



**Manual**

**Track & Trace system**

**[my.vanduuren.com](http://my.vanduuren.com)**

**Version 2.1**

# 1. Registering and logging in

Before you is the manual for the use of the Van Duuren Districenters Track & Trace environment. You can easily trace your consignment via our client portal.

## Step 1.1

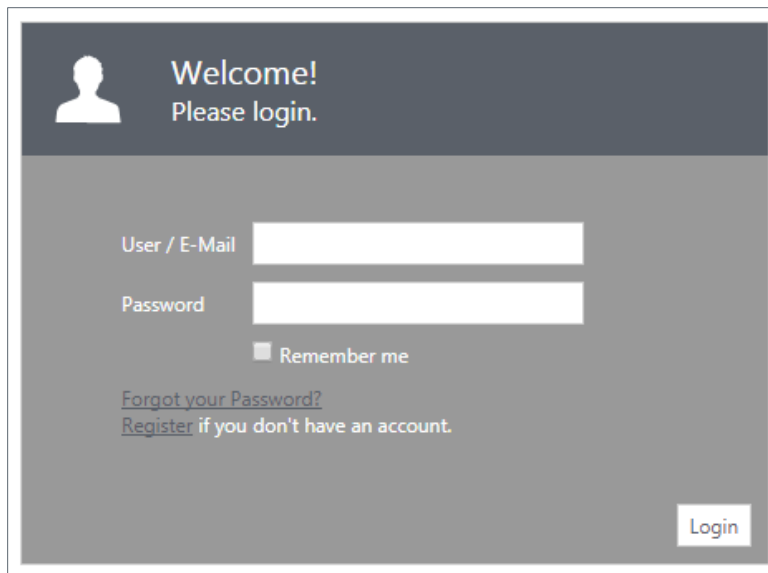
You must have an account before you can log in to our client portal. Van Duuren will arrange your registration. You will receive three e-mails:

1. Containing your user name;
2. Confirmation that your account has been activated;
3. Confirmation of your personal password.

## Step 1.2

In order to log in, go to the website: <http://my.vanduuren.com/>

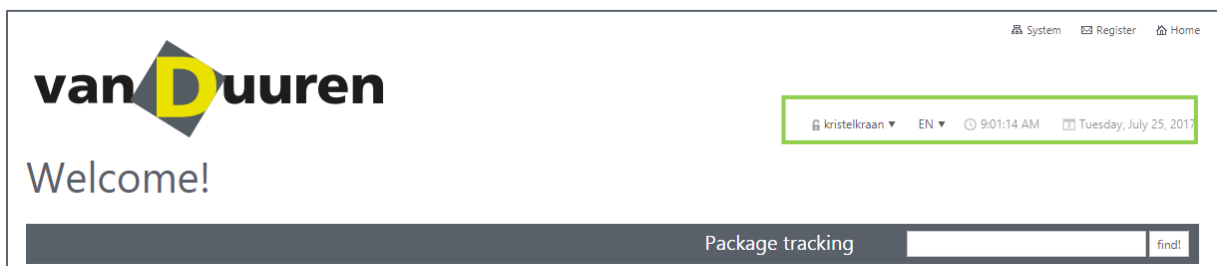
You can then log in using your user name or e-mail address and your password.



The screenshot shows a login interface with a dark header. On the left is a white silhouette of a person. To its right, the text reads "Welcome! Please login." Below this, there are two input fields: "User / E-Mail" and "Password". Under the "Password" field is a checkbox labeled "Remember me". Below the input fields are two links: "Forgot your Password?" and "Register if you don't have an account." In the bottom right corner, there is a "Login" button.

## Step 1.3

After you have logged in, you will see the following screen.



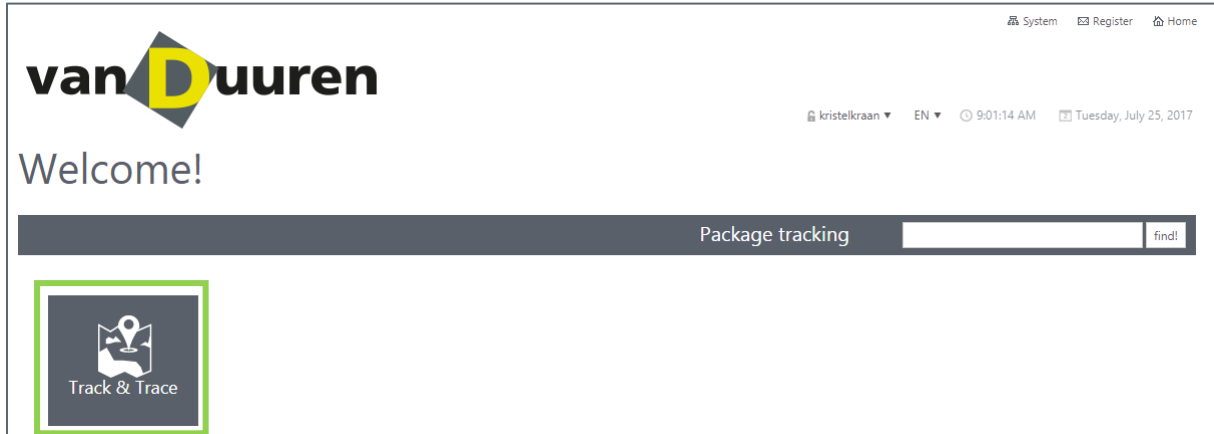
The screenshot shows the dashboard after login. At the top left is the "van Duuren" logo. To the right of the logo are navigation links: "System", "Register", and "Home". Below the logo, the text "Welcome!" is displayed. In the top right corner, there is a box containing the user name "kristelkraan", the language "EN", the time "9:01:14 AM", and the date "Tuesday, July 25, 2017". At the bottom, there is a "Package tracking" section with an input field and a "find!" button.

At the top right-hand side, just above Package tracking you will see which account you are logged in to, which language has been selected and the current time, day and date.

## 2. Track & Trace

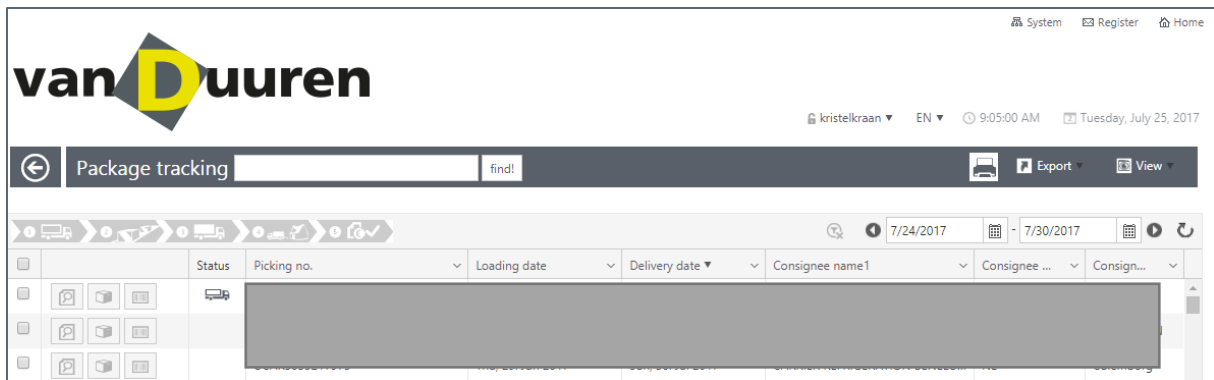
### Step 2.1

The screen shown below will appear automatically once you have logged in. Click on the tile “Track & Trace”.



### Step 2.2

After you have activated the “Track & Trace” tile you will see the screen shown below. On the screen you will see various information blocks that will provide you with the information you require. We will explain these to you step by step.

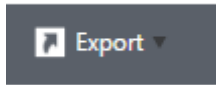


### Step 2.3

In the field “Package tracking” You can fill in your own reference number.



In the grey field you will see the button marked Export; via this button you can export the data shown for use in your Microsoft Excel environment.



### Step 2.4

Under the field “**Package tracking**” you will see the following icons; the meaning of these icons is described hereunder.

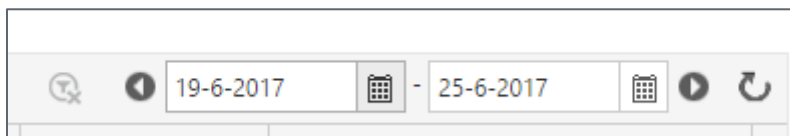


The icons will be displayed in yellow as soon as the action described has been completed.

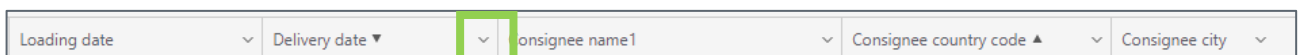


1. In transit
2. Consignment at HUB
3. Out for delivery
4. Consignment delivered
5. POD available

To the extreme right of the icons you will see another filter function. Here you can enter the time range you want to check up on.

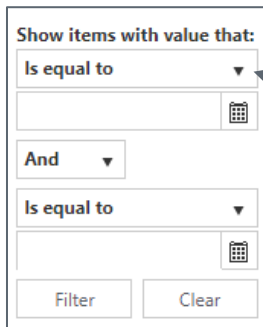


Under the (yellow) icons you will see the following fields: Status / Order no. / Loading date / Delivery date / Consignee Name1 / Consignee country code / Consignee city.



In the screenshot below you can see what happens when you click on the arrow.  
Enter the filter that you require, then click on the blue tile bearing the white text: 'Filter'

As a result you will be given only the information that you have requested within the filter that you have set.

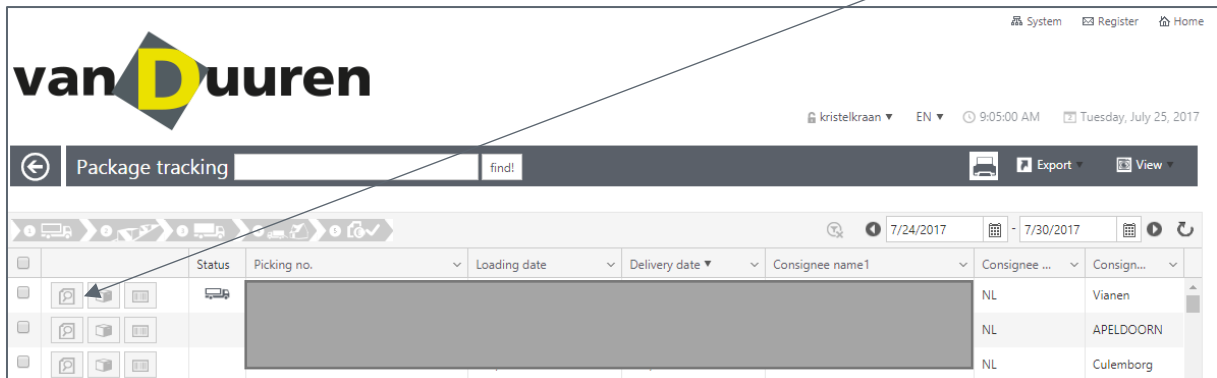


The screenshot shows a vertical filter menu titled "Show items with value that:". It contains two identical filter sections. Each section has a dropdown menu currently set to "Is equal to", followed by an empty input field with a calendar icon to its right. Between the two sections is a dropdown menu set to "And". At the bottom of the menu are two buttons: "Filter" and "Clear". Three arrows point from the text on the right to the dropdown arrows of the first and second filter sections, and the "And" dropdown.

Within this filter menu (drop-down menu) you can also choose different options by clicking on the black, "down" arrows.

### Step 2.5

When you want to find out more information relating to this consignment, click on the magnifying glass.



By doing this you can see the actual consignment details, and the following screen will appear:

**Mon**  
03.07.

11:27 AM  
7/3/2017  
**POD available**

Order no 10683002	Loading-ref. 20170628180916	Transport type Network Distributie (< 500 kg)
Order date Wednesday, June 28, 2017	Unloading-ref. 62007513	Freight term Delivered at Place
Planned / ETA Sunday, July 30, 2017	T1-Doc nr	Relation BENELU
Loading date Wednesday, June 28, 2017	EDI-ref. UCAR5032966466	2nd invoice-ref
Invoice-ref 90560115	DSI no	

General
Status history
Texts
Documents
Map

Customer (10385)

Original sender (2143397)

Sender (10385)

Consignee (2123674)

Detail id	Reference	Content	Packages	Package id	Weight	Length	Width	Height	Loading meter
1	90560115	PC	1	COLL		1			

Within this environment you can find all the details you need.

To the left of the yellow, numbered fields you can see described the last known status.

You can also see that this consignment has been through steps step 1 to 5. All the fields are yellow instead of grey. Under the yellow fields you can find various details.

You can see the following column headings in blue: 'General' / 'Status history' / 'Texts' / 'Documents' / 'Map'. We would like to take a closer look at these.

In the field “**General**” you can see, at package level, the way in which the consignment is built up.

General										
Status history										
Texts										
Documents										
Map										
Customer (10385)			Original sender (2143397)			Sender (10385)			Consignee (2123674)	
[Redacted]			[Redacted]			[Redacted]			[Redacted]	
Detail id	Reference	Content	Packages	Package id	Weight	Length	Width	Height	Loading meter	
1	90560115	PC	1	COLL	1					

If you go to the column “**Status history**” you will find all the actions that have been carried out relating to this consignment, with the most recent action always shown at the top.

General						
Status history						
Texts						
Documents						
Map						
Status no	Info	Status date	Status time	Location	Note	
<b>▲ Status date: Monday, July 03, 2017</b>						
7002	POD opgem...	Monday, July 03, 2017	11:27 AM	NL-7331 DK APELDOORN	35004129758...	
7005	POD export (...)	Monday, July 03, 2017	11:27 AM	NL-7331 DK APELDOORN	35004129758...	
<b>▲ Status date: Friday, June 30, 2017</b>						
6000	Delivered	Friday, June 30, 2017	10:28 AM	NL-7331 DK APELDOORN	SEM	
5000	Out for Deliv...	Friday, June 30, 2017	8:07 AM	NL-7331 DK APELDOORN	@ NL8000	
4000	Arrival HUB	Friday, June 30, 2017	1:19 AM	NL-7331 DK APELDOORN	@ NL8000	
<b>▲ Status date: Thursday, June 29, 2017</b>						
4000	Arrival HUB	Thursday, June 29, 2017	6:57 PM	NL-7331 DK APELDOORN	@ NL4100	
4000	Arrival HUB	Thursday, June 29, 2017	2:33 PM	NL-7331 DK APELDOORN		
<b>▲ Status date: Wednesday, June 28, 2017</b>						
1	Opdracht is v...	Wednesday, June 28, 2017	6:33 PM	NL-7331 DK APELDOORN	-?Mapping: 1...	

Under the column “**Texts**” you can find supplementary information.

General	Status history	Texts	Documents	Map
Delivery	03305420041500112, CALBERSON FRANCE EXPRESS TOURS			
Shipping order				
Disposition				

Under the column “**Documents**” you will find e.g. the POD; Click on the ‘Show’ button to open the document.

General	Status history	Texts	Documents	Map
Show	Folder	Type	Document	
	2017	POD	170704_030718_POD_GEODIS.pdf	

When no POD is shown as being available but you require one quite urgently, you can request this via the Track & Trace site by simply clicking on the button shown below. When you click on this button a message containing your request for a POD is sent to the Customer Service Department at Van Duuren Districenters.

Zending details 10677010

ma 11:29 26-6-2017 26.06. POD available

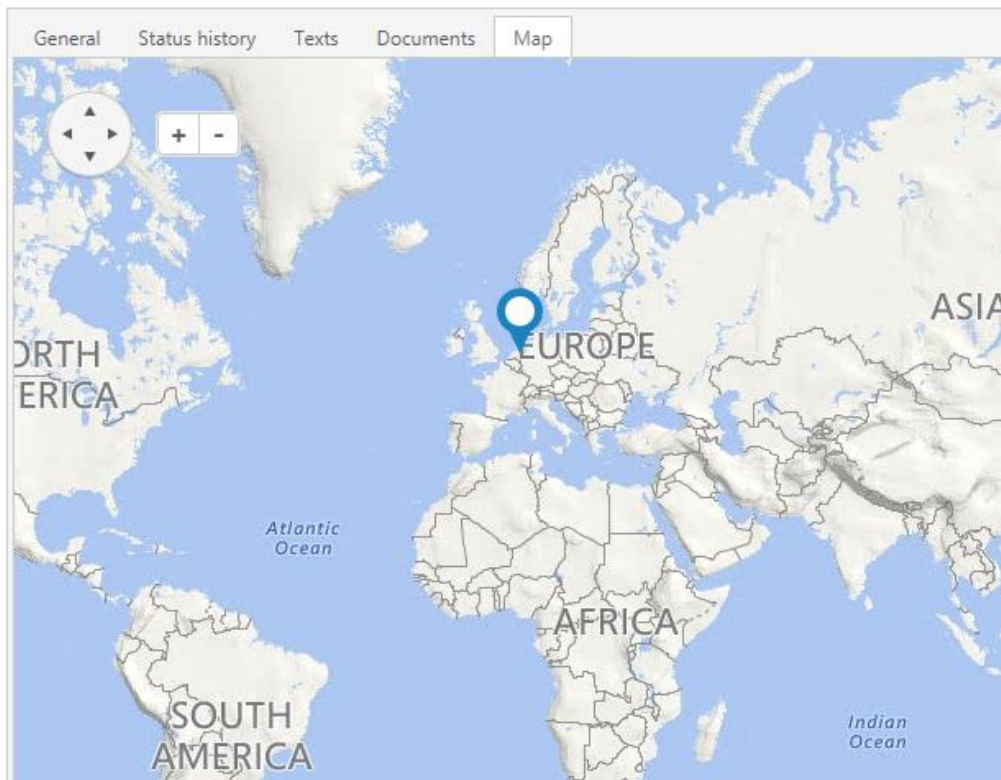
1 2 3 4 5

Zendingnr VDD	10677010	Laad-referentie	20170623003724	Transportsoort	Netwerk Distributie (< 500 kg)
Zendingdatum	vrijdag 23 juni 2017	Los-referentie	61980500	Incoterm	Delivered at Place
Verwacht / ETA	maandag 26 juni 2017	EDI-referentie	UCAR5032112955		
Laaddatum	vrijdag 23 juni 2017				
Factuurreferentie	61980500				

You can of course also contact Customer Service at Van Duuren by telephone: +31 (0)347-357000.



If you click on the column “**Map**”, the location of the consignment’s recipient will be shown. You also have the possibility of zooming in or out in order to gain a good view of the situation at this location.



## Contact details

We hope you will enjoy using our Track & Trace system.

If you need more information about the use of this manual, or have any other questions, please call our BPM department on +31 (0)347-357000.