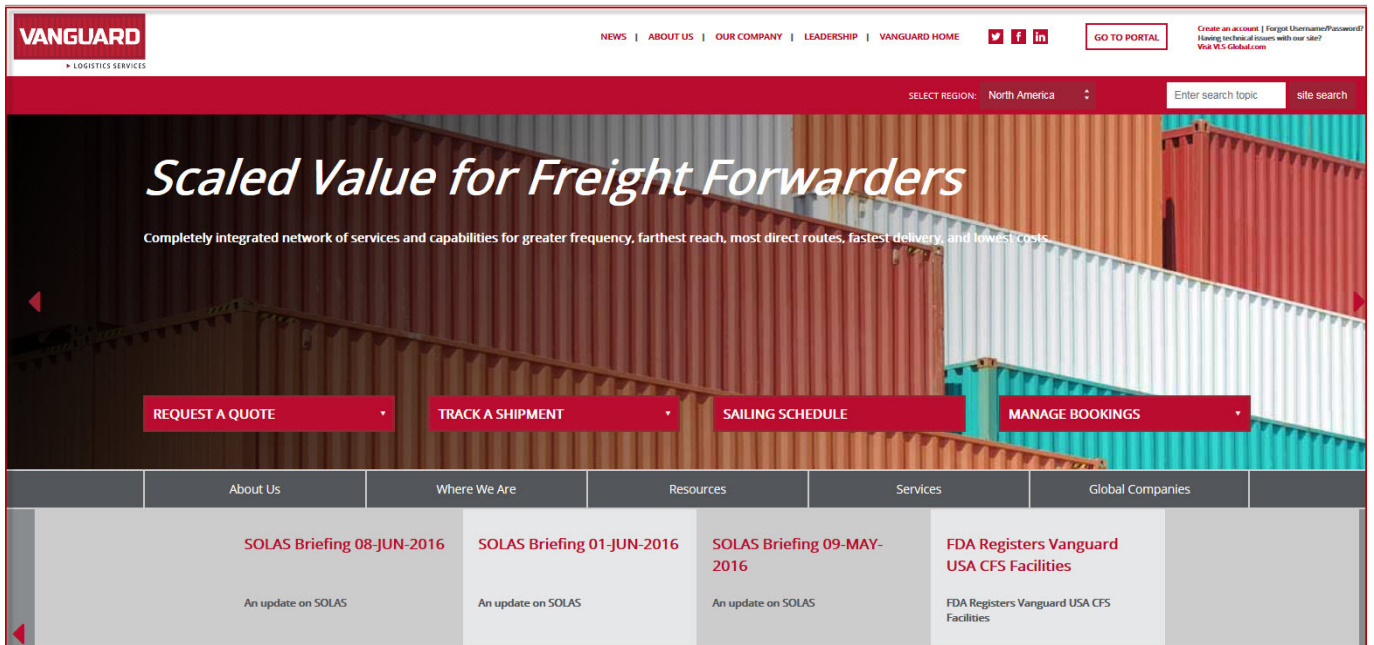


Support Manual for NEW LOGIN REQUEST

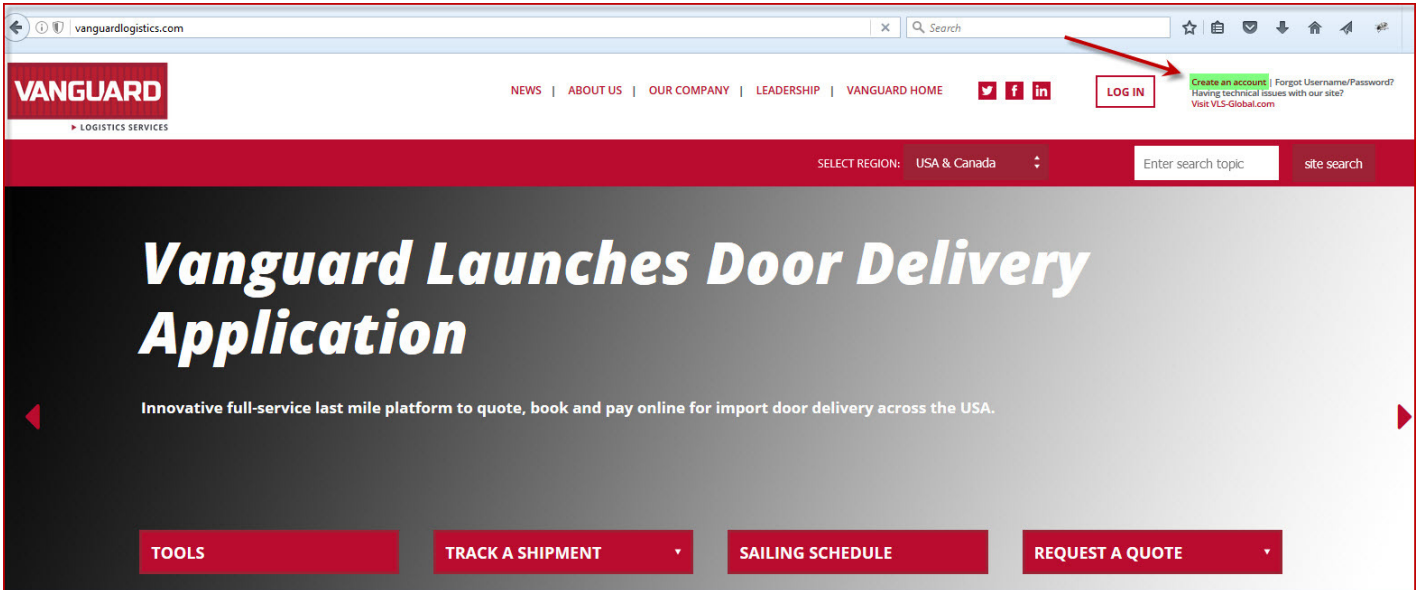
Please follow the steps listed below to submit your login request.

Step1: Go to the website using the URL <http://www.vanguardlogistics.com>, you should see the Vanguard homepage as shown in Figure 1.



[Figure 1]

Step2: Click on the Link 'Create an account' in Figure 2.



[Figure 2]

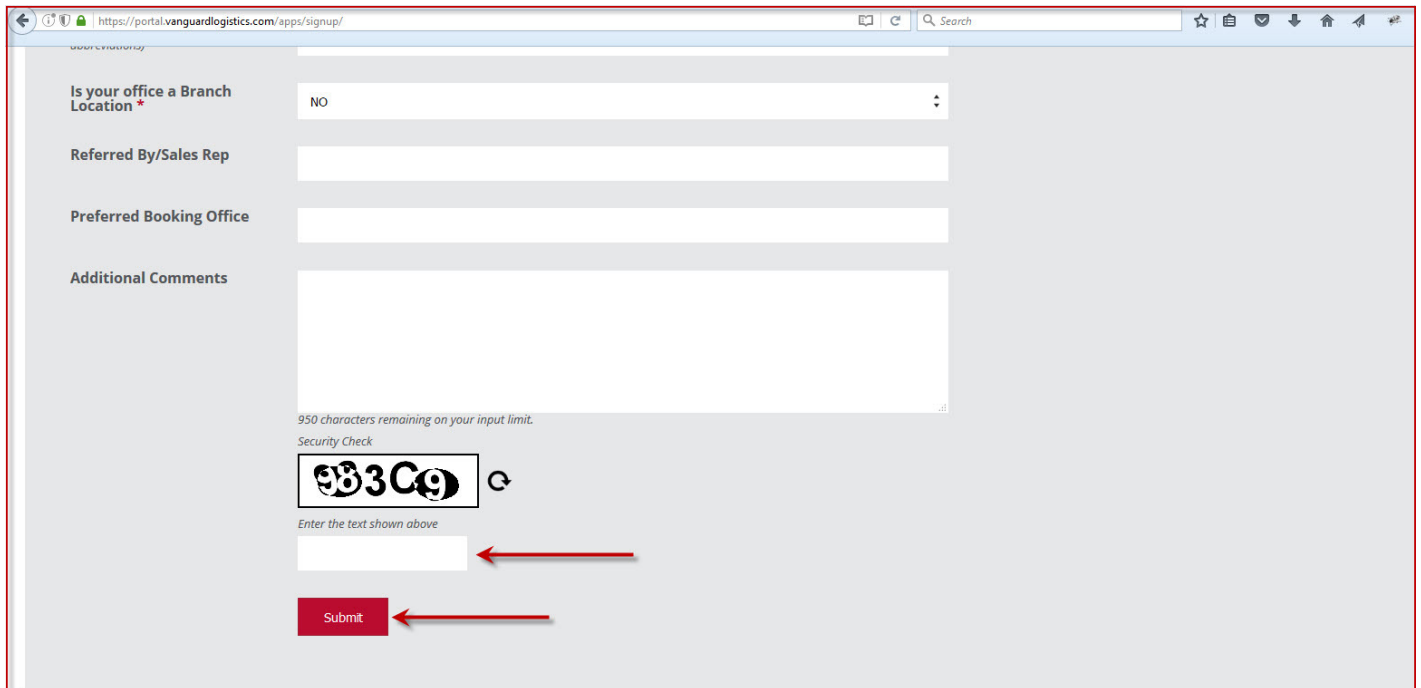
Step3: You will be directed to the Create an account page as shown in Figure 3.

Enter all the required information in the “Create an Account” form as shown below. (Fields marked with * are mandatory).

The screenshot shows a web browser window with the URL <https://portal.vanguardlogistics.com/apps/signup/>. The page header includes the Vanguard logo, navigation links (NEWS, ABOUT US, OUR COMPANY, LEADERSHIP, VANGUARD HOME), social media icons (Twitter, Facebook, LinkedIn), a LOG IN button, and links for account management (Create an Account, Forgot Username/Password?, Having technical issues with our site?, Visit VLS-Global.com). A region selector shows 'SELECT REGION: NORTH AMERICA'. The main heading is 'TOOLS >> CREATE AN ACCOUNT' followed by 'CREATE AN ACCOUNT' in large red text. A note states 'Fields with an asterisk (*) are required'. The form is divided into two sections: 'Info' and 'Address'. The 'Info' section contains five fields: 'First Name *', 'Last Name *', 'Email *', 'Please Re-type Email *', and 'Your Affiliation to us *' (a dropdown menu currently showing 'Customer'). The 'Address' section contains one field: 'Address 1 *'.

[Figure 3]

Step4: Security check - Why is this required? This is required for the System to know the inputs are from a human and not some automated program. You need to enter the characters that you see in the picture above the field in your form and once you have entered required information, it is time to hit on the button “Submit” as shown in Figure 4.



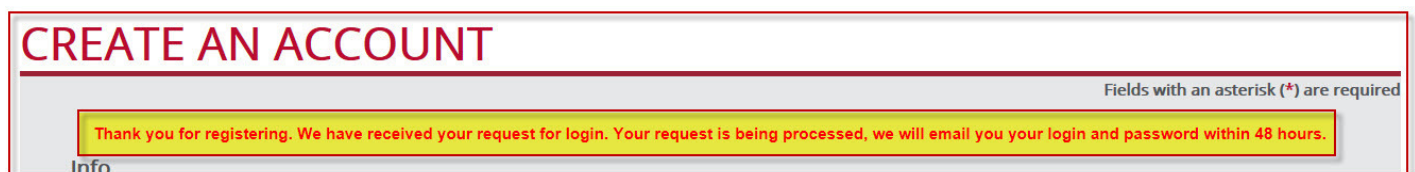
The screenshot shows a web browser window at the URL <https://portal.vanguardlogistics.com/apps/signup/>. The form contains the following fields:

- Is your office a Branch Location * (Dropdown menu with "NO" selected)
- Referred By/Sales Rep (Text input field)
- Preferred Booking Office (Text input field)
- Additional Comments (Text area with a character limit of 950)

Below the form, there is a "Security Check" section. It displays a CAPTCHA image with the characters "983C9" and a refresh icon. Below the image is a text input field with the prompt "Enter the text shown above" and a red arrow pointing to it. Below the input field is a red "Submit" button with a red arrow pointing to it.

[Figure 4]

Step5: When request is submitted successfully, a message will be displayed as shown in Figure 5.



The screenshot shows a confirmation message on the registration page. The page title is "CREATE AN ACCOUNT". A yellow message box contains the text: "Thank you for registering. We have received your request for login. Your request is being processed, we will email you your login and password within 48 hours." Below the message box is an "Info" link. In the top right corner, there is a note: "Fields with an asterisk (*) are required".

[Figure 5]

Step6: You will also receive an automated acknowledgment email to the registered email ID as shown in Figure 6.

On 06/30/16, webmaster@vanguardlogistics.com wrote:

Thank you for registering. We have received your request for a login to <http://portal.vanguardlogistics.com/>
Your request is being processed, we will email you your login details as soon as it is ready.

Thank you,
VLS Webmaster

[Figure 6]

Step7: Once your login approved, you will receive your login credentials to the registered email id. If you do not find the email with the login credentials in your Inbox, we advise you to check the spam and junk folders as emails are sometime classified as spam or junk. This is depending on your email server setting.