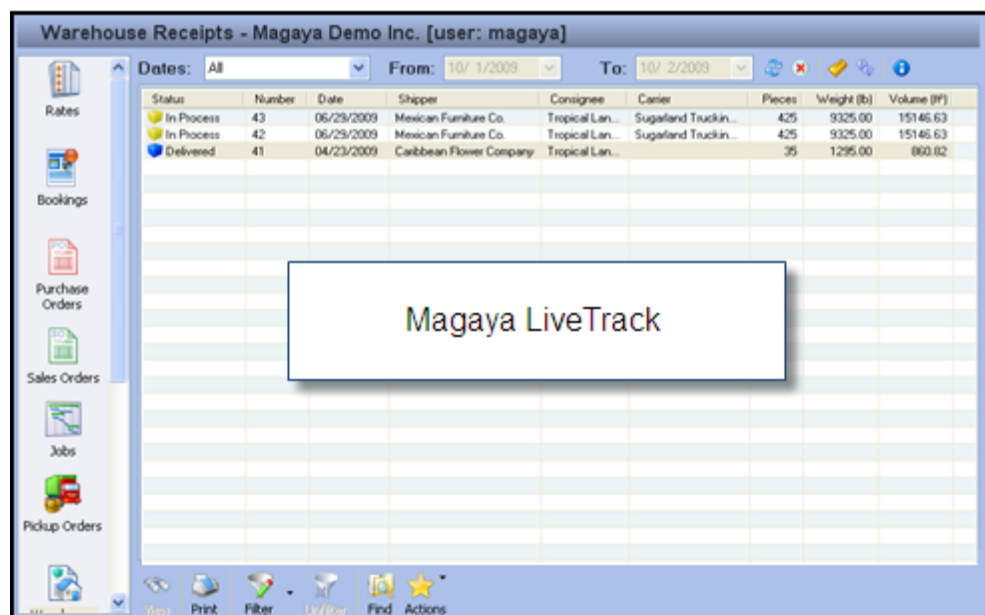


# 5. Magaya LiveTrack

## Introduction

Magaya LiveTrack is a tracking tool that provides online access to Pickup Orders, Warehouse Receipts, Cargo Releases, Shipments, Sales Orders, Purchase Orders, Jobs, Invoices, and more. Your customers and agents can log in to their account from any Internet-connected computer worldwide at any time.

You can make cargo and inventory information and any related transactions viewable online by setting permissions access and giving your customers and agents a secure password. For example, you can set up one account for a company or provide individual access to different people (contacts) at the same company. You can also customize which transactions you want each person to access. They can view and print from Magaya LiveTrack, including printing attached documents such as Air Waybills, Bills of Lading, photographs, etc.



Status	Number	Date	Shipper	Consignee	Carrier	Pieces	Weight (lb)	Volume (CB)
In Process	43	06/29/2009	Mexican Furniture Co.	Tropical Lan...	Sugarland Truckin...	425	9325.00	15146.63
In Process	42	06/29/2009	Mexican Furniture Co.	Tropical Lan...	Sugarland Truckin...	425	9325.00	15146.63
Delivered	41	04/23/2009	Caribbean Flower Company	Tropical Lan...		35	1295.00	860.82

The following explains what is available via Magaya LiveTrack. The options visible depend on which Magaya software product you are using and what you have given your customers permission to access:

- **Rates:** View prices for services related to the movement of cargo. Your customers can see the rates for services and sort through them based on measurement of the cargo, mode of transportation, origin and destination.

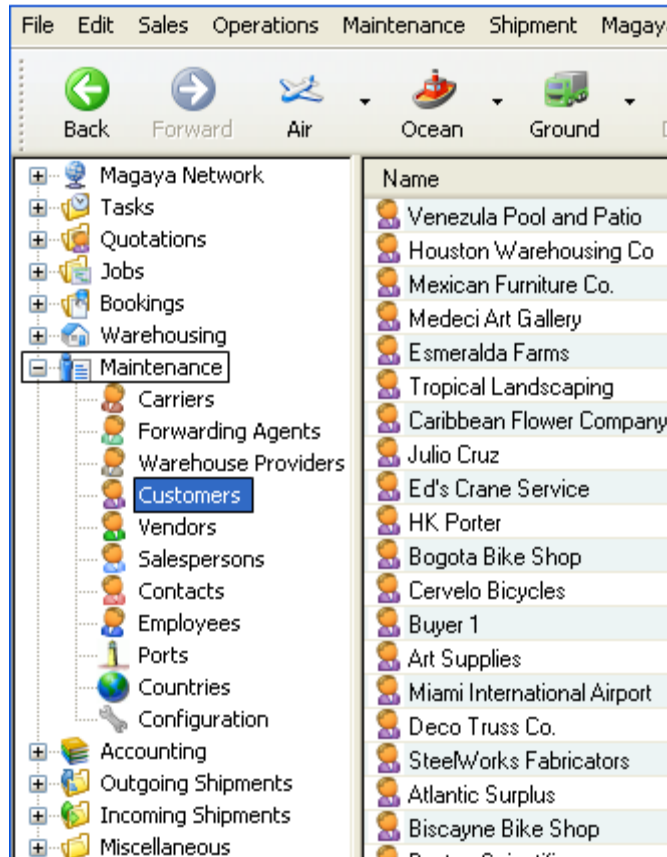
- **Bookings:** Your customers can view existing bookings and place their own bookings.
- **Pickup Orders:** View Pickup Orders to check their status and details such as the shipper, carrier, number of pieces, etc. Customers and agents can create Pickup Orders online to request pick up and delivery of items and to print labels.
- **Warehouse Receipts (WR):** See shipper information, consignee, carrier, item descriptions, date and time received, cargo on hand, in transit or delivered, and more.
- **Cargo Detail:** Shows all the cargo in the warehouse for the customer, i.e., every box in every WR (but not grouped by WR)
- **Inventory:** Shows what inventory is available for customers who keep inventory in your warehouse. View part number, description, serial number, manufacturer, etc. by right-clicking on the commodity.
- **Cargo Releases:** View Cargo Releases and their release date and time, carrier, number of pieces, dimensions, etc. Customers and agents can create Cargo Releases for items they want shipped. The screens are the same as creating an online shipping order. See the section on "Online Shipping Orders" for details.
- **Shipments:** Shows information for a shipment and any documents attached to it such as the air waybill, cargo manifest, etc.
- **Shipping Orders:** Create a shipping order based on items on hand and include delivery instructions.
- **Invoices:** Shows invoices, date and amount due and more. You can also exclude new invoices from viewing online. Set up this option in Maintenance > Configuration > Accounting. You can also configure a customer's profile to give them the option to pay, approve or dispute invoices. See Chapter 9 on Online Payments in the *Magaya Software Communications Manual*, available on the Magaya.com website's Training page.
- **Instant Messenger:** Chat live with agents and customers using the Instant Message screen.

To see items inside a pallet, you can expand the pallet.

## Add Magaya LiveTrack Users & Set Up Permissions

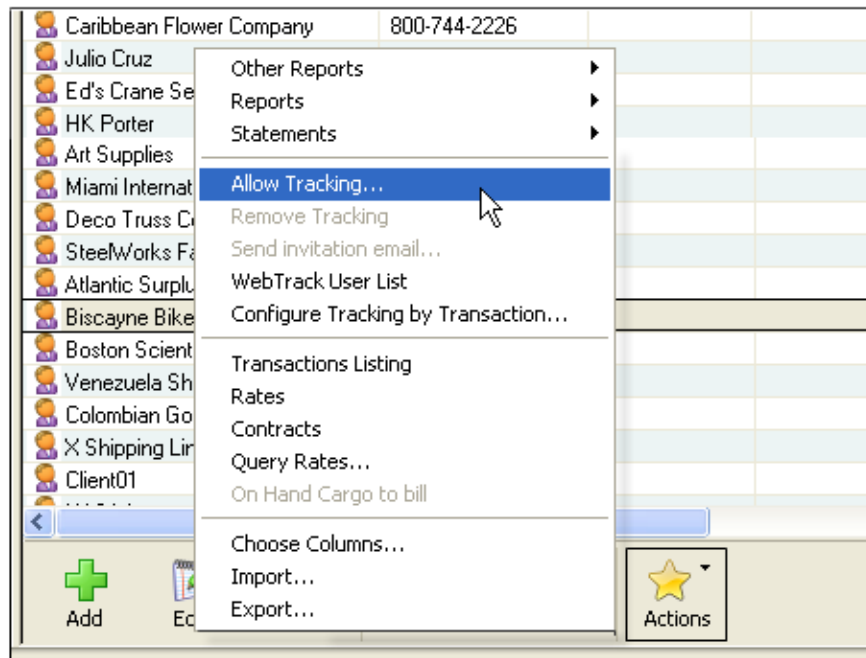
To give your customers access to Magaya LiveTrack, follow these steps:

- 1) Go to the Maintenance folder and click on Customers. (You can also allow Magaya LiveTrack access for individual contacts within a company or forwarding agents by going to Contacts or Forwarding Agents under the Maintenance folder and following these steps. This example will show a customer setup.)

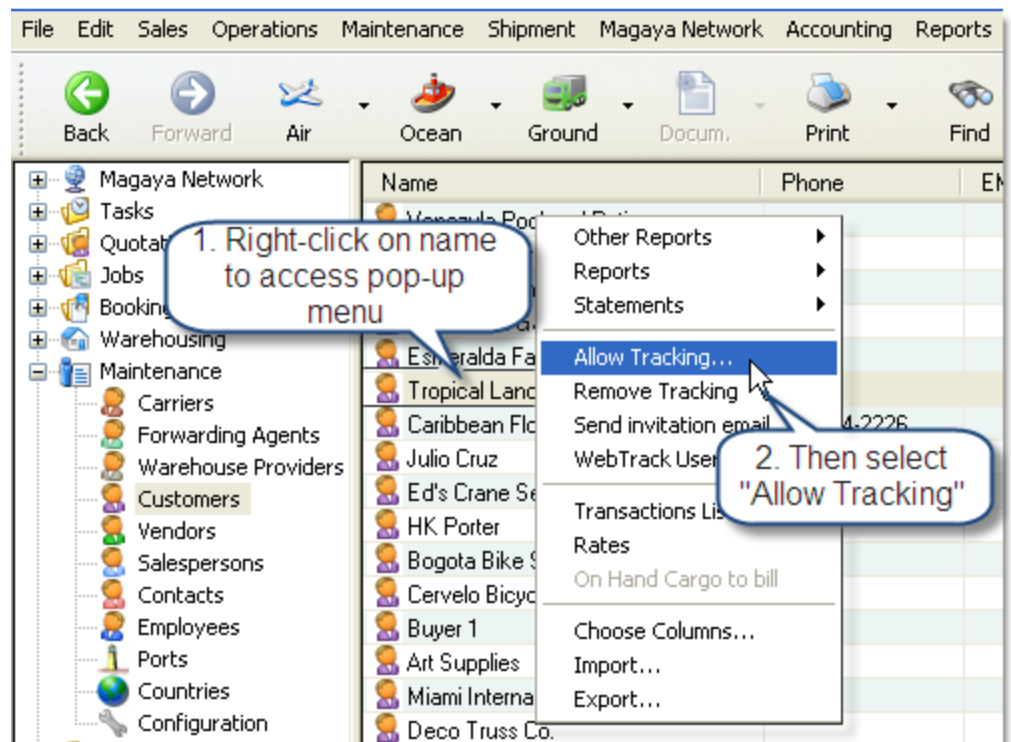


- 2) Click on the customer's name in the list to highlight it.

3) Click on the Actions button and select “Allow Tracking”.

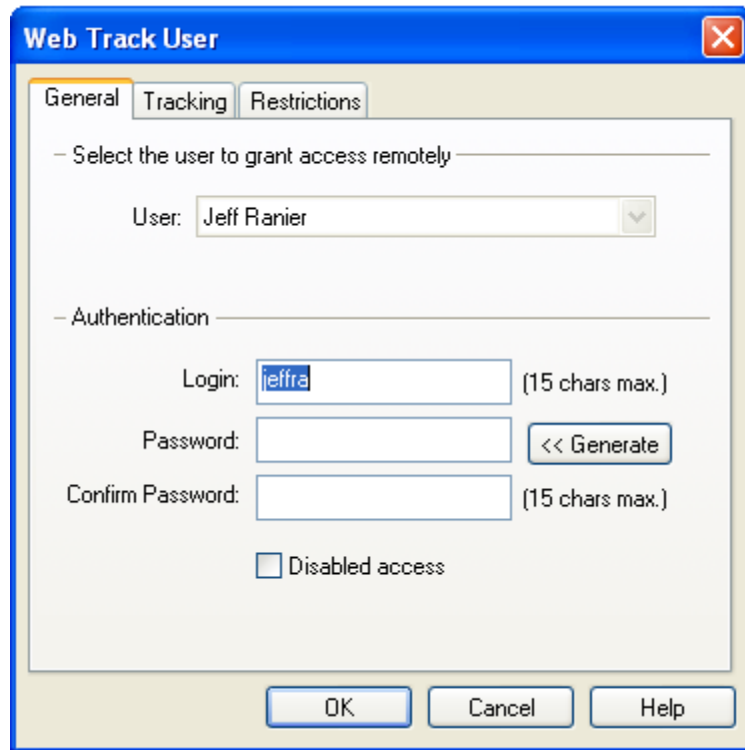


You can also right-click on their name to access the same menu:



A dialog box opens, showing three tabs: The General tab is the first tab; the

second is Tracking; and the third is Restrictions.



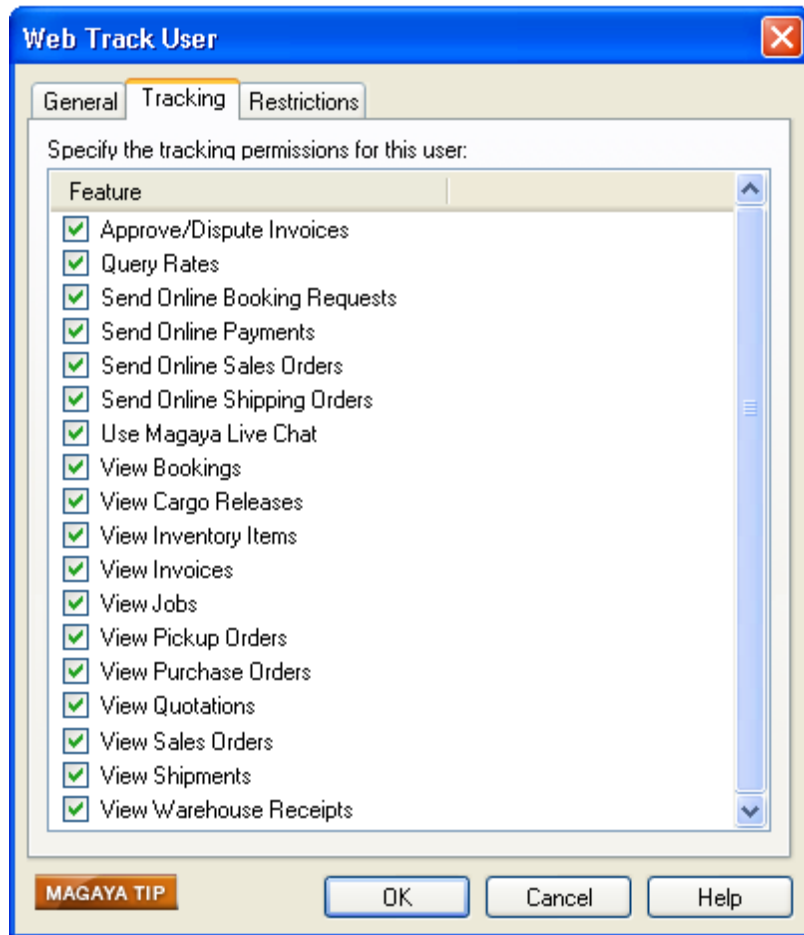
The screenshot shows a dialog box titled "Web Track User" with three tabs: "General", "Tracking", and "Restrictions". The "General" tab is active. It contains the following fields and controls:

- A section titled "Select the user to grant access remotely" with a dropdown menu showing "User: Jeff Ranier".
- A section titled "Authentication" with a "Login:" field containing "jeffra" and a "(15 chars max.)" label.
- A "Password:" field and a "<< Generate" button.
- A "Confirm Password:" field and a "(15 chars max.)" label.
- A checkbox labeled "Disabled access" which is currently unchecked.
- At the bottom, there are "OK", "Cancel", and "Help" buttons.

- 4) The General tab includes fields for the user name, login, and password. The system generates a login name. You can override the system-generated login name and create your own by typing into the field. Create a password for your customer. You can also click the “Generate” button to get a password generated by the system. This password will be included in the email invitation that you will send the customer after you complete these steps.

- 5) On the Tracking tab, click in the boxes to specify the tracking permissions for this user.

Uncheck any functions that are checked by default as needed.



*Note:* The features listed will be those available in your Magaya software product.

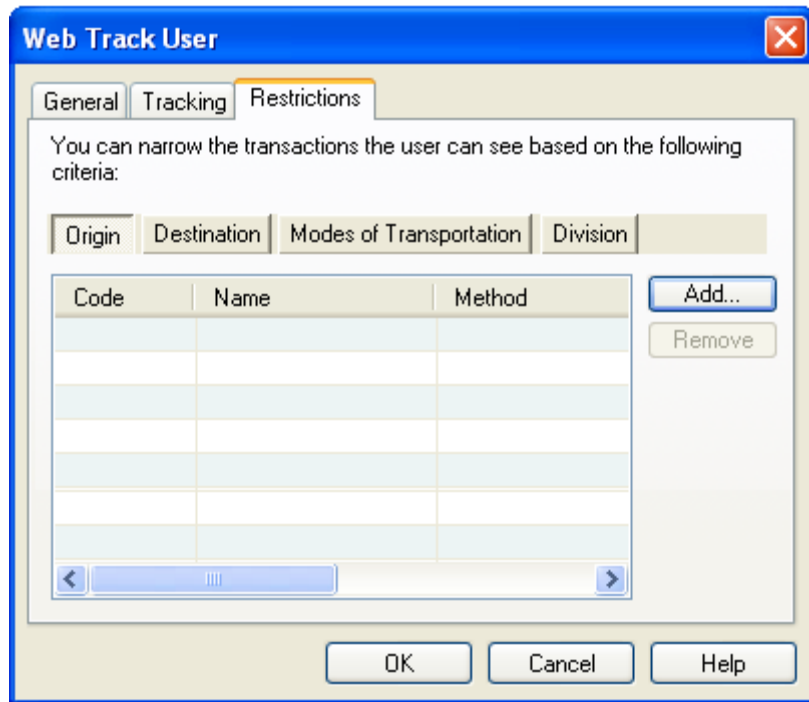
- 6) Click on the Restrictions tab (optional). This tab allows you to narrow the transactions the user can see.

The restrictions can be set by Origin, Destination, and Mode of Transportation. If you do not add any restrictions, the system will give the user access to all modes by default.

**Origin:** Origin is the first choice available on this tab. Click on the Add button. The Port list opens. Select origin ports you want to give this user access to. The list in this screen will populate with the ports you select.

**Destination:** Click on “Destinations”, and click the Add button. The Port list opens. Select the destination ports you want to give this user access to. The list in this screen will populate with the ports you select.

**Modes of Transportation:** Click on “Modes of Transportation” and click the Add button. A list of transportation modes opens. Select the modes that you want to give this user access to, and they will be saved in the list.



- 7) Click the OK button to save.
- 8) Email your customer an invitation so they can begin to use the Magaya LiveTrack:
  - Right-click on their name in the Customer list and select “Send invitation email”. (You can also click on the Actions button to send an invitation email.) The system will generate an email message that includes the link they will use to log in, their user name and password, and a list of the transactions that they can access. The text of

the generated email message is the text you set up in the Configuration menu. It can be changed if needed. Click Send.

Now your customer can begin using Magaya LiveTrack.

**System Alerts:**

When a customer uses the online tracking to make requests, an alert can be sent to you. Set up the alerts in Maintenance > Configuration > System Alerts.

The screenshot shows a 'System Alert' dialog box with the following fields and options:

- When:** A dropdown menu set to 'Online Pickup Order is received'.
- Internal Notification:** A horizontal line separator.
- Employee:** A dropdown menu set to 'Operations Manager'.
- Alert by Email:** An unchecked checkbox.
- Alert by Task:** A checked checkbox.
- External Notification:** A horizontal line separator.
- Send Email to Sender:** An unchecked checkbox.
- Message:** A horizontal line separator.
- Subject:** A text field containing 'An Online Pickup Order was received'.
- Body:** A text area containing 'An online Pickup Order has been received. Please review it and distribute it as needed.'
- Enabled:** An unchecked checkbox.
- Buttons:** 'OK', 'Cancel', and 'Help' buttons at the bottom right.

There are many options for different alerts. Click the dropdown menu for the “When” field to see options. Edit other fields as needed.

Go to your Magaya Network Messages Inbox to receive the messages (or the Task folder, per your setup). Process the request. You can see who created the online request by adding a column “Online Creator” to the list such as the Pickup Orders list (or other lists). Go to the Choose Columns options from the Actions button.

## Customers' Tracking Invitation Email Message

After you add a customer as a user of Magaya LiveTrack, you can send them an invitation email. You can customize the text of that invitation email.

Go to Maintenance > Configuration. Click on "Outgoing Messages".

The Outgoing Messages screen provides setup options such as how you want to send email messages, shipment, and charges information.

**Outgoing Messages**

Email

Send email using Windows default email client  
 Send email using Magaya email client

Configure...

Formats

Document format PDF  
Report format HTML

Send only the master shipment to the Carrier  
 Send transactions income charges to destination agents  
 Send transactions expense charges to destination agents

Tracking Invitation options

Customer Tracking Invitation Email

Email Subject:  
Track your cargo now online!

Email Body:  
Dear Customer:  
In our never-ending effort to provide you with the best customer service available, we now offer you the ability to check the status of your cargo online using the best available tracking tool. You will be able to see:

- Pickup Orders
- Warehouse Receipts
- Inventory items
- Cargo Releases
- Shipments with Air waybills, bills of lading and other related documents
- Invoices

This section of the manual will focus on the "Customer Tracking Invitation Email". The configuration on sending outgoing transaction messages is covered in Chapter 2, "Magaya Network," of the *Magaya Software Communications Manual*.

The Magaya system includes a pre-written email message. You can change the text in the tracking invitation email subject line and body of the message. Your customers will see this text when they receive an invitation message from you that gives the customer access to Magaya LiveTrack.

Click the Save or Reset button.

To send the invitation, go to the Customer list, right-click on the customer name and select “Send Invitation Email” from the pop-up menu.


## How to Use Magaya LiveTrack

Since Magaya LiveTrack is a Web-based system, you or your customers can log in from any computer that is connected to the Internet.

You can integrate Magaya LiveTrack into your website so your customers can log in. Contact your Magaya sales representative for details. If your customers log in to Magaya LiveTrack on your website, they will only need a login name and password. If your customers log into the Magaya LiveTrack screen on Magaya.com, they will also need your Cargo Agent Network ID.



- 1) Go to the website where Magaya LiveTrack is located:
  - Your website, or
  - www.Magaya.com
- 2) Enter the following: user name and password (and Cargo Agent Network ID if needed).

<b>Cargo Agent Network ID:</b>	
	<b>Login Name:</b> <input type="text"/>
	<b>Password:</b> <input type="password"/>
<input type="button" value="Login"/>	

Customers log in to Magaya LiveTrack with the password that you give them in the invitation email, as explained in the section “How to Set Up Magaya LiveTrack Users & Permission”. When a customer (or agent) clicks on the link in the invitation email, a web page opens. Their login will enable them to see the transactions that they have permission to access.

## The Magaya LiveTrack Interface

### Showing Your Customers How to Use Magaya LiveTrack:

When you offer Magaya LiveTrack access to your customers, tell them what transactions they will be able to see. The following explains the features and how to use them.

**Caution!** Do NOT click your browser’s Back button. It will take you out of your LiveTrack session. You will need to log in again.

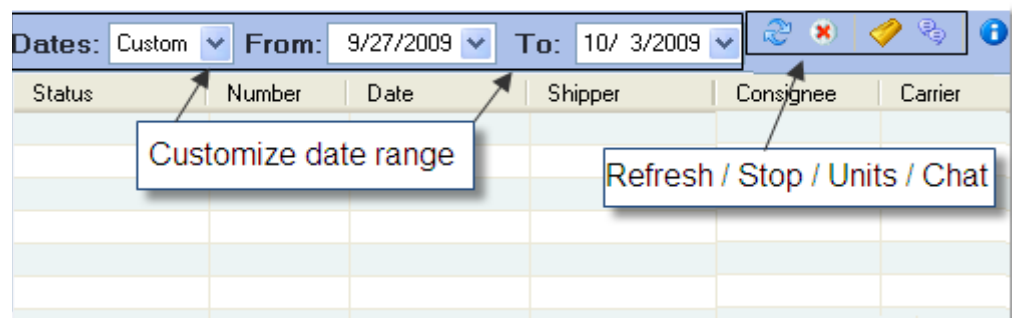
The Magaya LiveTrack screen has a menu on the left that shows the transactions you have given customers access to such as Rates, Bookings, Warehouse Receipts, Cargo Detail, Inventory, etc. What they see depends on their permissions.

The Date filter across the top can be used to view specific transactions based on a date range:

- Click on the Dates dropdown menu and select a timeframe such as “This Week”, “This Month”, “Last Three Months”, etc.
- To select a specific date range, select “Custom” in the Dates dropdown. Use the dropdowns for “From” and “To” to select the dates from the pop-up calendars.

To widen a column, drag the column header to the desired width. To rearrange the order of the columns, click and drag the column headers to the desired place, or click on the Actions button and select “Choose Columns”. Make changes in the dialog box.

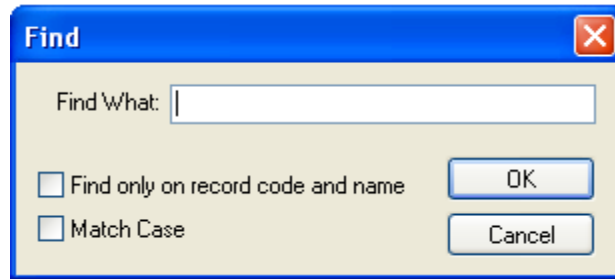
Other buttons on the top are: Refresh, Stop, Units, Chat, and About.



Other functions in Magaya LiveTrack include buttons for the following:



- **View:** Select a transaction and click the View button to see the details of the transaction. Custom stylesheets are available; contact Magaya.
- **Print:** Print a document when viewing it.
- **Filter:** Standard and Advanced filters are useful when lists are too long to scroll through. See the “*Magaya Cargo System Operations Manual*” for instructions on using filters.
- **Find:** To search for transactions. Click the Find button to open the Find dialog box:

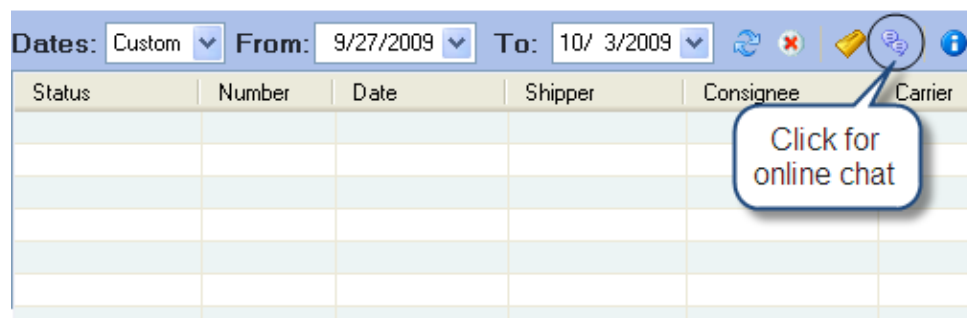


*Note:* Using the Find button or the Filter will display only those items you determine. To view the whole list again, click on the Unfilter button.

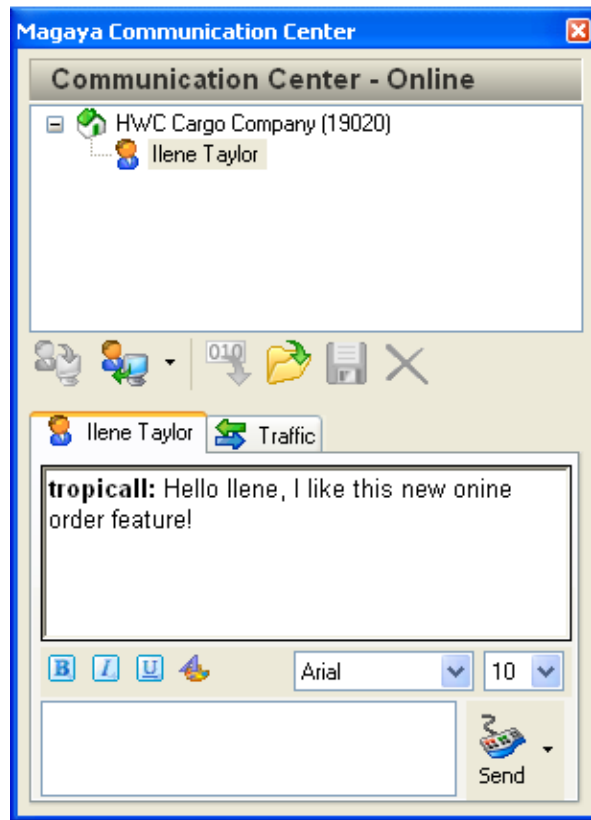
- **Actions:** Choose columns, find, or export data as a PDF, CSV, XML, or HTML. Statistics shows totals of weight, volume, etc. for a list.

## Instant Messenger Chat

Magaya LiveTrack provides an Instant Messenger button that you, agents, and customer can use to chat live. Click on the Chat button to open the Communication Center window.



With the Magaya Communication Center chat feature, you can do more than chat. There are buttons to send Magaya transaction files and any documents in your system or on your computer. You can also download files that are sent to you and more.



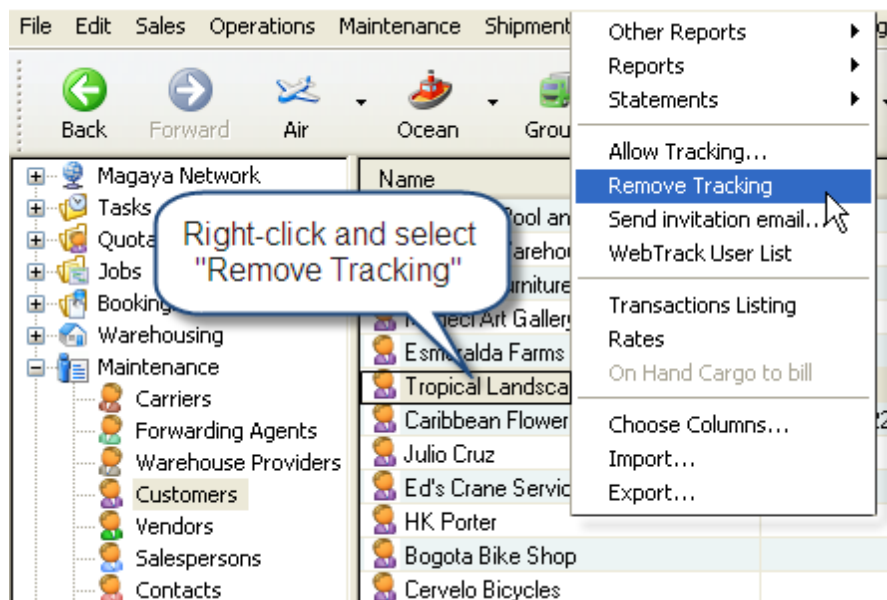
For details on using the Magaya Communication Center chat window, see the topic "The Magaya Network".

## Other Actions for Magaya LiveTrack

### Disable Access for a User:

- 1) Go to the Customer list under the Maintenance folder. (This can also be done for Contacts or Forwarding Agents).
- 2) Select the Customer name. (Or right-click on the name.)

- 3) Click on the Actions button and select “Remove Tracking”.



#### To Change User Access:

- 1) Go to the Customer list under the Maintenance folder (or Contacts or Forwarding Agent).
- 2) Select the Customer name (or contact or agent’s name). You can also right-click on the name. Select “Allow Tracking”. The tracking dialog box opens.
- 3) Go to the Tracking Tab. Uncheck the boxes for the transactions that you do not want the user to access. Click the OK button to save changes.

## Working with Transactions in Magaya LiveTrack

Click on the icon for the transaction you want to view or work with such as Warehouse Receipts, Cargo Releases, Shipments, etc. The icons visible will depend on each person’s permissions setup.

In any list, to open a transaction and view it, double-click on it. The next sections will explain the transactions available.

Attachments can be saved by clicking on the attachment icon to select it and clicking on the “Save” button.

## Rates

In the Rates section, your customers can query and view the rates (prices) for services related to the movement of cargo that you have created in your Magaya system for air, ocean, and ground service.

- Select the type of rate wanted by selecting the method (air, ocean, ground) and click the Refresh button. View the rates by origin and destination by using the “From” and “To” dropdowns.

Any available rates will appear in the list. To view details of a rate, double-click on it in the list. A window opens showing the information:

The screenshot shows the 'Standard rate' window in the Magaya LiveTrack interface. The window title is 'Standard rate' and it has a close button (X) in the top right corner. Below the title bar are navigation buttons: Back, Home, Forward, View, Print, and Close. The main content area displays the following information:

Port of Origin		Port of Destination	
<b>Name:</b> Miami	<b>Country:</b> UNITED STATES	<b>Name:</b> Maracaibo	<b>Country:</b> VENEZUELA

Rate by package			
<b>Container:</b>	20 Ft. Dry Freight	<b>Price:</b>	USD 1000.00
<b>Container:</b>	40 Ft. Dry Freight	<b>Price:</b>	USD 1900.00

## Online Bookings

With the Online Bookings feature in Magaya LiveTrack, your customers make their own bookings (reservations) to schedule their cargo on an air, ocean, or ground trip. You can configure your system to accept any bookings they enter, or to use trip information you entered in your Trip Schedule. (The steps for adding trips is explained in the *Magaya Cargo System Operations Manual* in Chapter 13.)

Online Bookings is a plug-in for the Magaya Cargo System and for the Magaya Supply Chain solution. To offer your customers the option to make reservations

online, you must first activate it in your Magaya account. Contact your Magaya representative so they can turn on the function.

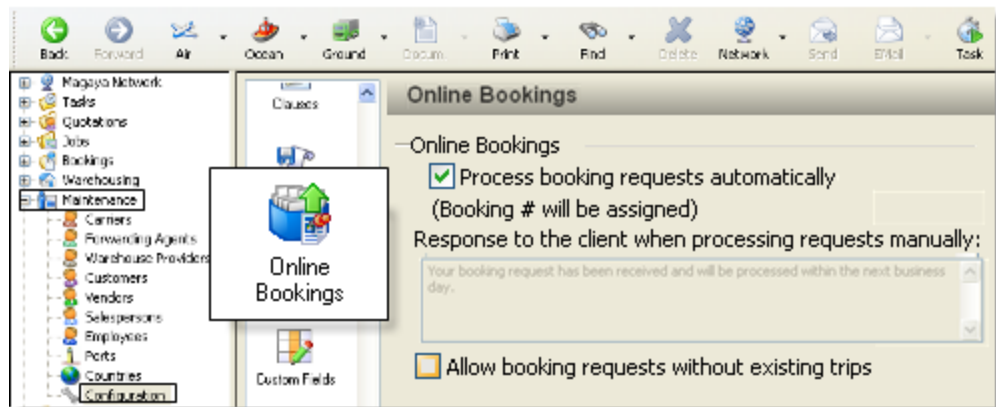
The following sections will explain how to set up and use online bookings in Magaya Explorer and in Magaya LiveTrack:

- 1) How to set up your Magaya system to handle online bookings
- 2) How your customers can use online bookings
- 3) How you receive online booking requests in your Magaya software

## 1: Set Up Online Bookings in Your Magaya System

Configure your Magaya system to accept online bookings:

- 1) Go to the Maintenance folder > Configuration > Online Bookings:



- 2) Select the options to configure how you want to receive online booking requests:

To process booking requests automatically, check the box “Process booking requests automatically”. When a customer places a booking request, the system will reply automatically with a booking number and booking transactions will be saved in your Booking List.

If you do not check this box, the booking will not be saved in the Booking List. Use this option if you want to manually verify each booking request you receive before saving it to the Booking List for processing. The customer will receive the following default message: “Your booking request has been received and will be processed within the next business day.” You can change this default message to any text you want.

Check the box “Allow booking requests without existing trips” if you want to accept booking requests that do not match any trip in your Trip Schedule. This option is useful for freight forwarders or NVOCC’s who

book with the shipping line after they receive the request from the customer. This will allow customers to enter any origins and destinations and any modes of transport.

- 3) Go to the Maintenance folder and click on Customers to give your customer(s) access to Online Bookings by making a few changes in their customer profile:
  - a) Click on the customer's name in the list to highlight it.
  - b) Click on the Actions button and select "Allow Tracking" (or right-click on the customer name).

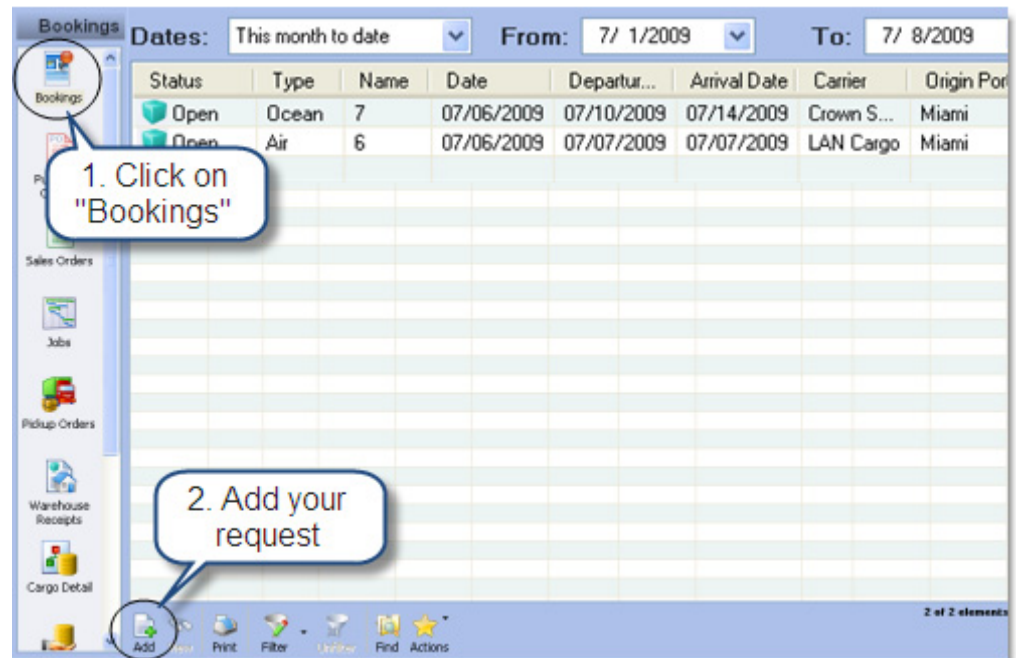
A dialog box opens, showing three tabs - General, Tracking, and Restrictions. Check the checkbox for Online Bookings on the Tracking tab. Set up the customer's login and password if you have not done so before. For details on this process, see the section "How to Set Up Magaya LiveTrack Users & Permissions".

## 2: How Customers Use Online Bookings

If you have Magaya LiveTrack integrated into your website, your customers will access the Online Bookings feature in Magaya LiveTrack from your website. It can also be accessed by going to Magaya.com and clicking on "Tracking". (Your customers will need your Cargo Agent Network ID, login name, and password.)

Your customers can make their own bookings by following these steps. This example will use a demo customer name “Tropical Landscaping” (called Tropical) to illustrate the process.

- 1) Click on the Bookings icon in the menu. If any bookings have been processed previously, they will be displayed in the list for the date range selected.
- 2) Click on the Add button to create a new booking request.



3) A wizard opens:

**Booking Request Wizard**

**General Information**  
Enter the general information for this booking request such as Origin and Destination ports and the estimated date ranges for departure and arrival.

Type: Unknown

From: To:

Departure Date Range: 4/ 5/2011 4/ 8/2011

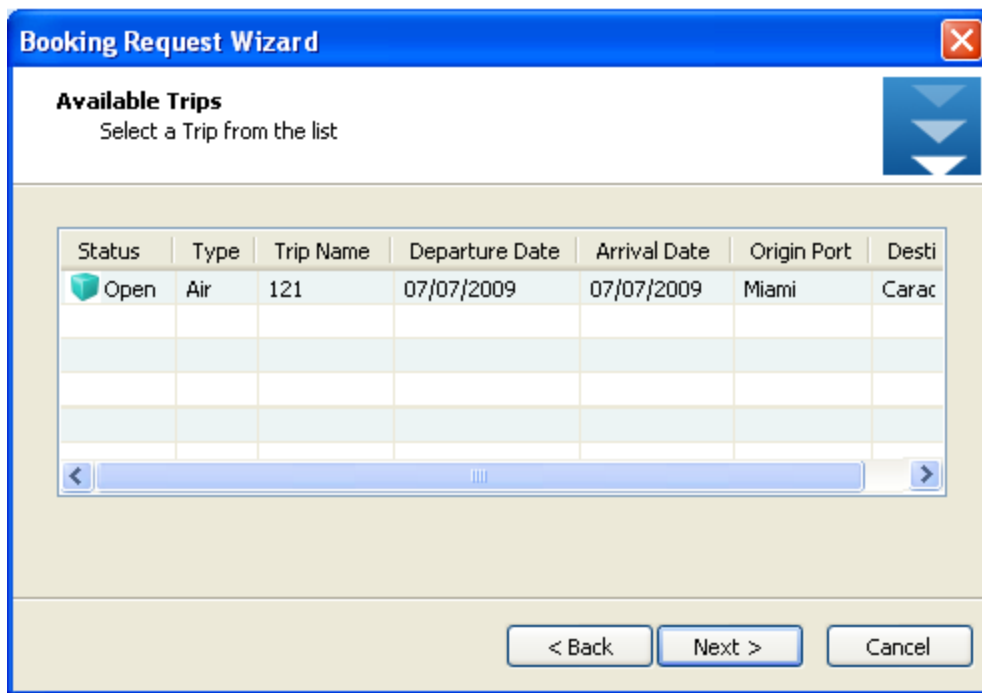
Arrival Date Range: 4/18/2011 4/22/2011

< Back Next > Cancel

- a) Select the mode of transport: Air, Ocean, or Ground. If the customer does not know what type to choose, they can select “Unknown”. (The “Unknown” option will show all trips of all modes of transportation for the ports you specify.)
- b) Select the Origin port from the dropdown list “From”. Select the Destination port from the dropdown list “To”. The dropdown lists show ports set up in your Magaya Explorer under the Maintenance folder in Ports.
- c) Select the dates for the departure and arrival. For example, if the departure must be on a certain day, enter the same date for each field. Otherwise, select a beginning and end date for a date range, and the system will search in all those available dates to schedule the booking.

- If you are a Carrier, your system can offer air waybill numbers to your customers (freight forwarders) so they can select them. This option is not shown in this screenshot.

If the request matches any of the trips in your Trip Schedule, they will be listed in the next screen:



The customer will select the trip that best meets their needs, and click the "Next" button.

If no trips are available, this means the origin and destination entered do not match any trips in the Trip Schedule. A dialog box will ask if you want to place the request without a trip. Click Yes to continue. Click No to return to the screen and select other ports. *Note:* To allow your customers to enter trips regardless of mode or ports, change the configuration of your system to allow booking requests that are not in your Trip Schedule.

4) The next screen is used for entering the cargo information.

**Booking Request Wizard**

**Cargo Information**  
Enter the cargo information for this booking request. You can reserve full equipments or just enter the loose cargo.

**Cargo Type**

By Equipment  Loose Cargo

Description of goods:  
patio furniture

Pieces	Type	Weight (lb)	Volume (ft <sup>3</sup> )	Description
12	Box	35.00	12.00	patio tables
18	Crate	0.00	0.00	patio barstools
	Crate			
	Cylinder			
	Drum			
	Dry Bulk			

Add Delete

< Back Next > Cancel

- To enter cargo information for this booking request, follow these steps:
  - a) Select the type of cargo: “By Equipment” means a container. “Loose Cargo” means individual packages. Only the Equipment (containers) you have available will show in the list.
  - b) Enter a description of the goods.
  - c) Click on the Add button to add cargo:

Click on the cells in the table to enter the pieces, weight, and description.

Click on the “Type” cell to activate a dropdown list of choices.

The customer can add as many lines in the table as needed for all the cargo items.

- 5) Click the “Next” button to go to the next screen in the Booking Request Wizard. This screen contains fields to enter the information about the entities (Shipper and Consignee):

**Booking Request Wizard**

**Select the entities**  
Select the entities involved in this booking request. If there are other entities that you want to list, please enter them as notes in the next screen.

**Shipper**

Name: Tropical Landscaping

Address

Street and Numbers: Set...  
3252 SW 127th Street

City: Miami State: FL

Country: UNITED STATES Zip Code: 33145

**Consignee**

Name:

Address

Street and Numbers: Set...

City: State:

Country: Zip Code:

< Back Next Cancel

- The customer selects the Shipper (Tropical) and Consignee names. To enter the address, click on the “Set” button.
- 6) Click the “Next” button to go to the next screen in the Booking Request Wizard. Enter any notes as needed.

7) Click the “Next” button. A summary screen appears.

**Booking Request Wizard**

**Booking Request Summary**  
Please, verify the booking request summary and if everything is correct click on Submit.

Air Booking Confirmation	
<b>Number:</b>	NONE
Executed Date:	Jul/06/2009
Executed By:	
Status:	Open
Direction:	Outgoing

Client Information	Equipment Delivery Address
Tropical Landscaping 12 Coral Ridge Drive Cutler Bay, FL UNITED STATES	Tropical Landscaping 12 Coral Ridge Drive Cutler Bay, FL UNITED STATES

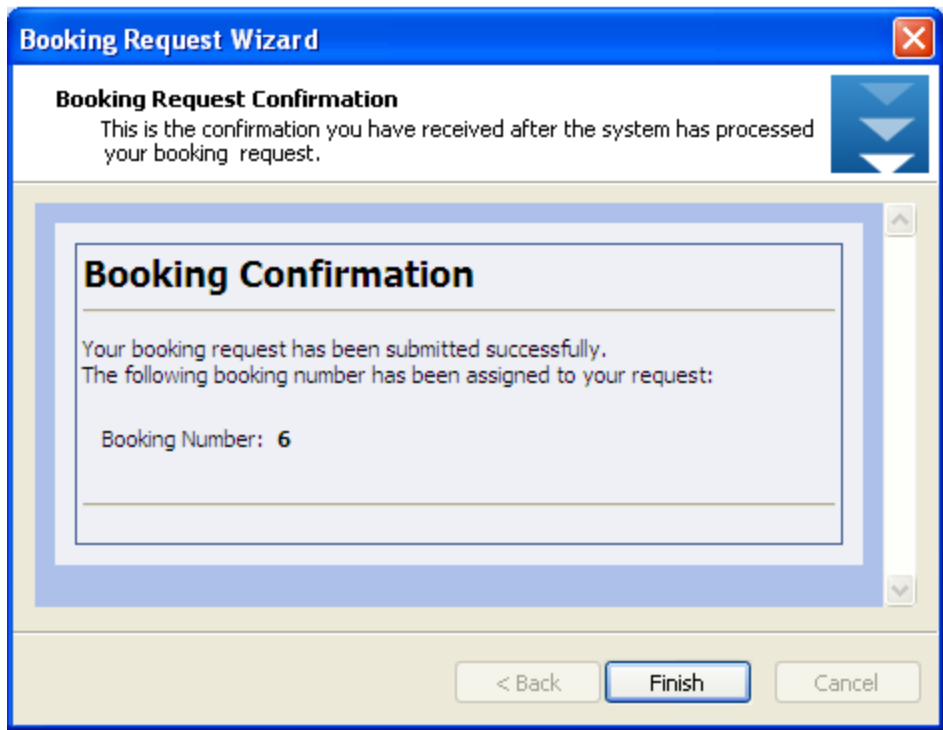
Routing Information	
Carrier Name:	Cut off Date: Jul/06/2009
Port of Origin: Miami	Departure Date: Jul/07/2009 11:06 AM
Port of Destination: Caracas	Arrival Date: Jul/07/2009 11:06 AM

Flight Numbers:

< Back   Submit   Cancel

- The customer verifies all the information. The “Back” button in the wizard can be used to return to a previous screen to make a change if needed.

- 8) Click the “Submit” button. A confirmation screen appears telling the customer the booking has been submitted successfully. This example shows a booking number:



- 9) The customer clicks the “Finish” button.

The booking will appear in the customer’s (Tropical’s) booking list in Magaya LiveTrack:

Status	Type	Name	Date	Departur...	Arrival Date	Carrier	Origin Po
Open	Air	6	07/06/2009	07/07/2009	07/07/2009		Miami

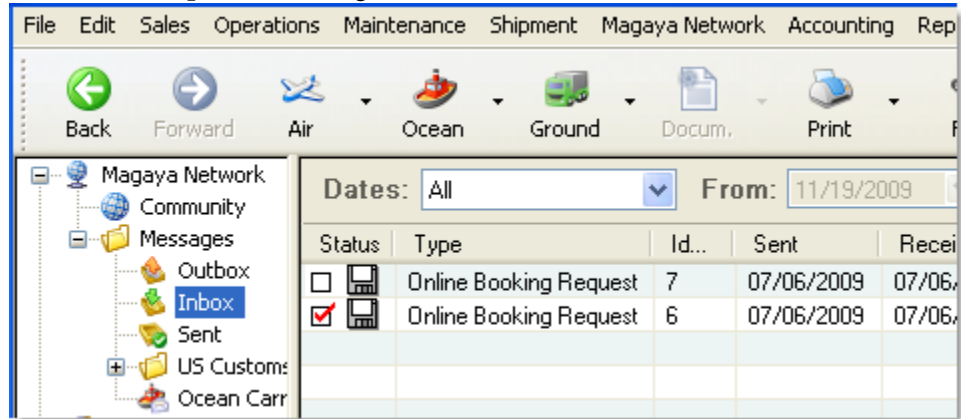
The status of this booking is “Open”.

### 3: How you Receive Online Booking Requests in Your Magaya Software

When a customer sends a booking request to your system, it will appear in your Magaya Network Messages inbox.

If you have selected the option “Process Booking Requests Automatically” in the configuration, the booking will be saved automatically in your booking list.

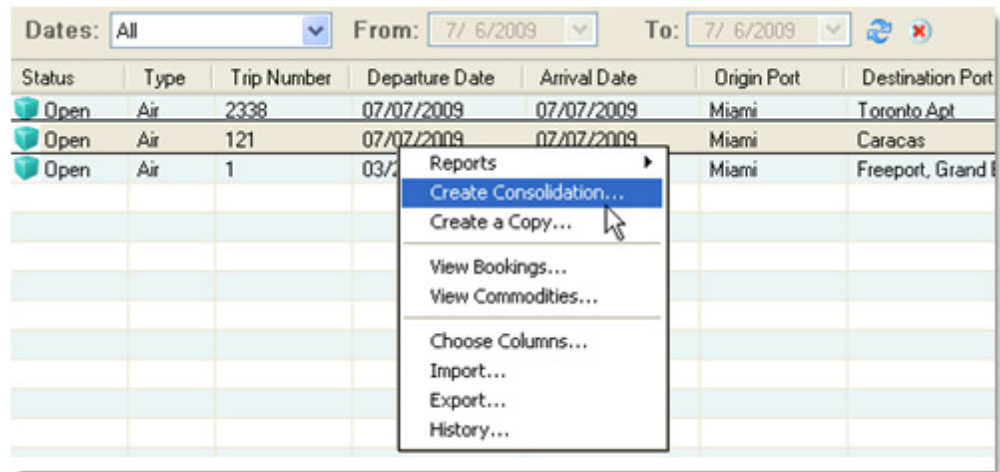
Otherwise you can review the incoming bookings from the Inbox and decide to save them. To open a booking and see the details, double-click on it.



To save, right-click on the booking and select “Save to Database”.

Now you can convert the booking into another transaction such as a Pickup Order or a Warehouse Receipt.

If you decided to use your booking in combination with your Trip Schedule, you can create consolidations using the trip as a Master and use the bookings inside that trip as Houses. From the Trip Schedule, right-click and select “Create Consolidation”:



Now you are set to receive and process online booking requests from your customers. To make changes to how the system alerts you, go to Maintenance > Configuration > System Alerts.

## Online Pickup Orders

Your customers can place Pickup Orders online to arrange pickup and delivery of items. The customer can also print labels at their location and place them on the boxes to clearly identify them for pickup. The orders are then sent to your Magaya system to process.

### 1. Set Up Online Pickup Orders in Your Magaya System:

- 1) In Magaya Explorer, go to Maintenance > Configuration.
- 2) Click on Online Shipping Orders icon in the menu (this screen contains configuration options for both online pickup orders and online shipping orders; this discussion will focus on the online pickup orders).

The screenshot shows a configuration window for 'Allow Online Pickup Orders'. It includes several options and a table for transportation modes.

- Allow Online Pickup Orders
- Process Online Pickup Orders automatically
- Response to the client:
- Allow the remote users to print the labels on their side
- Label Template:
- Select the modes of transportation you want to enable when posting Pickup Orders

Description	Method
<input type="checkbox"/> Pedestrian	Ground
<input type="checkbox"/> Road, Other	Ground
<input checked="" type="checkbox"/> Air	Air
<input checked="" type="checkbox"/> Air, Containerized	Air

- 3) Check the box to allow online pickup orders.
- 4) To allow automatic processing of online pickup orders, check the box. This option will send an email message to the customer to tell them their order is in process.

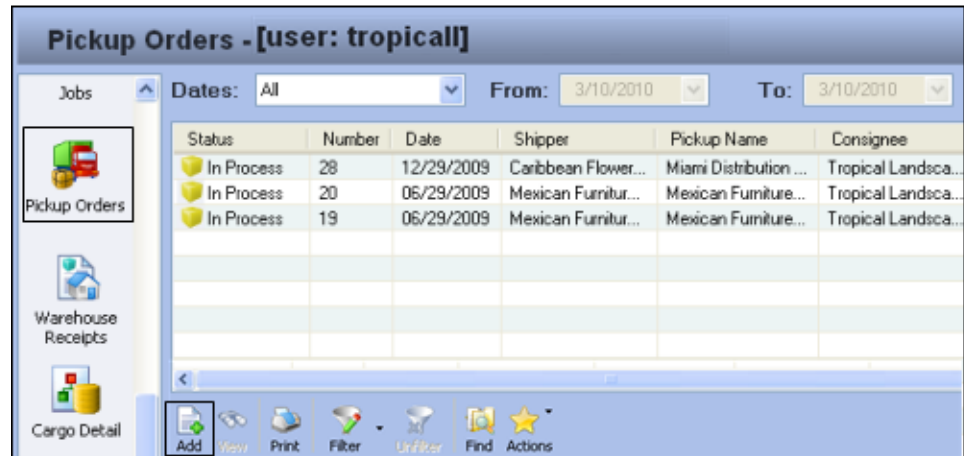
To customize the message, uncheck the box to activate the text area. Enter text in the box "Response to client". Then check the box again.

- 5) Enable access for Customers: Go to the Customer profile, click on the Actions button and select "WebTrack User List". In the customer profile dialog box, go to the Tracking tab and check the box for Online Shipping Orders.

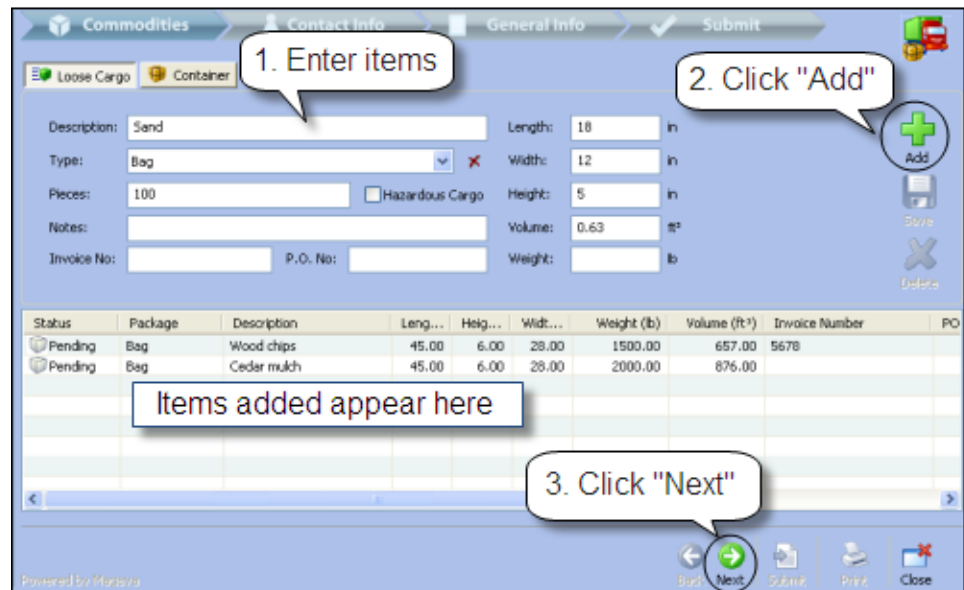
## 2. How Customers Use Online Pickup Orders:

To place a Pickup Order online, your customers can log into Magaya LiveTrack and follow the steps below:

- 1) Click on the Pickup Orders icon and click the Add button.



- 2) Enter Commodities:



Enter the commodity description.

Click “Add” to add the item to the bottom part of the screen.

When done adding items, click Next.

- 3) On the next screen is the Contact Info for the pickup and delivery. You can also enter Shipper and Consignee information as needed by clicking the tab on the top of the screen.

The screenshot shows the 'Contact Info' screen in the Magaya LiveTrack system. The interface is divided into two main sections: 'Pickup Information' and 'Delivery Information'. At the top, there are navigation tabs: 'Commodities', 'Contact Info' (which is active), 'General Info', and 'Submit'. Below the tabs, there are two sub-tabs: 'Pickup/Delivery Location' and 'Shipper/Consignee'. The 'Pickup Information' section includes fields for Pickup Date (3/10/2010), Pickup Time (5:02:17 PM), Company Name (Tropical Landscaping), Contact Name (Al Pena), Contact Phone, Street and Number (12 Coral Ridge Drive), City (Cutler Bay), State / Region (FL), Country (UNITED STATES), and Zip Code. The 'Delivery Information' section includes fields for Delivery Date (3/10/2010), Delivery Time (5:02:17 PM), Company Name (TWC Cargo Company), Contact Name, Contact Phone, Street and Number (8725 NW 18 Terrace), City (Miami), State / Region (FL), Country (UNITED STATES), and Zip Code (33172). At the bottom of the screen, there are navigation buttons: 'Back', 'Next' (highlighted with a green box), 'Submit', 'Print', and 'Close'. The text 'Powered by Magma' is visible in the bottom left corner.

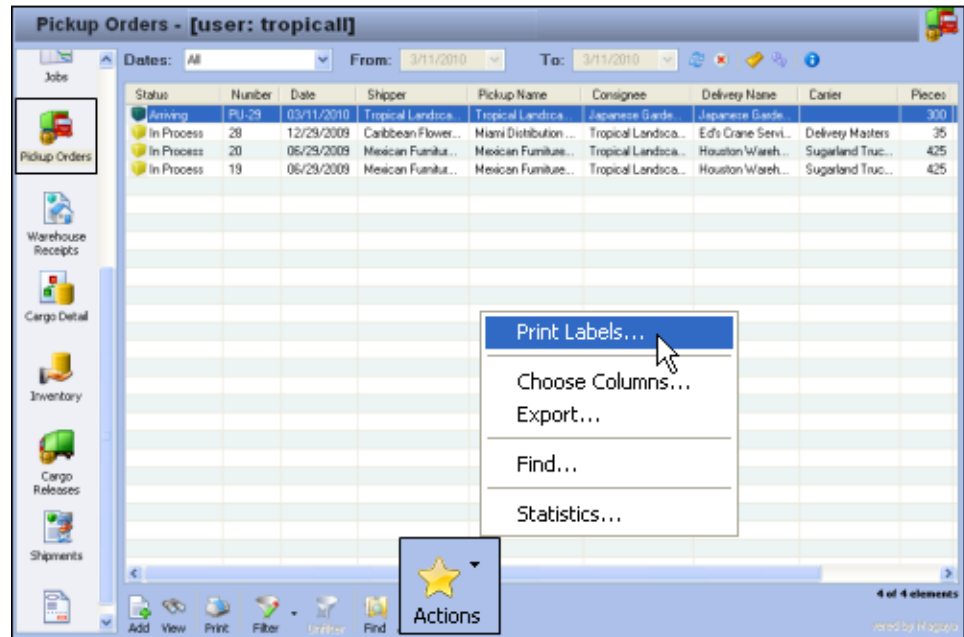
Your information is already filled in. Enter the delivery information (and the shipper/consignee as needed). The companies available in the drop-down list are those you have made deliveries to recently during the date range of the Pickup Order List. Click Next.

- 4) In the General Info screen, fill in the fields you need such as the invoice number, the supplier, and the preferred method of transport Click Next.
- 5) Review the summary screen. The order number is “Pending” until you submit the order. Click the Submit button. Click OK in the confirmation dialog box. All the information in the order is saved and processed.

**Print Labels:** If you want to print labels for all the items in the Pickup Order, follow these steps:

- Select the Pickup Order from the list in Magaya LiveTrack.

- Click on the Actions button and select “Print Labels” from the pop-up menu.



- Choose the settings in your print dialog box such as number of copies, etc. and place the labels on the boxes to identify them for easy pickup.

The printed labels will have a barcode. When the boxes are picked up and then arrive at the warehouse, the warehouse staff can scan the labels to automatically convert all the data from the Pickup Order to a Warehouse Receipt. This option requires scanners running the Magaya WMS Mobile application connected to the Magaya Supply Chain Solution or to the Magaya WMS.

### 3. Process the Pickup Order in Your Magaya System:

When the customer’s order is received in your system, follow these steps to process the order:

- 1) Go to the Messages Inbox (or Pickup Order List) of your Magaya Explorer. The Pickup Order that your customer created online will be in the list. To process the pick up:

In the Pickup Order List, select the Pickup Order, and right-click on the Pickup Order and select the action you want from the pop-up menu.

Options include setting the Pickup Order as “In Transit”, creating a Warehouse Receipt (if the items are being sent to your warehouse), and more.

The same options are available in the document view by clicking on the arrow on the side of the Actions button to select from the menu.

To make changes or add charges to the Pickup Order, double-click on it to open the dialog box.

As the status of the Pickup Order changes, the status column is updated in real time in your Magaya system and in Magaya LiveTrack. If you have configured your Magaya system to send out automatic Transaction Tracking email messages, the system will send an email message to the customer with a link so they can see the most recent updated status of their order.

To set up a system alert for a specific employee, go to Maintenance > Configuration > System Alerts

## Online Cargo Releases

Your customers can place Cargo Release orders online via Magaya LiveTrack by using the Cargo Releases section. The screens are the same as for creating a Shipment and selecting the “Ground” shipment option. You can select items from Warehouse Receipts, Part Numbers, or Consignee. See the section “Online Shipping Orders” for details. Online Cargo Releases is available for users of all Magaya software products.

## Online Shipping Orders

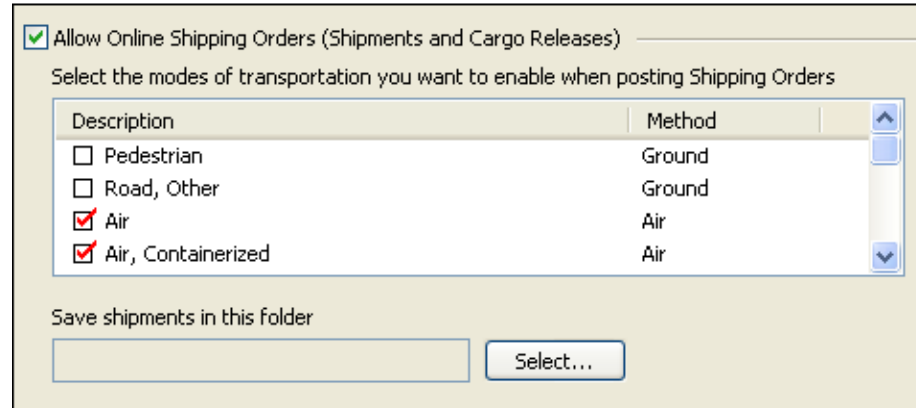
With the Online Shipping Orders feature, your customers use Magaya LiveTrack to place shipping orders and instructions 24 hours a day, 7 days a week. Customers can use the cargo information that was entered in your system such as from a Warehouse Receipt or a Pickup Order. When you receive the order in your Magaya system, the information can be grouped by Houses to create consolidations.

If you have automated charges set up for Pickup Orders, Shipments, or Cargo Releases, the charges will be automatically generated when transactions are created online.

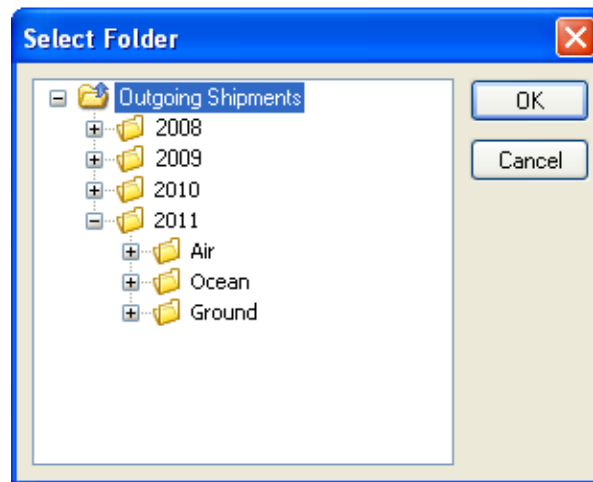
### 1. Set Up Online Shipping Orders in Your Magaya System:

To configure your Magaya system to process Online Shipping Orders (and Online Cargo Releases), follow these steps:

- 1) In Magaya Explorer, go to Maintenance > Configuration.
- 2) Click on Online Shipping Orders.



- Check the box to allow online shipping orders (shipments and cargo releases).
- Select the modes of transportation you want to enable in the online shipping section of Magaya LiveTrack.
- If you want to save the shipments in a different folder in your Magaya system other than the existing one, click on the “Select” button to navigate to the folder you want. Click OK.



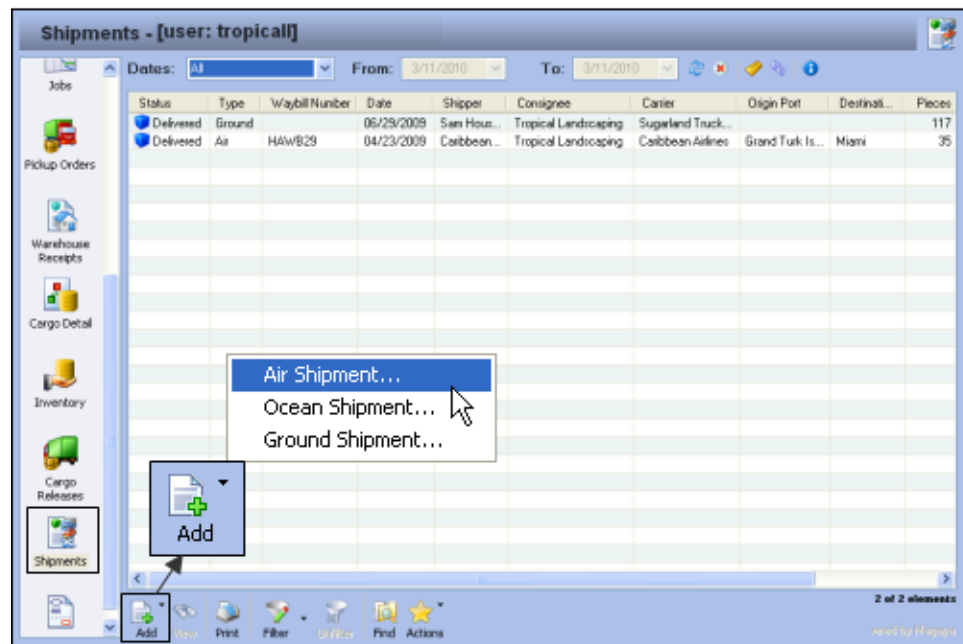
- 3) Click the Save button when you are done with the configuration.

- 4) Activate the Online Shipping Orders feature for individual customers:  
Go to Maintenance > Customers > Actions button and select Web Track User List.  
Open the Web Track user's profile for the customer (or contact) that you want to have access, and click on the Tracking tab.  
Check the box for Online Shipping Orders.

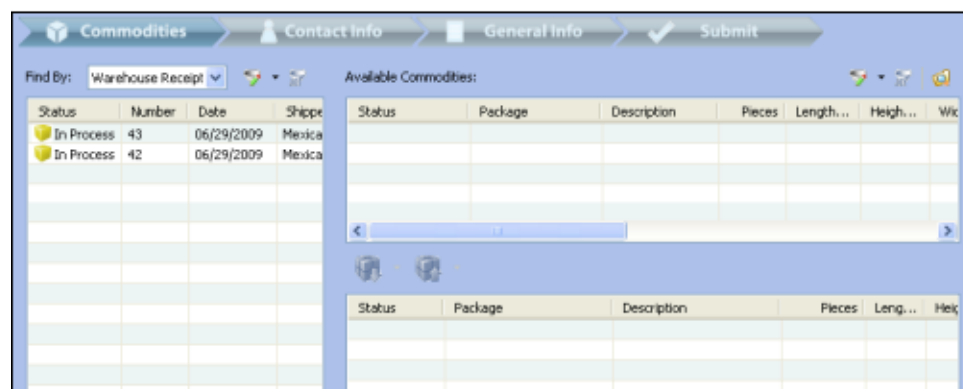
**2. How Customers Use Online Shipping Orders:**

To place a Shipping Order online, your customers first log into Magaya Live-Track and then follow the steps below:

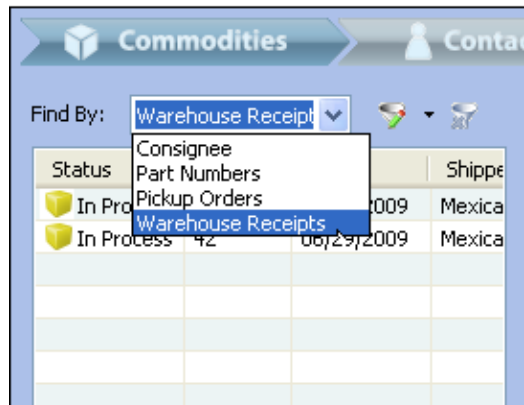
- 1) Click on the Shipment icon in the menu. (If you are creating a Cargo Release, click on the Cargo Release icon.)
- 2) Click on the Add button and select the type of shipment: Air, Ocean, or Ground. The screens for air, ocean, and ground shipments are similar. This example will show an air shipment.



The screen that opens first is the Commodities screen:

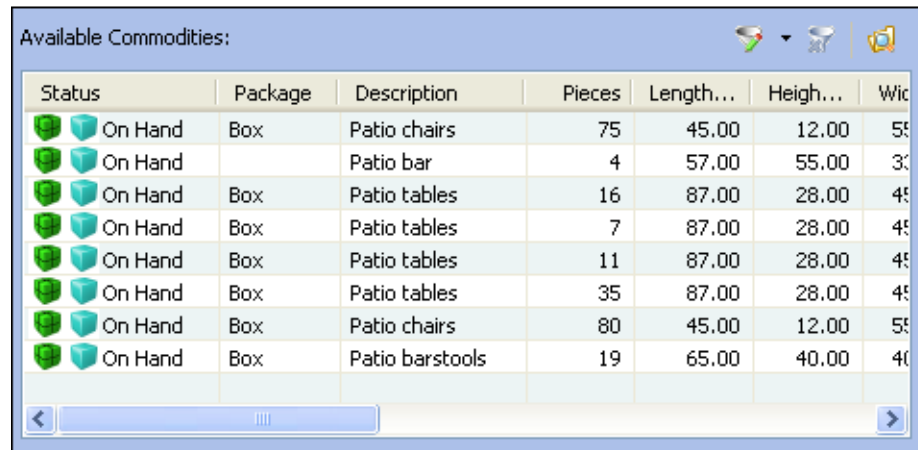


- 3) To enter Commodities: Select from the “Find By” dropdown to choose Consignee, Part numbers, Pickup Order number, or Warehouse Receipt number.



This example uses Warehouse Receipts.

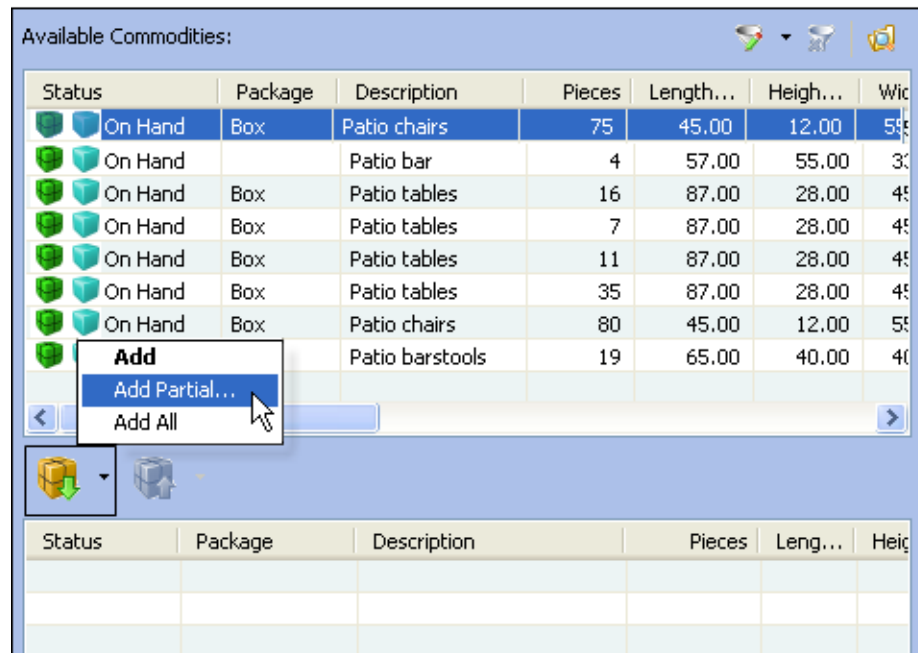
Click on one of the Warehouse Receipts to see the items on hand. They will appear in the Commodities section of the screen.



Click on a commodity to select it.

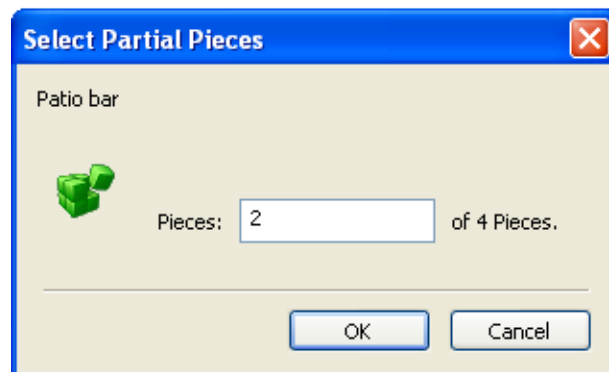
To add commodities from the list to your order, click on the arrow on the side of the button below the list of available commodities and select from

the pop-up menu:



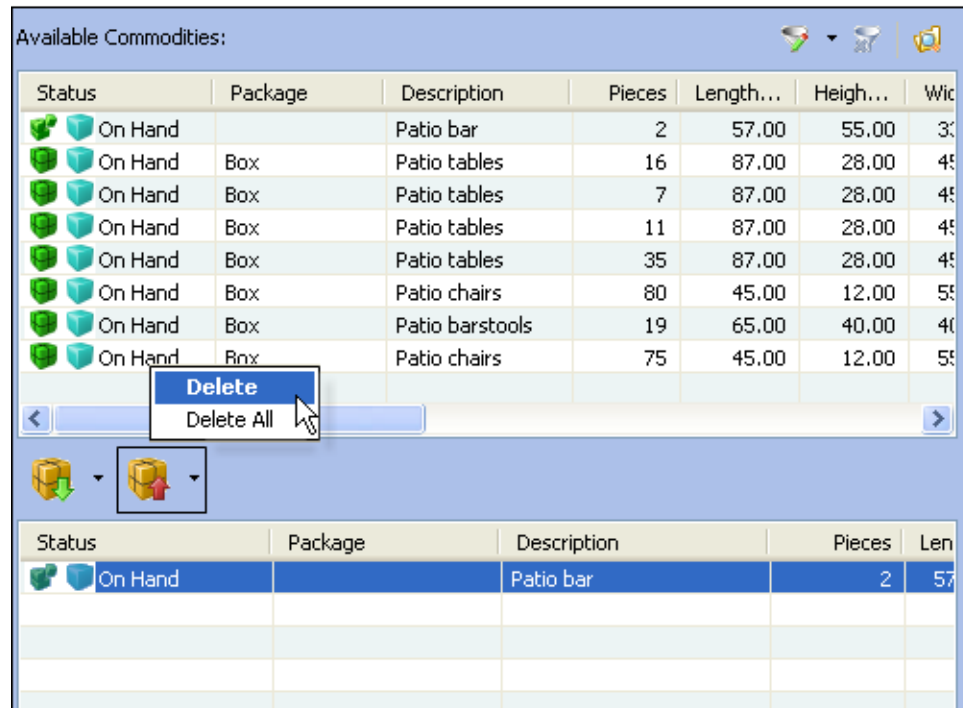
The options in the pop-up menu are:

- To add all the items in the selected package, use “Add”.
- To add a partial number of items from the selected package, use “Add Partial” and enter the number of pieces in the dialog box:



- To add all the packages in the Warehouse Receipt, do not select a package. Just select “All”.

To remove a package from your order, select it and click on the arrow on the side of the button above your list. From the pop-up menu, choose the option to delete the selected item or all items in your order:



Click on the Next button when you are done entering commodities.

- 4) Enter Contact information for the consignee. The shipper information will be filled in.

- 5) Enter a description of the goods in the General Info screen. You can enter preferred ports for loading and unloading, and select a mode of transport.

Description of goods

patio furniture

Suggested Ports

Port of Loading: Miami Port of Unloading: Santo Domingo

Mode of Transportation

Description	Method	Ship Via:
Air	Air	- Air
Air, Containerized	Air	

- 6) Review the Summary screen. The order number is “Pending” until you submit the order. Click the Submit button. Click OK in the confirmation dialog box. All the information in the order is saved and processed.

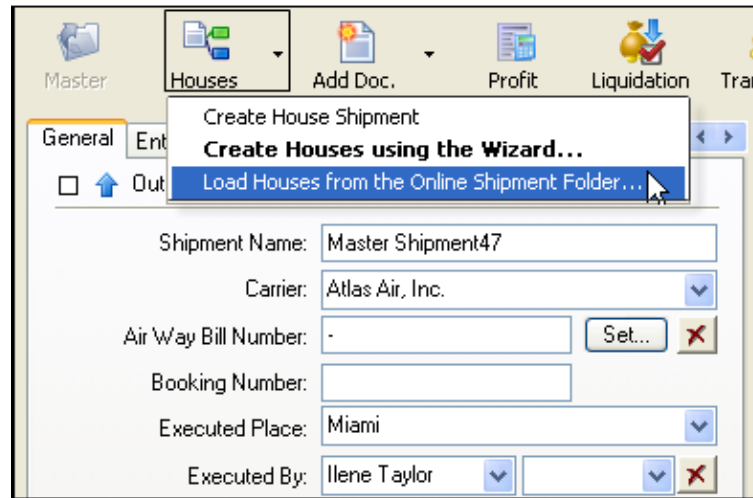
### 3. Process the Shipping Order in Your Magaya System:

When the customer’s order is received in your system, follow these steps to process the order:

- 1) Go to the Messages Inbox (or Shipment folder) of your Magaya Explorer.
- 2) In the shipment, verify all the data entered by the customer. Make any changes or add information as needed. Any automated charges set up in your Magaya system will be generated in the shipment as applicable.

If this is a straight shipment, copy it to the correct folder. If this order is a House shipment, create the Master and move this House into the consolidation by right-clicking on it to cut and paste it in the correct Master consolidation folder. *Option:* To load Houses more quickly, click on the arrow on the side of the Houses button in the Shipment Toolbar and select

“Load Houses from the Online Shipment Folder”. In the dialog box that opens, click on the Houses in the list and click OK.



- 3) Click on the Actions button and select the action you want from the pop-up menu. Options include setting the shipment as “In Transit”.

As the status of the shipment changes, the status column is updated in real time in your Magaya system and in Magaya LiveTrack. If you have configured your Magaya system to send out automatic Transaction Tracking email messages, the system will send an email message to the customer with a link so they can see the most recent update in status.