Welcome to MIDLAND!
We have solutions for all of your shipping needs, from envelopes to truckloads.

MIDLAND COURIER
Committed to reliability for more than 25 years, MIDLAND Courier is the answer to getting your shipment to its destination on time - throughout Atlantic Canada, Ontario, and Québec.

MIDLAND TRANSPORT
With more than 40 years in the transportation industry, MIDLAND Transport has grown into a dynamic company that has a solution for all of your TL and LTL shipments.

MIDLAND LOGISTICS & FREIGHT BROKERAGE
MIDLAND Logistics & Freight Brokerage is here to find you the most practical and efficient method to move your freight. Our extensive network of partners and seamless service will leave you...
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Accessing Your Account

Certain online tools and reports can be only be accessed after logging in with your personal username and password. Separate accounts are needed for Transport and Courier. The following steps will show you how to register for a new account and log in.

Register a New Account- Transport

By registering, you will have access to our complete suite of Customer Tools, including rate inquiries and personalized reports.

1) To register a new user, click “new user? Register Now” (Yellow Circle)
2) Fill out the form with the necessary information and when complete, click “submit”.
3) The information will be reviewed and a Customer Service Representative will register your account and contact you when your account is set up and ready for use.

You can also call Customer Service at 1-888-MIDLAND to set up an online account.

Register a New Account- Courier

1) To register for a courier account, click on the courier box (red circle)
2) To register a new user, click “new user? Register Now” (Yellow Circle)
3) Fill out the form with the necessary information and when complete, click “submit”.
4) The information will be reviewed and a Customer Service Representative will register your account and contact you when your account is set up and ready for use.

You can also call Customer Service at 1-800-561-7121 to set up an online account.

Logging into your account

1) To log into your Transport Account, enter your login information and press “Log in”
2) To log into your Courier Account, click the Courier button (red circle), then click “Log in”, a new window will open where you will enter your username and password, then click “Login”.
Customer Tools
The Customer Tools tab at the top of our website is where you can find all the online self-serve options available to you. By clicking on this tab you can access, Transport Tools, Courier Tools, Applications, Forms & Rating Resources, as well as information regarding the Fuel Surcharge.

Transport Tools
Finding a Transit Time, Scheduling a Pick-Up, Tracking a Shipment, and finding a BOL or POD can all be done without logging into your account. However, to receive Rate Inquiries and Reports, logging in is necessary.

1) To access Transport Tools, place cursor over “Customer Tools” and click on “Transport Tools”

2) Click on any of the 7 boxes across the top of the page to access that option.
Rate Inquiry

1) In order to access a Rate Inquiry, you will need to be logged into your account. If you are not logged in, it will prompt you to do so.

2) Information on Cubing and Freight Acceptance Guidelines as well as Customer Service Contact Information can be found at the top of the page.

3) Fill out the Rate Inquiry form and click next.

4) Enter
   - Number of Pieces
   - Actual Weight
   - Total Cubit Feet

5) Check off any needed Value Added Services

6) Click “Submit Rate Request”

7) Your Rate will be displayed
Transit Times
Transit Times can be calculated from the home screen without being logged in, as well as under the “Transit Times” page under “Transport Tools” under “Customer Tools”.

1) On the home page below log in information, click “Transit Times” and enter the Ship Date and click “GO”.

2) Depending on the Destination location, the system may ask to confirm the exact location, if there is more than one location with that name. If you know the destination postal code, you can enter this to skip that step.

3) Your transit time will be shown on the following screen.

4) For Transits with a holiday, please verify with our Customer Service Center.
   1-800-MIDLAND
Pick-Up
To schedule a Pick-Up online, click on the Pick-Up Box under Transport Tools. (Canadian Pick-Ups Only)

1) Enter the phone number for the Pick-Up location and click “Go”
2) Enter the contact information, Pick-Up location, and Shipment Information and click Submit.
3) Your Pick-Up number will be emailed to you as a confirmation.

When scheduling a pick up online, you do not have to enter the destination, this information can be placed on the Bill of Lading.
Track
Under the Track Tab, you can track a shipment by Probill Number, Bill of Lading, P.O Number, Partner Probill, or Reference Number.

1) Check which number you will be tracking by, and enter the reference numbers below of the shipments you wish to track and press Submit.
2) Your Tracing Results will display on the next screen.
Reports
We offer customizable reports that you can build yourself

- Click “Create a New Report” to create a new report format.
- OR View Existing Report Click on the down arrow in the “available reports” box and click on a report you have already saved, then click “View or Edit existing report”.

Creating a New Report
1. Check off the boxes corresponding to the information you wish to see displayed in your report.
2. You can save the report so that you can easily run the report again in the future. You can also schedule the report to run automatically and be emailed to you.
   a. Enter the report name in the indicated field
   b. Check the “Schedule this Report” box if you wish to have the report sent to you automatically.
   c. Click “Save Report Format”
3. This page is where you will indicate the:
   a. Interval
      i. Report Frequency
   b. Time of Day (Green Box)
      i. Time of Day you wish to receive the report.
   c. Bill to # (Blue Box)
      i. Account Numbers you want the report to pull data from
   d. Shipment Options (Blue Box)
      i. All Shipments, Undelivered Shipments, Delivered Shipments, Late Shipments
   e. Date Type (Yellow Box)
      i. By Pick Up Date of Delivery Date
4. Click on “Manage Email Addresses” and enter your email address and click “add new address”, repeat to add multiple email addresses.
5. Click Schedule my Report. You will then return to the first report screen.
Run a Report

1) Select a Report you wish to run.
2) Click on “View or edit existing report”
3) Enter the Bill to # (s), Shipment Options, Date Type, and Date.
4) You can click View Report” and the report will download as an excel document.
5) Or, you can edit report format, and add or remove fields that will be shown in the report.
6) Or, you can click “Delete Report” and you will be sent back to the first report Screen.

BOL/POD

- Enter your PRO Number and click “Go”
- The documents associated with that PRO will display in the list. Click on the PRO number and the document will download as a PDF.
Courier Tools

To access Courier Tools, place cursor over “Customer Tools” and click on “Courier Tools”

To access most courier tools you will need to log in with your log in information.

Transit Times

1) Click on the “Transit Times” box at the top of the screen and a new window will open.
2) Enter your Ship From and Ship To postal Codes and the Ship Date and click “Submit”.
3) Transit Time and Service options will be displayed in list format.

Pick-Up

In order to schedule a pick-up you must be logged in using your courier log in.

1) On the left hand side of the page there is a menu.
2) Click on On-Line Requests to display drop down options.
3) Click on Pick-Up Request
4) Follow 5 steps to schedule a Pick-Up.

(Step by Step found on next page)

**If “Pick-Up requests” are not listed under “On-Line Requests“, check to see if you are logged in. Your log in information will be in top left corner. If not, log in and try again.
Scheduling a Pick-Up – Step by Step

1. Click on “Track” on the left-hand side of the page to display drop-down options.
2. Select “Waybill/Pronumber” or “Purchase Order #” and search by the respective number.
3. You can enter your Waybill number directly into the “Waybill Trace Box”.
4. Click “Begin Waybill/Pro Trace” and a new screen will open with your tracking information.

Your Pickup Request has Been Saved

Thank you for choosing Midland Courier
Your Call Back/Confirmation Number is 2390

Track

- On the “Courier Tools” page click on “Track” and a new screen will open.
- In the new window, on the left hand side of page, click “On-Line Tracing” to display drop down options.
- You can select “Waybill/Pronumber” or “Purchase Order #” and search by the respective number.
- You can also enter your Waybill number directly into the “Waybill Trace Box”.
- Click “Begin Waybill/Pro Trace” and a new screen will open with your tracking information.
Reports
1) On the “Courier Tools” page click on “Reports” and a new screen will open.
2) Log into your account.
3) In the new window, on the left hand side of page, click “On-Line Reports” to display drop down options.
4) Click “Detailed Shipment Report”
5) Enter information needed for report.
6) Click on options in available fields and then click add or remove. Fields in Selected field’s column will appear on the report.
7) You have the option to click “Save as New Report” and enter name of report and report will be saved in drop down list to be run again in future.
8) Click Run Report
9) The report will display in the next screen.
10) You can then click the “Download to Excel” button to have the report in excel.

BOL/POD
1) On the “Courier Tools” page click on “Reports” and a new screen will open.
2) Enter your POD/BOL or Chain of Signature Number in the indicated space. Click on the box with the downward arrow and select the type of number you are entering. (i.e. POD/BOL/COS)
3) The documents related to that number will display in a list. Click on the reference number in blue and the document will download as a PDF.
Application & Forms

1) Under Customer Tools, select “Applications, Forms & Rating Resources”.
2) Select the form or resource you need.

Fuel Surcharge

1) Under Customer Tools, select “Fuel Surcharge”.
2) Select the date for which you wish to see the surcharge information and click submit.
3) The information will display.