

ONLINE ORDER TRACKING AND TRACING "WEB MODULE" AS OF VERSION 02.12.00.00

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General information

You will reach the online order tracking function via our homepage in the menu "Your inquiry" > "Online order tracking":



Browser compatibility

The web modules are designed for the following browsers:

- Microsoft Internet Explorer from version 10
- Mozilla Firefox from version 35

Other browsers (Google Chrome, Safari etc.) or older versions of the above browsers have not been tested, but may function with restrictions.

Login

Login using your access data on the login page:

Τ



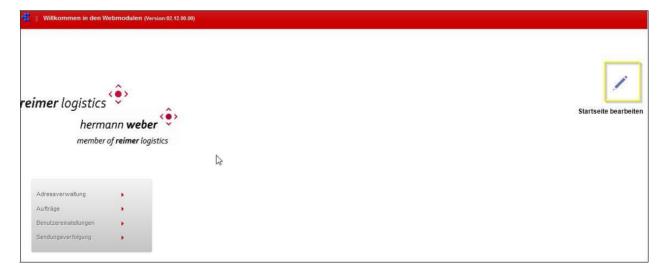
Start page

The menu navigation with all available functions such as address book, order entry or consignment tracking is on the left-hand side of the screen.

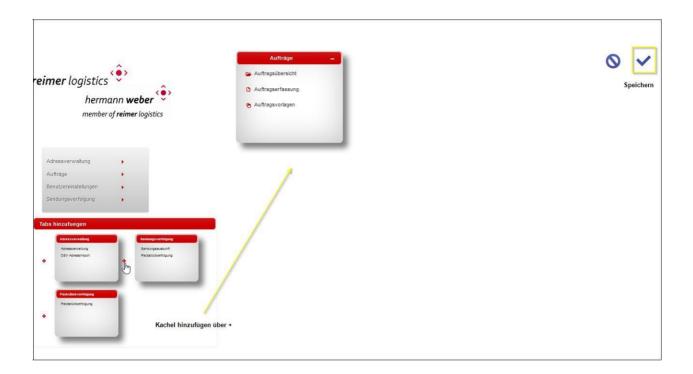
Depending on your browser settings, the individual functions or menu items are carried out in separate windows or tabs.

You also have the option of personalizing your start page:

Click on the pencil symbol at the top right (see images).

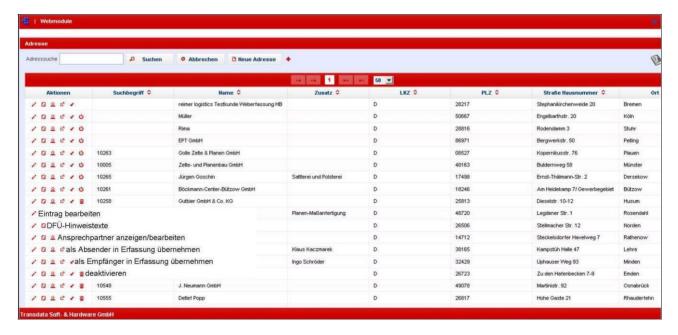


Tiles to all the available menu items appear below the menu. Add a tile to your personal start page using the "+" (see images) so as to open the function direct with a click. Then save the setting using the \checkmark symbol (see images).



Address book

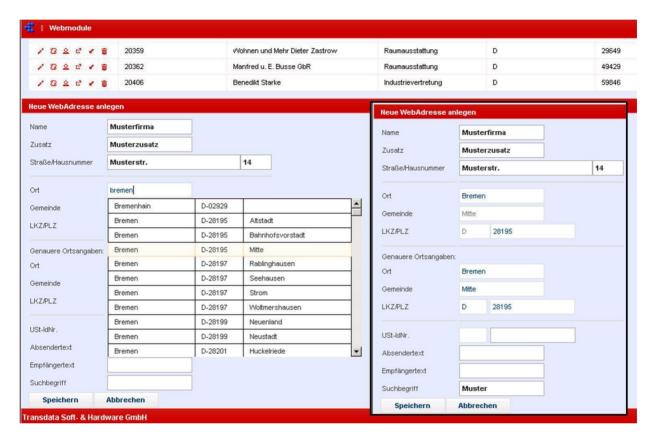
You will now find all actions (edit, deactivate, etc.) which you can perform on addresses with new symbols before the address data. These are explained in the following image:



You can now create a new address data record using the "New address" button.

You can select the "advanced search" using the "+" symbol.

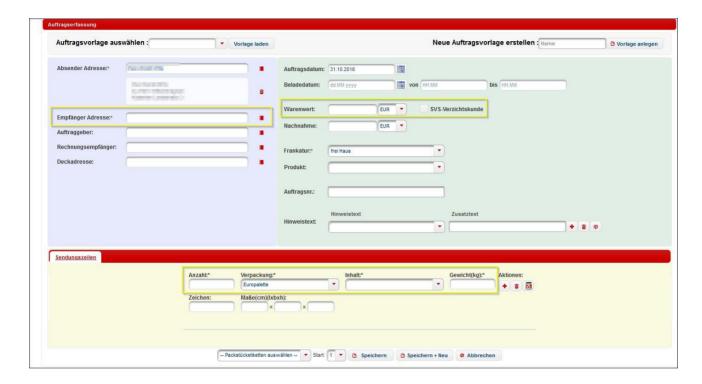
When creating a new address record, you will receive a selection list of all known places in the fields for "place" etc. from the third character onwards, and can transfer them quickly and securely into the address.



Order entry

In the following image you will see a "standard" entry mask; this can differ slightly in individual cases. The fields with a yellow frame are mandatory fields.

Please ensure in particular that you enter an insured value of goods <u>or</u> check "SVS waiver customer":



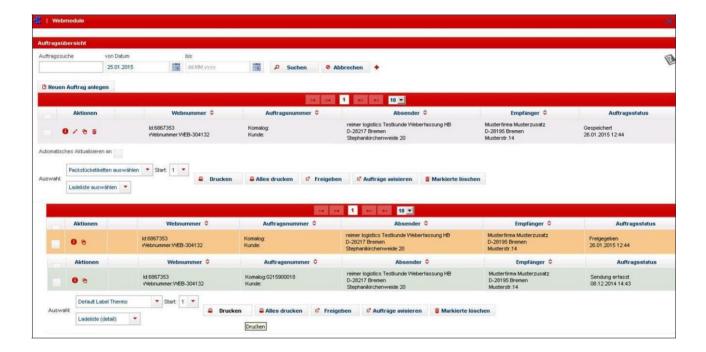
To more quickly enter orders which have frequently been entered in a similar way, you can save a completed mask as a "template". Please assign a name in the "create new order template" field and then click on "create template".



Order overview

Here you can "notify" and/or "release" all the previously entered consignments by checking the appropriate line and clicking on the buttons below.

Important: only released orders are also transferred.



Order tracking and tracing

Procestates and tracing offers the option of searching for various key data of an order. The status and – if available – delivery notes can also be viewed here.

