



# Track and Trace Agent Manual

Europe Service Center

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English

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# Change Control Sheet

Version	Owner	Approved by	Notes	Date
V1.0	Raquel Montejo	Dominique Brun	Approved	17/01/2006

# Track and Trace Manual

You will receive an email with a link to your order on Track and Trace.

Click on the link and Track and Trace will display automatically the information about your delivery.

The screenshot shows the Track and Trace interface. It includes a 'Customer information' section with fields for 'Customer code' (38000211) and 'Customer name' (MASILI VIAGGI & TURISMO SRL). Below this is a 'Search Criteria' section with a 'Refresh' button and fields for 'Order N°' (202765), 'From' (19/07/2005), 'To' (17/01/2006), and 'Customer' (38000211). A table displays the order status, with one row showing 'Ord. Shipped' on 14/10/2005. Arrows point from labels below to specific fields in the interface:

Act. Type	Order	Order Date	Description	Status	Status Date	carrier name	Pack. nbr
IT SO	202765	03/10/2005	A Ord. Shipped	050	14/10/2005		0

Customer Code  
Your IATA Code

Customer name  
Your name

Order number  
Please keep this number in case you need to contact us because of any incidence

Order date  
Date when Saflog received the order

Description  
Information about the status of your delivery

Status Date  
Date of last Status update

In case of incident, exception status will be displayed (order blocked, order cancelled, ...) please contact with the Customer Service Center ([www.iata.org/europe/cs](http://www.iata.org/europe/cs)).

If the status is Delivered and you are completely sure of not having receive the tickets please contact with the Customer Service Center ([www.iata.org/europe/cs](http://www.iata.org/europe/cs)).