

# TRACKING PORTAL JOB AID

This job aid shows how to track the progress of a vehicle through the Hitch Transport Management System.

## TO TRACK AN ORDER'S PROGRESS

To track an order the following must have been completed:

- Order must have been created- (To create an order, refer to **"Creating an Order"** Job Aid for details)
- Required fields filled out that includes pick up and drop off contact information with email addresses



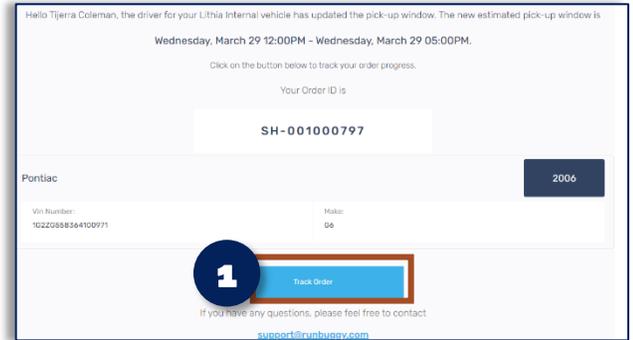
**NOTE:** Once order is created and transport begins, pick up and drop off contacts will receive real time updates via email.

## ORDER PROGRESS AND DOWNLOAD BOL

Once an order is placed, identical emails will be sent to the pick-up and drop off contacts to track the order. When the email is received you can:

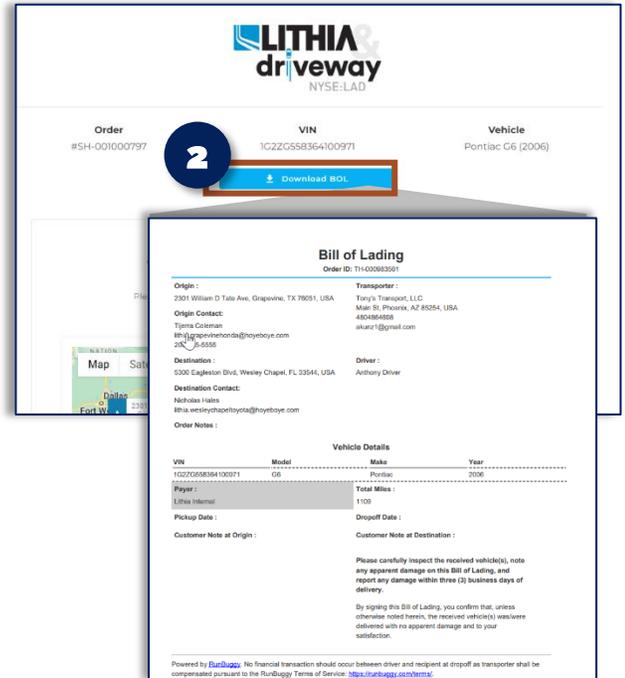
1. Click 

The **"Your Shipment is Being Tracked"** screen will appear.



## To download a BOL:

2. Click 



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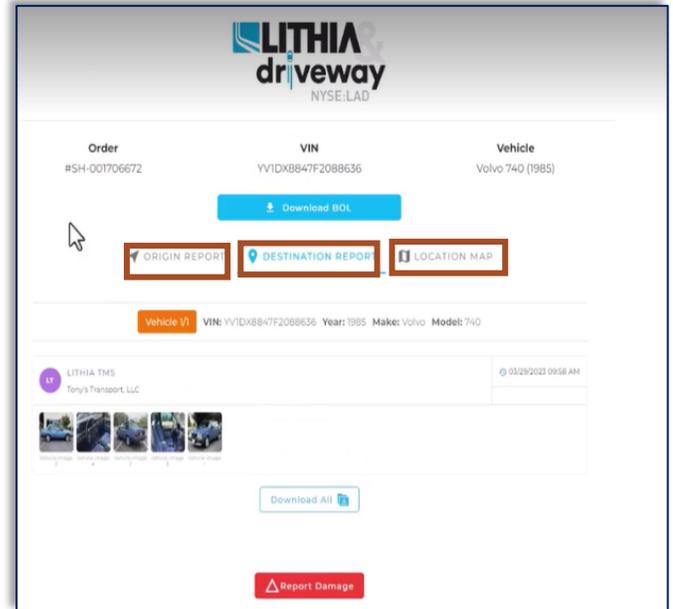
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## ORDER PROGRESS REPORTS

When the order is complete and the vehicle has been dropped off at its requested destination, updates will be sent to email contacts. Reports may be run from the email update received.

Click reports/tracker to see results:

- **Origin Report:** Where the vehicle originated from.
- **Destination Report:** Where the vehicle will be delivered to.
- **Location Map with Tracker:** Where the vehicle is located in real-time



## NO EMAIL TO VIEW ORDER

If you do not have access to the email that contains progress of an order, a URL link may be shared.

1. Navigate to **Order View Details** page
2. Click **Copy Tracking URL**
3. Open email and paste inside email body
4. Send URL to individual who is requesting access

Individual will receive email link with tracking of the vehicle in real time.

