**TRACKING SYSTEM**

**Customer Modules**

*USER MANUAL*

1. Authentication
   1. Login

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| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | Fill up the information such as email and password.  Next, click on ***‘Login’*** button to enter the website. |  |
| 2. | If the authentication are success. The home page will appear. |  |
| 3. | If the authentication are failed. The page will show the error as shown in the picture. |  |

* 1. Forgot Password

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| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | Click on ***‘Forgot Password’*** button as shown in the picture to reset the password. |  |
| 2. | Next, fill up the email as you registered and click ***‘Send’*** button to submit the request.  After that, check your email and follow the instruction provided in the notification email. |  |

1. Shipment
   1. List of Shipment

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| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | On the home page, you can see all the list of shipment.  You can review the status of shipment and the date created. |  |
| 2. | There a search column for user to search whatever they want regarding the shipment.  You can enter any keyword to search your shipment. |  |

* 1. Shipment Details

|  |  |  |
| --- | --- | --- |
| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | Click on ***‘Edit’*** button or ***‘D.O’*** number as shown in the picture to view the shipment details. |  |
| 2. | After that, the display will appear and you may review the information as shown in the picture. |  |

* 1. Packaging Details

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| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | You may scroll down on the same page (Shipment Details) to review the packaging.  Warehouse: The packaging that customer has sent back.  Customer: The packaging on customer site. |  |

1. Profile
   1. Company

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| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | Click on ***‘Company’*** under ***‘Profile’*** menu.  Next, the company details page will appear as shown in the picture. |  |
| 2. | You can modify any information from the page and once you click ***‘Save’*** button, the notification will appear if success. |  |

* 1. User

|  |  |  |
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| **NO** | **PROCESS** | **SCREENSHOT** |
| 1. | Click on ***‘User’*** under ***‘Profile’*** menu.  Next, the user details page will appear as shown in the picture. |  |
| 2. | First, you may edit personal information as stated in the picture. |  |
| 3. | Second, you may change the password of your profile.  There will be a success notification if the old password are same with our records. |  |
| 4. | If the password changing process are success. The notification are shown as in the picture. |  |