



Challenger Logistics Inc

Customer Portal Track and Trace Training

SUMMARY



The following slides will discuss how to navigate the Challenger Logistics Customer Portal and track active orders.

- ▶ Logging In
- ▶ Tracking an Order

LOGGING IN



1. To Access the Challenger Logistics Customer Portal go to:

<https://ship.challenger.com>

If you have not received a Username and Password reach out to:

CarlosD@Challenger.com

CHALLENGER
We go the Distance

Login

Username [Forgot Username?](#)
carloscustomer

Password [Forgot Password?](#)

Remember My Username

TRACKING AN ORDER

The screenshot displays the CHALLENGER web application interface. At the top, there are three circular icons representing Canada, the United States, and the world. Below these is a navigation bar with the CHALLENGER logo and a dropdown menu. The dropdown menu is open, showing options: Home, Security, Reporting, and Customer. The Customer menu is further expanded to show Tracking, Tender Shipment, Search Orders, and Master Order Entry. The Tracking menu is also expanded, showing View Master Orders, View Available Loads, View Tendered Loads, and View Completed Orders. A red arrow points to the CHALLENGER logo, and another red arrow points to the View Tendered Loads option. The main interface includes a search bar, an End Date field set to 2018-03-13, a Refresh button, and several action buttons: View Documents, Select All, Map Selected, Map All, and Clear Selection. Below these are two columns for Orig. Earliest Date and Orig. Latest Date. The main content area shows a table with columns for Order ID, Status, and Location. Two rows are visible: 5000935 STD STRC and 5000959 STD METRO PARK WAREHOUSES, INC Kansas City, KS.

	Orig. Earliest Date	Orig. Latest Date
5000935 STD STRC	2018-03-05 7:30:00 AM	2018-03-05 4:00:00 PM
5000959 STD METRO PARK WAREHOUSES, INC Kansas City, KS	2018-03-05 1:30:00 PM	2018-03-05 1:30:00 PM

2. Tracking: To view orders in transit select the **Challenger** button and go to **Customer → Tracking → Tendered Loads**

Tracking Screens:

- **View Master Orders** – View all Active Master Orders
- **View Available Loads** – View All Active Orders
- **View Tendered Loads** – View All Tendered Orders that have not yet been delivered
- **View Completed Orders** – View All Delivered Orders

TRACKING AN ORDER

The screenshot shows the top navigation bar with the CHALLENGER logo. Below it, there are two date input fields: 'Start Date' with the value '3/16/2018' and 'End Date' with the value '5/30/2018'. To the right of these fields is a 'Refresh' button. Below the date fields are two buttons: 'View Details' and 'View Documents'. At the bottom of this section is a table header with columns: 'Order Header Number', 'Order Number', 'Status', 'Order By ID', 'PickupName', and 'PickupC'. The table body is empty, displaying 'No records to display.' Three red arrows point to the date fields and the Refresh button.

3. Enter a Date Range and press the Refresh button

The screenshot shows the same CHALLENGER application interface as above, but now with a list of orders displayed in a table. The table has columns: 'Order Header Number', 'Order Number', 'Status', 'Order By ID', 'PickupName', 'PickupCity', 'PickupState', 'ConsigneeName', 'ConsigneeCity', 'ConsigneeState', 'BillTo', and 'OrderBy'. The first row is highlighted in yellow. A red arrow points to the 'View Details' button. Another red arrow points to the first row of the table.

Order Header Number	Order Number	Status	Order By ID	PickupName	PickupCity	PickupState	ConsigneeName	ConsigneeCity	ConsigneeState	BillTo	OrderBy
5003636	5003636	TND	VENETO01	VENTURA FOODS OF ALBERTA LTD	Edmonton	AB	VENTURA FOODS BRANTFORD	Brantford	ON	VENTURA FOODS CANADA	VENTURA FOODS CANADA
5003639	5003639	TND	VENETO01	VENTURA FOOD PRODUCTS	Etobicoke	ON	VENTURA FOODS LLC	Chambersburg	PA	VENTURA FOODS CANADA	VENTURA FOODS CANADA

4. Select an Order to Track by clicking on it

5. Click the View Details Button

TRACKING AN ORDER

CHALLENGER LANDING SHIPMENT ? na, Ventura Foods

Document Manager Back

Order #: 5003636 [5003636]
 Current Location:
 Weight: 22000 LBS
 Delivery Date: 5/10/2018

Carrier Name: UNKNOWN(UNKNOWN)
 Last Checkcall:
 Reference #:

Shipper
 Company Name: VENTURA FOODS OF ALBERTA LTD(VENEDM)
 Address: 2650 PARSONS RD NW
 Edmonton,AB/ T6N1A3
 Contact Name: Imaging
 Contact Phone: 7804436406

Consignee
 Company Name: VENTURA FOODS BRANTFORD(VENBRA)
 Address: 100 Roy Blvd
 Brantford,ON/ N3S 1P7
 Contact Name:
 Contact Phone: 5197523333

Stops

Event	ID	Company Name	City/State	Zip	Arrival Date	Departure Date	Arrival Status	Departure Status
> LLD	VENEDM	VENTURA FOODS OF ALBERTA LTD	Edmonton,AB/	T6N1A3	5/10/2018 11:20:00 AM	5/10/2018 11:20:00 AM	Open	Open
∨ LUL	VENBRA	VENTURA FOODS BRANTFORD	Brantford,ON/	N3S 1P7	5/10/2018 12:26:00 PM	5/10/2018 12:25:00 PM	Open	Open

Ref Number	Ref Number Type	Code	Description	Quantity	Quantity Unit	Volume	Volume Unit	Weight	Weight Unit	Width	Length	Height	Stackable
	Bill of Lading #	FOOD	FOOD PRODUCTS	16	PLT	0	GAL	22000	LBS	0	0	0	N

Checkcall History

Last Update	Location Description	Comment	Event
No records to display.			

The **Load Details** screen presents all order information, as well as a map to view the route and current location of your order.

Click the **drop down** arrow next to an **event** for further details such as Weight and Quantity.

Under **Last Update** notes and call checks are available for viewing

- ▶ **Event** - Pickup or Drop
- ▶ **LLD** - Live Load
- ▶ **LUL** - Live Unload

