



This Quick Start Guide provides you with step-by-step instructions for accessing your Premier Services™ account.

To Access Premier Services™:


1. Go to www.trailerservices.com.
2. Enter your User ID and password, then click the  button.
3. If you are a customer of multiple businesses, you have the ability to choose to view either your over-the-road activity or all business activity—then click the  button!

You are now ready to view all of your account information!

Customer Summary Page

From this page you will be able to access all of your account information, use Premier Services to make real-time equipment reservations as well as buy used equipment.

Change Profile/Password




1. Click on Change Profile/Password.
2. Update Personal Profile.
3. Click the  button.

Lease/Rental Activity

Go to the **Applications Drop Down Box** at the top of the page:




1. Choose Lease/Rental.



2. This page shows a complete listing of your Lease/Rental activity.
3. Print a report of your activity by clicking the  button.
4. Export your activity into an MS Excel® spreadsheet by clicking on the  button. This will allow you to create customized reports for your business.
5. To search on a specific Unit Number, Lease Number or time period, enter that information in the criteria box then click the  button.
6. To sort your information based on specific criteria, use the sort drop down function.


Invoice Summary

Go to the **Applications Drop Down Box** at the top of the page.

1. Choose View Invoice.
2. Print a report of your invoice history by clicking the  button.
3. Export your history into an MS Excel® spreadsheet by clicking on the  button.
4. To search for a specific Invoice Number, Lease Number, Unit Number or Date, enter that information in the criteria box, then click the  button.
5. To sort your information by specific criteria, use the sort drop down function.
6. View your invoice online by selecting View from the Invoice Image column.



Invoice Dispute

From **Invoice History** page:

1. Select an invoice to dispute by clicking on the circle in the far right corner.
2. To dispute the entire invoice, click on Dispute at Invoice Level or, to dispute by line item, select a reason from the drop down menu, check the dispute column and enter any comments in the comments field box.
3. Click the  button.

View Registrations Online

Go to the **Applications Drop Down Box** at the top of the page.

1. Choose Unit Registration.
2. Click on the Unit Number, Lease Number, or State and License Number box, then make selection.
3. Click the  button **or** enter an email address or fax number to receive a copy of your registration within 15 minutes.
4. Click the  button.

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Make a Reservation Online

Go to the **Applications Drop Down Box** at the top of the page.

1. Choose **Online Reservation**.
2. Click on the **New reservation** button.
3. *Choose a Location:* Click on the closest delivery or pickup location in your area, then click the **Continue** button.
4. *Choose Equipment Type and Options:* Check availability, add units to your order, and delete or edit your entries, then click the **Check availability** button.
5. *Place Your Order:* See the details of your order and have the option to make another reservation or place the order. Click the **Place my order** button to get a confirmation number.

Equipment Sales

Go to the **Applications Drop Down Box** at the top of the page.

1. Choose **Equipment Sales**.
2. Select location to search, then click the **Search** button.
3. Enter category, location, equipment type, manufacturer and equipment specs, then click the **Search** button.
4. Select the unit or units that interest you, then click the **Show details** button.
5. After viewing the detailed specs, click the **Request** button to submit your request for the equipment.
6. Enter your contact information and click the **Submit** button. You will be given a request ID number. A sales representative will contact you.

One-Way Moves

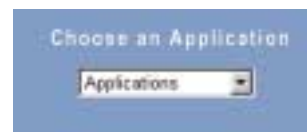
Go to the **Applications Drop Down Box** at the top of the page.

1. Choose **One-Way Move**.
2. Select View All One-Way Moves by location or look for the closest location by origination and/or destination. Click the **Continue** button.
3. A list of available units for relocation will appear. Bid on one or more moves by clicking on either **RENTAL BID**, **FREE MOVE** or **TIP PAYS YOU TO MOVE**.
4. If you select an available unit, you will be given a confirmation page that will confirm unit and delivery information. Click the **Submit** button.
5. After your request is submitted, someone from the branch will be contacting you regarding next steps.

Want to become a Premier Services™ member? Just follow these easy steps to get all of your account information online:

1. Log onto www.trailerservices.com.
2. Locate Premier Services™
3. Click on the **Enrollment form** button.
4. Select the branch closest to you, or let our system locate your branch, then click the **Continue** button.
5. Fill out the entire enrollment form. Make sure your email address is accurate, as we will be sending your enrollment information to that account. Then click the **Enroll now** button.
6. Your information has been sent to our eCare representatives for processing. You will receive an email with your username and password within 48 hours.

Quick Reference Buttons:



Applications Drop Down:

1. To choose another application, click the down arrow.
2. Click on the application.


Search



Enter your criteria. Click the  button.


Show All



Click the  button (after you have searched on a particular data field, Show All will bring back all your data).


Print



Click the  button to get a time-stamped, printable page of your report.

Export



Click the  button to get a copy of your report in an MS Excel® spreadsheet format.