



# DASHBOARD

## How To Track An Order

Upon logging into the Dashboard site, the first thing you will see is the home screen.

- A. To track an order, click on the “My Orders” icon on the “Navigation Toolbar” this will take you to the “my orders table”.
- B. The “My Orders Table” will display your 20 most recent orders.
  - The status column reflects the current status of an order, the statuses are updated real-time.
  - There are 5 different types of statuses.
    - The first status is Received – meaning your order has been received in our system but has not yet been assigned to a carrier.
    - The next status is Assigned – meaning the order has been assigned to a carrier for pick up.
    - The next status is Picked up – meaning the order has been picked up by the carrier and the pickup date and time are reflected in the “Picked Up” column
    - The next status is Delivered – meaning the order has been delivered by the carrier and the delivered date and time are reflected in the “Delivered” column.
    - The last status is Cancelled – which means the customer-initiated cancellation of the order.
  - The ETA column provides you either a Pick-up or Delivery ETA depending on the status of your order.
    - If your order has not been picked up then the ETA is a pick-up ETA, if the order has been picked up but not yet delivered then the ETA is a delivery ETA.
- C. If the order you are tracking is not displayed on your “Order Table” you can search for the order by entering either the order ID#, Reference # or address into the search field.
  - The system will immediately begin searching for orders based on the search criteria entered.
  - You need ensure you are searching within the correct timeframe for the order you want to find. The system defaults to “Past Two Weeks”
    - To change the search timeframe, select the time frame needed from the drop down next to the search bar.
  - Once you find order, you can confirm the status by checking the status column on the “My orders table”.
  - To view the pictures taken at pick-up and delivery, click on the order number link to open the order.
    - Next, click on the “attachments tab” on the right side of the screen to view pictures attached to the order.
    - To save the picture click the “Open Attachment” icon in the bottom right corner. From there save the picture to your computer as needed
- D. As additional information on how to set up columns on your “My orders table” see the “How to customize your My Orders Table” video.

Dashboard makes it easy to place orders and know the exact status us them. Place an order today to see how easy it is for yourself!