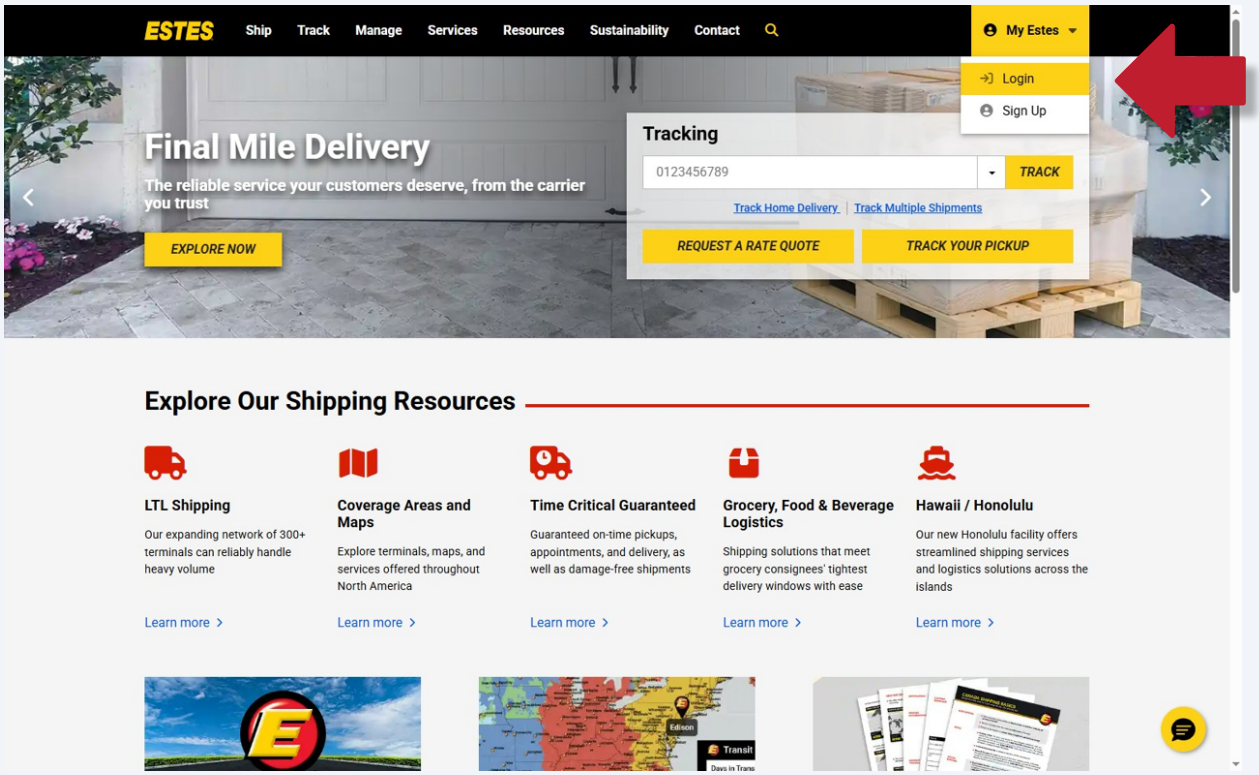
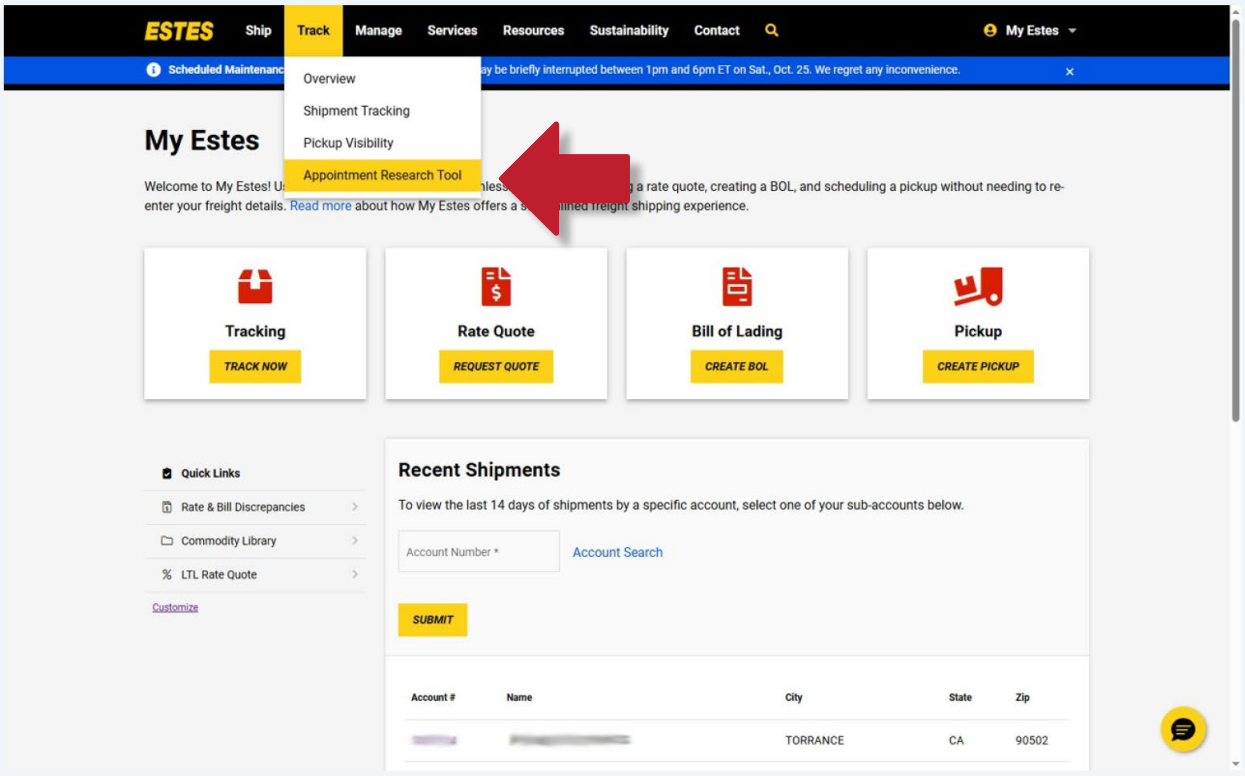
APPOINTMENT RESEARCH TOOL MADE EASY

Follow our helpful Appointment Research Tool guide to access your shipment's key appointment and transit milestones.

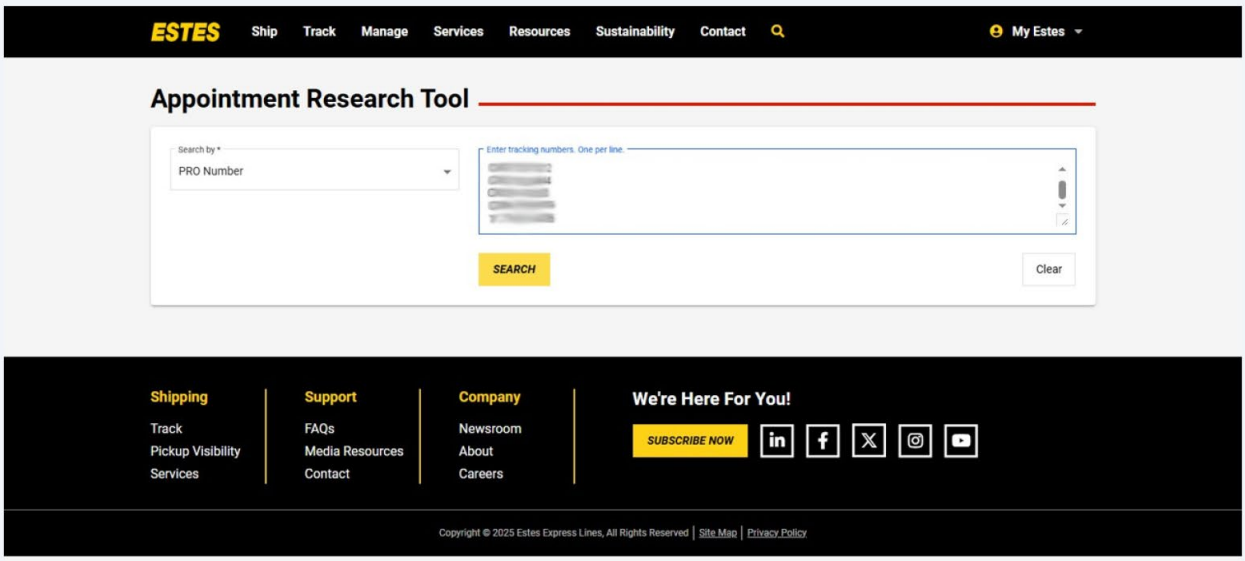
1 Navigate to https://www.estes-express.com/and click the **Login** option in the menu under My Estes.



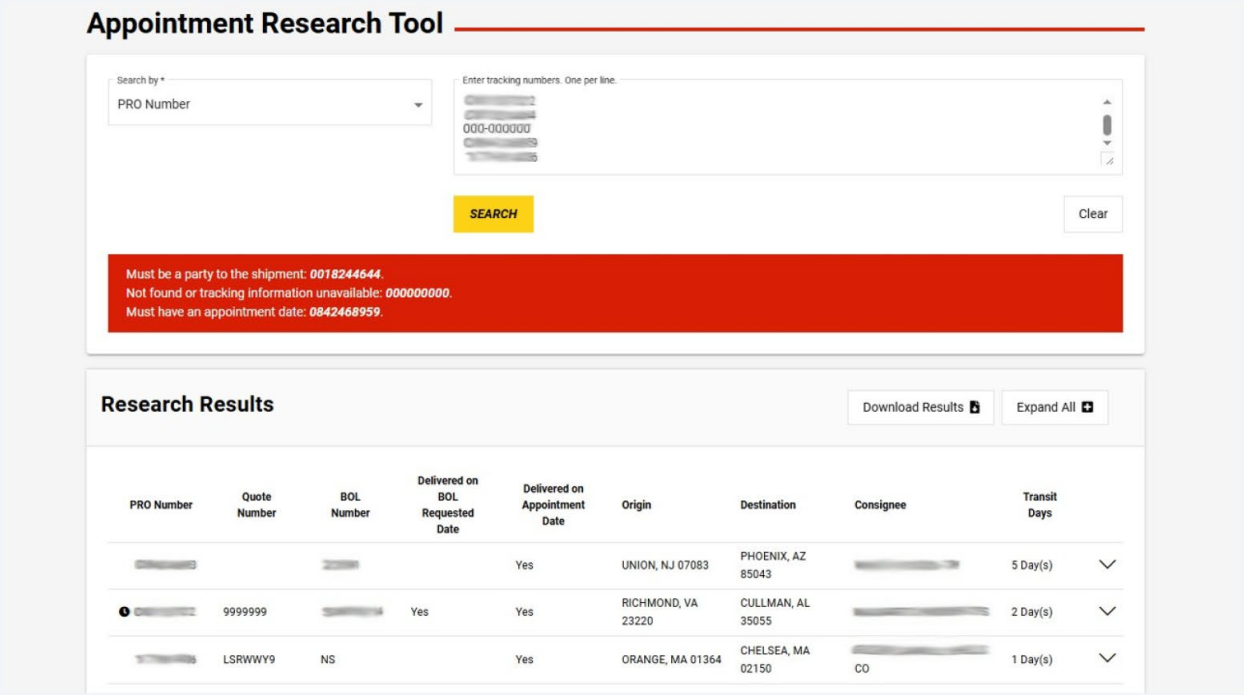
2 Once logged into My Estes, you can find the **Appointment Research Tool** option in the menu under **Track**.



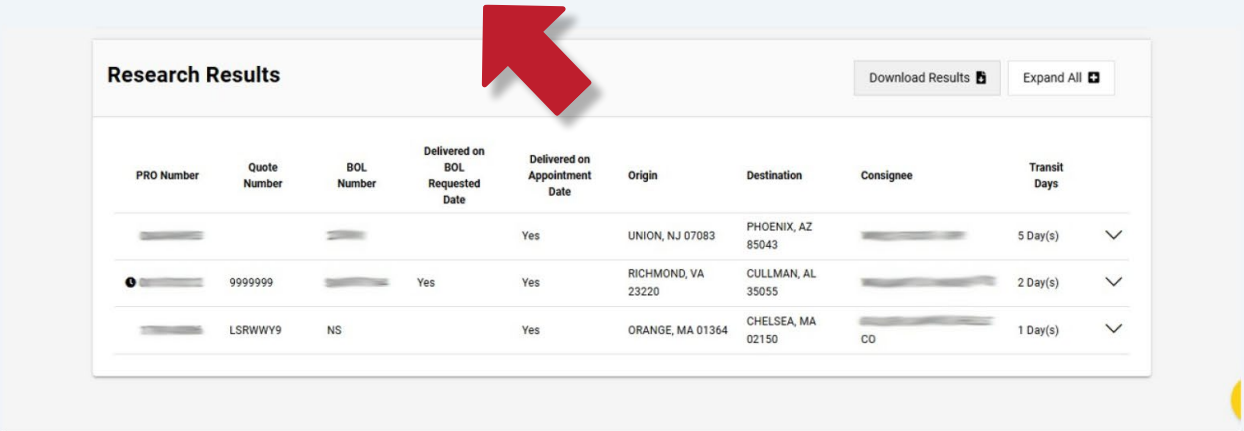
3 You can search by one or more PRO numbers, or select the dropdown to search by another type of reference number like a purchase order or BOL.



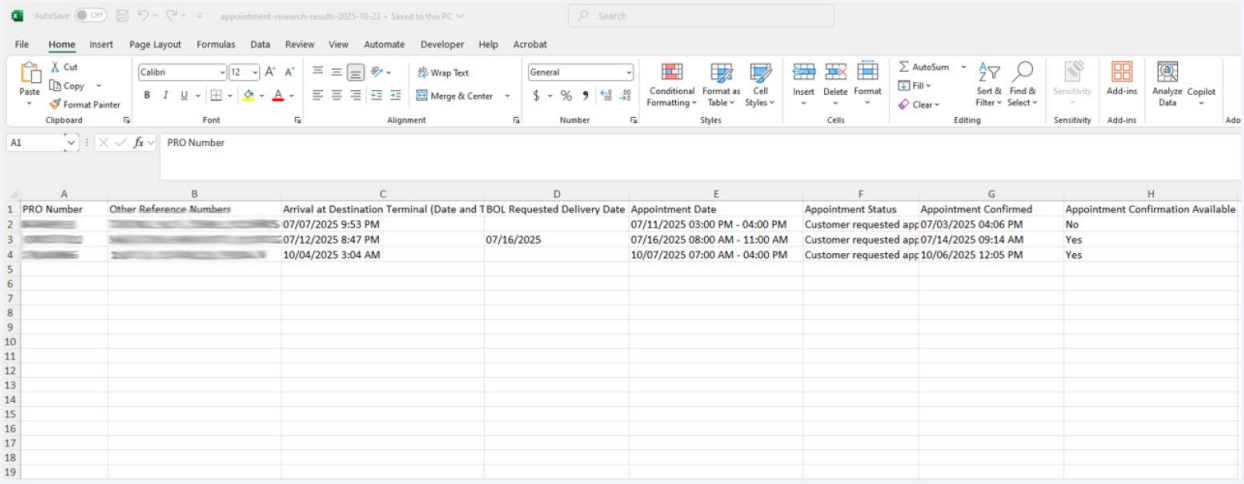
4 To use the tool, you must be a party to the shipment, the shipment must have an appointment, and you must use a valid PRO or other reference number. If these criteria are not met, you'll see an error message.



5 Once your results appear, you can easily download them as a spreadsheet by clicking **Download Results**.

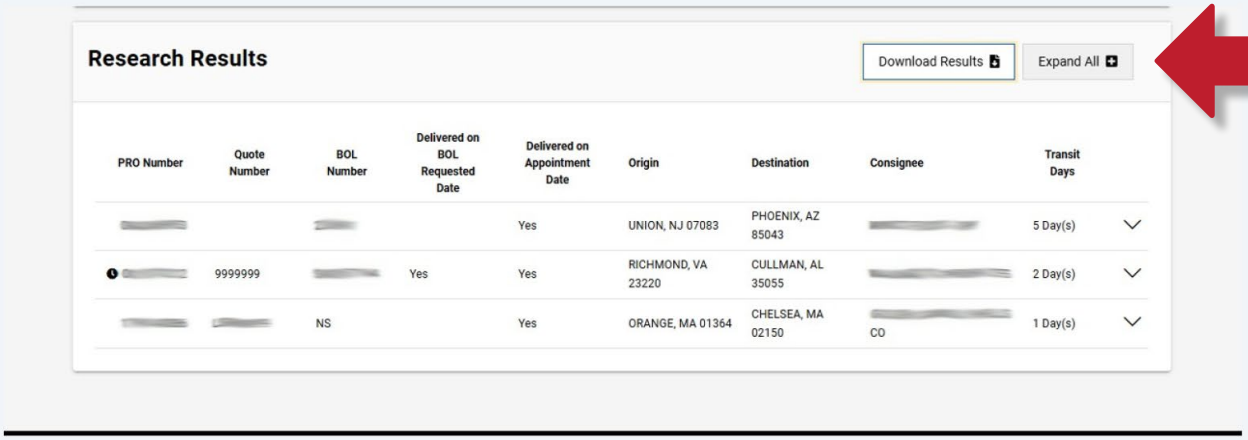


6 The spreadsheet includes details like reference numbers, when the shipment arrived at the destination terminal, the BOL's requested delivery date, the appointment date and status, and when the appointment was confirmed. It also indicates whether an appointment confirmation document is available.



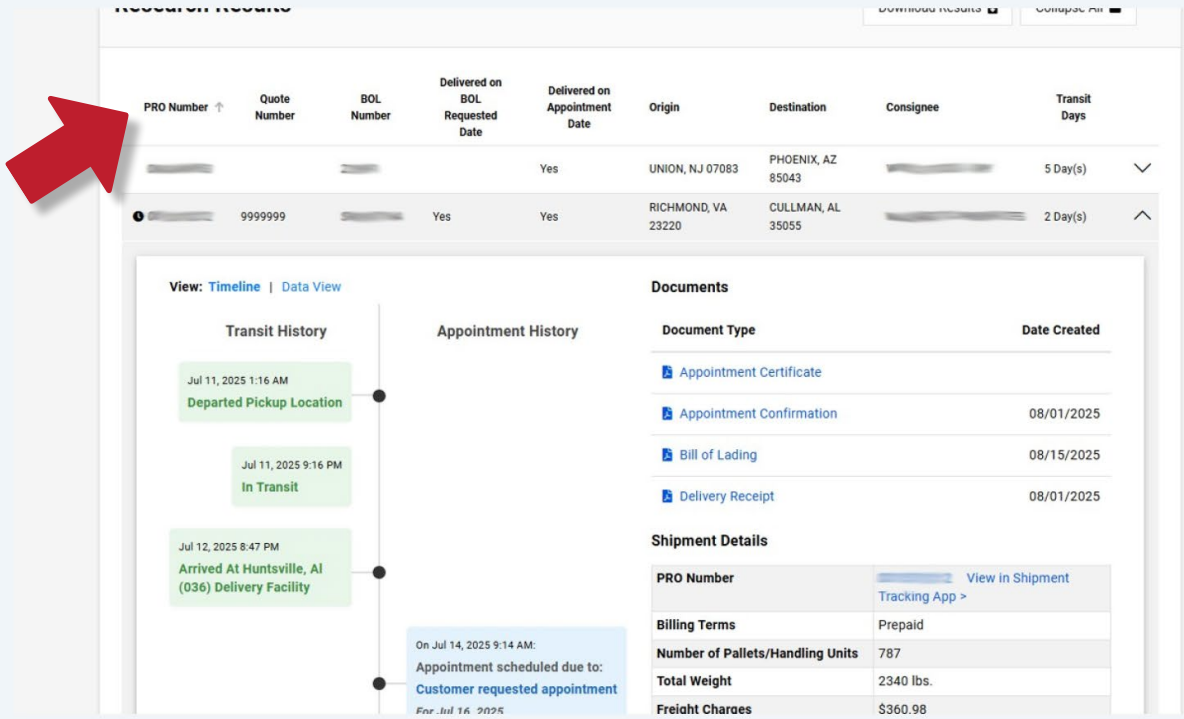
	A	B	C	D	E	F	G	H
1	PRO Number	Other Reference Numbers	Arrival at Destination Terminal (Date and T	BOL Requested Delivery Date	Appointment Date	Appointment Status	Appointment Confirmed	Appointment Confirmation Available
2	[redacted]	[redacted]	07/07/2025 9:53 PM		07/11/2025 03:00 PM - 04:00 PM	Customer requested app	07/03/2025 04:06 PM	No
3	[redacted]	[redacted]	07/12/2025 8:47 PM	07/16/2025	07/16/2025 08:00 AM - 11:00 AM	Customer requested app	07/14/2025 09:14 AM	Yes
4	[redacted]	[redacted]	10/04/2025 3:04 AM		10/07/2025 07:00 AM - 04:00 PM	Customer requested app	10/06/2025 12:05 PM	Yes

7 You can also click **Expand All** to open all of the results.

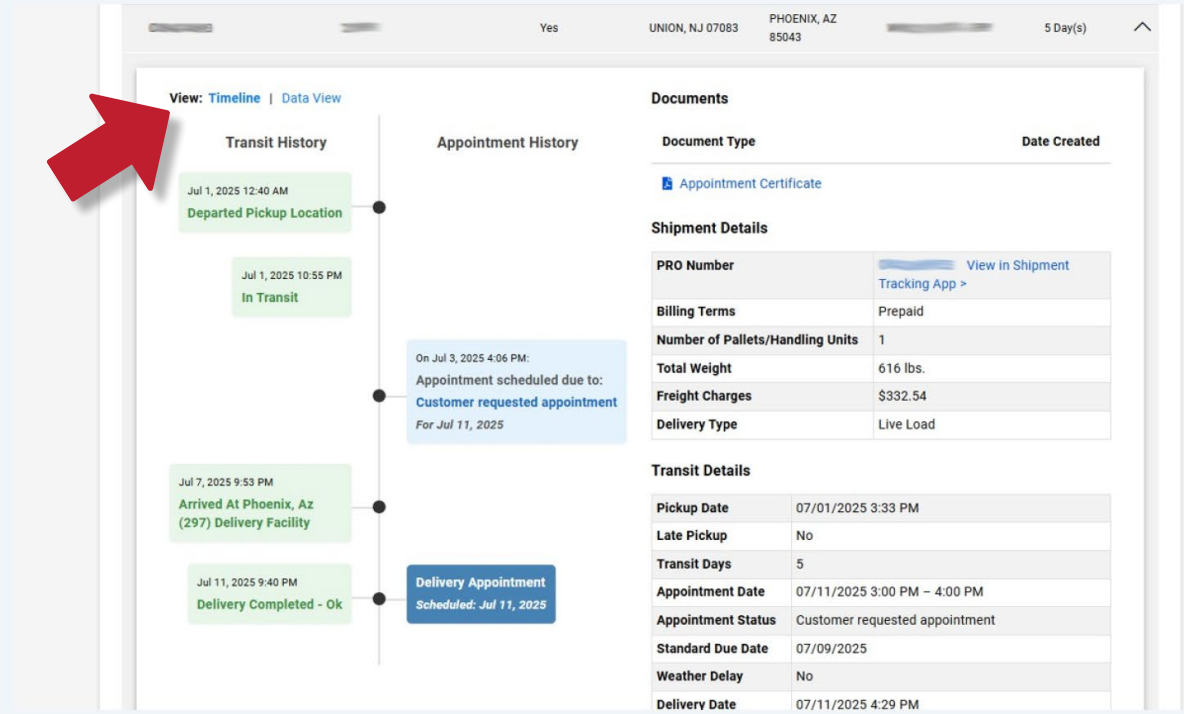


PRO Number	Quote Number	BOL Number	Delivered on BOL Requested Date	Delivered on Appointment Date	Origin	Destination	Consignee	Transit Days
[redacted]		[redacted]		Yes	UNION, NJ 07083	PHOENIX, AZ 85043	[redacted]	5 Day(s)
[redacted]	9999999	[redacted]	Yes	Yes	RICHMOND, VA 23220	CULLMAN, AL 35055	[redacted]	2 Day(s)
[redacted]	[redacted]	NS		Yes	ORANGE, MA 01364	CHELSEA, MA 02150	[redacted] CO	1 Day(s)

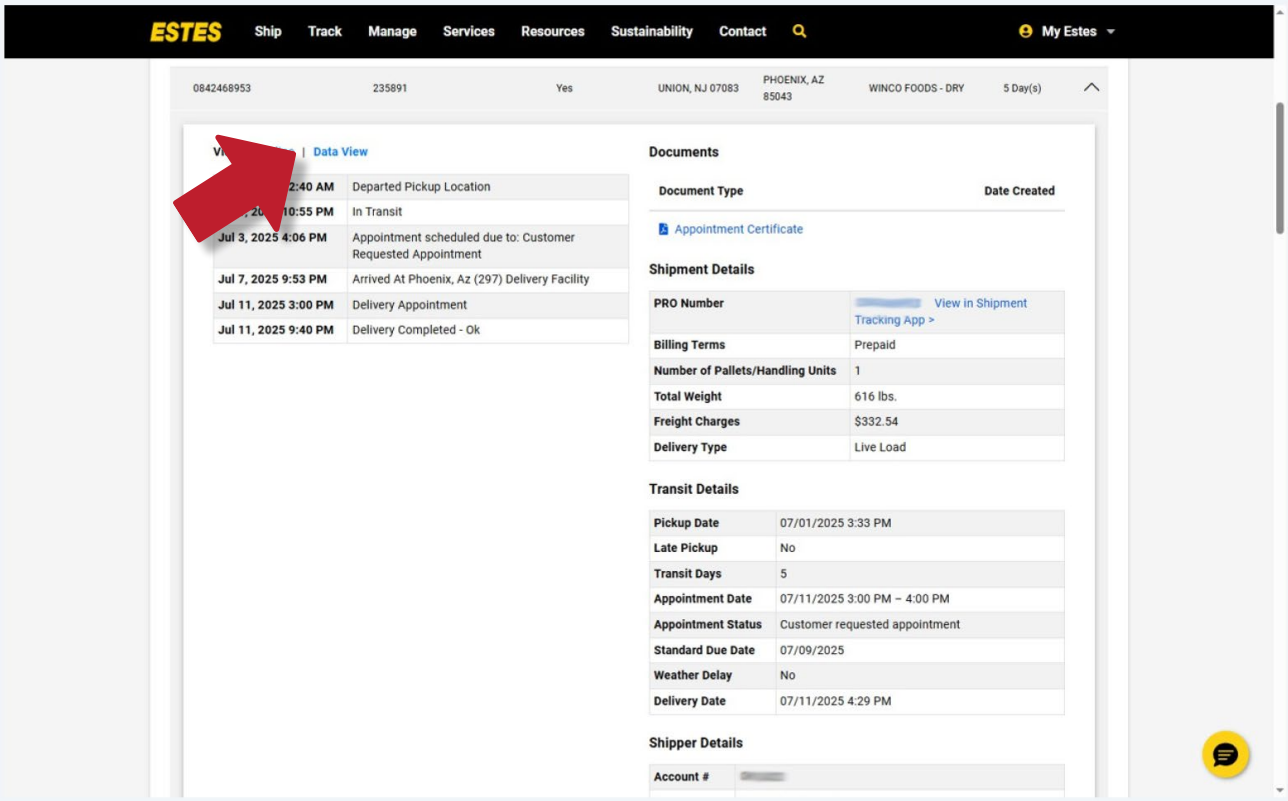
8 Easily sort a column by clicking the arrow next to the column header.



9 View your shipment's Transit and Appointment History in a visual **timeline**.



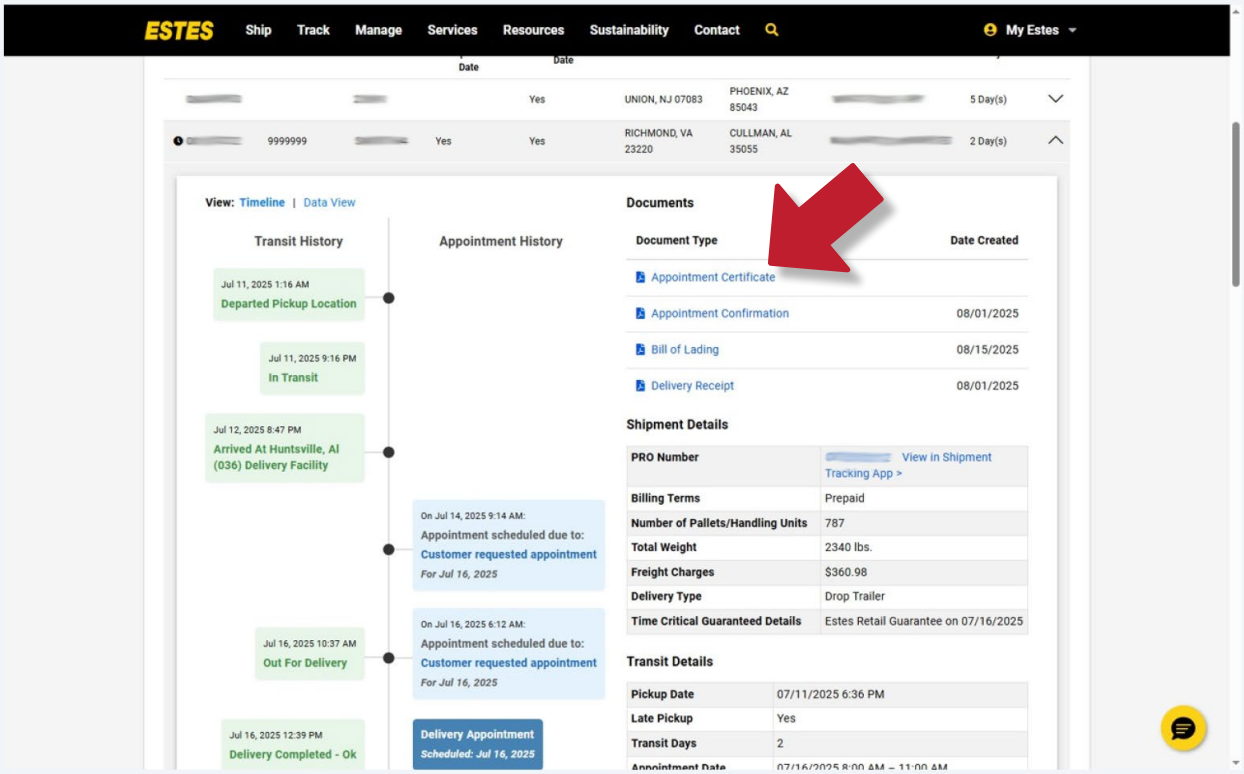
10 The **data view** lists your appointment and transit history events together.



11 The Appointment Research Tool also provides documents critical to your shipment, including:

- **Appointment Research Certificate**: A summary of all key data points for the shipment, appointment, and delivery details

- **Appointment Confirmation**: Uploaded by the terminals, this document shows any email correspondence, appointment portal screenshots, or other documentation produced during the appointment scheduling process



Have questions about our Appointment Research Tool? Email websupport@estes-express.com.

Or visit our Appointment Research Tool web page to learn more about how our tool can help reduce costly chargebacks with proof of performance.