

NEW ETA, ARRIVAL NOTICE, REBOOKED VESSEL, DELAYED PICKUP

Updating route dates.

When a carrier sends a new date, update it from the email. Helm saves it straight to your TMS, and Copy Route Info gives you the full routing for your reply. Here's what you'll see, step by step.

ROUTING, ON THE OVERVIEW TAB

Apps Helm

S00012345 Melbourne → Charleston

Overview Uploads

Routing 1 Melbourne → Charleston

PRE-CARRIAGE Edit

› Pickup AUS. FINE WINES ATD 03-Aug-2026

MAIN CARRIAGE Edit

› POL MELBOURNE ATD 14-Aug-2026

› Melbourne → Charleston ETA 22-Sep-2026

› POD CHARLESTON ETA 22-Sep-2026

ON-CARRIAGE 2 Edit

› Delivery RESTAURANT SUPPLY ETA 24-Sep-2026

Copy Route Info 5

AFTER YOU CLICK EDIT

Apps Helm

Routing Melbourne → Charleston

MAIN CARRIAGE Edit

› POD CHARLESTON ETA 22-Sep-2026

ON-CARRIAGE 4 Save Cancel

Delivery RESTAURANT SUPPLY

Est. Delivery 09/26/2026 3

September 2026

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Act. Delivery mm/dd/yyyy

- Find Routing**
On the **Overview** tab, scroll to **Routing**. Every leg is grouped by stage, from pickup to delivery.
- Click Edit on the stage**
Pick the stage that changed. It opens to show its estimated and actual dates.
- Pick the new date**
Click the calendar and choose the date. Don't type it. Use **Est.** for a new estimate and **Act.** once it has happened.
- Click Save**
The new date shows on the Routing card and **Edit** comes back. It reaches your TMS within seconds.
- Click Copy Route Info**
The button under Routing copies every leg and its latest date in one click.
- Paste it into your reply**
Press **Ctrl+V** in the email. Your customer gets the full routing, no retyping.

Copy Route Info

Answer "where's my shipment?" with the routing in one paste, including the date you just saved.

S00012345 • Melbourne → Charleston 6

Pickup, Aus. Fine Wines: ATD 03-Aug-2026

POL Melbourne: ATD 14-Aug-2026

POD Charleston: ETA 22-Sep-2026

Delivery, Restaurant Supply: ETA 26-Sep-2026

Update the date first, then copy, so the reply matches your TMS.

Good to know

- Calendar, not keyboard.** Picking the date keeps the format right every time.
- Saved means synced.** No need to enter it again in your TMS. Unsure? Check the file there; don't redo it.
- Dates only.** Routing edits are a shortcut for dates. Other fields still go through CargoWise as usual.
- No Edit button?** The file is closed in your TMS, usually an older, delivered shipment. Nothing to fix in Helm.
- Date looks stale?** It may have been changed on a different TMS tab. Check where it was last updated.