHKIFL2_TEST1
Planned ∈ Transit Loads	UAT-Romana Moosa
Planned Sin Transit Loads	UAT-Romana Moosa_10-19-2016
Custom Report	O Iest Test
Pianned ∈ Transit	Inbound to Chicago

Reports

Q

Create New Report

Name	Location(s)	Last Update	
JBHKIFL2_TEST1 JBHKIFL2_TEST1	Test Receiver 9 584 Commerce Rd Conway, AR 72032 <u>11 locations</u>	Oct 14 2016 1:29 PM CDT	View 👻
UAT-Romana Moosa	Test Receiver 9 584 Commerce Rd Conway, AR 72032 <u>11 locations</u>	Oct 19 2016 9:40 AM CDT	View 👻
UAT-Romana Moosa_10-19-2016	Test Receiver 9 584 Commerce Rd Conway, AR 72032 <u>11 locations</u>	Oct 19 2016 10:12 AM CDT	View 👻
Test	Test Receiver 9 584 Commerce Rd Conway, AR 72032 <u>11 locations</u>	Oct 26 2016 11:28 AM CDT	View 👻
Inbound to Chicago	Akdjal Akljdalk Rogers, AR 72756 <u>2 locations</u>	Oct 31 2016 9:14 AM CDT	View 👻

Creating A Custom Report

When creating	a report, the page will
default to New	Custom Report.

- 1. Choose which report type to create
- 2. Select **Next** to begin selecting report details

Create and Cust				
Create Ne	w Report			
•	New Custom Create and Cu	Report Istomize New Report		
Create Ne	w Report f	from the Repo		
0	Planned Load Loads that ha are not in tran	ls ve been booked, but nsit yet		
० 🛃	All Active Loa All loads dispa transit loads	ads atching today and in		
0	All Complete All loads whic completed	d Loads h are delivered and		
Nex	xt	<u>Cancel</u>		

and Customize New Report

port

port from the Report Types Below

d Loads that have been booked, but in transit yet

¥

0

Planned and In Transit Loads This includes all loads planned, and in transit

OR

Loads Currently In Transit Loads that are currently in transit

Loads Scheduled to Pickup Loads scheduled to pickup

npleted Loads

All Loads Includes all types of loads

Loads Scheduled to Deliver

Loads scheduled to deliver

Entering Report Details

- 1. Name your report and add a Description
- 2. Select a **Date Type** from the dropdown list:
 - **Booked Date**
 - Pickup Date
 - **Delivery Date**
- 3. Select the **Time Period** from the dropdown list. Options range from Last 7 Days (default) to 13 months.
- 4. Under **Pick Location(s)**, choose individual shippers/receivers or select Add All.
- 5. Indicate if the location is a **Pickup** or **Delivery** under **Selected Locations**.
- 6. Hit the **Next** button at the bottom of the page.

Create and Customize	e Ne	ew Report	
Enter Report Details			
Name			
Description			
Enter description in 150 characters			
Load/Shipment Type	racters left		
	*		
Date Type			
Booked Date	*		
Time Period			
Last 7 Days	•		
Pick Location(s)		Selected Location(s)	
Search		↑ Pickup ↓ Delivery	Location
AR		A	
Akljdalk Rogers AR	0		
Rogers Public Library 711 S Dixieland Rd Rogers AR	0		

Customizing Data Fields

Change Report Columns will provide you with a list of **Selected Columns** you can apply to your report.

Use the search box or browse the comprehensive list of available columns.

To add a column from **Available Columns** to **Selected Columns**, select the + button; to delete a column, click the **X**.

Drag and drop columns up or down to your preferred order.

Once columns are chosen and arranged, click **Submit** to create your report.

Preview and Custo	>
This screen is for preview	D
Change Columns	
JBH Order Number 🕇	
No shipments were four	1
•	
Finalize	

mize Report

only. To customize your columns click change columns.

Change Report Columns

×

	Selected Columns	
	🌲 JBH Order Number	×
•	🌲 Shipper ID	×
0	🌐 Origin Name	×
0	🌲 Origin City	×
0	🌲 Origin State	×
•	Destination Name	×
	Remove All	
_	•	
		Selected Columns Image: Selected Columns Image: JBH Order Number Image: Shipper ID Image: Shipper ID

Previewing Your Report

The last step in creating a report is to **Preview** the results and make adjustments if needed.

Choose **Sort Report By** to select a column to sort on. If adjustments are needed, click the **Back** button.

Once the report is ready, select **Finalize** or **Schedule**.

Preview and Cu
This screen is for previ
Change Columns
JBH Order Number
<u>G000603</u>
<u>G000737</u>
<u>G000883</u>
<u>G001464</u>
<u>G001560</u>
<u>G001635</u>
<u>G001691</u>
<u>G001848</u>
<u>G002170</u>
G002374
Finalize

ustomize Report

iew only. To customize your columns click change columns.

				JBH Order Number 🔹	Ascending Desc	ending
t	Shipper ID	Origin Name	Origin City	Origin State	Destination Name	De
	38154994	QUAKER OATS	CEDAR RAPIDS	IA	JACOBSON WAREHO	TR/
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	38146408	QUAKER OATS	CEDAR RAPIDS	IA	CARLISLE SERVICE CE	CAF
	38087389	QUAKER OATS	CEDAR RAPIDS	IA	QUAKER OATS	LITI
	38194597	WORLEY WAREHOU	CEDAR RAPIDS	IA	PEPSICO NORTHWES	TAC
	38184496	WORLEY WAREHOU	CEDAR RAPIDS	IA	CARLISLE SERVICE CE	CAF
	38194591	WORLEY WAREHOU	CEDAR RAPIDS	IA	JACOBSON WAREHO	TR4
	38200851	WORLEY WAREHOU	CEDAR RAPIDS	IA	JACOBSON WAREHO	TR4
	38204169	WORLEY WAREHOU	CEDAR RAPIDS	IA	QUAKER OATS	LITI
	38184501	WORLEY WAREHOU	CEDAR RAPIDS	IA	QUAKER OATS	LITI
	2818/1502	WORLEY WAREHOLL		IA -	DEDSICO NORTHWES	TAC -

## Scheduling Reports

If you choose to **Schedule** your reports, select a **Frequency**:

- **Daily** generates a report multiple times daily.
  - Select Add another time to add times.
- Weekly creates a report on specific days and times.
  - Add additional weekly reports by selecting Add Another Day, then Add Another Time.
- Monthly generates a report on the selected day of the month.
  - To generate multiple monthly reports. select Add Another Day.

Choose your **Delivery Method** and **Delivery Format.** Recipient Email can include up to 30 email addresses separated by a comma.

Frequency		
Daily O Weekly O	Monthly	
Time of Day		
4:00 AM 👻		
Add another time		
Delivery Method	Delivery Formats	Recipient Email
Email 💌	Excel DPDF Link	
Finalize	Back <u>Cancel</u>	

## Modifying Reports

The Actions dropdown allows you to Share/Schedule, Save, Rename, Export to **Excel** or **Delete** a report.

To modify a report, select Change Info or Change Columns.

Once modified, select **Save** to update your report.

Selected Locations ↑ ↓ Akdjal, ↑ ↓ Roj <u>10 other locations</u>	ge
Shipper Custom	Ju
Number of Orders Nay 31	1.
Change Columns	ľ
JBH Order Number	
<u>GX58440</u>	
<u>GX57628</u>	
<u>GX53992</u>	
<u>GX53886</u>	
<u>GX49017</u>	

38131217

PEPSI BEVERAGE

ers Public Library			Date Range <b>118</b> Days	Change	e Info		
101 - Oct 26 2016							
Jun 14 Jun 20 Jun 24 Jun 28 Jul 02 Jul 07 Jul 11 Jul 15 Jul 19 Jul 23 Jul 27 Jul 31 Aug 04 Aug 08 Aug 12 Aug 16 Aug 20 Booked Date							
Shipper ID	Origin Name	Origin City	Origin State	Destination	Share/Schedule Save		
38114820	WORLEY WAREHOU	CEDAR RAPIDS	IA	PEPSICO NOR	Rename		
38135720	QUAKER OATS	MOUNTAIN TOP	PA	GATORADE D	Export to Excel		
38131757	GOLDEN GRAIN QUA	BRIDGEVIEW	IL	PEPSICO NOR	Delete		
38131719	GOLDEN GRAIN QUA	BRIDGEVIEW	IL	PEPSICO NORT	PEPSICO NORTHWES		
38130239	MIDWEST SERVICE	LAWRENCEBURG	IN	PEPSICO NORT	SICO NORTHWES		

PA

CARLISLE

BUSKE LINES INC

## SERVICE RATINGS

![](_page_57_Picture_1.jpeg)

#### **Rate Your Experience**

#### J.B. Hunt 360 wants your feedback!

To rate your experience after a load has been delivered, simply click the **Tell Us** button within the Order Details.

Add comments about great service received or issues encountered. We'll review and address the feedback.

![](_page_58_Picture_4.jpeg)

![](_page_58_Picture_6.jpeg)