

Dealer Extranet 3

Tracking orders and V-Track



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Tracking Orders with V-Track

- VELUX Dealer Extranet 3 continues to provide our customers with instant access to all their account and order details online.
- Our customers can view and track their orders on a daily basis without having to contact VELUX direct. VELUX Dealer Extranet 3 provides access to **all** of your order information.
- You can also view proof of deliveries and confirm delivery dates by directly accessing your order confirmations, view invoice details (*depending on your accounting structure*) and with our V-Track service you can now view the status of your deliveries.
- VELUX Dealer Extranet now puts your account in your hands to access at any time.

Tracking Orders with V-Track

To track an order, first locate your order and click into it to view it. (Refer to the **Search & View Orders** section of the **Orders User Guide** for instructions on how to do this).

Click the **V-Track status** link

Your Account

[Orders](#)[Invoices](#)[Quotes from VELUX](#)[Quotes for clients](#)

Order: 5007701838

Order date: 07/01/2016

Order reference: 39704

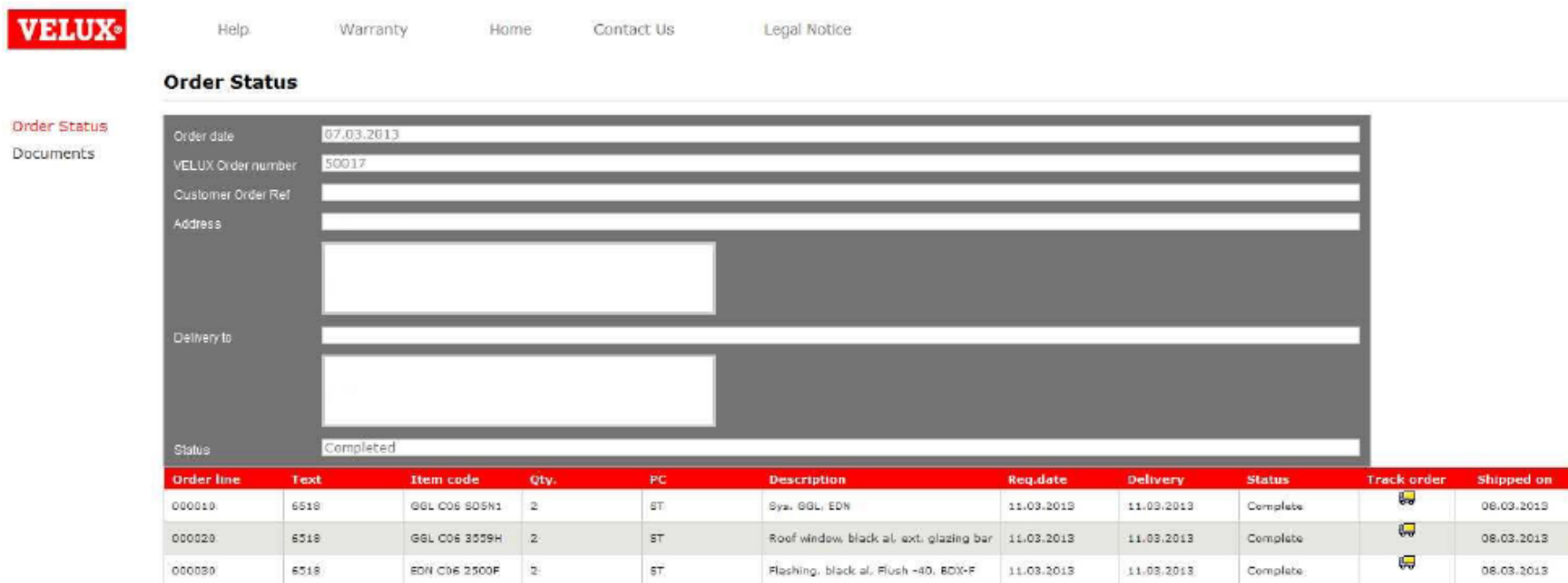
Track and trace (V-Track): [Click here to see V-Track status](#)

Customer information:

Delivery information:

Tracking Orders with V-Track




- ▶ The V-Track application will now load. This gives you access to track a delivery if it has been dispatched for delivery on the day shown on your order confirmation.
- ▶ You can also obtain a proof of delivery (POD) if your order status is complete.
- ▶ V-Track will confirm details of your VELUX order as shown below. If the order has a “completed” status you can obtain a POD for your order.



The screenshot shows the VELUX V-Track application interface. At the top, there is a navigation bar with the VELUX logo and links for Help, Warranty, Home, Contact Us, and Legal Notice. Below this is the 'Order Status' section, which includes a sidebar with 'Order Status' and 'Documents' links. The main content area displays order details in a form-like layout:

- Order date: 07.03.2013
- VELUX Order number: 50017
- Customer Order Ref: [Redacted]
- Address: [Redacted]
- Delivery to: [Redacted]
- Status: Completed

Below the order details is a table with the following columns: Order line, Text, Item code, Qty., PC, Description, Req.date, Delivery, Status, Track order, and Shipped on.

Order line	Text	Item code	Qty.	PC	Description	Req.date	Delivery	Status	Track order	Shipped on
000010	6518	GGL C06 205N1	2	ST	Sys. GGL EDN	11.03.2013	11.03.2013	Complete		08.03.2013
000020	6518	GGL C06 3509H	2	ST	Roof window, black al. ext. glazing bar	11.03.2013	11.03.2013	Complete		08.03.2013
000030	6518	EDN C06 2500F	2	ST	Flashing, black al. Flush -40, BDY-F	11.03.2013	11.03.2013	Complete		08.03.2013


Click on the lorry icon  in the “**Track Order**” field,

Tracking Orders with V-Track

This will open up a link to the website of the carrier which delivered your order, and provide you with a POD and the option to download a signed copy.

ker - details

**TNT
CONSIGNMENT
TRACKER -
DETAILS**



[input screen tips](#)

Pick up date	09 Nov 2015
Delivery service	EXPRESS
Destination	NEWMARKET
Delivery date	11:43, 10 Nov 2015
Items delivered	6 - click here for full list of items
Items left at	
Signatory	hall

Date	Time	Location	Status
10 Nov 2015	11:43:00	THETFORD	Shipment delivered in good condition.
10 Nov 2015	08:01:10	THETFORD	Out for delivery.
10 Nov 2015	02:03:11	THETFORD	Shipment received at destination depot.

[back to summary](#) / [input screen](#) / [Click to view POD image](#)

Download a Delivery note or Invoice

V-Track also provides an application to download or print a copy of your VELUX delivery note or invoice.

Click on the **Documents** link located on the left hand side of the screen.



Order Status

Order Status
Documents

Order date:

VELUX Order number:

Customer Order Ref:


Address:

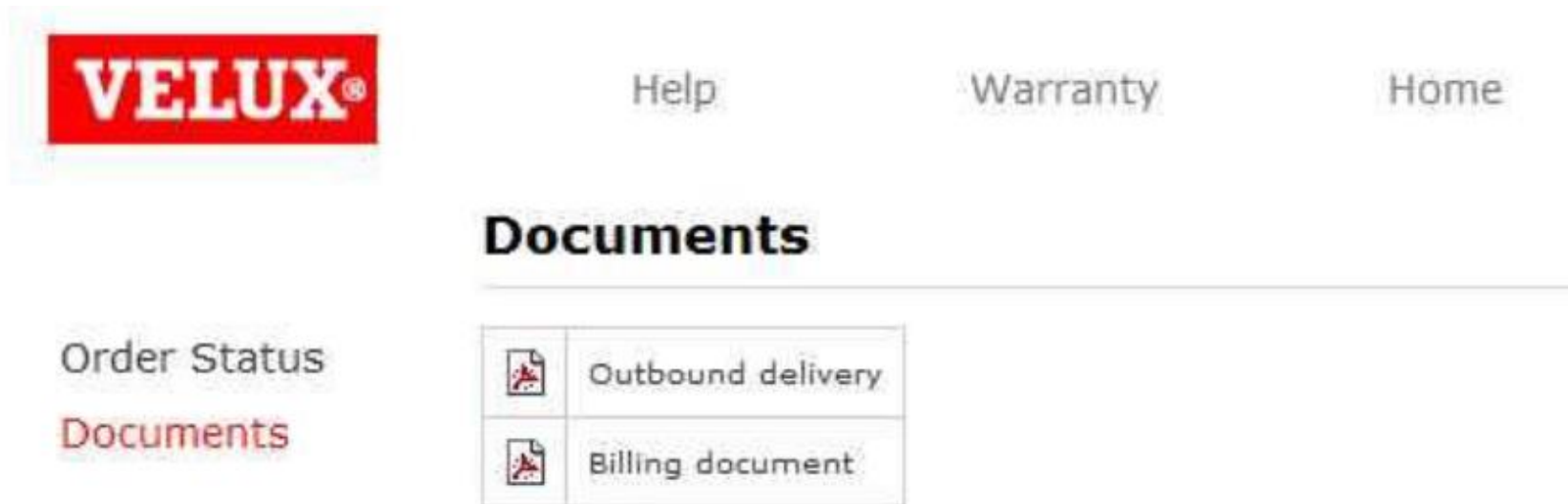
Delivery to:

Status:



Order line	Text	Item code	Qty.	PC	Description	Req.date	Delivery	Status	Track order	Shipped on
000010		DKL MK04 4562S	1	ST	Blackout blind, Dark pattern	26.11.2015		Open		

Download a Delivery note or Invoice

You should now see the below screen. Clicking on the  .pdf link will open a copy of the delivery note (Outbound delivery) or your invoice (Billing Document). If you invoice via a buying group such as NMBS then you will not be able to view your invoices in Dealernet.



The screenshot shows the VELUX website interface. At the top left is the VELUX logo. To its right are navigation links for Help, Warranty, and Home. Below the navigation is a section titled "Documents" with a horizontal line underneath. On the left side of the page, there is a link for "Order Status" and a link for "Documents" in red text. The "Documents" section contains a table with two rows, each with a PDF icon and a text label.

	Outbound delivery
	Billing document

To return to the order confirmation screen, click on the **Order Status** link.