



CONNECTING CANADA

TRACK AND TRACE CUSTOMER GUIDE

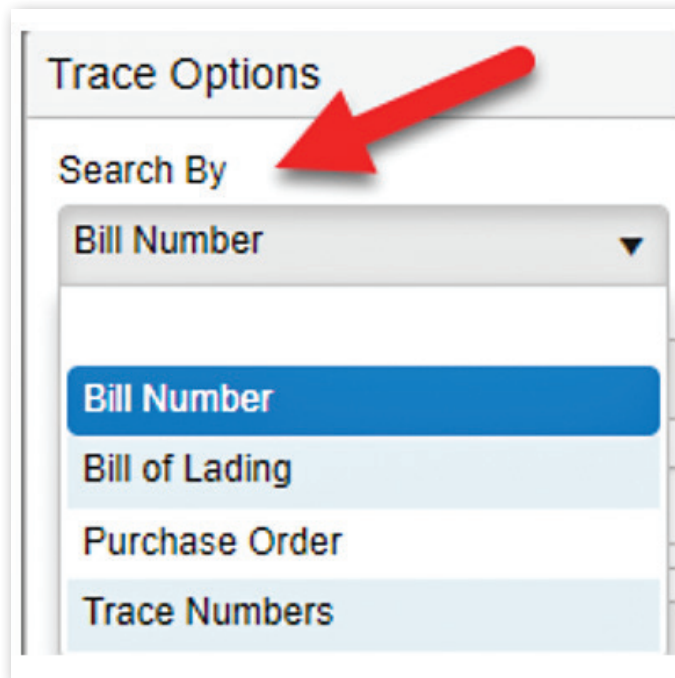


TRACE

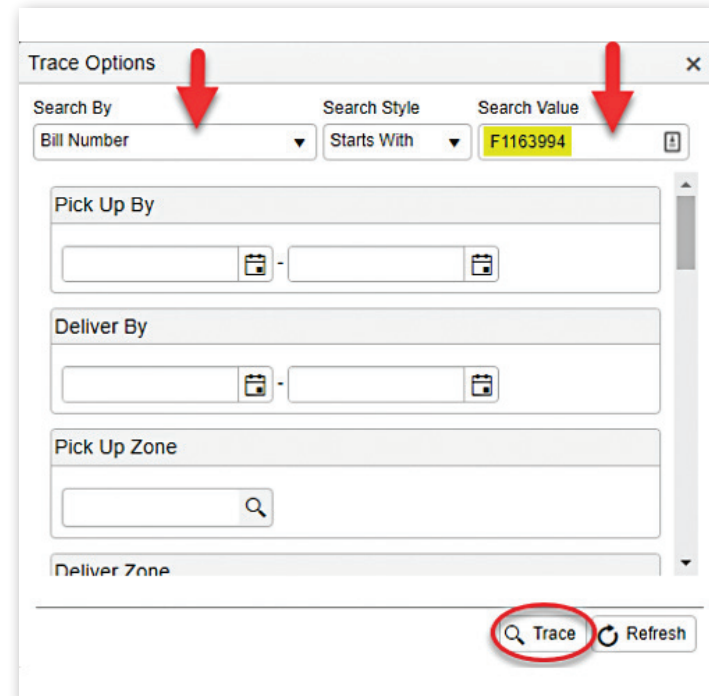
- **TRACE** IS THE MOST POPULAR TOOL ON OUR WEBSITE
- PROVIDES THE ABILITY TO TRACE BY ANY TRACE NUMBER PROVIDED ON THE BOL
- CUSTOM TRACE CRITERIA CAN BE SETUP TO PROVIDE A TAILORED SOLUTION
- SCANNED DOCUMENTATION FOR EACH SHIPMENT IS AVAILABLE THROUGH TRACE

TRACE – HOW TO

CLICKING ON TRACE WILL PROMPT YOU WITH THE TRACE OPTIONS DIALOG BOX;
PROPER SEARCH BY CHOICES ARE KEY TO ACCURATE RESULTS



The image shows a 'Trace Options' dialog box. A red arrow points to the 'Search By' dropdown menu. The dropdown is open, showing four options: 'Bill Number' (highlighted in blue), 'Bill of Lading', 'Purchase Order', and 'Trace Numbers'.



The image shows a 'Trace Options' form. A red arrow points to the 'Search By' dropdown menu, which is set to 'Bill Number'. Another red arrow points to the 'Search Value' input field, which contains 'F1163994'. Below the search fields are sections for 'Pick Up By' (date range), 'Deliver By' (date range), 'Pick Up Zone' (searchable), and 'Deliver Zone' (dropdown). At the bottom right, there are two buttons: 'Trace' (with a magnifying glass icon) and 'Refresh' (with a circular arrow icon). The 'Trace' button is circled in red.



TRACE – HOW TO

- SEARCH RESULTS ARE DISPLAYED ON GRID
- GRID CAN BE CUSTOMIZED ON REQUEST
- RESULTS CAN BE EXPORTED TO EXCEL, PRINTED OR EMAILED

Trace

Trace Options										Excel Email Print		
Bill To	Bill To Code	Bill To Name	Freight Bi...	Bill of Lading	Current Status	OSD_DATE	OSD_DESC	OSD_TERM...	Shipper			
C	84439	XYZ LOGISTICS INC	F1163994	6022017268	COMPLETE				ABC FLOORING			

CLICK ON THE FREIGHT BILL HYPERLINK FOR DETAILED INFORMATION AND IMAGE RETRIEVAL



TRACE – HOW TO

- DETAILED SCREEN PROVIDES THE SAME REAL-TIME INFORMATION AVAILABLE TO **M-O®** CUSTOMER SERVICE REPRESENTATIVES
- BY DEFAULT MANY FIELDS ARE SHOWN BUT CAN BE SCALED BACK OR REORGANIZED BY REQUEST

Bill F1153994

Created By ATTHOMPSON on 2017-07-31 14:27:10 PM

Contacts

Caller XYZ LOGISTICS INC 123 FIRST STREET DOOR 16-22 MISSISSAUGA, ON, CA L5T 1N6 Phone: 905-565-1212	Shipper ABC FLOORING 567 8TH STREET SCHOMBERG, ON L6G 1T0	Consignee 123 STORE 1212 QUEEN ST. CENTREVILLE, NB E7K3A5
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Summary Info

Current	Scheduled Pickup	Scheduled Delivery
Current Status: COMPLETE	Actual: Pending	Actual: 2017-08-08 02:40 PM
Current Zone: CENTREVILLE, NB	Start Zone: SCHOMBERG, ON	End Zone: CENTREVILLE, NB
	From: 2017-08-01 10:30 AM	From: 2017-08-08 02:22 PM
	To: 2017-08-01 02:30 PM	To: 2017-08-08 04:30 PM
Signed By: JOHN SMITH		Service Level: REG-OR
Signed On: 2017-08-08 02:35:00 PM		
Signature:		

Status History

Status Code	Status Description	Status Date	Zone Id	Zone Name
COMPLETE	THE TRIP IS DONE	2017-08-08 02:40 PM	NBCEN	CENTREVILLE, NB
DEPOONS	DEPART CONSIGNEE	2017-08-08 02:40 PM	NBCEN	CENTREVILLE, NB
ARRCONS	ARRIVE CONSIGNEE	2017-08-08 02:30 PM	NBCEN	CENTREVILLE, NB
INTRANST	INTRANST	2017-08-08 11:24 AM	T-NBMON	M-O MONCTON NB TERMINAL
DISP	DISPATCHED	2017-08-08 11:23 AM	T-NBMON	M-O MONCTON NB TERMINAL
DOCKED	DOCKED FOR MANIFESTING	2017-08-08 09:24 AM	T-NBMON	M-O MONCTON NB TERMINAL
ARRTECH	ARRIVE TERMINAL	2017-08-08 10:07 AM	T-NBMON	M-O MONCTON NB TERMINAL

Trace Numbers

Type	Number
Bill of Lading	6022017268
Carrier Profit	6022017268
Purchase Order	127319

SCROLL FOR MORE
INFORMATION
AND SCANNED
DOCUMENTS!



TRACE – HOW TO

- IMAGED DOCUMENTS AVAILABLE AT THE BOTTOM OF BILL DETAILS
- BOLS AND PODS ARE PROVIDED BY DEFAULT BUT OTHER DOCUMENT TYPES SUCH AS INVOICE ARE AVAILABLE UPON REQUEST

Related Microdea Documents		
	Document Name	Document Type
	BOL	BOL
	POD	POD
	BOL	BOL



← DOWNLOAD
OR PRINT

ADVANCED TRACE – HOW TO

- TRACE OPTIONS HAS ADVANCED PARAMETERS THAT CAN BE USED TO CREATE CUSTOM SEARCHES

Trace Options

Search By Search Style Search Value

Pick Up By

2022-01-01 - 2022-01-14

Deliver Zone

Pick Up Zone

Deliver By

Trace Refresh

Trace

Excel Email Print

Bill To	Bill To Code	Bill To Name	Freight Bl...	Bill of Lading	Current Status	Shipper	Shipper Addr...	Shipper City	Shipper Provi...	Pick Up By	Deliver By	Consignee	Consignee A...
C	84439	XYZ LOGISTICS INC	Q323206		QUOTE	ABC FLOORING		SCHOMBERG	ON	2022-01-14	2022-01-17		
C	24104	RH POWEL AND SONS	F3025737	607056 W020823	ARRTERM	SUPERB BRANDS C/O 123 COMPANY	8711 KEELE STREET	CONCORD	ON	2022-01-13	2022-01-19	FAKE STORE 1	10127 3411 AVENUE
C	24104	RH POWEL AND SONS	F3025739	607059 W020827	ARRTERM	SUPERB BRANDS C/O 123 COMPANY	8711 KEELE STREET	CONCORD	ON	2022-01-13	2022-01-19	FAKE STORE 2	18 INGLEWOOD DR 2138
C	24104	RH POWEL AND SONS	F3025740	607051 W020824	ARRTERM	SUPERB BRANDS C/O 123 COMPANY	8711 KEELE STREET	CONCORD	ON	2022-01-13	2022-01-20	FAKE STORE 3	31970 S FRASER WA
C	44201	JOE B TRAFFIC SYSTEMS	Q323074		QUOTE			FRELIGHSB...	PQ	2022-01-13	2022-01-24		

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SEARCH FOR PICK UP BY BETWEEN
2017-09-01 AND 2017-09-09

70 RESULTS!