

Dealer Extranet 3

Tracking orders and V-Track



Contents:

Overview	<u>3</u>
Tracking orders	<u>4 - 6</u>
Downloading delivery notes/invoices	<u>7 - 8</u>

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 on a daily basis without having to contact VELUX direct. 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.
- 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 **V-Track status** link

Your Account

[Orders](#)[Invoices](#)[Quotes from VELUX](#)[Quotes for clients](#)

Order: 5007701838

Order date: 07/01/2016

Order reference: 39704

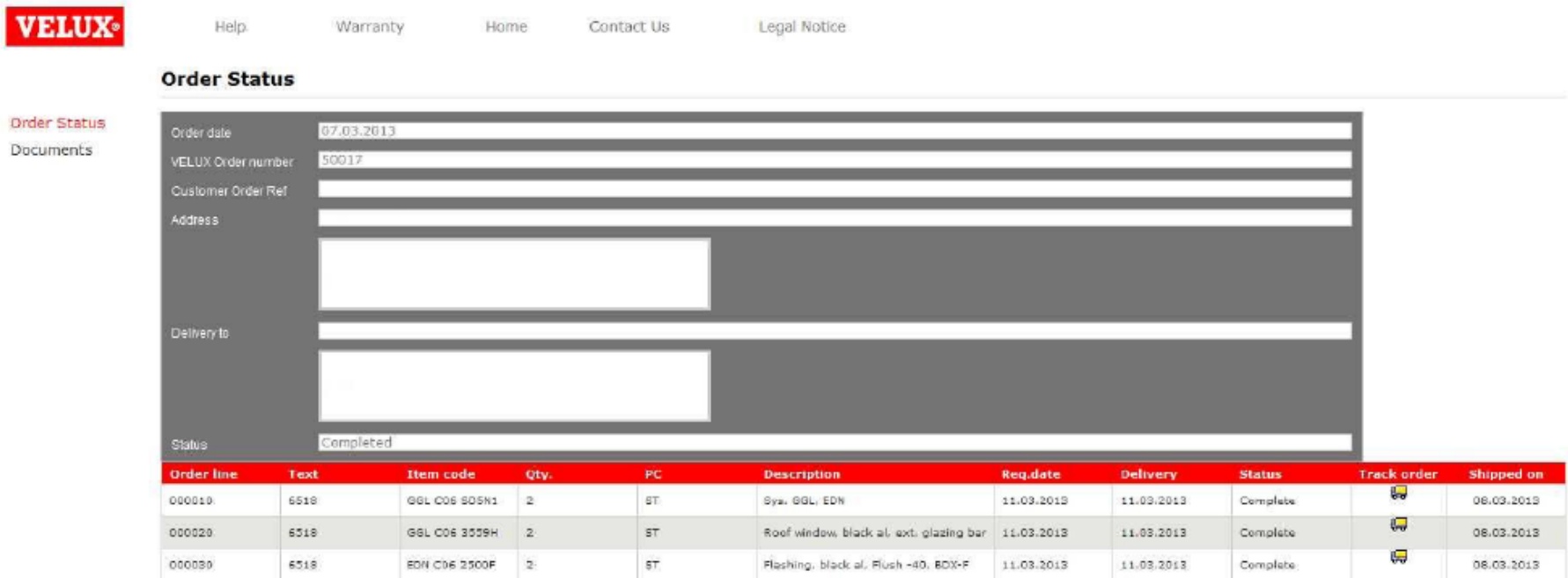
Track and trace (V-Track): [Click here to see V-Track status](#)

Customer information:

Delivery information:

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 on the day 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 is the 'Order Status' section, which includes a sidebar with 'Order Status' and 'Documents' links. The main content area displays order details in a form-like layout:

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

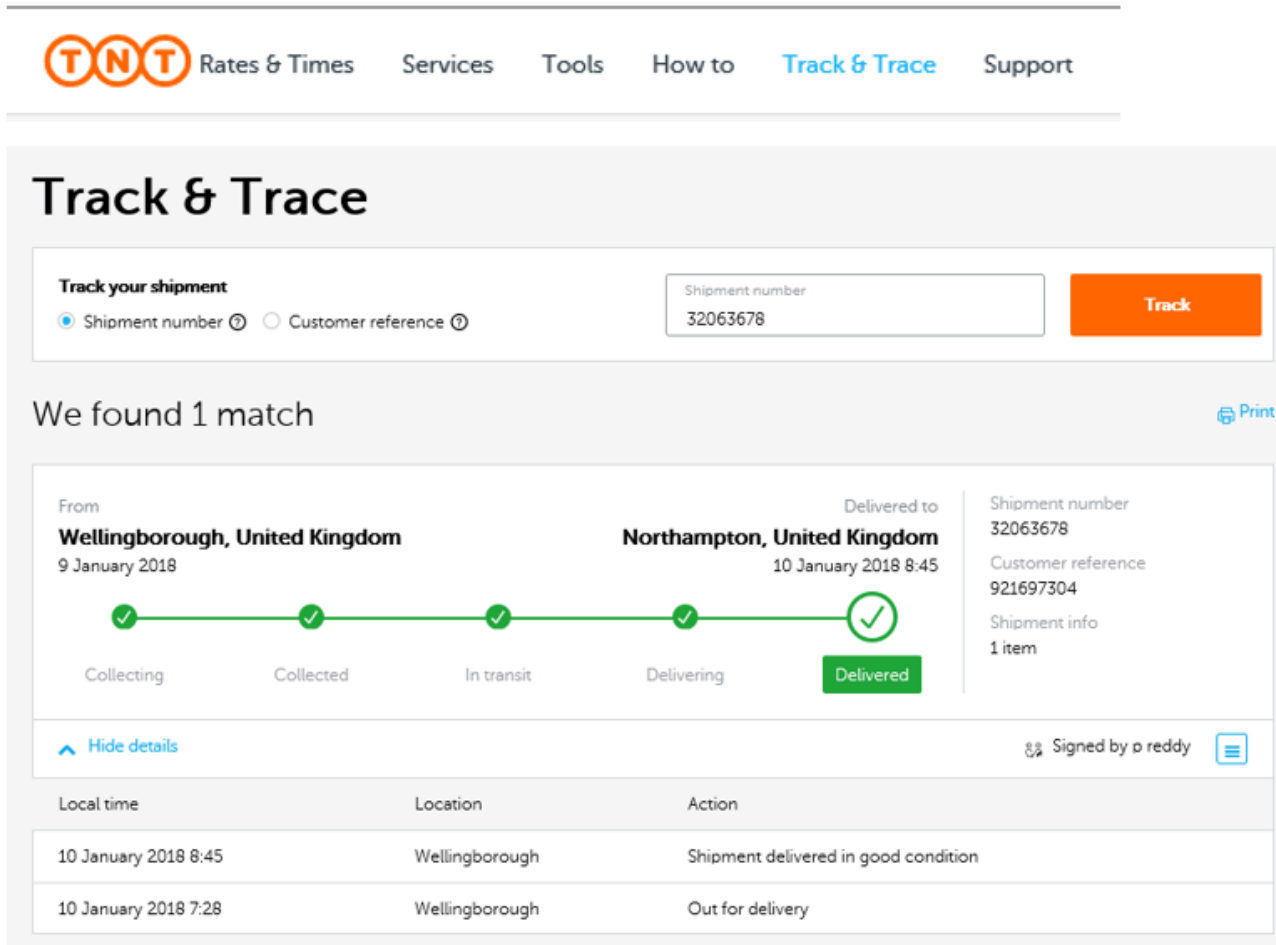
Below the form is a table with the following columns: Order line, Text, Item code, Qty., PC, Description, Req.date, Delivery, Status, Track order, and Shipped on.

Order line	Text	Item code	Qty.	PC	Description	Req.date	Delivery	Status	Track order	Shipped on
000010	6518	GGL C06 205N1	2	ST	Sys. GGL EDN	11.03.2013	11.03.2013	Complete		08.03.2013
000020	6518	GGL C06 3509H	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 who signed for the goods etc.



The screenshot shows the TNT website's tracking interface. At the top, there are navigation links: Rates & Times, Services, Tools, How to, Track & Trace (highlighted), and Support. The main heading is "Track & Trace". Below this is a form to "Track your shipment" with radio buttons for "Shipment number" (selected) and "Customer reference". A text box contains the shipment number "32063678" and an orange "Track" button is to the right.

The results section states "We found 1 match" and includes a "Print" icon. The tracking progress is shown as a horizontal line with five stages: Collecting, Collected, In transit, Delivering, and Delivered. Each stage has a green checkmark, and the "Delivered" stage is highlighted with a green box. The origin is "Wellingborough, United Kingdom" (9 January 2018) and the destination is "Northampton, United Kingdom" (10 January 2018 8:45). To the right, additional details are listed: Shipment number 32063678, Customer reference 921697304, and Shipment info 1 item.

Below the progress bar, there is a "Hide details" link and a signature "Signed by p reddy" with a signature icon. At the bottom, a table provides a detailed log of events:

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

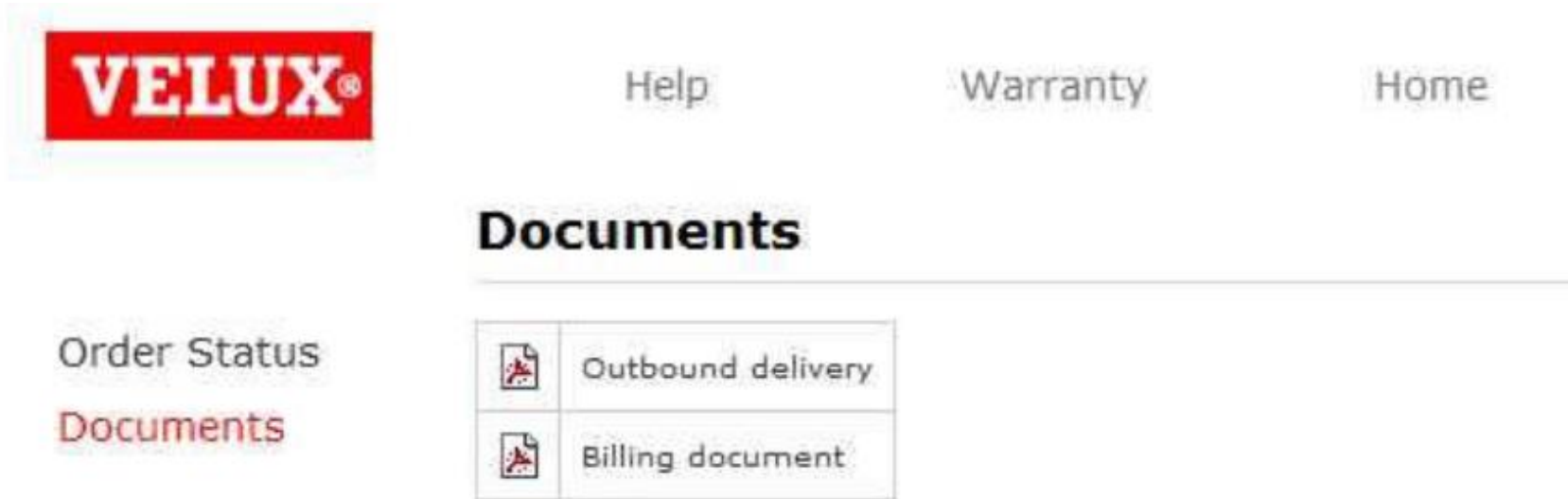
Order Status
Documents

Order date	17.11.2015
VELUX Order number	5006532464
Customer Order Ref	Today's 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.