



Portal Documentation

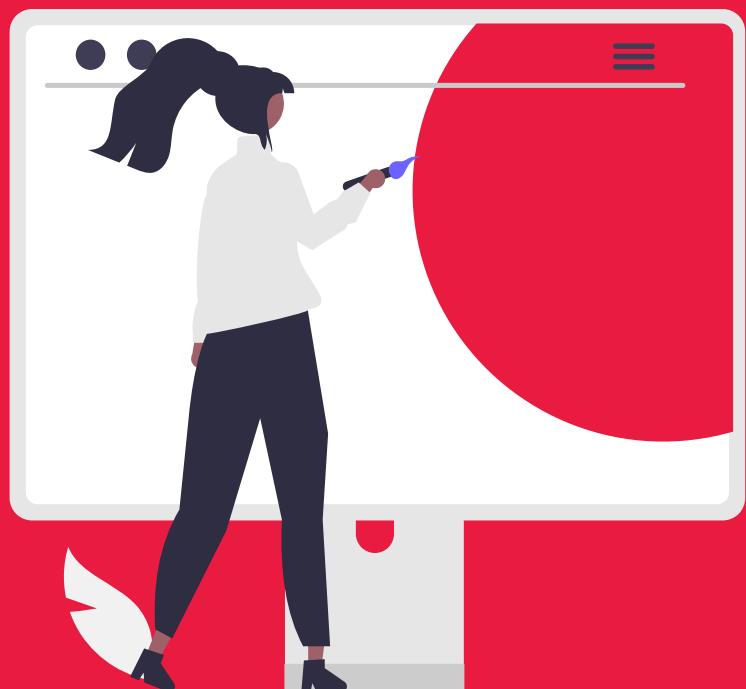


Table of Contents

- 1. Getting Started
- 2. Account Management
- 3. Dashboard Overview
- 4. Features & Functionality
- 5. Shipment Management
- 6. Tracking & Monitoring
- 7. Reports & Analytics
- 8. Settings & Configuration
- 9. Troubleshooting
- 10. FAQs
- 11. Contact Support



Getting Started

System Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge - latest versions)
- Stable internet connection
- Minimum screen resolution: 1280x720

Creating an Account

1. Visit <https://m5c-web.vercel.app/>
2. Click on "Sign Up" or "Register"
3. Fill in required information (Name, Email, Company Details)
4. Verify your email address
5. Complete your profile setup

First Time Login

1. Navigate to the login page
2. Enter your registered email and password
3. Complete two-factor authentication (if enabled)
4. You'll be redirected to your dashboard

Account Management



Account Management



Profile Settings

- Update Personal Information: Navigate to Settings > Profile
- Change Password: Settings > Security > Change Password
- Email Preferences: Settings > Notifications

User Roles & Permissions

- Admin: Full access to all features
- Manager: Access to shipments, reports, and team management
- User: Basic access to create and track shipments
- Viewer: Read-only access to shipments and reports

Security Best Practices

- Use strong passwords (minimum 8 characters with special characters)
- Enable two-factor authentication
- Log out after each session
- Don't share login credentials



Dashboard Overview



Main Dashboard Components

1. Quick Stats: Overview of active shipments, pending deliveries, and completed orders
2. Recent Activity: Latest shipment updates and notifications
3. Quick Actions: Create new shipment, track existing, generate reports
4. Notifications Panel: Important alerts and system messages

Navigation Menu

- Home: Main dashboard
- Shipments: Manage all shipments
- Tracking: Real-time shipment tracking
- Reports: Analytics and reporting tools
- Customers: Customer management
- Settings: Account and system settings



Features & Functionality

1. Shipment Creation

- Create single or bulk shipments
- Upload shipment data via CSV
- Set pickup and delivery details
- Add special handling instructions

2. Real-Time Tracking

- GPS-based location tracking
- Status updates at each milestone
- Estimated delivery time
- Route visualization on map

3. Document Management

- Upload shipping documents
- Generate invoices and labels
- Download proof of delivery
- Archive completed shipments

4. Customer Management

- Add and manage customer profiles
- View customer shipment history
- Set customer preferences
- Manage customer notifications



Shipment Management

Creating a New Shipment

Step 1: Basic Information

- Click "Create Shipment" from dashboard
- Enter shipment reference number (or auto-generate)
- Select service type

Step 2: Sender Details

- Name and contact information
- Pickup address
- Pickup date and time window
-

Step 3: Recipient Details

- Name and contact information
- Delivery address
- Delivery instructions

Step 4: Package Details

- Number of packages
- Weight and dimensions
- Package contents
- Declared value

Editing a Shipment

- Navigate to Shipments > All Shipments
- Click on the shipment you want to edit
- Click "Edit" button
- Make necessary changes
- Save updates

Note: Some fields cannot be edited once shipment is in transit

Canceling a Shipment

1. Go to Shipments > Active Shipments
2. Select the shipment to cancel
3. Click "Cancel Shipment"
4. Provide cancellation reason
5. Confirm cancellation



Cancellation Policy: Shipments can be canceled within 2 hours of creation without charges

Tracking & Monitoring

How to Track a Shipment

Method 1: Dashboard Tracking

1. Click "Track Shipment" from dashboard
2. Enter tracking number or shipment ID
3. View real-time status and location

Method 2: Quick Track

- Use the search bar at the top
- Enter tracking number
- Press Enter

Tracking Status Definitions

- Created: Shipment details entered in system
- Picked Up: Package collected from sender
- In Transit: On the way to destination
- Out for Delivery: With delivery driver
- Delivered: Successfully delivered
- Exception: Issue requiring attention
- Returned: Returned to sender

Setting Up Tracking Notifications

1. Go to Settings > Notifications
2. Select notification preferences:
 - Email notifications
 - SMS notifications
 - Push notifications (mobile app)
3. Choose events to receive notifications for
4. Save preferences



Reports & Analytics

1. Shipment Summary Report

- Total shipments by period
- Breakdown by status
- Service type distribution
- Export to PDF/Excel

2. Performance Analytics

- On-time delivery rate
- Average delivery time
- Exception rate
- Customer satisfaction scores

3. Financial Reports

- Revenue by period
- Cost analysis
- Outstanding payments
- Refunds and adjustments

4. Custom Reports

- Build custom reports using filters
- Save report templates

Generating a Report

1. Navigate to Reports section
2. Select report type
3. Set date range and filters
4. Click "Generate Report"
5. View online or download



Settings & Configuration

Company Settings

- Company name and logo
- Business address and contact
- Tax information
- Operating hours

Notification Settings

- Email notifications
- SMS alerts
- In-app notifications

Integration Settings

- API keys and webhooks
- Third-party integrations
- Data sync preferences

Billing Settings

- Payment methods
- Billing address
- Invoice preferences
- Subscription management



Troubleshooting

Common Issues and Solutions

Unable to Login

Problem: Cannot access account Solutions:

- Check if caps lock is on
- Reset password using "Forgot Password" link
- Clear browser cache and cookies
- Try different browser
- Contact support if issue persists

Shipment Not Updating

Problem: Tracking status not refreshing Solutions:

- Refresh the page
- Check if tracking number is correct
- Allow 2-4 hours for first update after creation
- Verify internet connection

Unable to Create Shipment

Problem: Error when submitting shipment Solutions:

- Check all required fields are filled
- Verify address format is correct
- Ensure package weight doesn't exceed limits
- Check if service is available for destination
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Reports Not Generating

Problem: Reports showing error or blank Solutions:

- Verify date range is valid
- Check if data exists for selected period
- Try reducing date range
- Clear browser cache

Page Loading Issues

Problem: Pages loading slowly or not at all Solutions:

- Check internet connection
- Clear browser cache
- Disable browser extensions
- Try incognito/private mode



FAQs

General Questions

Q: What browsers are supported?

A: The portal works best on latest versions of Chrome, Firefox, Safari, and Edge.

Q: Is my data secure?

A: Yes, we use industry-standard encryption and security measures to protect your data.

Q: Can I access the portal on mobile?

A: Yes, the portal is fully responsive and works on mobile devices. We also have a mobile app available.

Shipment Questions

Q: How long does it take for tracking to update?

A: Initial tracking information appears within 2-4 hours of shipment creation.

Q: Can I edit a shipment after it's been dispatched?

A: Limited fields can be edited. Contact support for major changes.

Q: What happens if delivery fails?

A: We'll attempt redelivery or return to sender based on your preferences.

Q: How do I schedule a pickup?

A: Create a shipment and select your preferred pickup date and time window.

Account Questions

Q: How do I add team members?

A: Go to Settings > Team Management > Add User

Q: Can I have multiple user accounts?

A: No, each email can have only one account. Use team features for multiple users.



Support Channels

Email Support

- Email: support@m5clogistics.com
- Response time: Within 24 hours

Live Chat

- Available on portal (bottom right corner)
- Hours: Monday-Friday, 10 AM - 7 PM
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Phone Support

- Phone: 011-
- Hours: Monday-Friday, 10.30 AM - 7.30 PM

Before Contacting Support

Please have the following information ready:

- Your account email
- Shipment ID or tracking number (if applicable)
- Screenshot of error message
- Description of the issue
- Steps you've already tried



Appendix

Glossary of Terms

- Tracking Number: Unique identifier for each shipment
- POD: Proof of Delivery
- ETA: Estimated Time of Arrival
- Exception: Unexpected event affecting delivery
- Manifest: List of shipments for a specific route

Keyboard Shortcuts

- Ctrl + K: Quick search
- Ctrl + N: New shipment
- Ctrl + T: Track shipment
- Ctrl + /: Show shortcuts

