Canadian LTL
Online tracking for the Internet

User's Manual

Updated: 2014

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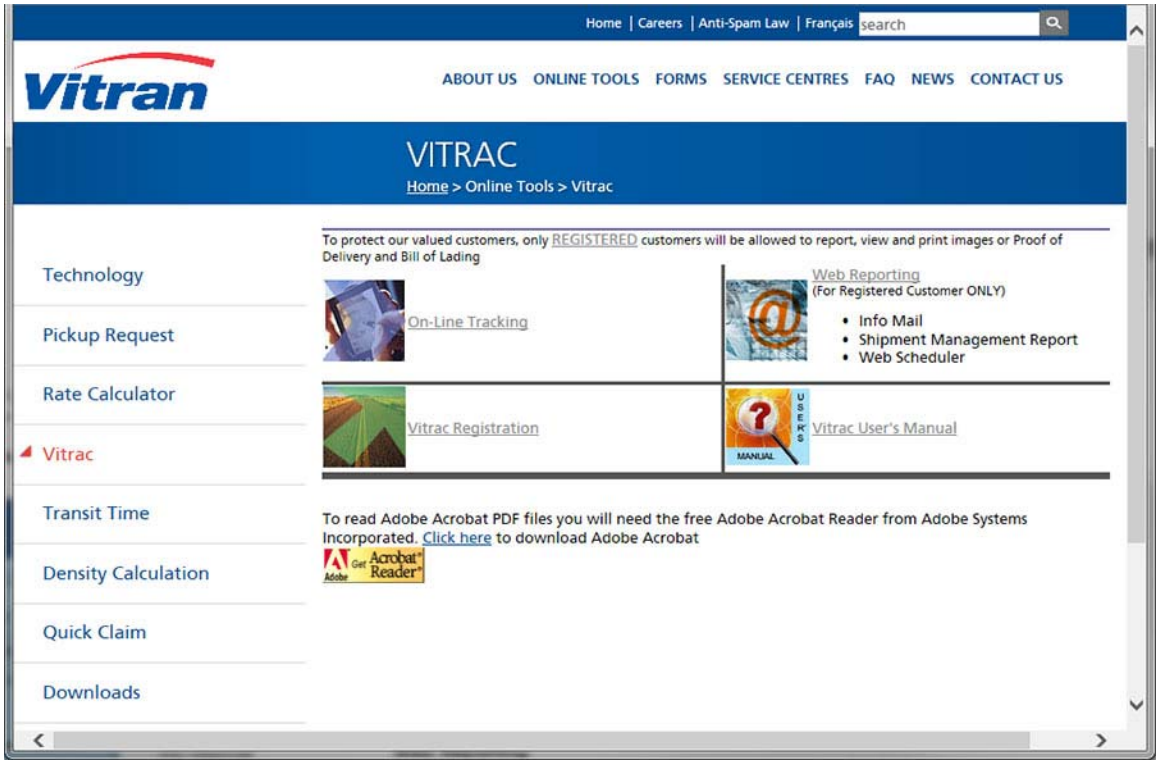
Introduction

Vitrac allows Vitran's customers to track their shipments anytime, anywhere. You can either type in www.vitran.com/vitrac or click on the Vitrac button on the left navigator bar and it will bring you to the following screen.
Currently, Vitrac consists of two components; **online tracking** and **web reporting.**



Online Tracking

- Live shipment status and delivery verification with images of Proof of Delivery

Web Reporting

- Web reporting allows you to create a customized management report to meet your specific needs

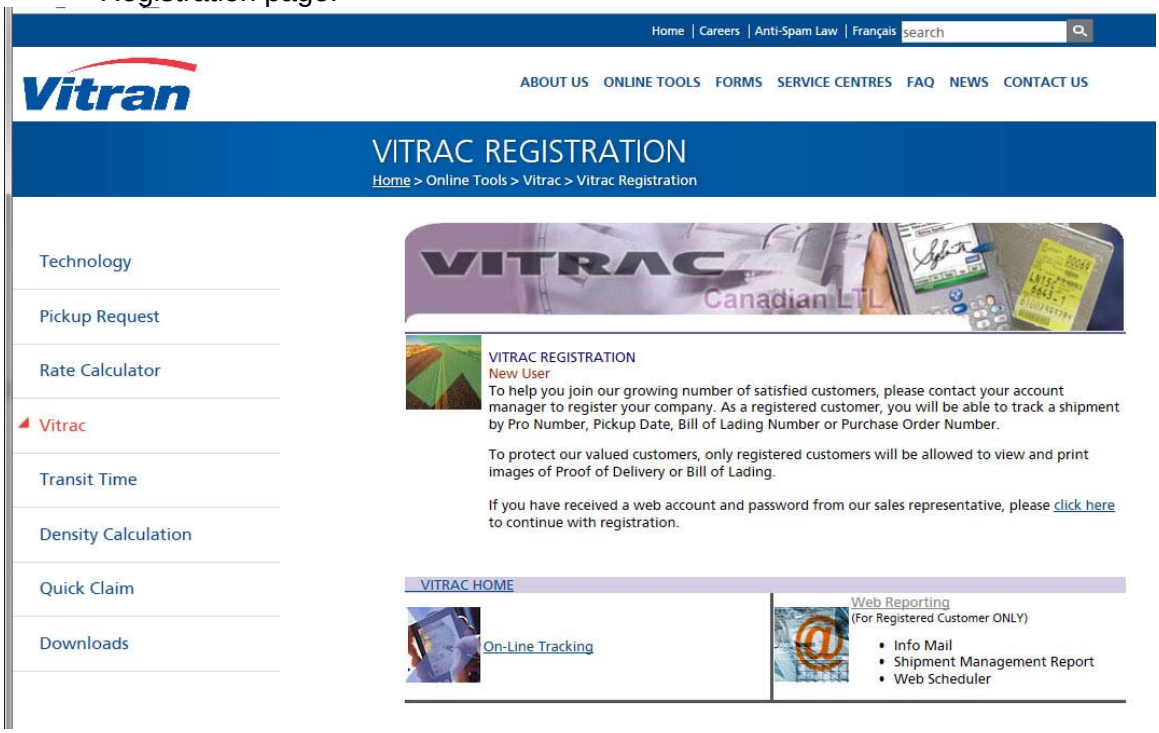
Vitrac Registration

- As a registered user, OnLine Tracking and Shipment Management Reporting are readily available at your fingertips

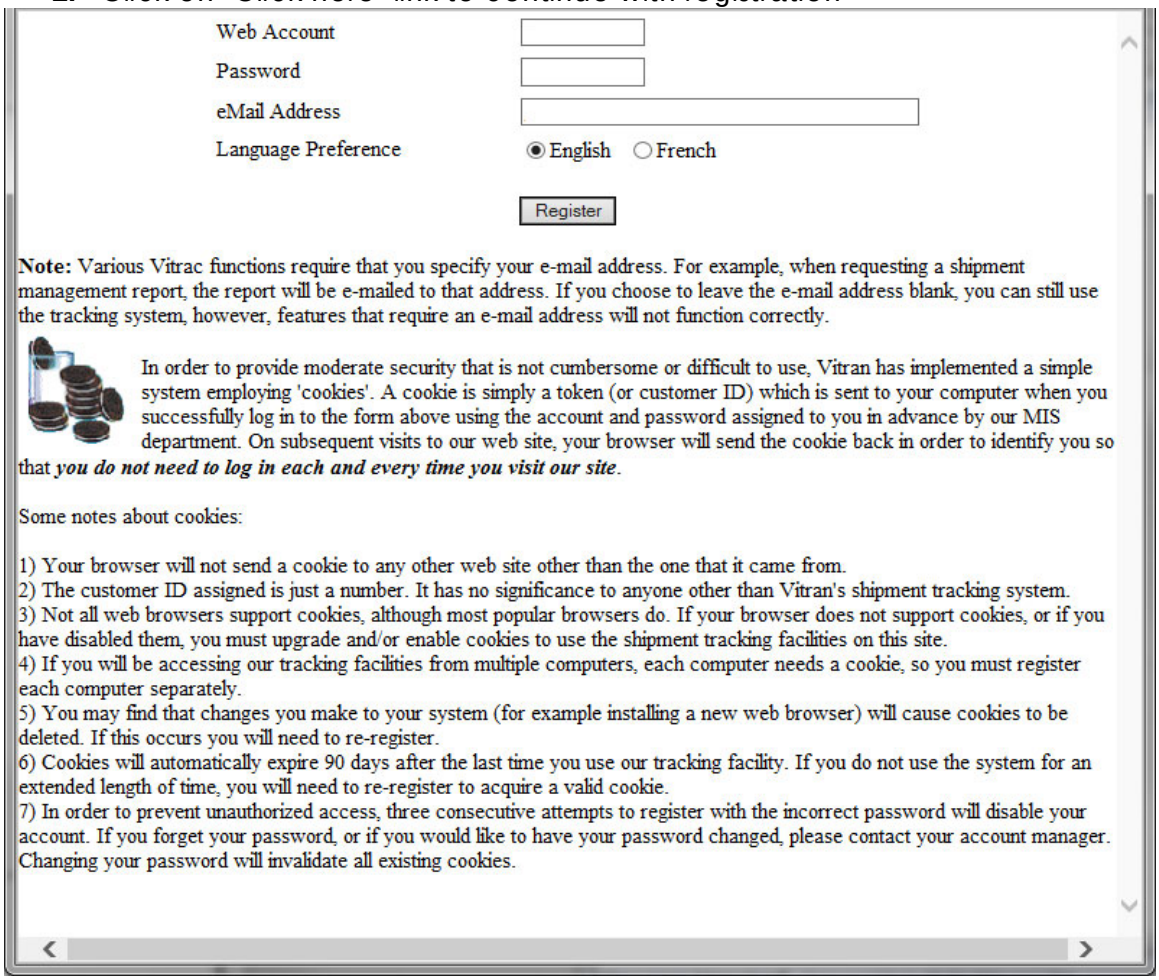
Vitrac Registration

In order to login to Vitrac, you will need to contact your local representative to set up account for you. Once account has been set up, you will receive a Web Account and Password from ltl.cda.webmaster@vitran.com.

1. You can click on **Vitrac** under **Online Tools** left navigator to go to Vitrac Registration page.



2. Click on ‘Click here’ link to continue with registration



Web Account

Password

eMail Address

Language Preference ◉ English ○ French

Register

Note: Various Vitrac functions require that you specify your e-mail address. For example, when requesting a shipment management report, the report will be e-mailed to that address. If you choose to leave the e-mail address blank, you can still use the tracking system, however, features that require an e-mail address will not function correctly.

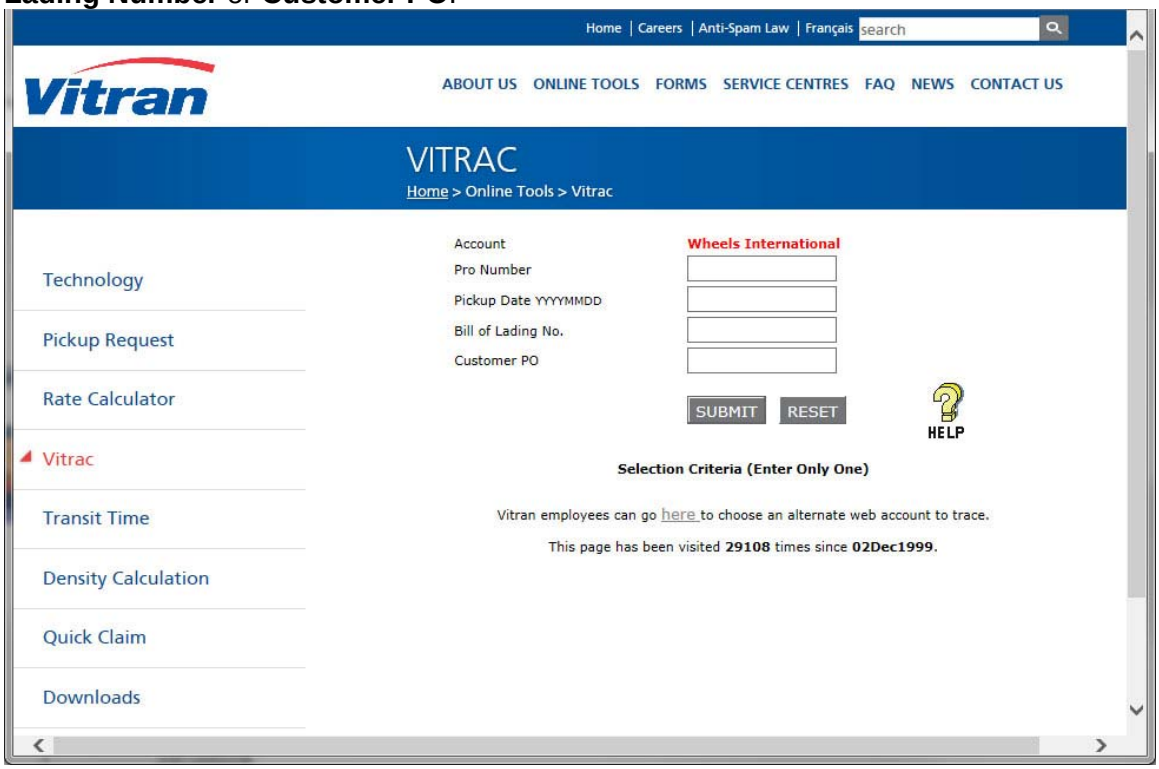
In order to provide moderate security that is not cumbersome or difficult to use, Vitran has implemented a simple system employing 'cookies'. A cookie is simply a token (or customer ID) which is sent to your computer when you successfully log in to the form above using the account and password assigned to you in advance by our MIS department. On subsequent visits to our web site, your browser will send the cookie back in order to identify you so that ***you do not need to log in each and every time you visit our site***.

Some notes about cookies:

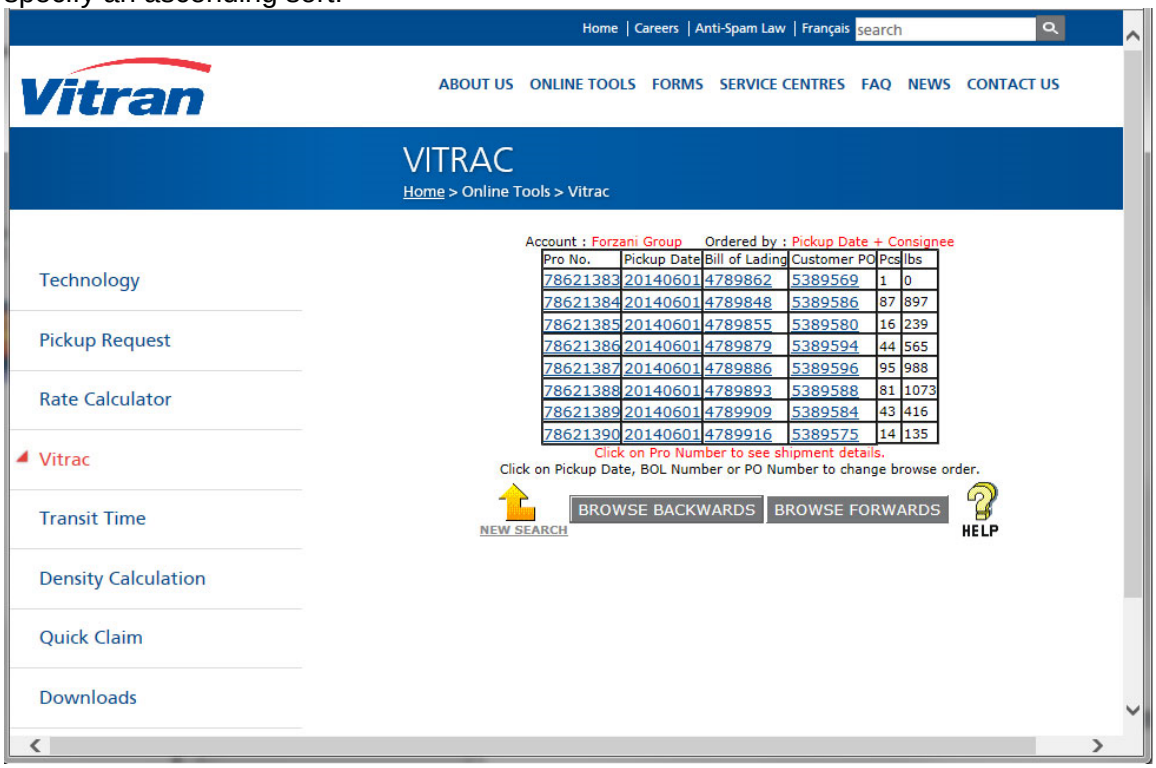
1) Your browser will not send a cookie to any other web site other than the one that it came from.
2) The customer ID assigned is just a number. It has no significance to anyone other than Vitran's shipment tracking system.
3) Not all web browsers support cookies, although most popular browsers do. If your browser does not support cookies, or if you have disabled them, you must upgrade and/or enable cookies to use the shipment tracking facilities on this site.
4) If you will be accessing our tracking facilities from multiple computers, each computer needs a cookie, so you must register each computer separately.
5) You may find that changes you make to your system (for example installing a new web browser) will cause cookies to be deleted. If this occurs you will need to re-register.
6) Cookies will automatically expire 90 days after the last time you use our tracking facility. If you do not use the system for an extended length of time, you will need to re-register to acquire a valid cookie.
7) In order to prevent unauthorized access, three consecutive attempts to register with the incorrect password will disable your account. If you forget your password, or if you would like to have your password changed, please contact your account manager. Changing your password will invalidate all existing cookies.

Online Tracking

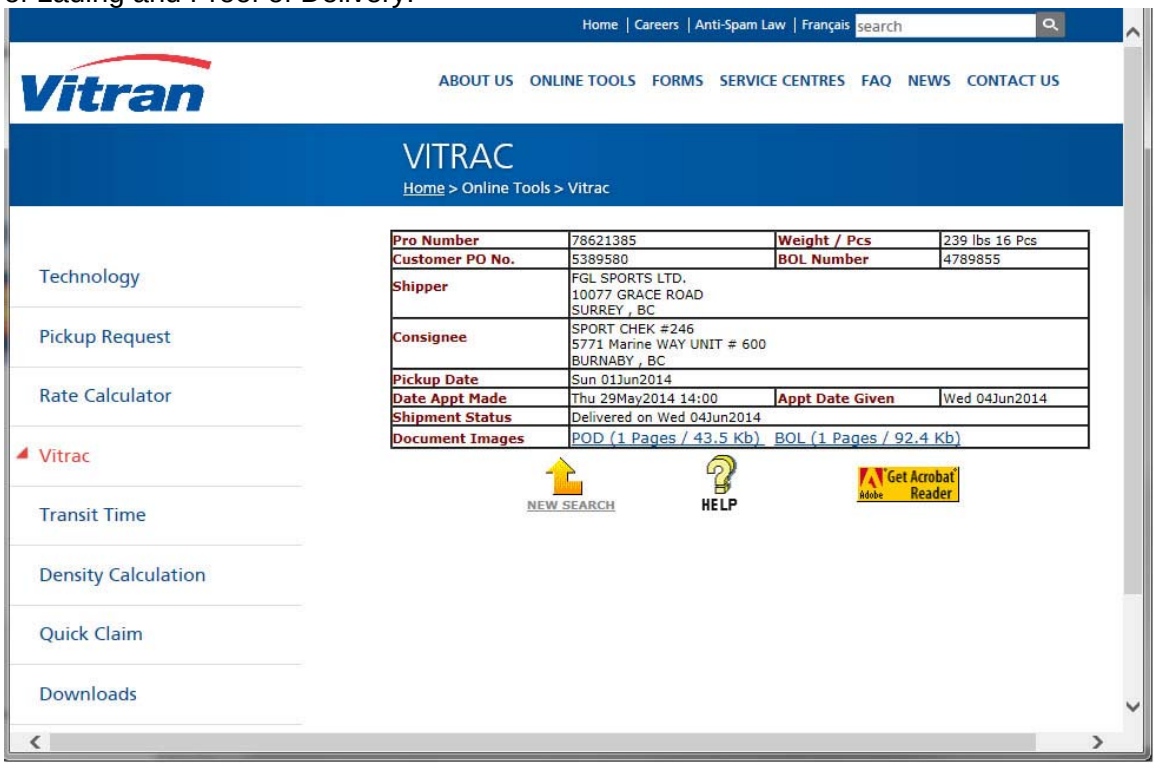
Registered users are able to track shipment by **Pro Number, Pickup Date, Bill of Lading Number** or **Customer PO**.



If system has more than one record from your search, it will display the following screen below. Click on any of the Pickup Date, BOL Numbers or Customer PO to specify an ascending sort.

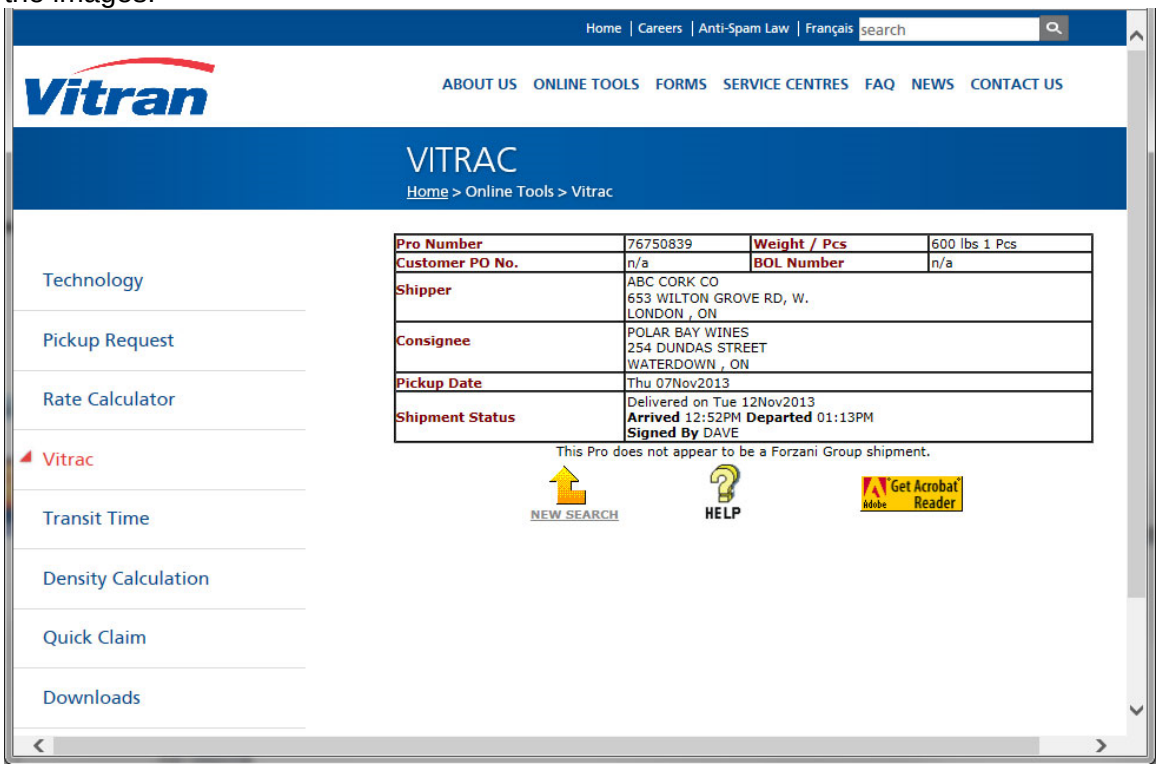


When click on the Pro #, system will display shipment's details with images of Bill of Lading and Proof of Delivery.



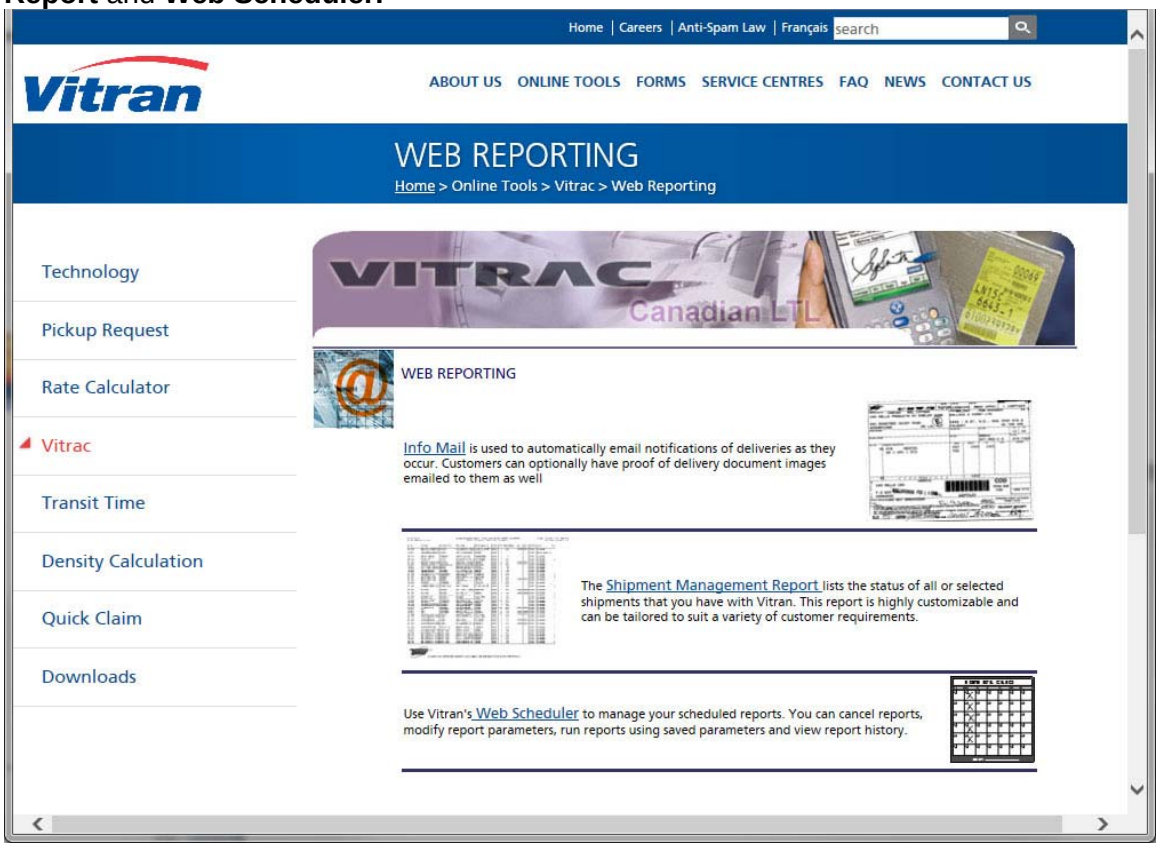
For the user who do not have web account. They can still able to track shipment by pro number.

Information will still display to customer, however, they will not be able to view the images.



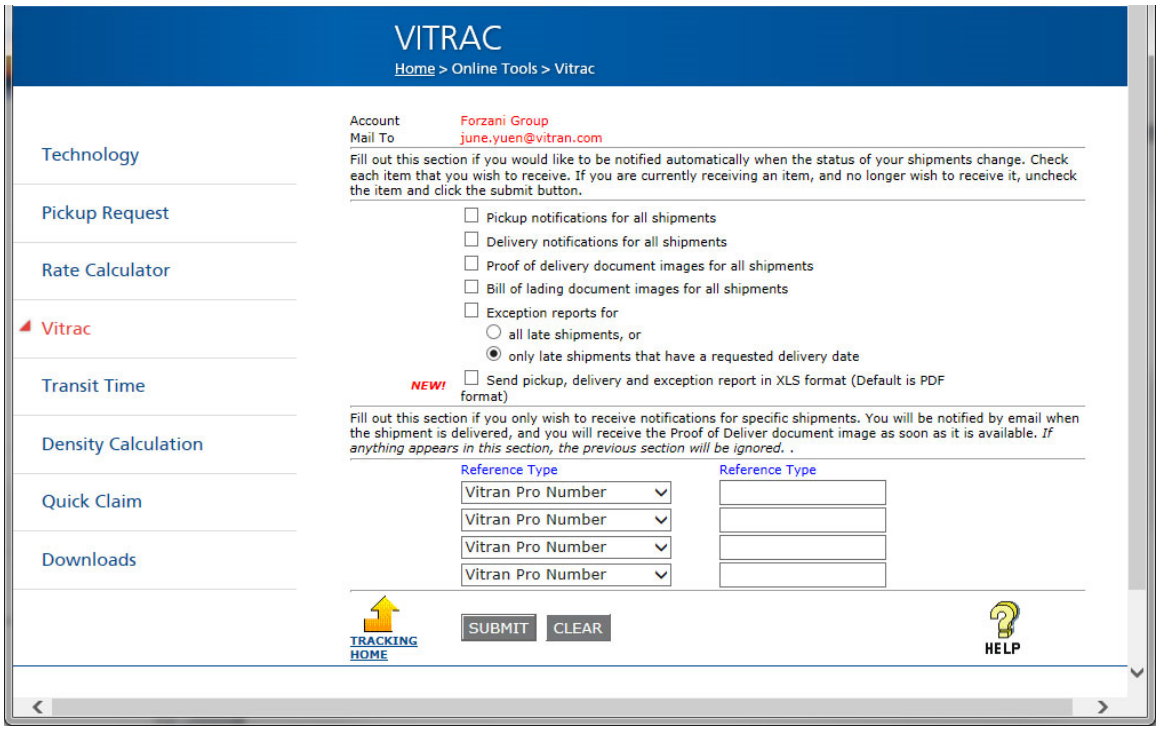
Web Reporting

There are 3 options under Web Reporting, which are **Info Mail, Shipment Management Report** and **Web Scheduler.**



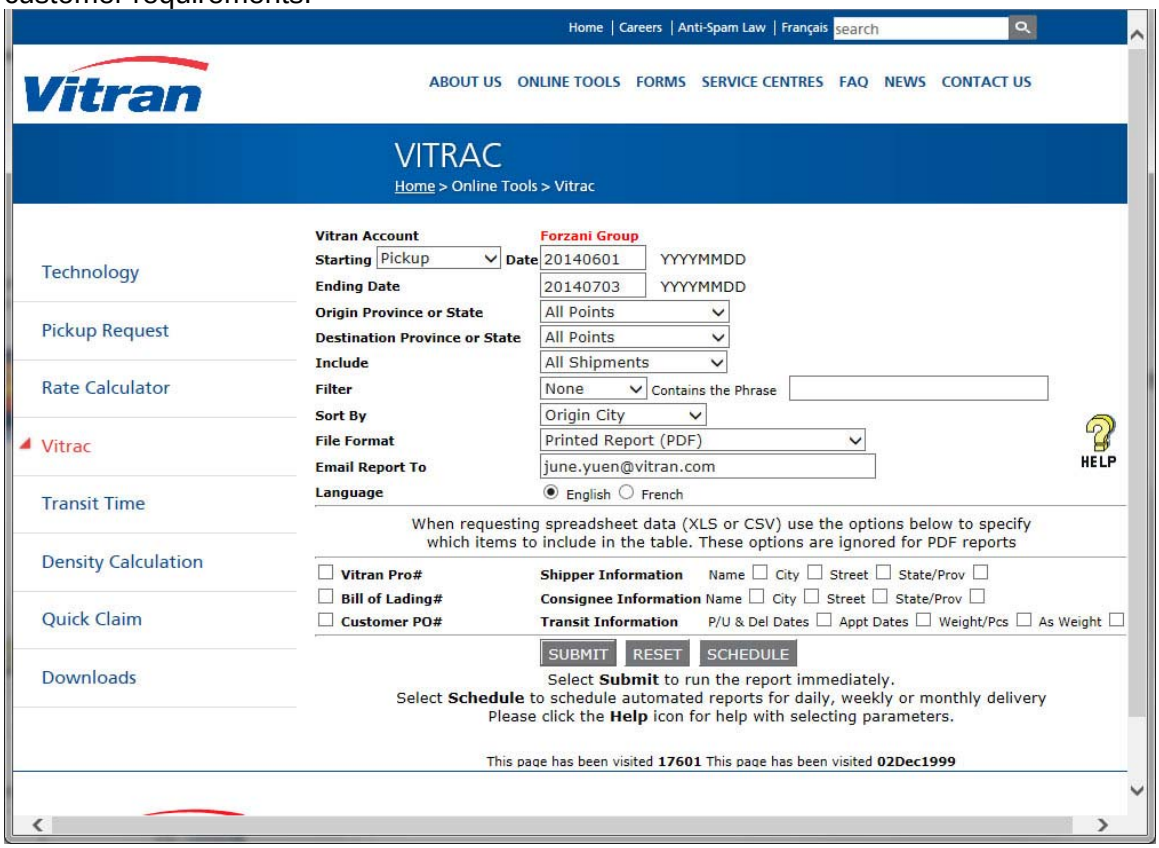
InfoMail

· Email notification for pickup and delivery
· Document Images checkbox allows you to choose which image you want along with the delivery notification
· The Reference number you enter can be a Bill of Lading Number, a Purchase Order Number, or a Vitran Pro Number.



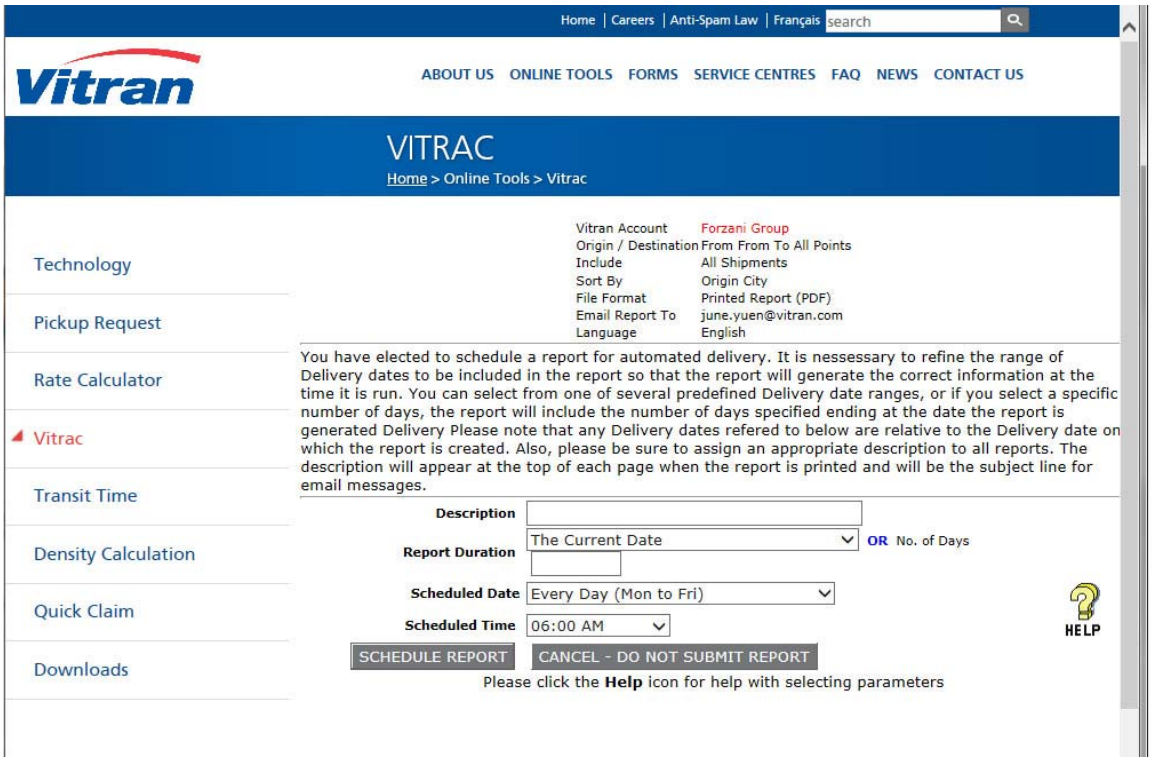
Shipment Management Report

Shipment Management Report list the status of All or selected shipments that you have with Vitran. The report is highly customizable and can be tailored to suit a variety of customer requirements.



- **Starting** and **Ending Dates** is the range of dates to be included in the report. You can select a range of Pickup, Delivery or Appointment dates by changing the Data Type.
- By Default, all Shipments are selected under **Origin and Destination State or Province**.
- The **Include** parameter is used to further restrict the report to only include shipments of interest.
- Use the '**Sort By'** option to select the order in which the shipments will appear on the report.
- The Shipment Management Report can be generated in **(1) PDF, (2) XLS/Microsoft Excel,** or **(3) CSV/Comma separated Variable** format
- Once you click on the **Submit** button, the report will be created immediately. The '**Schedule'** button gives you the option to schedule the report to run automatically daily, weekly or monthly intervals.

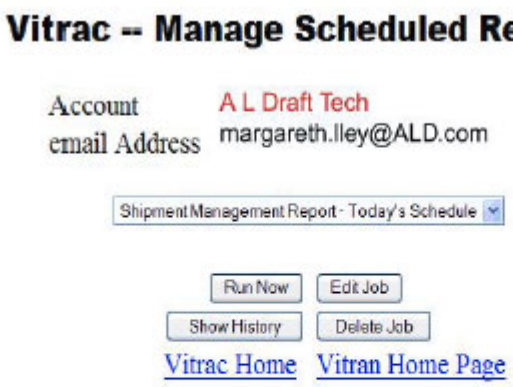
You can choose to have the report run **automatically** at predetermined intervals, or you can simply save your parameters in order to save time when **manually** running the report in the future.



- The **Description** will appear as the subject line of the email message, and is used to identify the report in Vitrac's Web Scheduler
- You must specify a range of dates which is relative to the date on which the report is run. You can choose from one of the predefined date range or you can specify a specific number of days.
- The **Scheduled Date** parameter specifies on which days the report will be running. The choices are mostly self explanatory. One of the choices (Don't Schedule – Save only) does not schedule the job to run repeatedly. 15 But instead simply stores your selections in the Web Scheduler's database.
- This allows you to use the **Web Scheduler** to trigger the report manually at an arbitrary time without having to **reenter** all the report parameter.
- **' Scheduled Time'** allow you to choose one of the specified times for the report to run
- Once you click on the **Schedule** button, your scheduled job should appear in the Web Scheduler.

Web Scheduler

Use Vitran's Web Scheduler to manage your scheduled reports. You can cancel reports, modify report parameters, and run reports using saved parameters and view report history



- All the reports you have scheduled will appear on the drop down menu · You can cancel reports, modify report parameters, and run reports using saved parameters and view report history.
- We keep the history of your scheduled reports for **14 days** and you can click on the link to retrieves your reports in real time.