

JTW Air Express Online Air Bill Tutorial

Signing In

1. Open the JTW Air Express Customer site in a web browser by:
 - a. Going to www.jtwweb.com and clicking “Customer Log-In”
or
 - b. Going to www.jtwweb.com/members
2. Enter your email address and password in the fields provided, and click “Sign-In”. If you have forgotten your password, enter your email address in the field below the log-in form and click “Send Password”. Your password will be mailed to you immediately. If you do not have a password, contact JTW and request that they add an account for you.
3. The first time you sign-in, you will see a form with your account info. Please fill in the form and click “Add”. You only need to fill in the password fields if you wish to change your password.

Managing Your Account

If ever you need to change your password, address, phone number, etc., do the following:

1. Sign-in as directed above.
2. Click “Manage User Acct” in the left hand column of the page.
3. Make any desired changes and click “Update”.

Managing Multiple Accounts

If you manage more than one account, JTW can add those accounts to your online account. To view your multiple accounts, click “Manage Accounts” in the left column of the page. NOTE: Most people only have one account.

To help you discern between multiple accounts, JTW allows you to give each account a name. To assign or change the name of an account:

1. Sign-in as directed above.
2. Click “Manage Accounts” in the left column of the page.
3. Enter/change the name to the right of the account number you wish to update.
4. Click “Update” to the right of the name you just entered/changed.

Managing Contacts

If you find that you frequently use the same shipper, consignee and/or third party biller, you may want to add those companies as “Contacts”. This will allow you to select the

companies from drop down lists on the air bill forms, instead of having to type them every time.

To add contacts:

1. Sign-in as directed above.
2. Click “Manage Contacts” in the left column of the page.
3. Click “click here” at the top of the page.
4. Fill in the form with as much info as you can.
5. Be sure to check any appropriate boxes at the bottom of the screen. This will determine what list/s the contact appears on.

To modify contacts:

1. Sign-in as directed above.
2. Click “Manage Contacts” in the left column of the page.
3. Click the last name of the contact you want to modify.
4. Make your changes.
5. Click “Update”.

To delete contacts:

1. Sign-in as directed above.
2. Click “Manage Contacts” in the left column of the page.
3. Check the box/es to the left of the contact/s you want to delete.
4. Click “OK” at the bottom of the page.

Creating Air Bills

1. Sign-in as directed above.
2. If you want to select shipper, consignee or third party billing from a drop list, be sure that the information has been entered in the “Contacts” manager (see *Managing Contacts* above).
3. Click “New Shipment” on the left side of the page.
4. Fill in the form completely. You can select shipper, consignee and third party billing from the displayed lists (if you have added contacts) or enter the name and address of those people/businesses in the boxes provided.
5. When the form is filled in completely, click “Submit Shipment” at the bottom of the page.
6. Review your air bill. If you need to make changes, click “Edit” and repeat steps 4 and 5 as necessary. If no changes are needed, click “Submit Shipment”. Please click the “Submit Shipment” button only once.
7. After your form is processed, you will see a link name “PRINTable Bill”. Click that to open your bill in MS Word format.