



poolservice

TrackOnline

**Instruction Manual**

**Retail**

## Purpose Work Instruction

This work instruction explains all necessary steps and actions to take for a retailer regarding CBL that are expected by Pool Service.

## Steps in Track Online

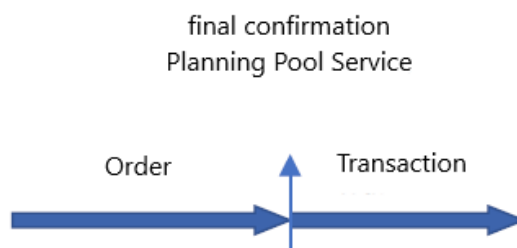
1. Log in
2. Stock statement
3. Transactions
  - a. Overview (incl. Depot plan)
  - b. Actions (write off transactions)
  - c. Status check of transactions
4. Orders

## General Information

An order has 2 different statuses in Track Online: Orders and Transactions.

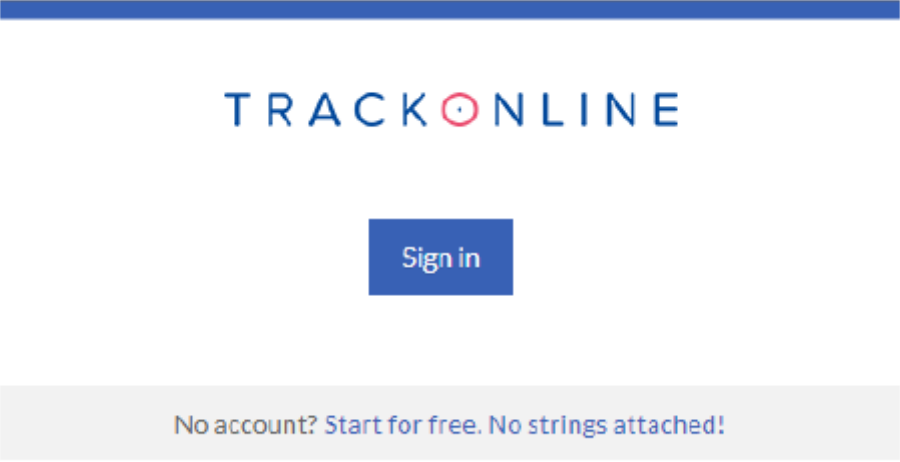
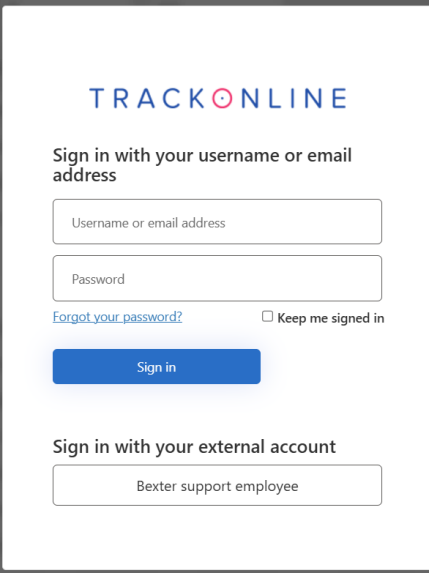
- Orders: All orders in the future that haven't been confirmed by Pool Service.
- Transactions: Orders become Transactions as soon as they receive a final confirmation during the allocation process of the planning department of Pool Service.

**IMPORTANT:** Het number of an order remains the same when it moves from status order to status transactions. The location where you can find the order or transaction changes in Track Online.

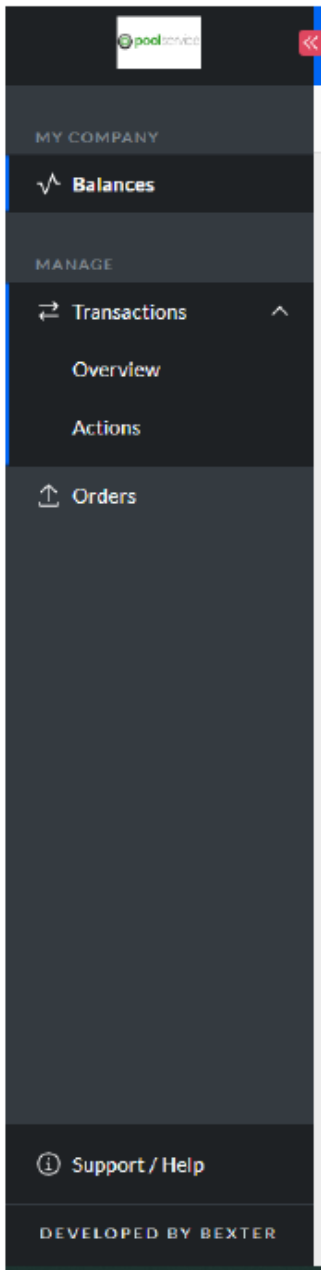


In the remainder of this document all steps will be described separately.

## 1. Log In

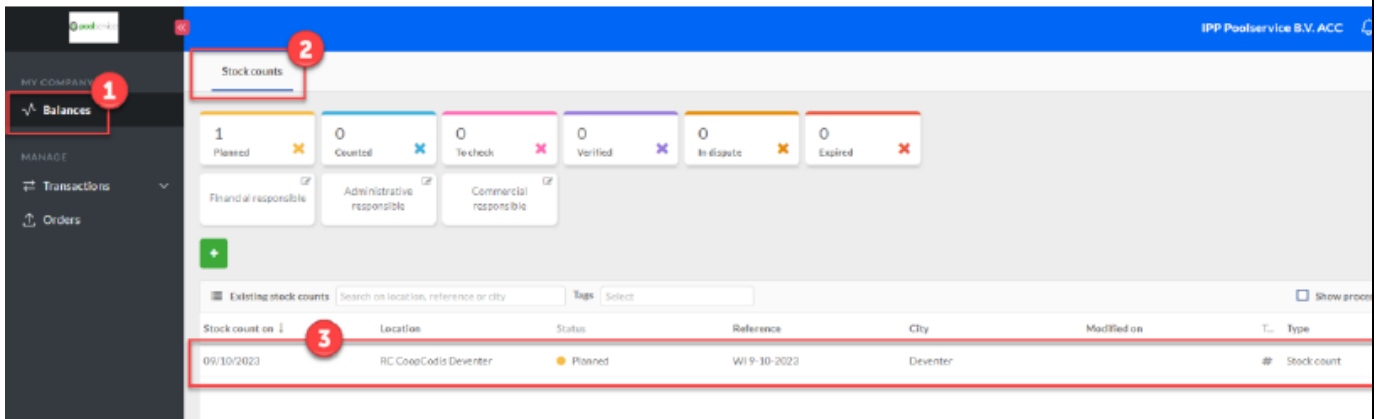
1	Go to the following link: <a href="http://app.trackonline.com">app.trackonline.com</a>
2	<p><b>Click on Sign in</b></p> 
3	<p>Enter the email address and password obtained from Pool Service.</p> <p>If you are missing login details, please contact Pool Service.</p> <p>If you miss a password, you can click “Forgot your password?” to request a new password.</p> 

- 4 On the left in the black/gray bar is a general overview of all options.  
All screens can be opened from these options.



## 2. Stock Statement

- 1 Go to the “Balances” tab (1) and “Stock Counts” tab (2).  
Open the open planned stock count by clicking on the line (3).



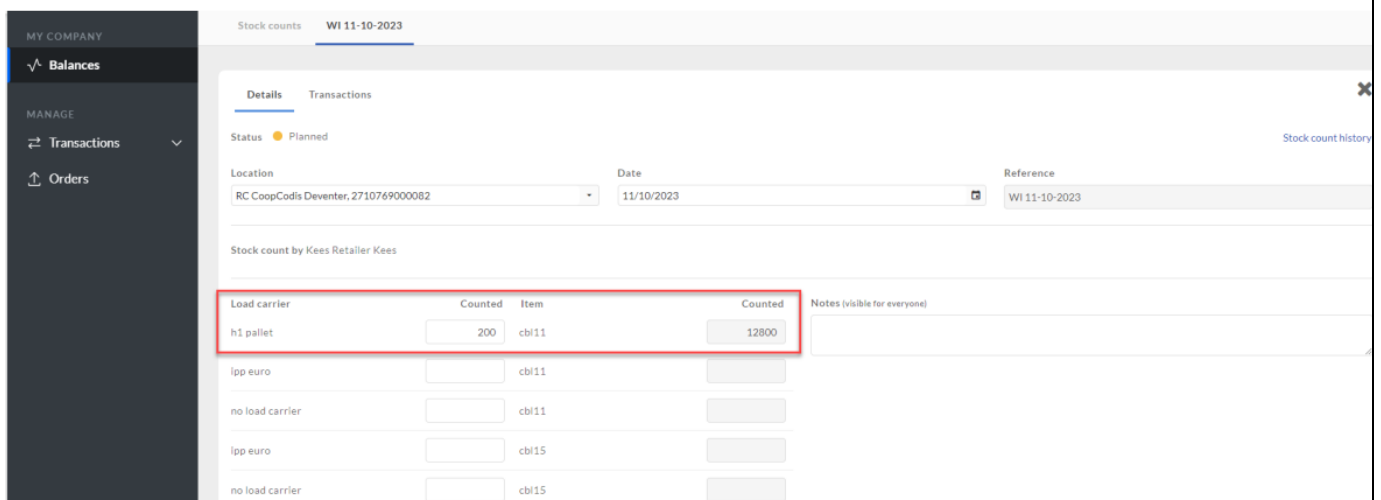
Stock count on	Location	Status	Reference	City	Modified on	Type
09/10/2023	RC CoopCodis Deventer	Planned	WI 9-10-2023	Deventer		Stock count

- 2 You now arrive at the screen where the supplies must be filled in. This must be done in pallet amounts.

To enter correctly:

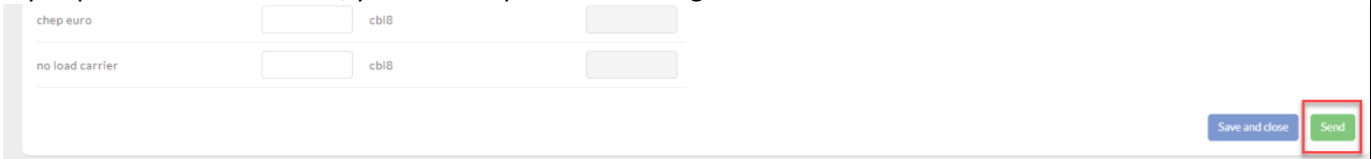
- All fields must be completed
- You must enter the quantity per pallet type and CBL type
- For example: 200 pallets H1 with CBL11 -> automatically creates 12800 pieces of CBL11
- For a value for which nothing has been counted or that is not applicable, enter “0” (zero) pieces.

At this moment “No load carrier” is still visible. No load carrier must also be entered with “0” items. This line is not relevant to the retailer and will disappear in a later version of Track Online.

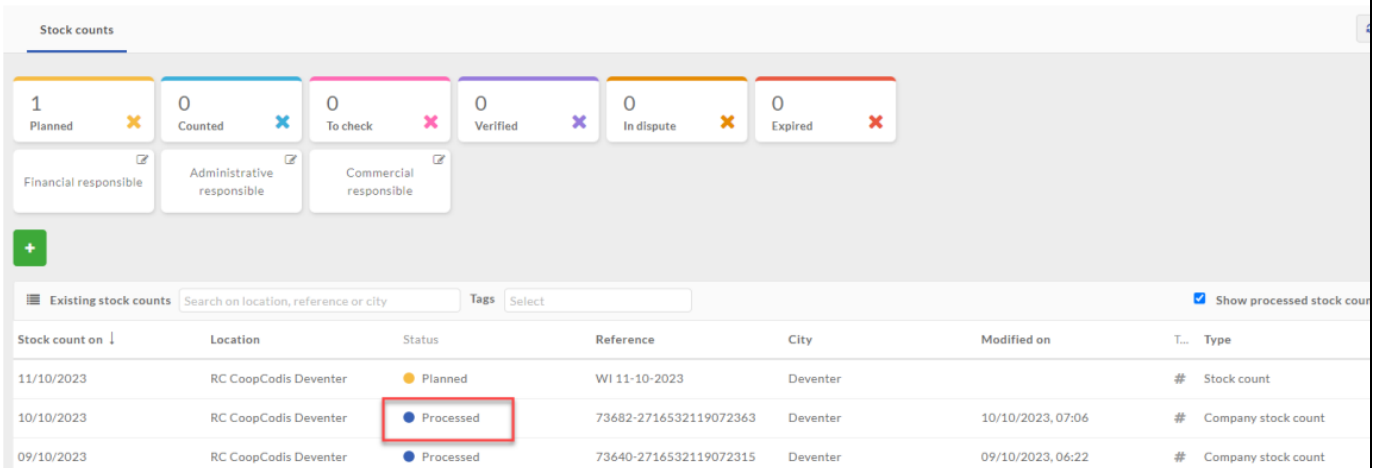


Load carrier	Counted	Item	Counted	Notes (visible for everyone)
h1 pallet	200	cbl11	12800	
ipp euro		cbl11		
no load carrier		cbl11		
ipp euro		cbl15		
no load carrier		cbl15		

- 3 When all values have been entered, click "Send". The stock count has now been sent.  
 If you click on "Save and close" you will save the count, but it will not be sent.  
 If you press "Save and close", you can re-open the count again and click "Send".



- 4 After sending the stock count, the status of the count will change to "Processed".



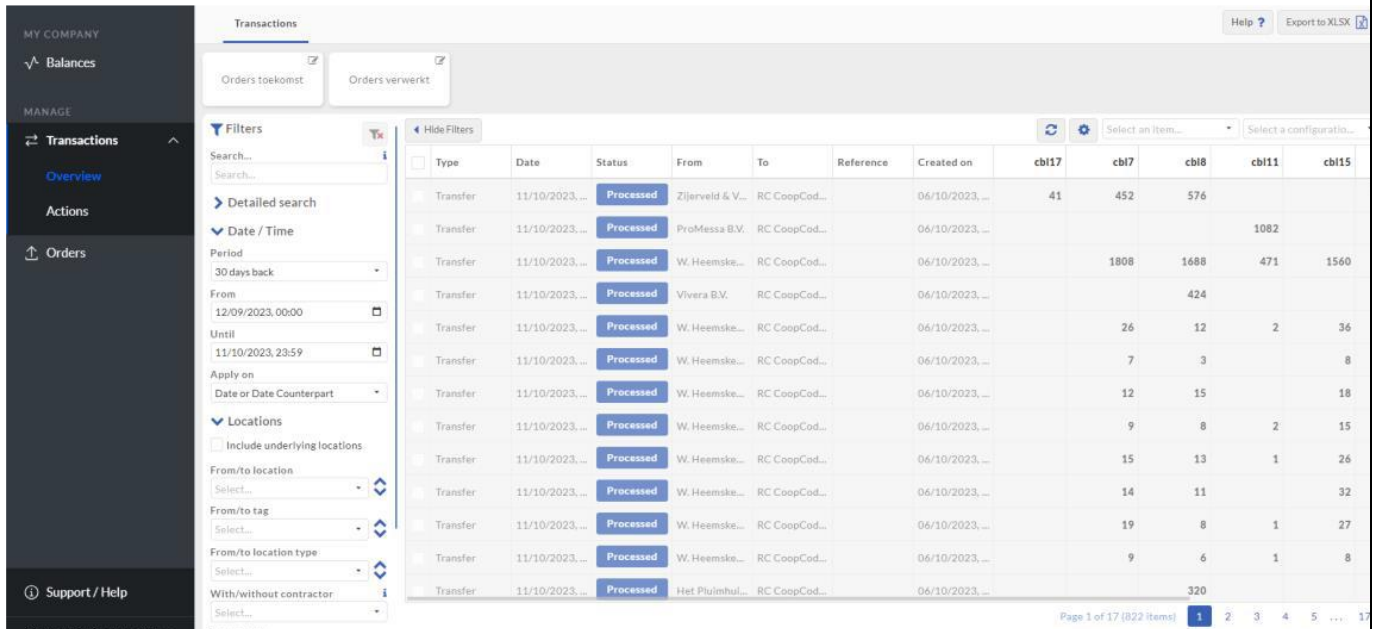
Stock count on ↓	Location	Status	Reference	City	Modified on	T...	Type
11/10/2023	RC CoopCodis Deventer	Planned	WI 11-10-2023	Deventer		#	Stock count
10/10/2023	RC CoopCodis Deventer	Processed	73682-2716532119072363	Deventer	10/10/2023, 07:06	#	Company stock count
09/10/2023	RC CoopCodis Deventer	Processed	73640-2716532119072315	Deventer	09/10/2023, 06:22	#	Company stock count

- 5 In case a change is necessary after you have sent your Stock Count, please contact Pool Service.

### 3. Transactions

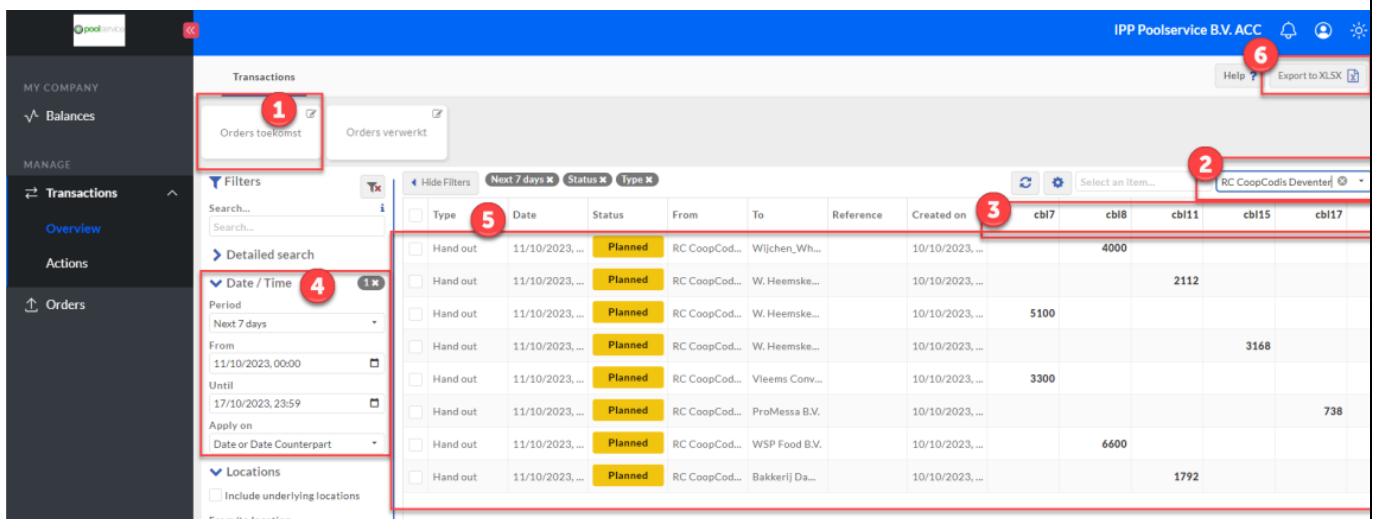
#### A TRANSACTIONS OVERVIEW

- 1 Go to Transactions -> Overview  
All transactions (orders confirmed by Pool Service) are visible here.



- 2 This screen can be used to create a handout of the transaction overview for tomorrow.

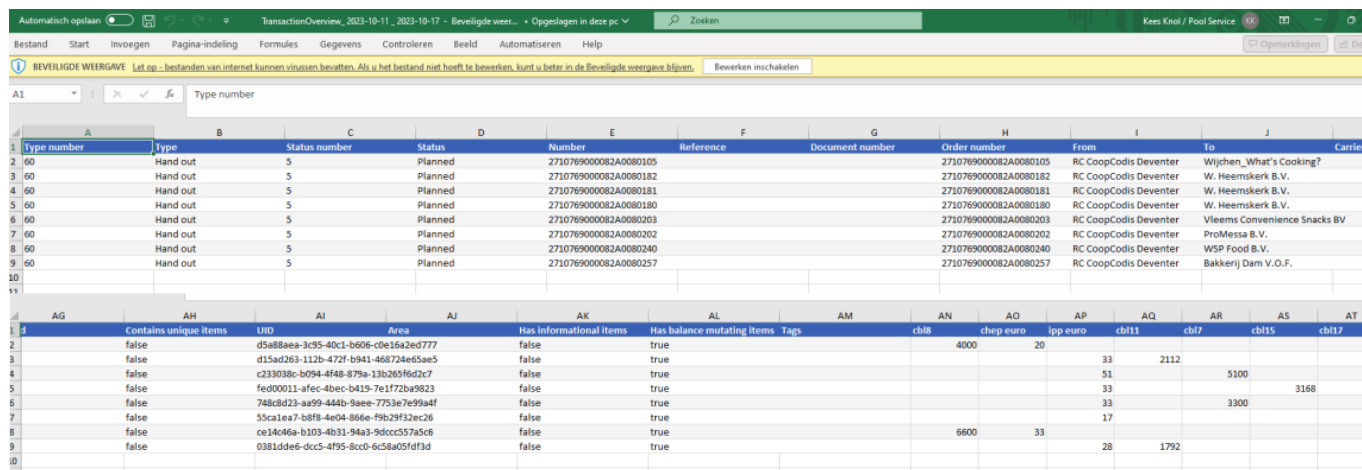
1. Click on orders future: This provides a filter set for the next 7 days.
2. Select the item configuration.
3. This ensures that the order of CBL in point 3 is logical.
4. Here you can select the dates. For example, if you want 1 day, you can only select this day here.
5. With the right filter set you will now see all planned orders for tomorrow.
6. You can export this plan to Excel via the indicated button.



3 Currently, the Excel document contains too many columns and an illogical order.

Remove the columns that are not necessary for you, the result can be used as a handout.

The format will be adjusted to a format where you see the same values and columns as the screen print in point 2 (within the image point 5).

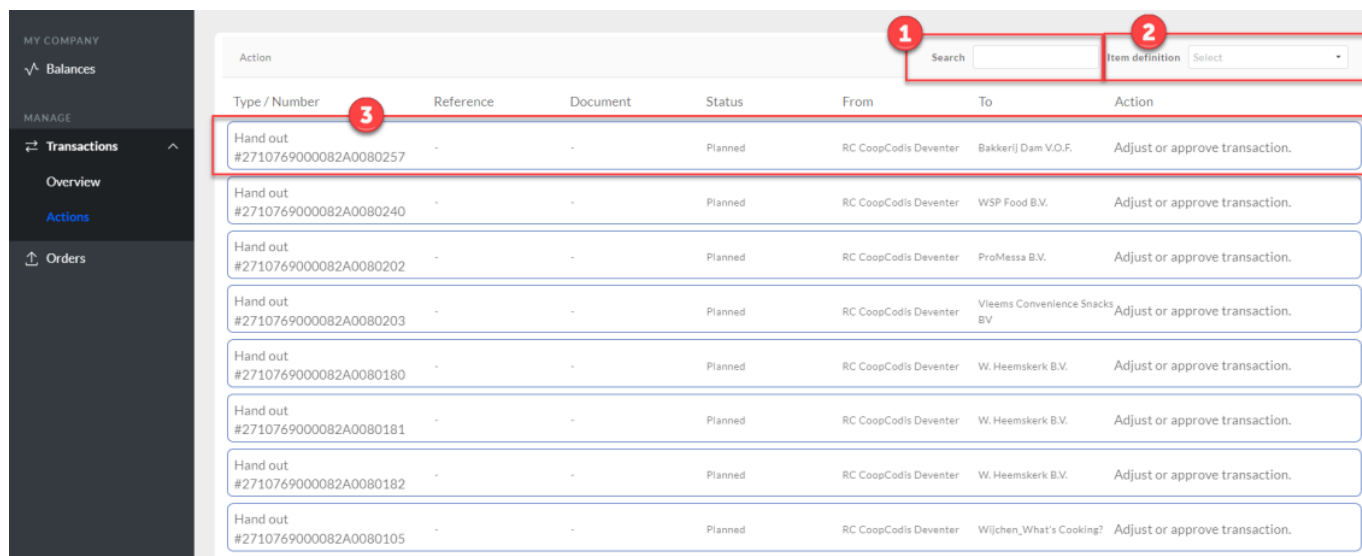


Type number	Type	Status number	Status	Number	Reference	Document number	Order number	From	To	Carrier
60	Hand out	5	Planned	2710769000082A0080105			2710769000082A0080105	RC CoopCodiS Deventer	Wijchen_What's Cooking?	
60	Hand out	5	Planned	2710769000082A0080182			2710769000082A0080182	RC CoopCodiS Deventer	W. Heemskerk B.V.	
60	Hand out	5	Planned	2710769000082A0080181			2710769000082A0080181	RC CoopCodiS Deventer	W. Heemskerk B.V.	
60	Hand out	5	Planned	2710769000082A0080180			2710769000082A0080180	RC CoopCodiS Deventer	W. Heemskerk B.V.	
60	Hand out	5	Planned	2710769000082A0080203			2710769000082A0080203	RC CoopCodiS Deventer	Vleems Convenience Snacks BV	
60	Hand out	5	Planned	2710769000082A0080202			2710769000082A0080202	RC CoopCodiS Deventer	ProMessa B.V.	
60	Hand out	5	Planned	2710769000082A0080240			2710769000082A0080240	RC CoopCodiS Deventer	WSP Food B.V.	
60	Hand out	5	Planned	2710769000082A0080257			2710769000082A0080257	RC CoopCodiS Deventer	Bakkerij Dam V.O.F.	

## B ACTIONS OVERVIEW

1 The actions overview contains all open transactions.

1. The order number can be entered here, so you can more easily search for the transaction to be written off.
2. CBL type can also be selected here, which also makes searching easier.
3. A transaction can be opened by clicking on it.



Type / Number	Reference	Document	Status	From	To	Action
Hand out #2710769000082A0080257	-	-	Planned	RC CoopCodiS Deventer	Bakkerij Dam V.O.F.	Adjust or approve transaction.
Hand out #2710769000082A0080240	-	-	Planned	RC CoopCodiS Deventer	WSP Food B.V.	Adjust or approve transaction.
Hand out #2710769000082A0080202	-	-	Planned	RC CoopCodiS Deventer	ProMessa B.V.	Adjust or approve transaction.
Hand out #2710769000082A0080203	-	-	Planned	RC CoopCodiS Deventer	Vleems Convenience Snacks BV	Adjust or approve transaction.
Hand out #2710769000082A0080180	-	-	Planned	RC CoopCodiS Deventer	W. Heemskerk B.V.	Adjust or approve transaction.
Hand out #2710769000082A0080181	-	-	Planned	RC CoopCodiS Deventer	W. Heemskerk B.V.	Adjust or approve transaction.
Hand out #2710769000082A0080182	-	-	Planned	RC CoopCodiS Deventer	W. Heemskerk B.V.	Adjust or approve transaction.
Hand out #2710769000082A0080105	-	-	Planned	RC CoopCodiS Deventer	Wijchen_What's Cooking?	Adjust or approve transaction.

In a later version of Track Online, a date filter, a column with CBL type and a column with CBL quantity will be added to this screen.



2 After opening a transaction, you will see the overview below:  
You have two options: Approve or Adjust.

1. Approve:

- Approval of the transaction (no deviation from planned)
- - Enter the CMR number in the "Document no." field. and click on "approve."
- - Here you will be asked to enter a reason code "Successful."

Hand out

From: RC CoopCodis Deventer To: Bakkerij Dam V.O.F.

Carrier - (Optional): Select a carrier...

Date: 11/10/2023, 00:00 Date counterpart: 11/10/2023, 00:00

Document no. - (Optional):

Number: 2710769000082A0080257

Reference - (Optional):

Notes - (Optional): Enter notes...

Order number: 2710769000082A0080257

Item definition	Quantity	Load carrier	Quantity
cbl11 (Unknown)	1792	lpp euro	28

Select

Cancel Adjust Approve

2.Adjust:

- If the order has not been shipped according to schedule, use Adjust. After you click on "Adjust", you will be asked to enter a reason code. After completing the form, click on "Save and Close."
- Now the document no. (CMR no), Notes, CBL quantity and pallet quantity can be changed.
- After the changes, book the transaction by clicking "Save and close."

**Hand out**

Change due to stock

From: RC CoopCodis Deventer To: Bakkerij Dam V.O.F.

Carrier - (Optional): Select a carrier...

Date: 11/10/2023, 00:00 Date counterpart: 11/10/2023, 00:00

Document no. - (Optional): --

Number: 2710769000082A0080257

Reference - (Optional): --

Notes - (Optional): Enter notes...

Order number: 2710769000082A0080257

Item definition	Quantity	Load carrier	Quantity
cb11 (Unknown)	1792	lpp euro	28

Select

Cancel adjusting Save and close

## C CHECK TRANSACTION STATUS

1 After a transaction has been posted, the status changes depending on how it was posted. Go to Transactions -> Overview.

Click on "Orders processed" (1) to select the filter of all orders from the past 30 days.

On the left of the filter screen (2) you can select the exact date, if necessary.

Statuses (3):

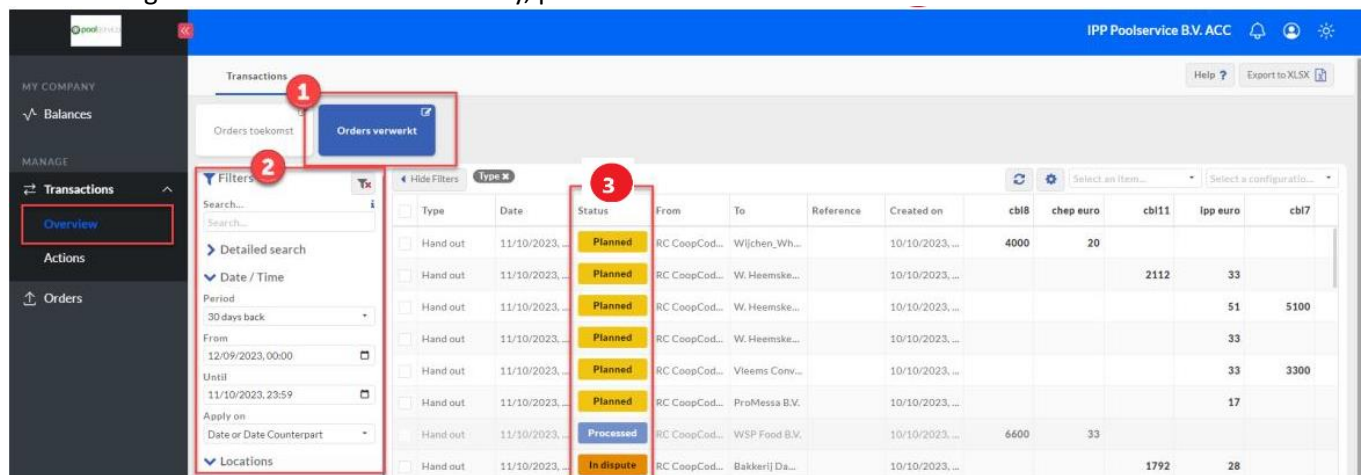
All open transactions have status: "planned."

All approved transactions have status: "Processed."

All transactions with a discrepancy are listed as: "In dispute."

Pool Service will check orders all transactions with status "In Dispute," Pool Service can contact the supplier and/or retailer to ask about these transactions.

If something has not been booked correctly, please contact Pool Service.

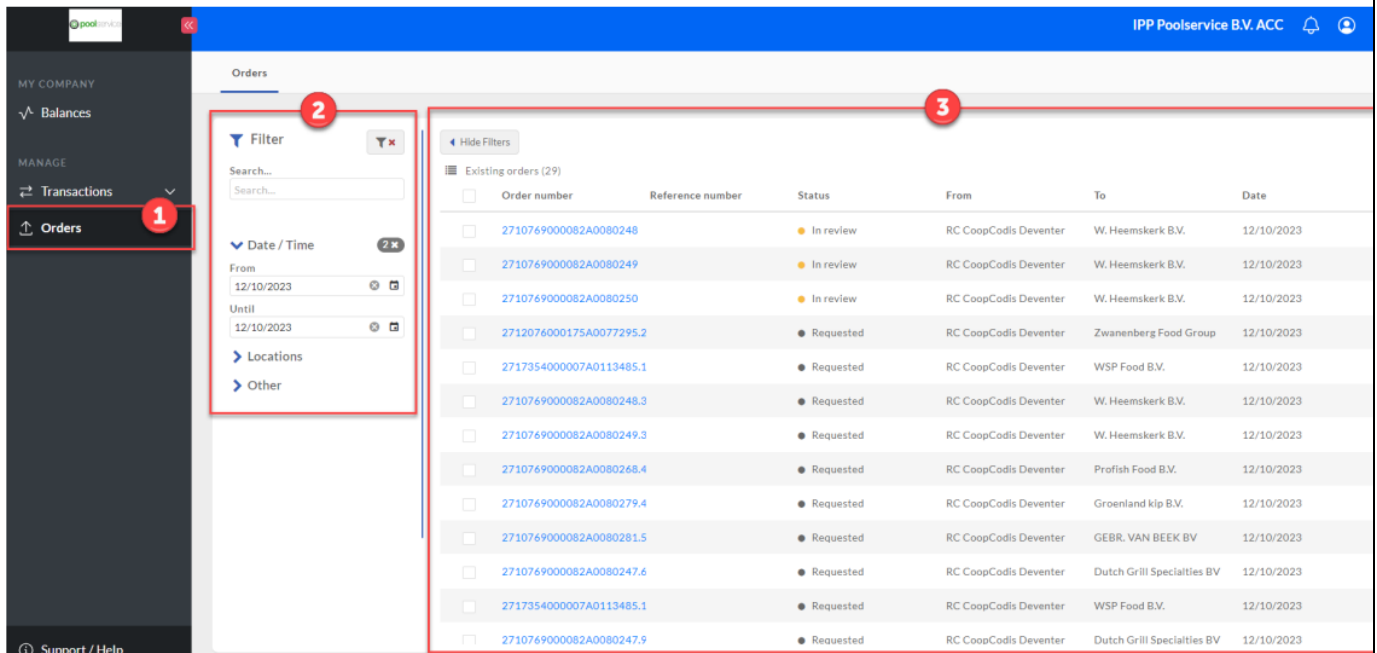


Type	Date	Status	From	To	Reference	Created on	cb18	chep euro	cb11	lpp euro	cb17
<input type="checkbox"/>	Hand out	11/10/2023...	Planned	RC CoopCod...	Wijchen, Wh...	10/10/2023, ...	4000	20			
<input type="checkbox"/>	Hand out	11/10/2023...	Planned	RC CoopCod...	W. Heemske...	10/10/2023, ...			2112	33	
<input type="checkbox"/>	Hand out	11/10/2023...	Planned	RC CoopCod...	W. Heemske...	10/10/2023, ...				51	5100
<input type="checkbox"/>	Hand out	11/10/2023...	Planned	RC CoopCod...	W. Heemske...	10/10/2023, ...				33	
<input type="checkbox"/>	Hand out	11/10/2023...	Planned	RC CoopCod...	Vleems Conv...	10/10/2023, ...				33	3300
<input type="checkbox"/>	Hand out	11/10/2023...	Planned	RC CoopCod...	ProMessa B.V.	10/10/2023, ...				17	
<input type="checkbox"/>	Hand out	11/10/2023...	Processed	RC CoopCod...	WSP Food B.V.	10/10/2023, ...	6600	33			
<input type="checkbox"/>	Hand out	11/10/2023...	In dispute	RC CoopCod...	Bakkerij Da...	10/10/2023, ...			1792	28	

## 4. Orders

- 1 Click on "Orders" (1)  
Select the correct date (2)  
All future orders are listed here, the retailer cannot adjust these orders.

In a later version of Track Online, another column with CBL type and number of CBL will be added.



The screenshot shows the 'Orders' page in the Poolservice Track Online system. The interface is divided into several sections:

- Sidebar (1):** A dark sidebar on the left contains navigation options: 'Balances', 'Transactions', and 'Orders'. The 'Orders' option is highlighted with a red box and a red circle containing the number '1'.
- Filter Panel (2):** A white filter panel is open, showing options for 'Date / Time', 'Locations', and 'Other'. The 'Date / Time' section is expanded, showing 'From' and 'Until' date pickers, both set to '12/10/2023'. This panel is highlighted with a red box and a red circle containing the number '2'.
- Table (3):** A table titled 'Existing orders (29)' is displayed. It has columns for 'Order number', 'Reference number', 'Status', 'From', 'To', and 'Date'. The table is highlighted with a red box and a red circle containing the number '3'.

Order number	Reference number	Status	From	To	Date
<input type="checkbox"/> 2710769000082A0080248		In review	RC CoopCodis Deventer	W. Heemskerk B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080249		In review	RC CoopCodis Deventer	W. Heemskerk B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080250		In review	RC CoopCodis Deventer	W. Heemskerk B.V.	12/10/2023
<input type="checkbox"/> 2712076000175A0077295.2		Requested	RC CoopCodis Deventer	Zwanenberg Food Group	12/10/2023
<input type="checkbox"/> 2717354000007A0113485.1		Requested	RC CoopCodis Deventer	WSP Food B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080248.3		Requested	RC CoopCodis Deventer	W. Heemskerk B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080249.3		Requested	RC CoopCodis Deventer	W. Heemskerk B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080268.4		Requested	RC CoopCodis Deventer	Profish Food B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080279.4		Requested	RC CoopCodis Deventer	Groenland kip B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080281.5		Requested	RC CoopCodis Deventer	GEBR. VAN BEEK BV	12/10/2023
<input type="checkbox"/> 2710769000082A0080247.6		Requested	RC CoopCodis Deventer	Dutch Grill Specialties BV	12/10/2023
<input type="checkbox"/> 2717354000007A0113485.1		Requested	RC CoopCodis Deventer	WSP Food B.V.	12/10/2023
<input type="checkbox"/> 2710769000082A0080247.9		Requested	RC CoopCodis Deventer	Dutch Grill Specialties BV	12/10/2023