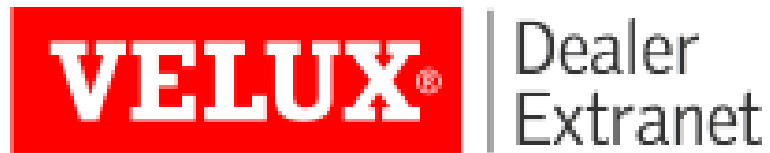


Dealer Extranet 3

Tracking orders and V-Track



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Tracking Orders with V-Track

- VELUX Dealer Extranet 3 continues to provide our customers with instant access to all their account and order details online.
- Our customers can view and track their orders 24 hours a day, 7 days a week, without having to contact VELUX. VELUX Dealer Extranet 3 provides access to **all** of your order information.
- You can also view proof of deliveries and confirm delivery dates by directly accessing your order confirmations, view invoice details (*depending on your accounting structure*) and with our V-Track service you can now view the status of your deliveries, and download copies of delivery notes.
- VELUX Dealer Extranet now puts your account in your hands to access at any time.

Tracking Orders with V-Track

To track an order, first locate your order and click into it to view it. (Refer to the **Search & View Orders** section of the **Orders User Guide** for instructions on how to do this).

Click the [Track and Trace](#) link

Your-Account

Orders	Invoices	Quotes from VELUX	Quotes for clients
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Order: 5012934203

Order date:

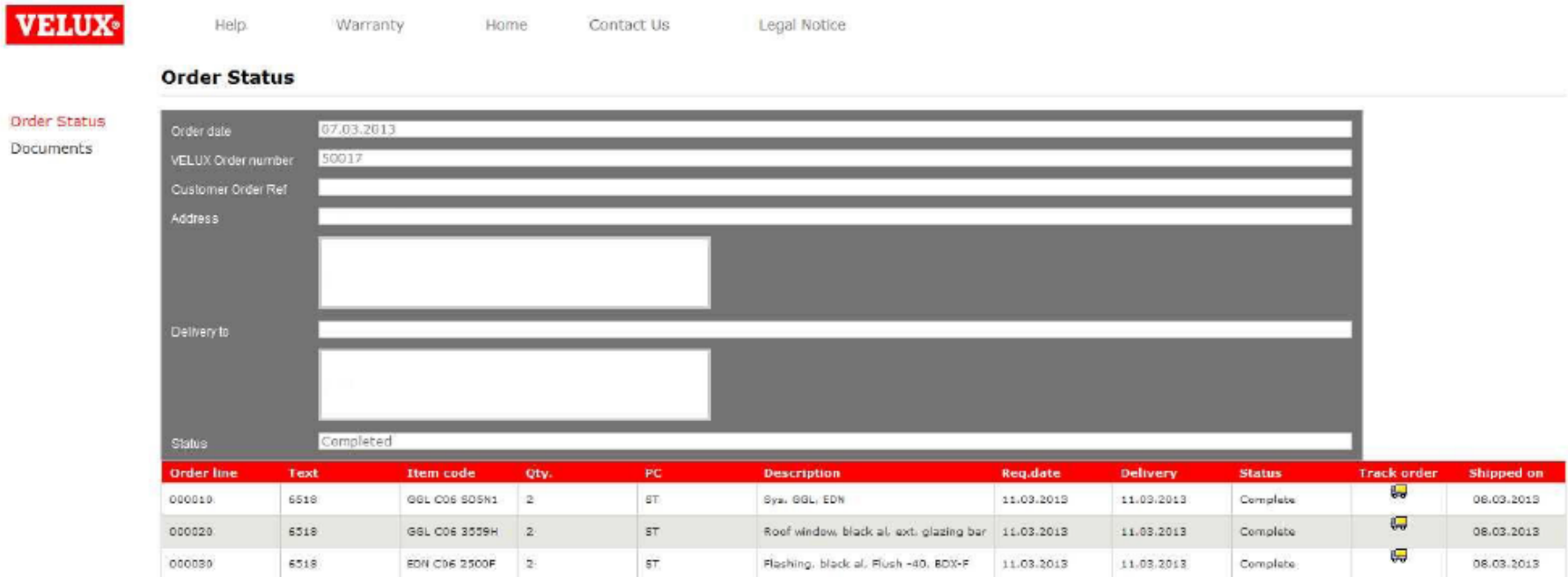
Customer number

Purchase Order

Track and trace (V-Track): [Click for Delivery Status/POD](#)

Tracking Orders with V-Track




- ▶ The V-Track application will now load. This gives you access to track a delivery if it has been dispatched for delivery. The expected delivery day is shown on your order confirmation.
- ▶ You can also obtain a proof of delivery (POD) if your order status is complete.
- ▶ V-Track will confirm details of your VELUX order as shown below. If the order has a “completed” status you can obtain a POD for your order.



The screenshot shows the VELUX V-Track application interface. At the top, there is a navigation bar with the VELUX logo and links for Help, Warranty, Home, Contact Us, and Legal Notice. Below this, the 'Order Status' section is displayed. On the left, there are links for 'Order Status' and 'Documents'. The main content area shows a form with the following fields:

- Order date: 07.03.2013
- VELUX Order number: 50017
- Customer Order Ref: [Redacted]
- Address: [Redacted]
- Delivery to: [Redacted]
- Status: Completed

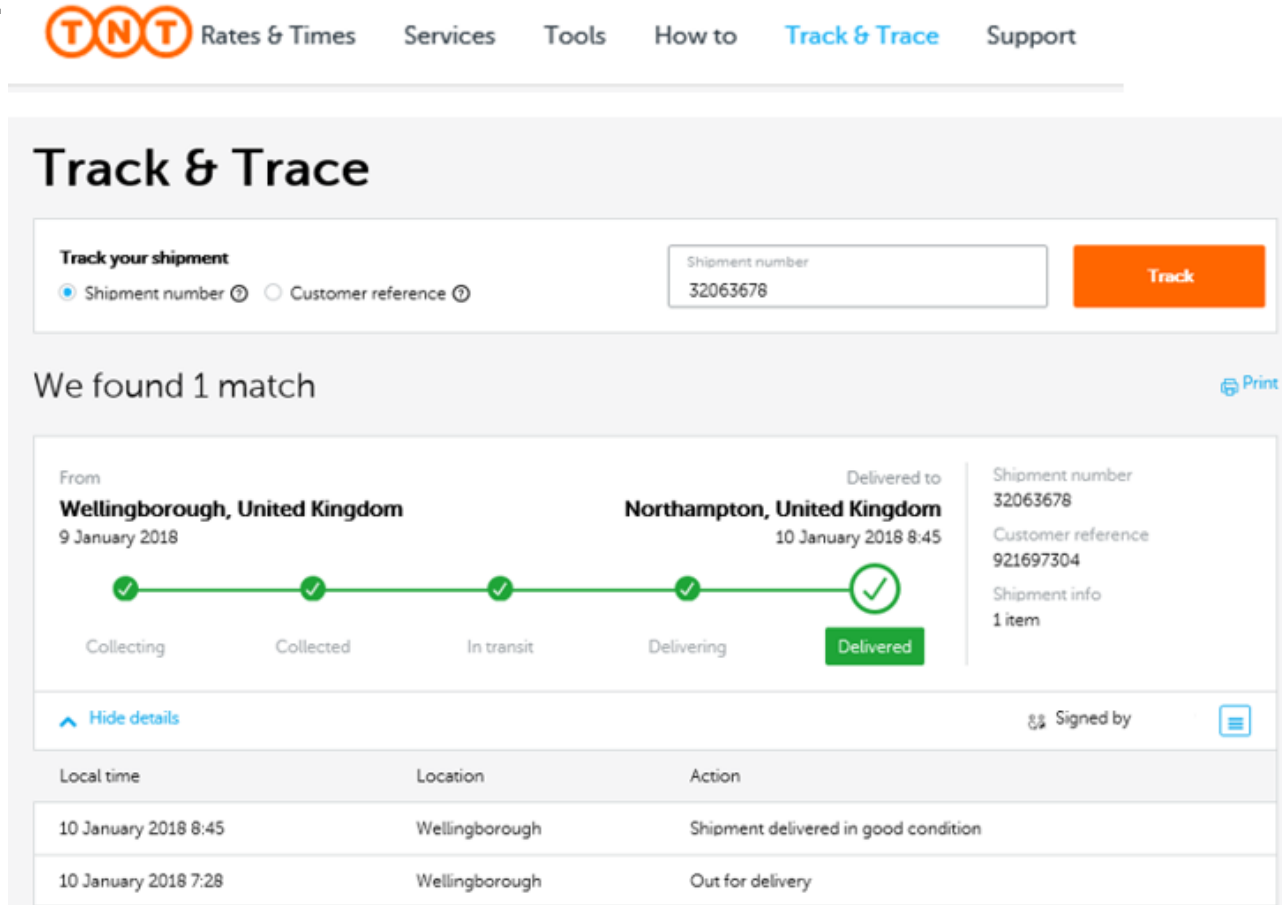
Below the form is a table with the following columns: Order line, Text, Item code, Qty., PC, Description, Req.date, Delivery, Status, Track order, and Shipped on.

Order line	Text	Item code	Qty.	PC	Description	Req.date	Delivery	Status	Track order	Shipped on
000010	6518	GGL C06 805N1	2	ST	Sys. GGL EDN	11.03.2013	11.03.2013	Complete		08.03.2013
000020	6518	GGL C06 3579H	2	ST	Roof window, black al. ext. glazing bar	11.03.2013	11.03.2013	Complete		08.03.2013
000030	6518	EDN C06 2500F	2	ST	Flashing, black al. Flush -40, BDY-F	11.03.2013	11.03.2013	Complete		08.03.2013

Click on the lorry icon  in the “**Track Order**” field,

Tracking Orders with V-Track

This will open up a link to the website of the carrier that delivered your order, and provide you delivery information such as the time and date of delivery, and who signed for the goods.



TNT Rates & Times Services Tools How to **Track & Trace** Support

Track & Trace

Track your shipment

Shipment number Customer reference

Shipment number: 32063678 **Track**

We found 1 match [Print](#)

From
Wellingborough, United Kingdom
 9 January 2018

Delivered to
Northampton, United Kingdom
 10 January 2018 8:45

Shipment number: 32063678
 Customer reference: 921697304
 Shipment info: 1 item

Collecting Collected In transit Delivering **Delivered**

[Hide details](#) [Signed by](#)

Local time	Location	Action
10 January 2018 8:45	Wellingborough	Shipment delivered in good condition
10 January 2018 7:28	Wellingborough	Out for delivery

Download a Delivery note or Invoice

V-Track also provides an application to download or print a copy of your VELUX delivery note or invoice.

Click on the **Documents** link located on the left hand side of the screen.



Order Status


Order Status

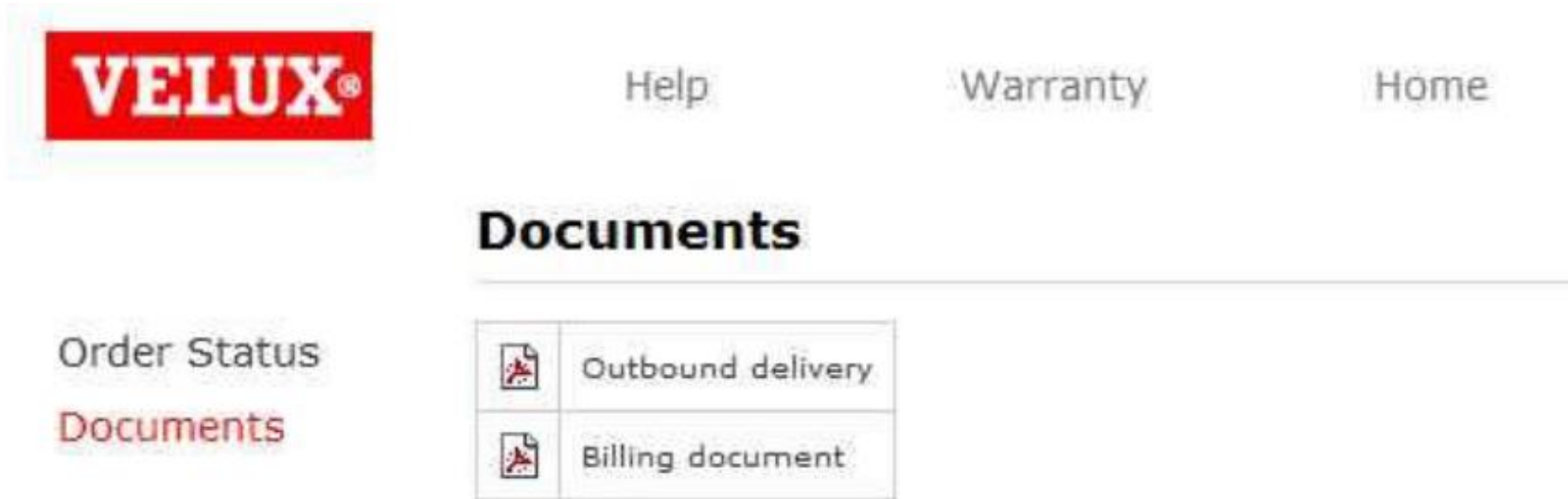
Documents

Order date	17.11.2015
VELUX Order number	5006532464
Customer Order Ref	Todays reorder
Address	0011378562
Delivery to	0010670701
Status	Open

Order line	Text	Item code	Qty.	PC	Description	Req.date	Delivery	Status	Track order	Shipped on
000010		DKL MK04 4562S	1	ST	Blackout blind, Dark pattern	26.11.2015		Open		

Download a Delivery note or Invoice

You should now see the below screen. Clicking on the  .pdf link will open a copy of the delivery note (Outbound delivery) or your invoice (Billing Document). If you invoice via a buying group such as NMBS then you will not be able to view your invoices in Dealernet.



To return to the order confirmation screen, click on the **Order Status** link.