DESCARTES

DESCARTES FORWARDER ENTERPRISE & ONEVIEW™

Web Tracking

Descartes Forwarder Enterprise & OneView™ Version 1801-1803
2018

Web Tracking

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Introduction

Descartes Forwarder Enterprise & OneView solutions have the capability of tracking client shipments via the Internet. Through a link, http://track.ies.descartes.com, on your Web site to ours, your customers are able to locate shipment status, print documents, update information and request bookings. In order to take advantage of this service, please contact IES and speak to our knowledgeable sales staff.

Accessing & Using Web Tracking

To access Web Tracking, open a Web browser (i.e. Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, etc.) and log onto http://track.ies.descartes.com. This will open the Login screen:

The login screen is provided for security and customization. Each Web Tracking customer is given a three-digit number code for logging into the system. When logging in, the client merely enters the three-digit number plus the Client ID from the Forwarder Enterprise & OneView database (for example: 444SHIPPER). The three-digit code does not change for each client. This login name is also used as the password, but can be edited later for security.

Once the login and password are entered, click the Login button. The client will then be taken to the main Web Tracking search screen:

This Web Tracking screen can be customized depending on the customer's preferences. A company logo, company colors and welcome message can replace the default branding shown above.

Tracking Shipments

The main Web Tracking page allows users to search shipments separately from equipment or order numbers. Search capabilities have been expanded and separated rather than grouped into one multi-purpose search engine. When first logging into Web Tracking, the main screen defaults to the Shipment search filter. To search for a particular shipment, enter the search criteria within the first tab:

The Shipment Search screen allows users to search by different reference numbers (i.e. File Number, Master Bill, House Bill, P.O. Number, etc.). The user can enter a specific date range, filter by module (Import, Ocean Export, etc.) or search for a certain shipper, commodity, or consignee. Sort and layout options give flexibility on data presentation. When finished entering any desired search filters, click the "Search Shipment(s)" button.

Once the search results appear, the user is given a listing of all files pertaining to the search criteria entered.

The client can access a specific shipment by clicking the link in the Reference Number column. When the link is clicked, the shipment details can be viewed.

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From here, the user is able to view container information, check status and print documents. If the shipment has containers associated, the user can click the "Contents" tab (circled in red in the illustration above) to view detailed container information.

The "Contents" screen shows a general summary of all containers on that particular file as well as completed events linked to the contents/containers. To view more detailed container information, users can click the container number (circled in red in the illustration above).

Details of the file's container and commodity information appear. As with the previous screens covered, users are able to print this information by clicking the "Print" icon on their web browser. To return to the file details, click on the "File #" link (circled in red above).

Other view screens are available to provide more information on the shipment as well. The "Status", "Purchase Order" and "References" tabs provide other details of the shipment.

Printing & Viewing Shipment Related Documents

The Client can print documents from the Shipment Detail screen by clicking the Documents tab from the Shipment screen.
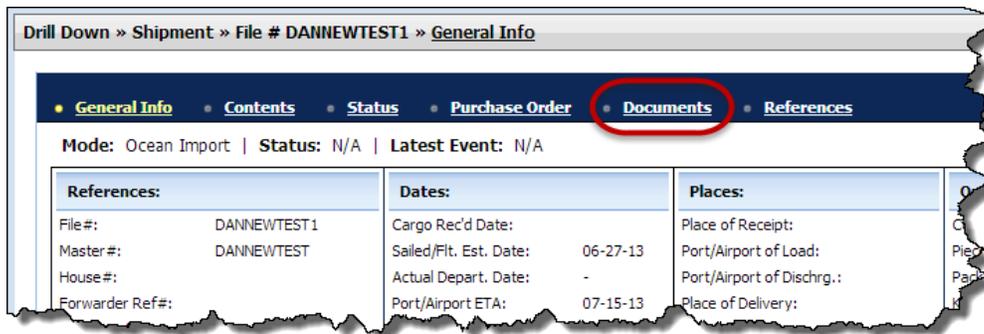
Keep in mind that in order to print documents in Web Tracking, the client must have Adobe Acrobat Reader installed on their computer.
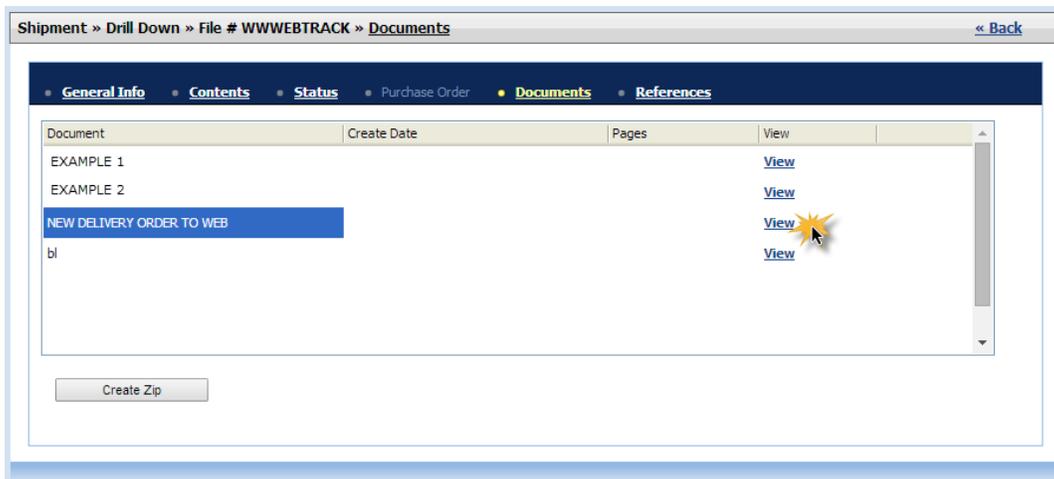
After clicking on the Documents tab, the user is given an option to print available documents (according to Truvis imaging permissions) from a convenient list. Once a document is selected, the user can click the View link to display the document. When the client clicks on the View button, Adobe Acrobat Reader is automatically launched and the document (i.e. Air Waybill, B/L, etc.) is displayed on the screen.

If the client has proper security permissions, they can print documents from the new tab that opens, using Adobe Reader. After printing, the client would then close the Adobe Reader browse tab to continue using Web Tracking.

Customizing Search Results View

In addition to utilizing the search fields to retrieve data, that data is able to be organized in the results view. The column headings produced in the search results can be customized to allow users to see only relevant column headings as well as re-arranging the column headings. This customized view can be created through the Admin tab.

The browse views previously created will be listed, along with options to Add/Edit Browse Views. To create a new Browse View, click "Add/Edit Browse View(s)". To update an already created Browse View, click one of the browse views listed.

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Choose the Browse View type (defaults to Shipment). There are drop-down menus available to customize the browse view. Choose the module in which the browse view will be used for (Air Export, Air Import, Ocean Export, CHB, etc.). Next, choose the Detail Level in which the data will display (Shipment or Container level). Lastly, give the new layout a name and click "Save" to start creating the layout.

The new browse layout will then be available to add columns, listed with all the other browse layouts. Click the new layout to add columns.

Select the table to choose where the data will come from. The drop-down list for the tables has a lot of options to choose from. Next, select a field from the drop-down list containing information fields that will serve as the layout's column headers. Click "Add Field" to add it to the layout.

Repeat the Table and Field selection process until all columns needed are added to the layout and click "Save" to save the layout.

When the layout is complete, it will be available to be used in the search filter.

Creating Spreadsheets with Search Data

When custom search result layouts are use when searching for Web Tracking data, users are able to create their own spreadsheets with those layouts.

Once the search filters and layout have been chosen, the search results are able to be exported to Excel in a spreadsheet format by clicking the "Generate Excel Report" button located above the results.

Conclusion

Web Tracking provides customers with an opportunity to track shipment information online, manage search layouts, and generate reports with search results. Users are able to drill down the data returned from initial searches by general shipment information, cargo information, AES ITN, and other options. Customers are also able to view any documentation that is set up through Truvis to publish online. Documents made available online can be viewed and printed.