



DASHBOARD

How To View, Edit Or Cancel An Order

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

- A. To view, edit or cancel an order click on the “My Orders” icon on the “Navigation Toolbar” this will take you to the my order table.
- B. On the “My Orders Table”, you can select an order from the list or use the search field to find a specific order.
 - To search for a specific order, enter the order ID #, Reference# or address into the search field
 - The search field is a “**Wild Card**” search meaning you can search on any number of identifying things to find an order.
 - The system will immediately begin searching for orders based on the search criteria entered, you do not have click the magnifying glass
 - Next, 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
 - To view your order, click on the order number link to open it.
 - You can navigate to the different tabs to see more information about your order. The tabs are on the right side above the “Summary”
 - The summary tab provides information on the service level, vehicle type and estimated charges
 - In the Additional Info tab, you can see the reference fields and Route ID if the order is part of a route
 - In the Items tab, you can see the items associated with the order
 - In the Attributes tab, you can see the attributes selected on the order
 - In the Notifications tab, you can see the list of notifications that are set up to be sent
 - Once you are done viewing your order, return to the “My Orders” table by clicking on the “My Orders” icon on the “Navigation Toolbar”
- C. To edit an order, follow the same steps you took to search for an order. Once you have found the order you would like to edit, click on the order number to open the order.
 - You can edit an order up until the time it has been dispatched to a carrier
 - If you need to edit an order that has been dispatched, please contact our customer service team.
 - As you can see each section has its own edit button
 - Click on the button for the section that you would like to edit. Make your changes and click save
 - It is important to note that editing the order in any way may have an impact on the price.
 - Once you are done editing your order, return to the “My Orders” table by clicking on the “My Orders” icon on the “Navigation Toolbar”
- D. To cancel an order, follow the same steps you took to search for an order.
 - Once you have found the order you would like to cancel, click on the chevron to the right of the order number.
 - You will get a pop-up box, from the pop-up box, select “cancel order”
 - After you click on “cancel order” you will get a confirmation pop-up box asking you to confirm that you want to cancel the order

- Click “cancel” to confirm and to complete the cancellation
- Once you complete the cancelation a confirmation message will appear at the top of the screen in a green box.

Your order is now cancelled. DASHBOARD provides you total control over your pick-ups and deliveries. You can place an order and move on to your task quickly and worry-free. Place an order today!