

# QUICK REFERENCE GUIDE

# HOW TO TRACK YOUR SHIPMENT

## Confidence in knowing where your shipment is at all times

MyTeamGE provides you with the convenience of real-time visibility of a shipment's status. Track multiple shipments at a time on any device. MyTeamGE's advanced search capability supports customised search criteria with the ability to save frequently used search options and references for repeated use.

SEARCH

PROOF OF  
DELIVERY

SHARE AND  
WATCH SHIPMENTS

## SEARCH

1. GO TO MYTEAMGE.COM, ENTER SHIPMENT NUMBER OR REFERENCES IN THE TRACK YOUR SHIPMENT FIELD

2. CLICK SEARCH RESULTS MATCHING THE SEARCH CRITERIA ARE DISPLAYED

3. CLICK THE RESULT TO VIEW SHIPMENT DETAILS

Unregistered and not logged users can search up to 30 shipments displaying limited shipment information, including:

- Shipment number and references
- Estimated/actual delivery date
- Sender and receiver location (suburb and state only)
- Business unit and service
- Freight details; the number of items and total weight
- Tracking details; milestones and events
- Alternate Delivery Point details in case of missed delivery (for Express Parcels only)

An involved party in the shipment (a sender, receiver or a payer) can view additional shipping information, including:

- Complete Sender and Receiver address
- Account details
- Proof of Delivery and other shipping documents

Registered and logged in users can search up to 100 shipments at a time.

Team Global Express Courier shipment users can see a multi-stop view of the shipment, and view Proof of Delivery documents for every stop in the shipment journey

### Advanced Search

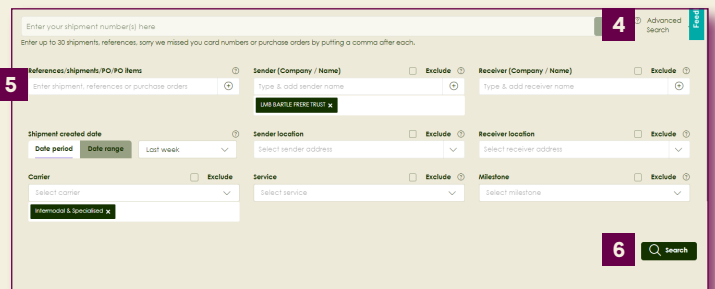
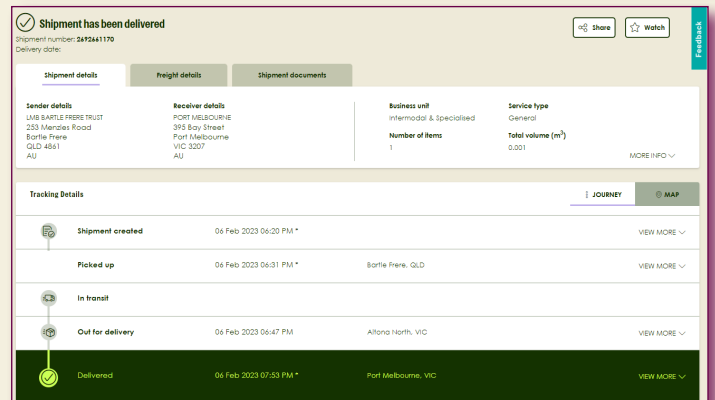
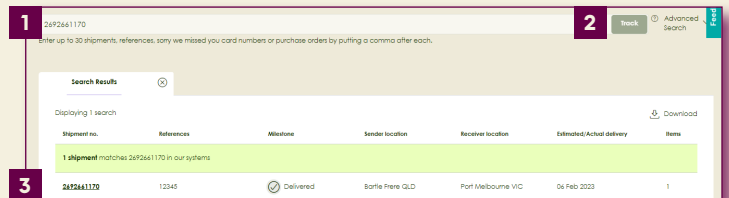
Refine search results with Advanced search. Login to your MyTeamGE profile.

4. CLICK ADVANCED SEARCH

5. ENTER SEARCH CRITERIA

Complete as many fields as required.

Hint: Fine-tune search criteria entering excluded search values.



## 6. CLICK SEARCH

Results matching the search criteria are displayed.

## 7. CLICK THE RESULT TO VIEW SHIPMENT DETAILS

## 8. SAVE SEARCH FOR FREQUENTLY USED SEARCH CRITERIA

## 9. ENTER A NAME

## 10. CLICK SAVE

Hint: You can access your saved searches from the searches tab on My Dashboard. Select the saved search from the dropdown list to launch the search.

## PROOF OF DELIVERY

Access a Proof of Delivery document only when the shipment milestone is delivered or collected in case of collection from an alternative delivery point.

View Shipment results.

## 11. CLICK SHIPMENT DOCUMENTS TAB

## 12. CLICK PROOF OF DELIVERY TAB

## 13. CLICK VIEW OR DOWNLOAD TO SAVE A PDF TO YOUR LOCAL DEVICE

## WATCH AND SHARE SHIPMENTS

Add shipments to a Watchlist for more convenient and closer monitoring of shipments.

## 14. CLICK WATCH

This changes the button status from watch to watching. Click WATCHING to remove the shipment from your watchlist and to stop receiving notifications about the shipment.

**Note:** When you add a shipment to your watchlist, you'll receive notifications about the shipment, according to your notification preferences settings 'for items in my watchlist'

**Hint:** Refer to the quick reference guide How to configure your profile to learn more about notification preferences.

## 15. CLICK SHARE

Provide the shipment link with up to 5 people.

## 16. ENTER EMAIL ADDRESSES AND MESSAGE

## 17. CLICK SHARE

**Note:** When you share the shipment link, only public information is available

