## Vanguard Cargo Warehouse System - User Guide

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### For Warehouse Administrators and Staff

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## Welcome to Vanguard Cargo

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This guide will help you use the Vanguard Cargo Warehouse Management System to handle daily warehouse operations including package intake, shipment processing, delivery management, and customer service.

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## Getting Started

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### What You Need

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A computer or tablet with internet connection

Your login email address

Your password (provided by your administrator)

A modern web browser (Chrome, Firefox, Safari, or Edge)

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### First Time Setup

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When you receive your login credentials:

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Open your web browser

Navigate to the Vanguard Cargo website

You'll see the login page

Enter your email and password

Click the "Log In" button

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The system will automatically take you to your dashboard.

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## Logging In

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### Step-by-Step Login

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**Open the Website** Type the Vanguard Cargo URL in your browser You'll see the Vanguard Cargo logo and login form

**Enter Your Credentials** Email: Type your work email address Password: Type your password Make sure there are no extra spaces

**Click Log In** The system will verify your credentials You'll see a loading message briefly You'll be automatically redirected to your dashboard

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### Login Troubleshooting

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**Problem:** "Invalid login credentials" message **Solution:** Check your email and password are correct Try typing your password again carefully Make sure Caps Lock is off

**Problem:** Stuck on login page after entering credentials **Solution:** Refresh the page (press F5 or click the refresh button) Try clearing your browser cache Contact your administrator if problem persists

**Problem:** "Access denied" message **Solution:** Your account may not be activated yet Contact your system administrator

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## Understanding Your Dashboard

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When you log in, you'll see the Dashboard - your home base for all warehouse operations.

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### Dashboard Sections

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**Key Statistics (Top of Page)**

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**Total Packages** Shows how many packages are currently in the warehouse Helps you track warehouse capacity

**Active Shipments** Number of shipments currently being processed Includes shipments in transit

**Deliveries Today** How many deliveries are scheduled for today Helps you plan your workload

**Pending Actions** Tasks that need your attention Package inspections, verifications, etc.

**Quick Actions (Center Section)** Large buttons for common tasks:

New Package Intake - Register incoming packages

Create Shipment - Start a new shipment

View Deliveries - Check today's deliveries

Generate Report - Access analytics

**Recent Activity (Bottom Section)** Shows the last 10 actions in the system:

Recent package arrivals

New shipments created

Deliveries completed

Updates and changes

**Navigation Menu (Left Sidebar)** Main sections of the system:

Dashboard - Your home page

Package Intake - Register new packages

Create Shipment - Bundle packages for delivery

Delivery - Manage package deliveries

Shipments - View all shipment history

Analytics - View reports and statistics

Inventory - Check current warehouse stock

Users - Manage user accounts (Admin only)

About - System information

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## Package Intake

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This is where you register packages when they arrive at the warehouse.

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### When to Use Package Intake

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Use this feature when:

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A new package arrives at the warehouse

A customer brings a package for shipping

Packages arrive from international locations

You receive packages from partner warehouses

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### Step-by-Step: Registering a Package

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**Step 1: Navigate to Package Intake**

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Click "Package Intake" in the left menu

You'll see the package registration form

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**Step 2: Enter Customer Information**

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**Suite Number (Required)** Enter the customer's suite number or ID This identifies which customer the package belongs to Example: "A101", "Suite 234"

**Description (Required)** Brief description of the package contents Example: "Electronic gadgets", "Clothing items", "Books" Be specific but concise

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**Step 3: Enter Package Details**

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**Weight** Enter the weight of the package Use pounds (lbs) or the system default unit Example: "5.2" for 5.2 pounds

**Store Name (Optional)** If known, enter where the package came from Example: "Amazon", "Target", "AliExpress"

**Vendor Name (Optional)** Name of the shipping vendor if applicable Example: "FedEx", "UPS", "DHL"

**Declared Value (Optional)** The stated value of the package contents Important for insurance purposes Enter in dollars, example: "150.00"

**Notes (Optional)** Any special instructions or observations Example: "Fragile items", "Handle with care", "Damaged box"

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**Step 4: Submit the Package**

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Review all information for accuracy

Click "Register Package" button

Wait for confirmation message

The system will generate a unique tracking number

You can print a receipt if needed

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### After Registration

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Once registered, the package:

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Gets a unique tracking number

Appears in your inventory

Is ready to be added to shipments

Sends notification to the customer

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### Tips for Package Intake

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**✅ DO:**

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Check packages for damage before registering

Verify suite numbers with customer records

Use clear, descriptive package descriptions

Note any special handling requirements

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**❌ DON'T:**

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Skip required fields

Register packages without physical verification

Use unclear or vague descriptions

Forget to inform customers about package arrival

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## Creating Shipments

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Shipments bundle multiple packages together for delivery to customers.

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### When to Create a Shipment

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Create shipments when:

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Multiple packages for the same customer are ready

A customer requests delivery

It's time for scheduled deliveries

Packages have been in the warehouse for a certain period

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### Step-by-Step: Creating a Shipment

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**Step 1: Navigate to Create Shipment**

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Click "Create Shipment" in the left menu

You'll see the shipment creation page

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**Step 2: Select Packages**

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**Search for Packages** Use the search bar to find packages Search by: Tracking number Suite number Package description Date received

**Add Packages to Shipment** Browse the available packages list Check the boxes next to packages you want to include You can select multiple packages Packages must be in "Ready for Shipment" status

**Review Selected Packages** Selected packages appear in the right panel Shows: tracking number, description, weight You can remove packages by clicking the X

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**Step 3: Enter Delivery Information**

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**Recipient Information** Name: Full name of the person receiving the shipment Phone: Contact phone number Email: Email address for tracking updates

**Delivery Address** Street Address: Complete street address City: Delivery city Country: Delivery country Postal Code: ZIP or postal code (if applicable)

**Service Type** Standard: Regular delivery (3-5 business days) Express: Faster delivery (1-2 business days) Overnight: Next-day delivery

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**Step 4: Review and Create**

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Double-check all information

Verify package list is correct

Confirm delivery details

Click "Create Shipment" button

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**Step 5: Confirmation**

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After creating the shipment:

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System generates a tracking number

Waybill is automatically created

Customer receives notification

You can print shipping labels

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### Managing Shipment Status

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Shipments go through these stages:

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**Pending** - Just created, preparing for dispatch

**In Transit** - On the way to destination

**Out for Delivery** - With courier for final delivery

**Delivered** - Successfully delivered

**Failed** - Delivery attempt failed (returned)

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You can update the status from the Delivery management page.

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## Managing Deliveries

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The Delivery page helps you track and manage all active deliveries.

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### Accessing Deliveries

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Click "Delivery" in the left menu

You'll see all deliveries organized by status

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### Delivery Page Overview

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**Filters** By Status: Show specific delivery states By Date: Filter by delivery date By Priority: Show urgent deliveries first Search: Find specific deliveries by tracking number or customer name

**Delivery Cards** Each delivery shows: Tracking number Customer name and contact Delivery address Current status Packages included Special instructions

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### Updating Delivery Status

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#### For Successful Delivery

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Find the delivery in the list

Click on the delivery card

Click "Mark as Delivered" button

Enter delivery confirmation: Delivery date/time Receiver name Any notes

Click "Confirm Delivery"

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The system will:

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Update the shipment status

Notify the customer

Archive the delivery record

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#### For Failed Delivery

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If delivery couldn't be completed:

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Find the delivery in the list

Click on the delivery card

Click "Mark as Failed" button

Select reason: Customer not available Wrong address Customer refused Access issues Other (specify)

Enter notes about the attempt

Click "Save"

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The system will:

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Reschedule for re-delivery

Notify the customer

Flag for follow-up

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### Using Delivery Authentication Codes

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For secure pickup by customers at the warehouse:

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When package arrives, system generates a 6-digit code

Code is sent to customer via email/SMS

Customer provides code when picking up

Enter code in the verification field

If code matches, release package

System updates delivery status automatically

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Security Tips:

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Always verify the customer's ID

Don't release without correct code

Codes expire after 24 hours

Contact administrator if code issues occur

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## Viewing Shipment History

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Access all past and current shipments for tracking and reference.

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### Accessing Shipment History

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Click "Shipments" in the left menu

You'll see a complete list of all shipments

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### Search and Filter

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**Quick Filters** Status: All, Delivered, In Transit, Pending, Failed Date Range: Today, This Week, This Month, Custom Range Service Type: All, Standard, Express, Overnight

**Search Bar** Enter tracking number Enter customer name Enter destination city Press Enter to search

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### Viewing Shipment Details

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Click on any shipment to see:

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Complete package list

Tracking timeline

Delivery information

Status updates

Documents (waybill, receipts)

Actions You Can Take

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### Actions You Can Take

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**Print Waybill** Click "Print Waybill" button Document opens in new window Use browser print function

**Download Documents** Click "Download" button Choose document type (PDF, CSV) File downloads to your computer

**Resend Notifications** Click "Resend Notification" Choose recipient (customer, courier) Notification sent immediately

**Update Status** Click "Update Status" Select new status Add notes if needed Save changes

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## Inventory Management

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Monitor all packages currently in the warehouse.

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### Accessing Inventory

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Click "Inventory" in the left menu

See all packages in the warehouse

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### Inventory Overview

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**Summary Statistics** Total packages in warehouse Packages ready for shipment Packages awaiting inspection Packages on hold Warehouse capacity usage

**Package List** Shows all packages with: Tracking number Suite number Description Weight Status Days in warehouse Location

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### Package Status Types

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**🟢 Received:** Package checked in, awaiting inspection

**🟡 Inspected:** Verified and processed

**🔵 Ready for Shipment:** Can be added to shipments

**🟣 In Shipment:** Part of an active shipment

**⚫ On Hold:** Issue requiring attention

**🔴 Damaged:** Package has damage

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### Searching Inventory

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Use the search tools to find packages:

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**By Tracking Number** Most precise search method Enter full or partial tracking number

**By Suite Number** Shows all packages for a customer Useful for bulk operations

**By Date** Find packages received on specific dates Identify packages waiting too long

**By Status** Filter by current status Focus on packages needing action

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### Viewing Package Details

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Click on any package to see:

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Complete registration information

Status history

Current location in warehouse

Associated shipments

Documents and receipts

Customer information

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### Updating Package Information

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You can update:

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Storage location

Status (if authorized)

Weight (if re-measured)

Notes and special instructions

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## Analytics and Reports

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View performance metrics and generate reports for management.

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### Accessing Analytics

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Click "Analytics" in the left menu

See overview dashboard with key metrics

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### Available Reports

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**Package Volume Report** Shows how many packages were processed over time: Daily: Track daily package intake Weekly: Weekly trends Monthly: Monthly performance Custom Range: Any date range What You Can See: Total packages received Peak receiving days Average packages per day Growth trends

**Delivery Performance Report** Tracks delivery success and efficiency: On-time Deliveries: Percentage delivered on schedule Failed Deliveries: Number and reasons for failures Average Delivery Time: Days from intake to delivery Courier Performance: Success rates by courier

**Customer Activity Report** Shows customer shipping patterns: Top Customers: By package volume New Customers: Recent registrations Customer Retention: Repeat customers Service Type Preferences: Standard vs Express

**Revenue Report** Financial overview (Admin only): Total Revenue: By period Revenue by Service: Standard, Express, Overnight Average Shipment Value: Typical order size Top Revenue Sources: Customers or routes

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### Generating Reports

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Select report type

Choose date range

Apply filters (optional): Customer Service type Destination Status

Click "Generate Report"

View on screen or download

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### Export Options

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Download reports in:

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PDF: For printing or sharing

Excel (CSV): For further analysis

Print: Direct print option