

Manual
Track & Trace Van Duuren
my.vanduuren.com

Versie 3.0

1. Registration and logging in

This is the manual for the Track & Trace system at Van Duuren Districenters. Within our client portal you can easily track your consignment.

Step 1.1

To log in to our customer portal you need to register an account first. Van Duuren will arrange for you to be registered.

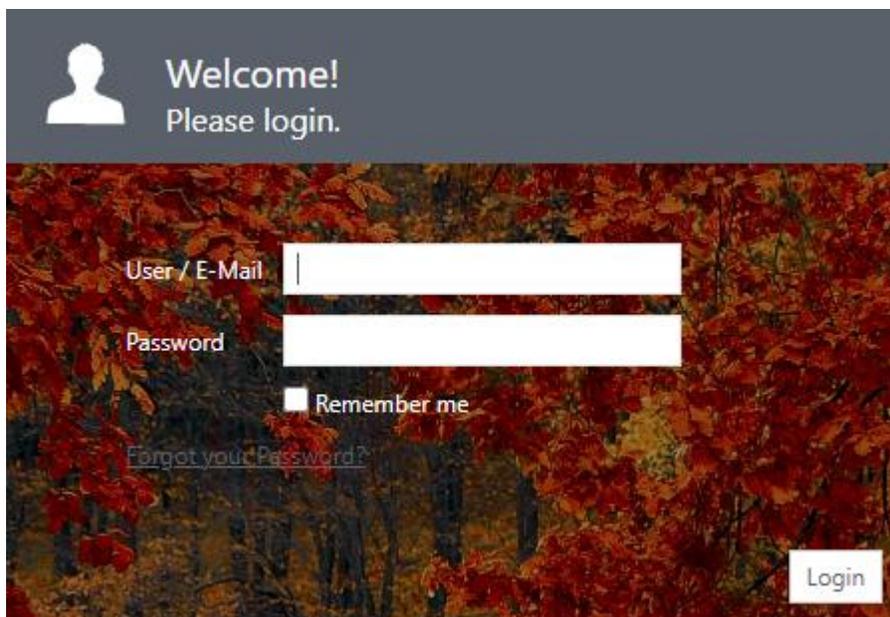
You will receive then three emails:

- Containing your username;
- Confirmation that your account has been activated;
- confirmation of your personal password;

Step 1.2

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

Next, you can log in with your username or e-mail address and your password.



The screenshot shows a login page with a dark grey header containing a white user icon and the text "Welcome! Please login.". Below the header is a background image of autumn leaves. The main content area contains two input fields: "User / E-Mail" and "Password". Below the "Password" field is a checkbox labeled "Remember me" and a link "Forgot your Password?". A "Login" button is located in the bottom right corner of the form area.

Step 1.3

Welcome!

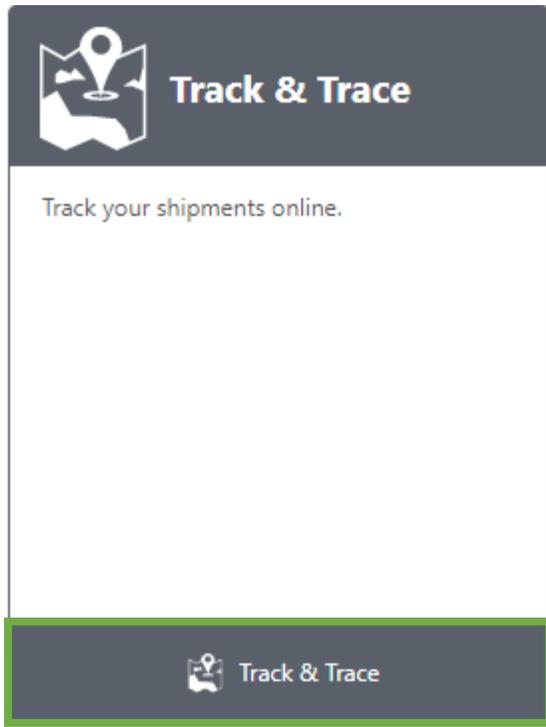


At the top right, the bar shows which account you have logged in, which language is selected and the current time, day and date.

2. Track & Trace

Step 2.1

The screen below appears automatically after logging in, click on the "Track & Trace" tile.



Step 2.2

After triggering the "Track & Trace" tile, you will enter the screen below. Here, you will see several information blocks that provide you with the necessary information.

We will explain them step by step:

Status	Order no.	Delivery no.	Order date	Loading date	Unloading date	Reference no.	Consignee name1	Sender name1	Freight payer name1	Unl. name1
	12562119	4500000432	Tue, 25. Oct 2022							
	12562320	HOW - 2205229	Tue, 25. Oct 2022							
	12558029	XXL Horeca - POIXL115..	Tue, 25. Oct 2022							
	12563693	Smeva - 232018	Tue, 25. Oct 2022							

Step 2.3

Within the "Shipment tracking" field, you can enter the shipment reference number.



In the green box you will see the button: **Export**; via this button you can export the data to Microsoft Excel and you will be able to use the data.



Step 2.4

Under the "**Shipment tracking**" field you will come across the following icons, the meaning of these icons is described below.



The icons will appear yellow once the described action has been completed.

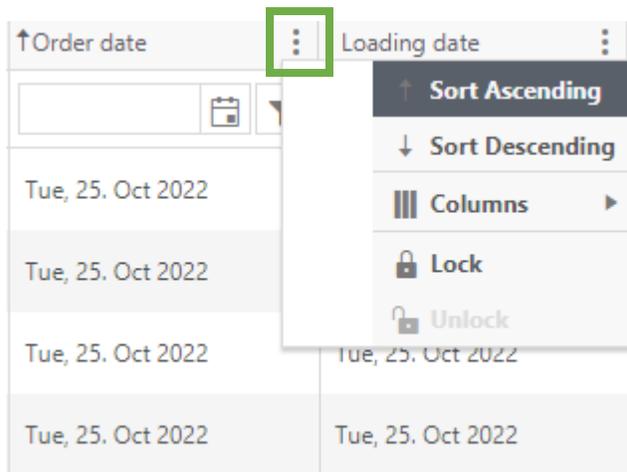


1. In transit
2. Shipment at HUB
3. Out for Delivery
4. Shipment Delivered
5. POD available

On the far right in the same bar, you will see your range. You can set this to your liking. Clicking the arrow on the right to refresh the screen.



Under the (yellow) icons, you will come across various fields. By clicking on the filter icon, you can set values.



The screenshot below shows what happens when you click the arrow.

Enter the filter as desired and press the white box filled with white text; 'Filter'. The result will show you only the information you requested, within the filter you set.

Show items with value that:

Is equal to

And

Is equal to

Filter Clear

Within this filter menu (drop-down menu), you can again choose different options by pressing the black arrows pointing downwards.

Step 2.5

Once you have found the shipment in question, press the magnifying glass for more information on the shipment.

<input type="checkbox"/>		S		no		↓ Order date
<input type="checkbox"/>						
<input type="checkbox"/>				12562119	4500002432	Tue, 25. Oct 2022
<input type="checkbox"/>				12562320	HOW - 2205229	Tue, 25. Oct 2022

This action allows you to view the shipment details. The following screen appears:

In Transit

Order no	12562119	Loading-ref.		Transport type	Groupage (501-3000 kg)
Order date	25 October 2022	Unloading-ref.		Freight term	EXW
Planned / ETA	27 October 2022	T1-Doc no		Relation	4114
loading date	25 October 2022	EDI-ref.		2nd invoice-ref	
Invoice-ref	AB 22227146	DSI no			

General | Status history | Texts | Information | Documents | Map

Detail ID	Reference	Content	Packages	Package ID	Weight (kg)
1		Afzuigkap ldeck 72.72	1	PAL	

Within this environment, the required details can be found.

Before the yellow areas, you will see the last known status.

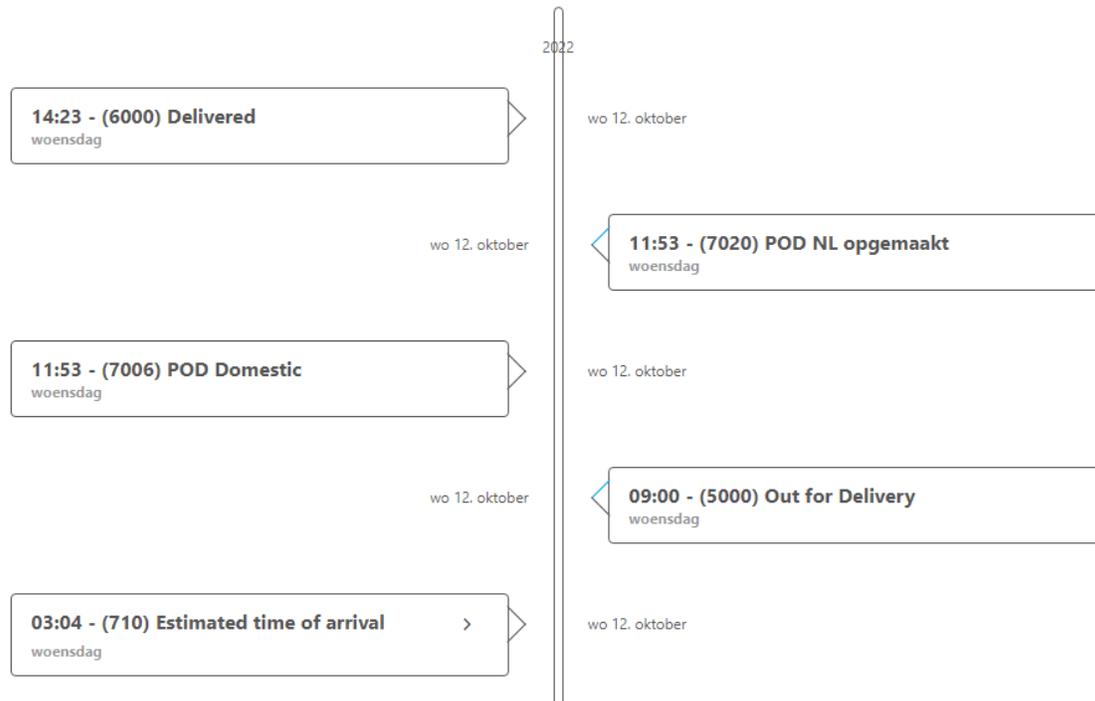
Furthermore, you can see that this shipment is yellow at step 1 (in transit). The box is yellow instead of grey. Below the yellow squares you will find various details related to the shipment.

In the box you will see the following column headings; 'General' / 'Status history' / 'Texts' / 'Information' / 'Documents' / 'Map' which we would like to zoom in on.

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

Detail ID	Reference	Content	Packages	Package ID	Weight (kg)	Length (mm)	Width (mm)	Height (mm)	Loading meter
1		Afzuigkap Ideck 72.72		1 PAL	80 kg	1,500 mm	1,200 mm	500 mm	

When you turn to the "Status history" column, you will find all the actions that have taken place on this shipment. Whereby the most recent action is always displayed at the top.



You will find any additional information under the **"Texts"** column.

General	Status history	Texts	Information	Documents	Map
Delivery Shipping order Planning Vehicle-requirements					

Order details

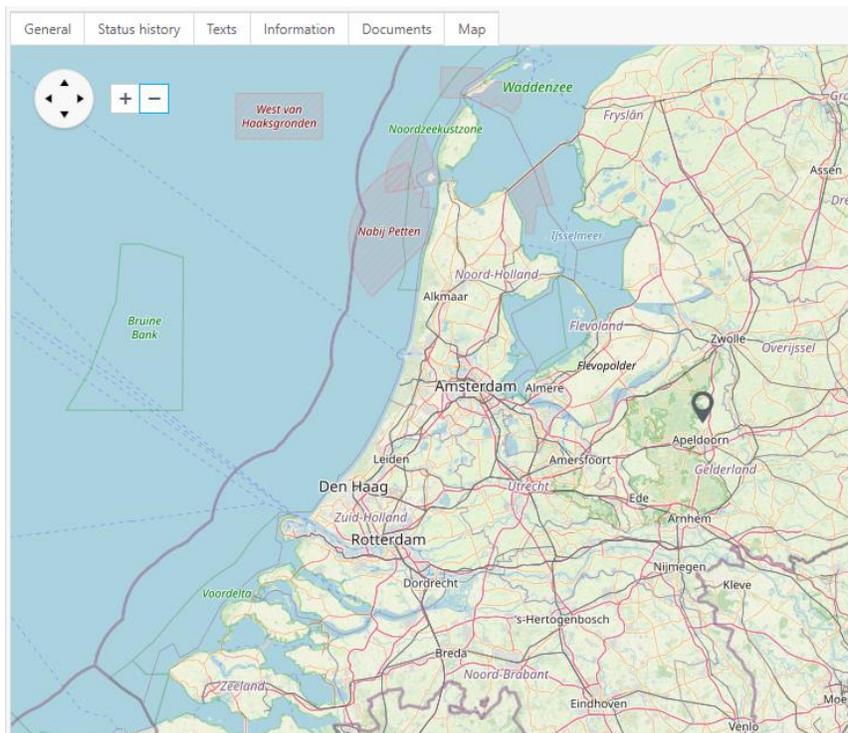
General	Status history	Texts	Information	Documents	Map
	Folder	Type	Document		
Display	2022	POD	221114_134728_VDD_POD.pdf		

Beneath the column "Documents" you will find the relevant documents, including, for example, the POD. Click on the show button to open the document.



Naturally, you can also contact Van Duuren's Customer Service on +31347-357000.

When you select the "Map" column, the location of the recipient of the shipment will be shown on the map. Also in this map you have the possibility to zoom in/out, in order to have a good look at the situation regarding this location.



Contact details

If you have any further questions about this manual or questions about the use of our Track & Trace, please contact the Inside Sales Department at info@vanduuren.nl or by phone: +31347-357000.