

United Pallet Network (UPN) customer track and trace instructions

By following the instructions below you will be able to view all consignments despatched via UPN.

The information available will allow you to check on delivery status, confirm actual delivery dates and times and in most cases print a signed proof of delivery. The system is constantly improving but we cannot guarantee all consignments will have a real-time proof of delivery available (at present we are achieving 70-80% real-time signature capture across the network). In the event of a signature not being available on line we will endeavour to obtain one for you as soon as is possible.

The system will allow you to monitor your own consignments and thus reduce the 'has my consignment been delivered' types of calls allowing you to give accurate instant responses to your staff and customers.

If you should encounter any issues with the system please contact us and we will be very happy to assist.

- ★ Point your web browser to <http://members.u-p-n.co.uk/login>
- ★ Enter the username and password supplied and press Login / or enter on the keyboard
- ★ On the blue menu bar hold your mouse over "Track & Trace" and select "Display Tracking" using the left mouse button
- ★ The "Selection Criteria" screen will then appear.
- ★ Click the 'Search' button and all your consignments will be shown
 - The 'Status' will be 1-Arrived, 2-Unloaded, 3-Delivered and are intended to highlight the sometimes drawn out delivery progress at some RDCs and larger consignees
 - Clicking an icon in the 'Image' column next to 3-Delivered in the 'Status' column will show a proof of delivery signature along with printed name, date and time of delivery.
 - Clicking the 'TRK' icon to left of each consignment will show full details of the consignment and allow access to full tracking information (where available) showing when the vehicle arrived, unloaded, and consignment signed for
- ★ By using the options within the 'Selection Criteria' the list of consignments shown can be narrowed down once you have a large number of consignments on the system

Thank you for using Magic Transport Ltd and United Pallet Network (UK) Ltd.