

PTM024

How do I view, track, and void Shipments and Packages?

The video shows you to view, track, and void packages and shipments using the Desktop App. Complete the activities in this workbook to develop fluency in this topic.

Activity One

View and track packages, and shipments.

1. From the **Desktop** app click on **View Shipments**.
2. In the **View** screen, use the Search filters:
 - a. **Date From**
 - b. **Date To**
 - c. **Shipment Status**
 - d. **Search for Package**
 - e. Click on the **SEARCH** button
3. In the results grid review all Shipments, including:
 - a. **Shipment Status**
4. Click on the required Shipment.
5. Under the **Shipment Details** tab that opens, review:
 - a. **Shipping Cost**
 - b. **Accessorial Cost**
 - c. **Total Cost**
6. Moving across to the **Package Details** tab click on the **TRACK PACKAGE** button.
7. In the window that opens, click on the link.

FedEx Tracking Number **451182450662**

Date	Time	Description
9/5/2019	11:09 AM	Shipment information sent to FedEx

8. In the **Carrier Portal** review additional carrier information about the Shipment.

Activity Two

Re-print Shipment documents.

1. Following on from **Activity One**.
2. From the **View** screen, click on the **Shipment Details** tab.
3. Click on the **RE-PRINT DOCUMENTS** button.
4. Then, click on the **PRINT DOCUMENT** button.
5. In the **Print** window that opens, review the document.
6. Click on the **Print** button.

Note: package labels can also be reprinted by clicking on the **RE-PRINT LABEL** button under the **Package Details** tab.

Helpful Hints

Perquisite Learning Units:

- [PTM023](#) shows you how to ship a package using the Desktop App.

Void:

Shipments, or individual packages can be void by clicking on **VOID SHIPMENT**, or **VOID PACKAGE** button under the **Shipment Details**, or **Package Details** tabs respectively.