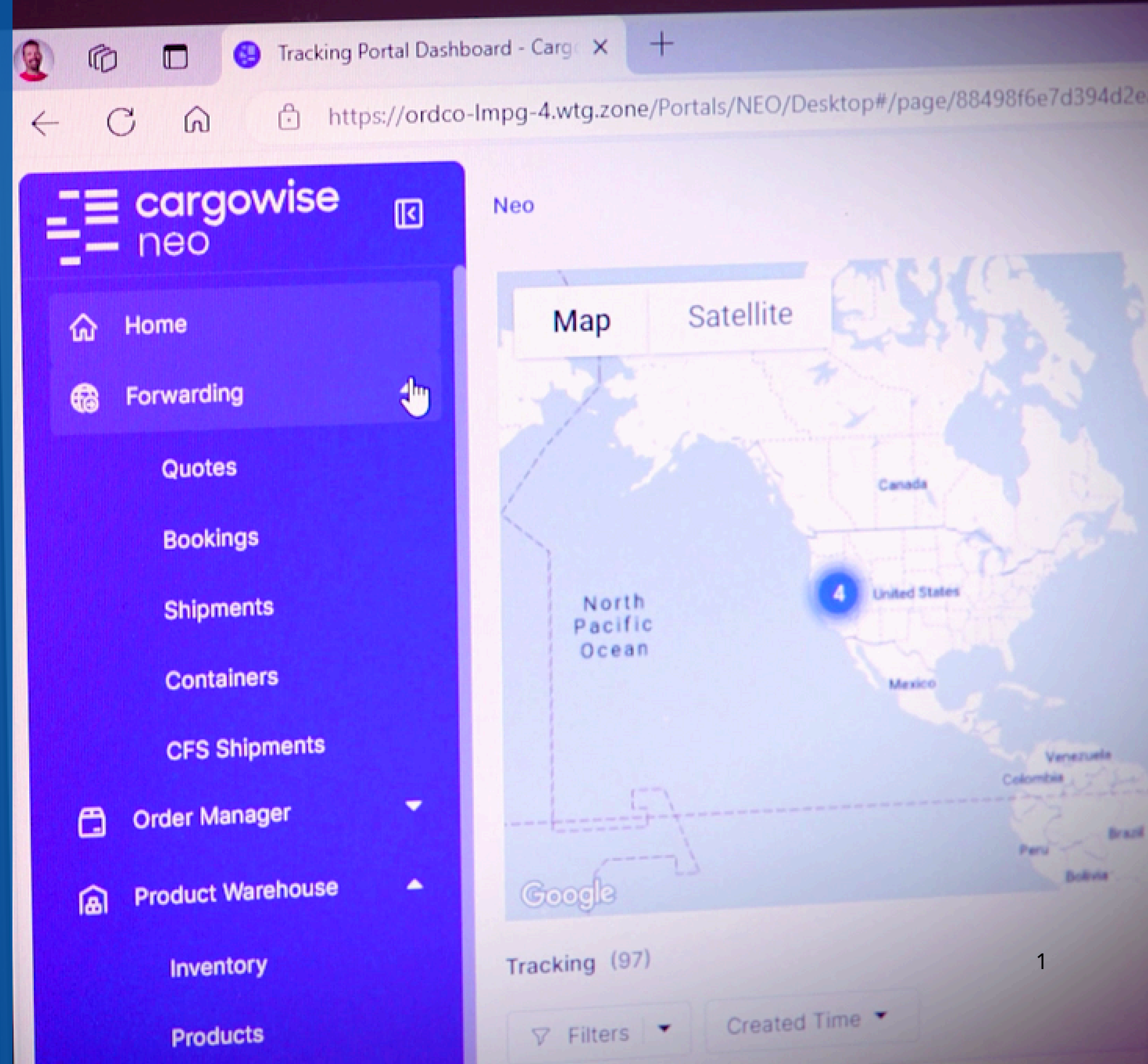


M.E. DEY & CO.

Delivering the World Since 1907

NEO WEB TRACKING CLIENT TRAINING GUIDE





INTRODUCTION

NEO Web Tracker is a modern, web-based portal that connects you to real-time shipment and logistics data. It's designed for easy access, powerful tracking, and secure document management, all in one place.

This guide helps customers quickly learn how to use the Neo Web Tracker system to track shipments, access documents, run reports, and more—whether they are new or experienced users.



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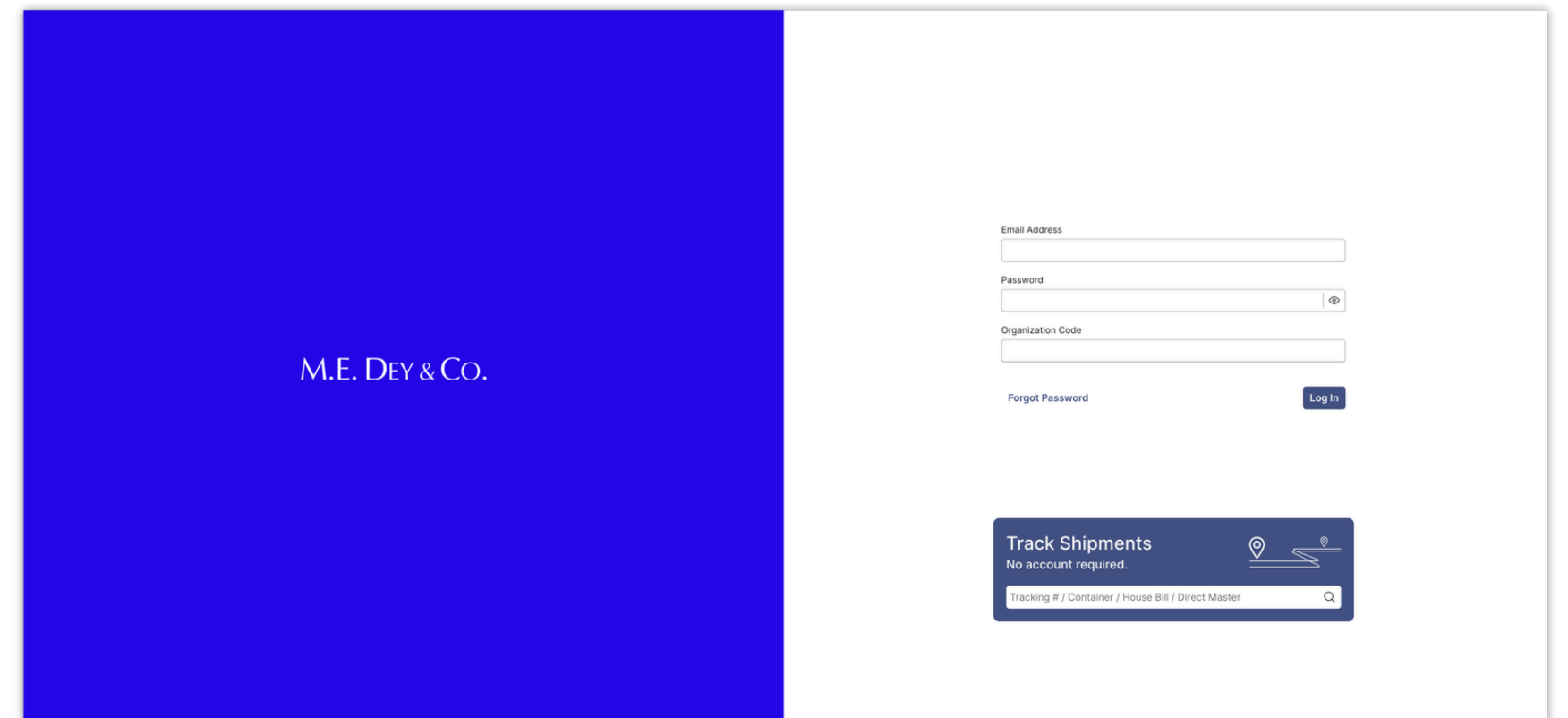
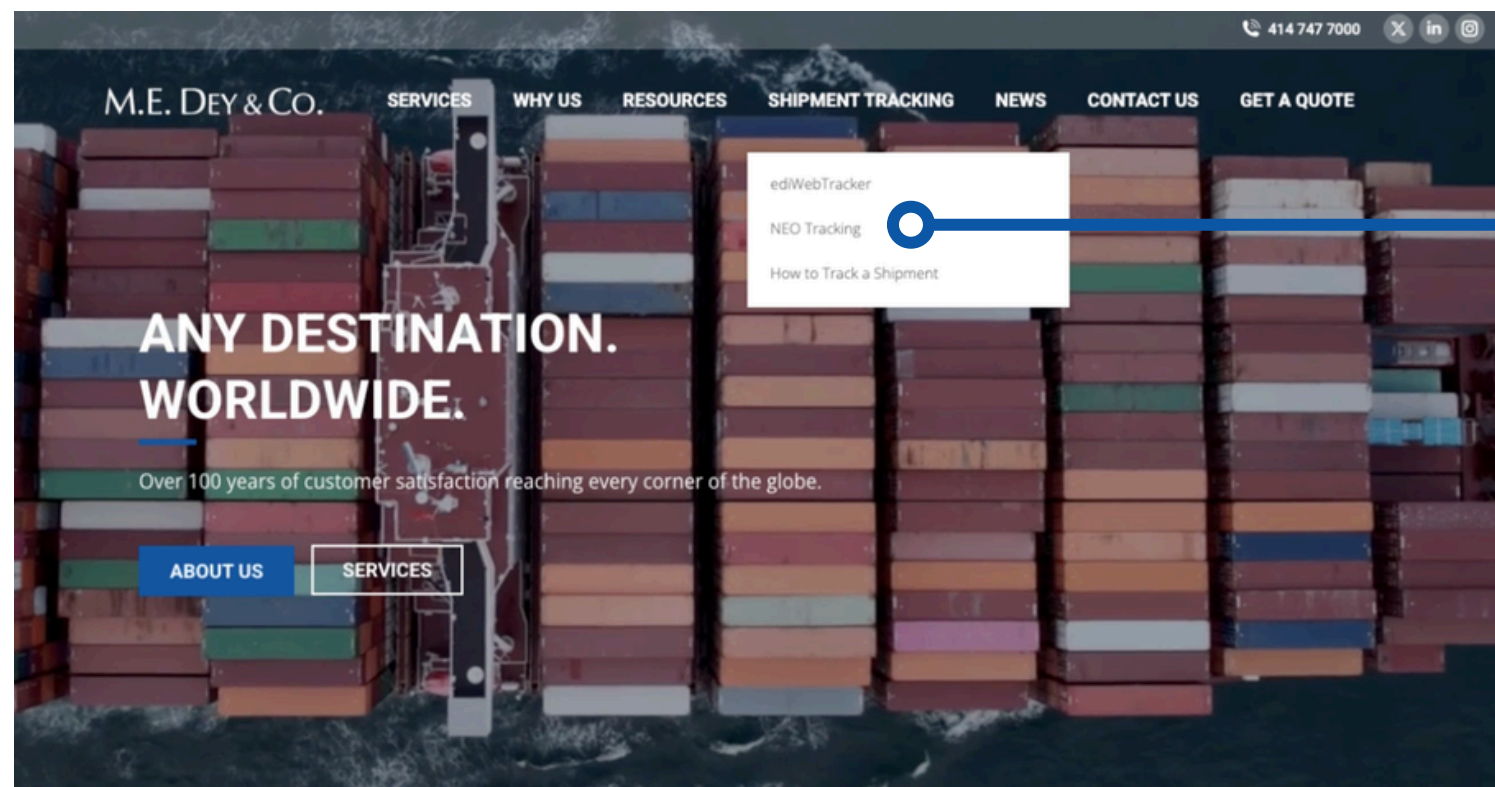


STEP-BY-STEP HOW-TO INSTRUCTIONS

M.E. DEY & CO.

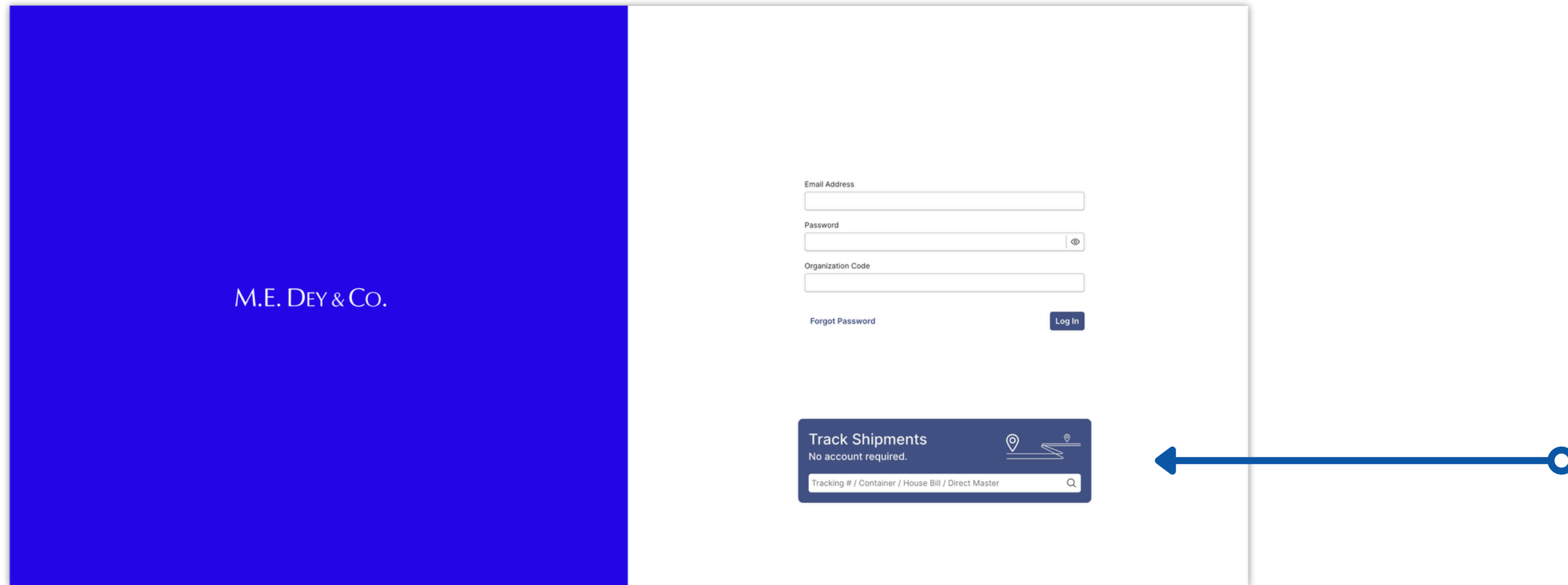
1. HOW TO START - PART I

1. Go to the [M.E. Dey Home page](#). From the menu, select **Shipment Tracking**, then click NEO Tracking from the available options.
2. The system will automatically redirect you to the NEO login page.
3. Login using the same Username and Password from the legacy tracking system, along with your **Organization Code**. If you experience any issues, contact the M.E Dey team at neosupport@medey.com



2. HOW TO TRACK SHIPMENTS WITHOUT LOGIN

1. Navigate to the NEO login page from step 1.
2. Enter your tracking number, container number, or house bill number in the “Track Shipments” Section.
3. You can view shipment status and milestones without logging in if your organization has enabled Quick View.



The screenshot shows the NEO login page. On the left, there is a large blue rectangular area with the text "M.E. DEY & CO." in white. To the right of this area is the login form. The form contains three input fields: "Email Address", "Password" (with an eye icon for toggling visibility), and "Organization Code". Below these fields are two links: "Forgot Password" and "Log In". At the bottom of the form is a dark blue box titled "Track Shipments" with the text "No account required." and a search icon. Inside this box is a search bar with the placeholder text "Tracking # / Container / House Bill / Direct Master". A blue arrow points from a circle on the right towards the "Track Shipments" section.

M.E. DEY & CO.

Email Address

Password

Organization Code

[Forgot Password](#) [Log In](#)

Track Shipments
No account required.

Tracking # / Container / House Bill / Direct Master

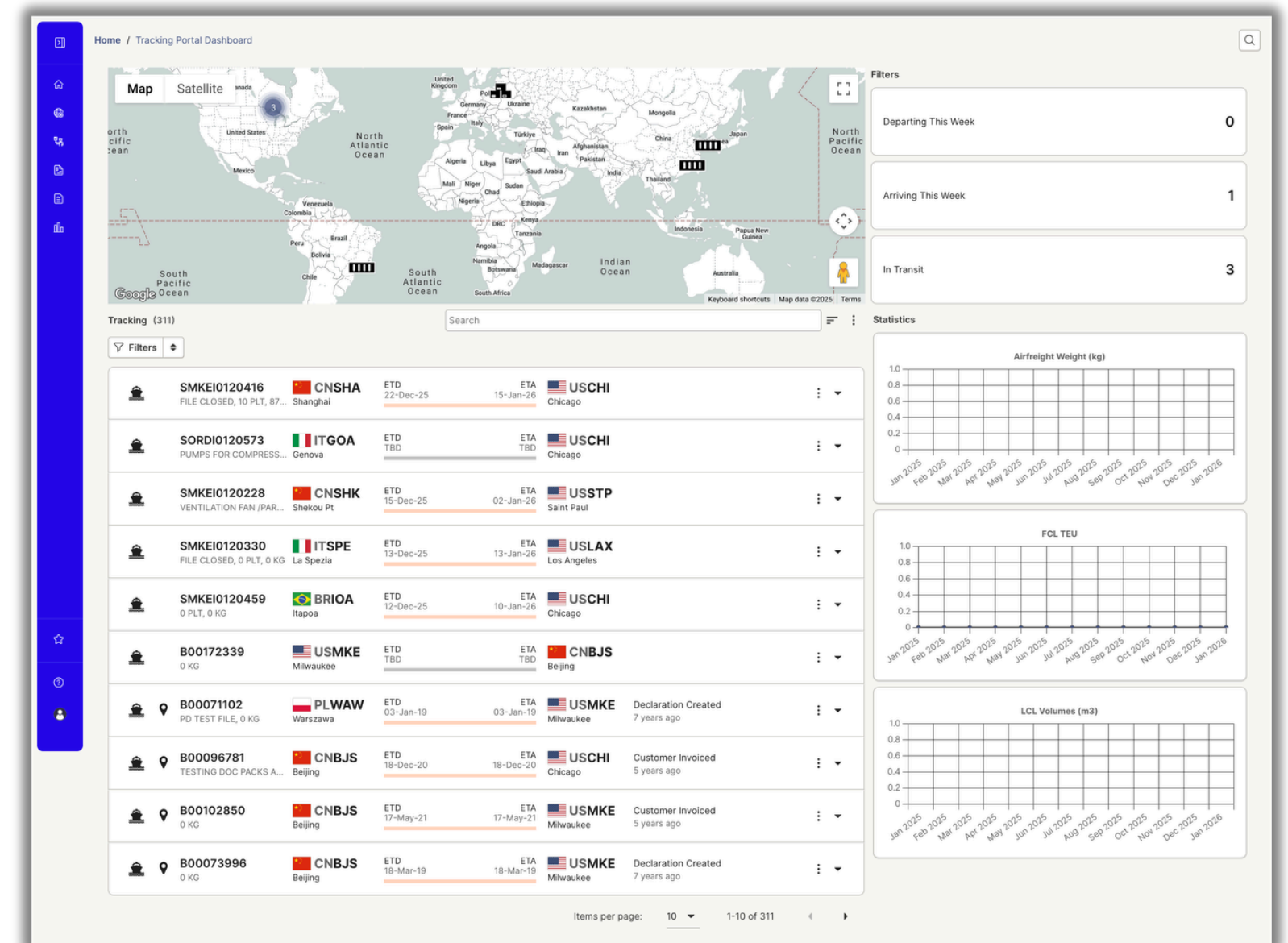
3. TRACKING BY KEY FIELDS

Main Dashboard Tracking

- Search by PO, Shipment, Container, Supplier, Country, or Delivery Location.
- Use the search bar or filters to narrow results.

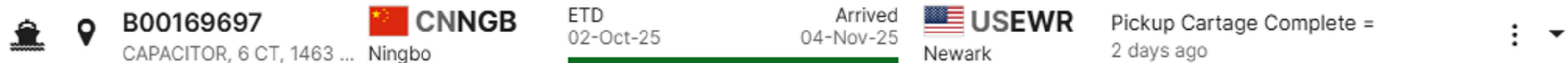
Shipment Type Codes:

- **SMKEI File** – M.E. Dey Routed Shipment (Import)
- **B File** – M.E. Dey Non-routed Shipment/ Customs Brokerage only (Import)
- **SMKEE/ SORDE File** – Forwarding Shipment US (Export)
- **SMKEO File** – Foreign to Foreign/ Cross Trade Shipment
- **SMKED File** – Standalone Domestic Shipment



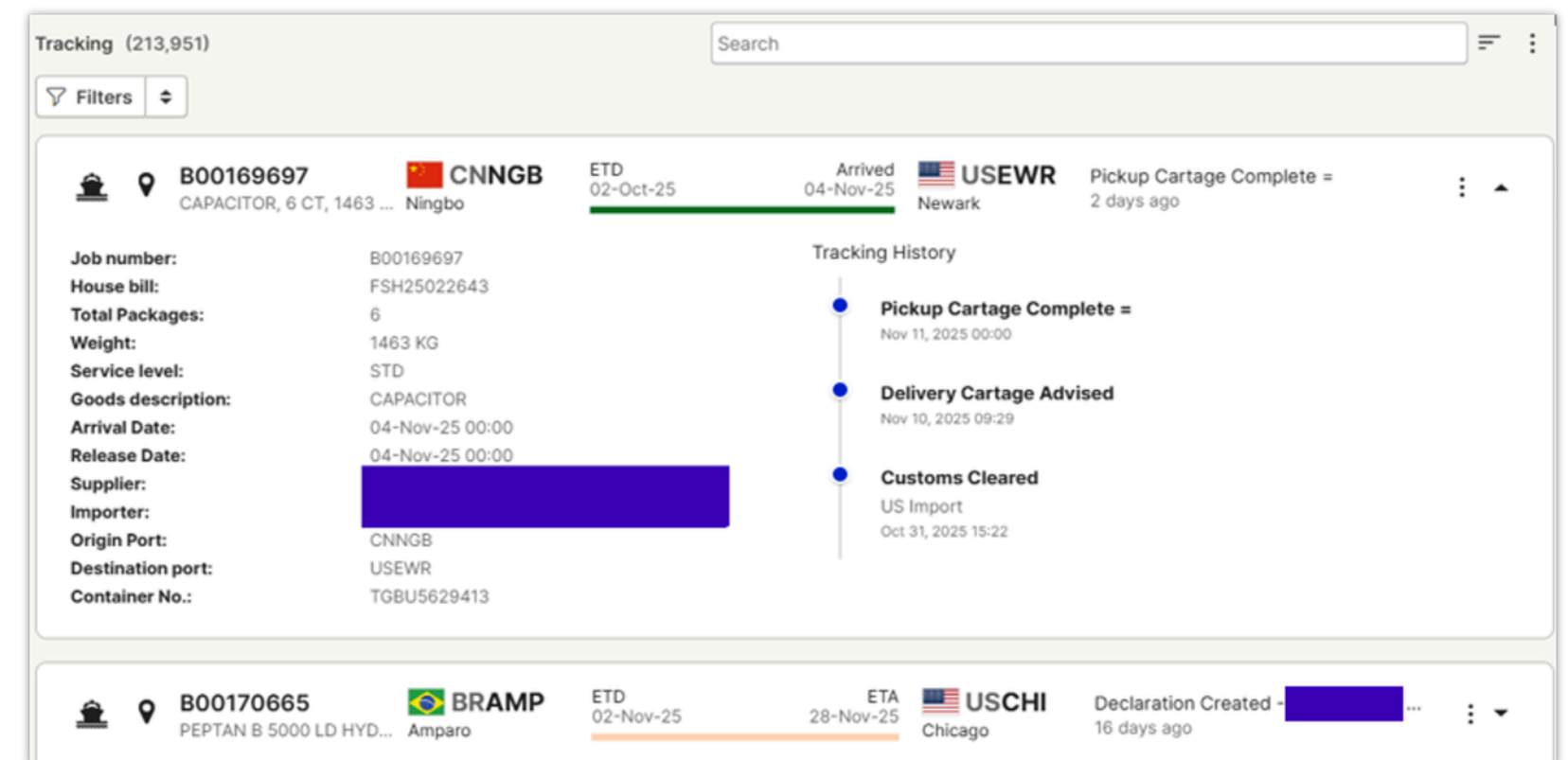
4. ROUTE VISUALIZER

The Route Visualizer can be accessed by clicking the location icon to the left of the job number in the Tracking List. Route Visualizer data is based on a combination of Automatic Identification System (AIS) satellite data and sailing schedule data.














Expanded View - Route Visualizer

- Click the location icon to open the Route Visualizer.
- View shipment routes using AIS and sailing schedule data.
- Expand the view using the arrow next to the three dots.
- Sort shipments by ETA, ETD, or last edit time.




4.1 ROUTE VISUALIZER - TRANSPORT MODE ICON

In the Route Visualizer, you can identify the transport mode (Example, whether a shipment is Ocean or Air) by checking the transport icon located on the left side of the screen.

	B00044087 0 PK, 0 KG	 CNBJS Beijing	Departed 01-Mar-17	Arrived 10-Mar-17	 USCHI Chicago	⋮ ▼
	B00037755 BICYCLE PARTS, 0 PK, 0...	 CNBJS Beijing	Departed 30-Sep-16	Arrived 02-Oct-16	 USMKE Milwaukee	Declaration Created 9 years ago ⋮ ▼
	B00044086 SHOES, 0 PK, 0 KG	 CNBJS Beijing	Departed 01-Mar-17	Arrived 10-Mar-17	 USCHI Chicago	⋮ ▼
	B00045259 0 KG	 CNBJS Beijing	Departed 27-Mar-17	Arrived 02-Aug-17	 USCHI Chicago	⋮ ▼
	B00045258 0 KG	 CNBJS Beijing	Departed 25-Apr-17	Arrived 05-Apr-17	 USCHI Chicago	⋮ ▼

4.2 ROUTE VISUALIZER - TRANSPORT MODE ICON

Click the Location Pin next to the Transport Mode icon to open a live GPS map displaying the shipment's current location.



B00091519

TESTING T, 0 KG

 **CNBJS**

Beijing

ETD

27-Jul-20

ETA

27-Jul-20

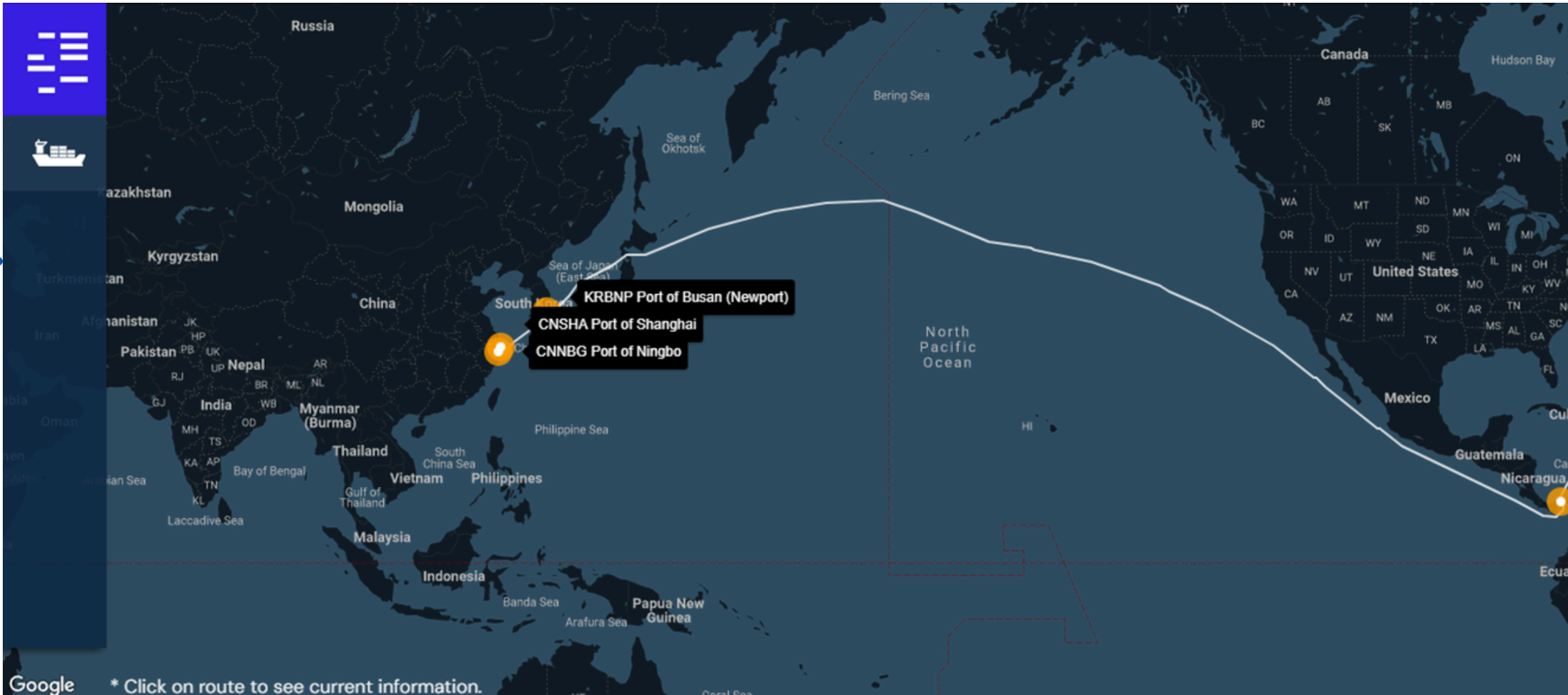
 **USCHI**

Chicago

Declaration Created

5 years ago





KRBNP Port of Busan (Newport)

CNSHA Port of Shanghai

CNNBG Port of Ningbo



South China Sea


Sea of Japan (East Sea)

Sea of Okhotsk


North Pacific Ocean

Port Calls (Voyage: COSU 085E) [what's this?](#)

	Estimated	Actual
 CNNBG Port of Ningbo		
Arr.	05-Oct-25 13:29	05-Oct-25 13:40
Dep.	06-Oct-25 20:42	06-Oct-25 21:01
 CNSHA Port of Shanghai		
Arr.	07-Oct-25 21:22	07-Oct-25 21:26
Dep.	08-Oct-25 17:22	08-Oct-25 17:31
 KRBNP Port of Busan (Newport)		
Arr.	10-Oct-25 05:54	10-Oct-25 06:04
Dep.	11-Oct-25 06:20	11-Oct-25 06:40
 PAPCN Panama Canal		
Arr.	30-Oct-25 11:17	30-Oct-25 11:30
Dep.	30-Oct-25 21:07	30-Oct-25 21:20
 USNYC Port of New York		
Arr.	04-Nov-25 23:59	05-Nov-25 00:15
Dep.	07-Nov-25 19:37	07-Nov-25 19:40

 On Time

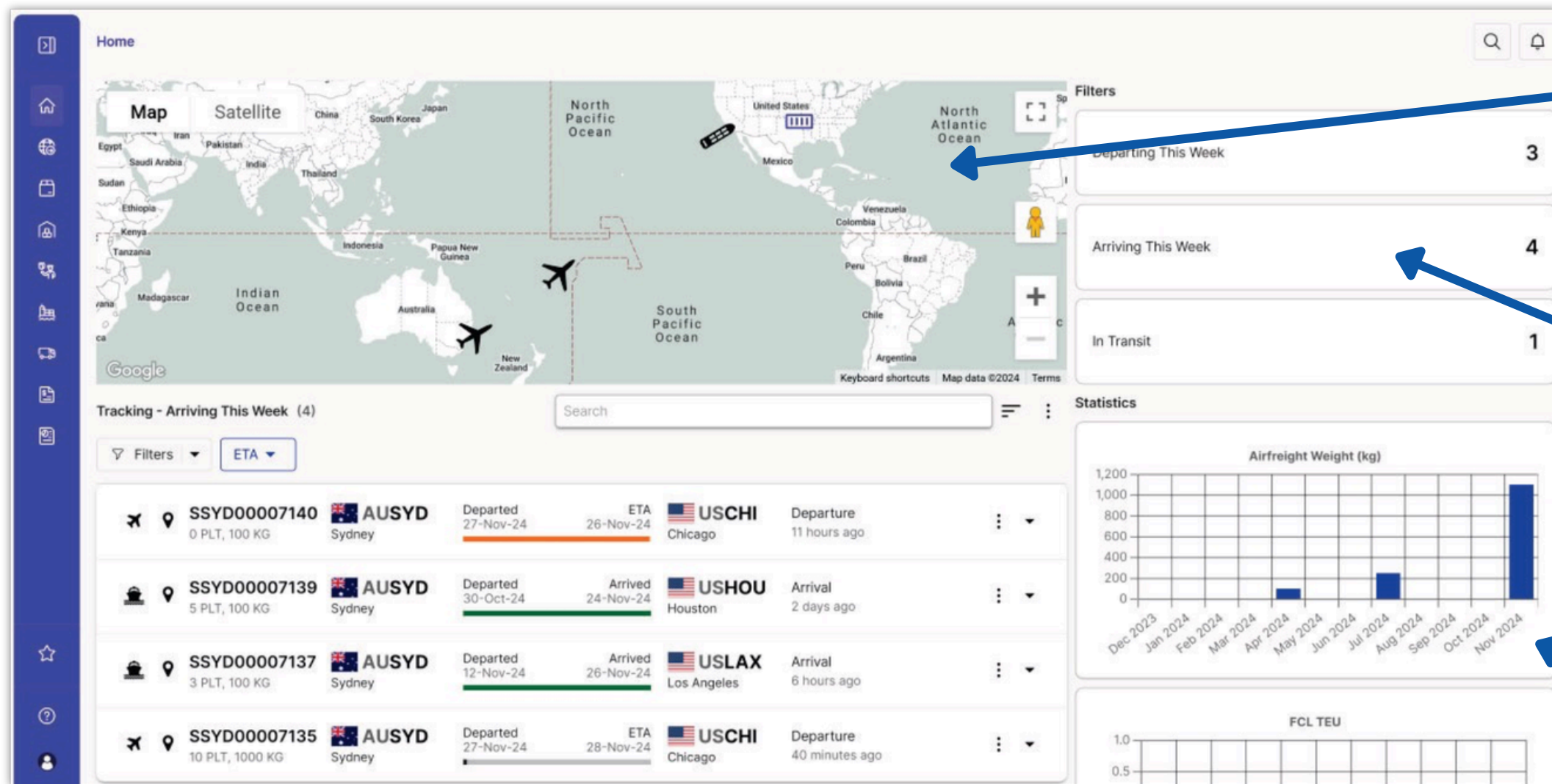
 Late

 ETD/ETA not available

Google

* Click on route to see current information.

5. OTHER FEATURES HOME PAGE VIEW



Tracking Map

- Displays approximate shipment locations.
- Map updates as more shipments are shown.

Filter Tiles

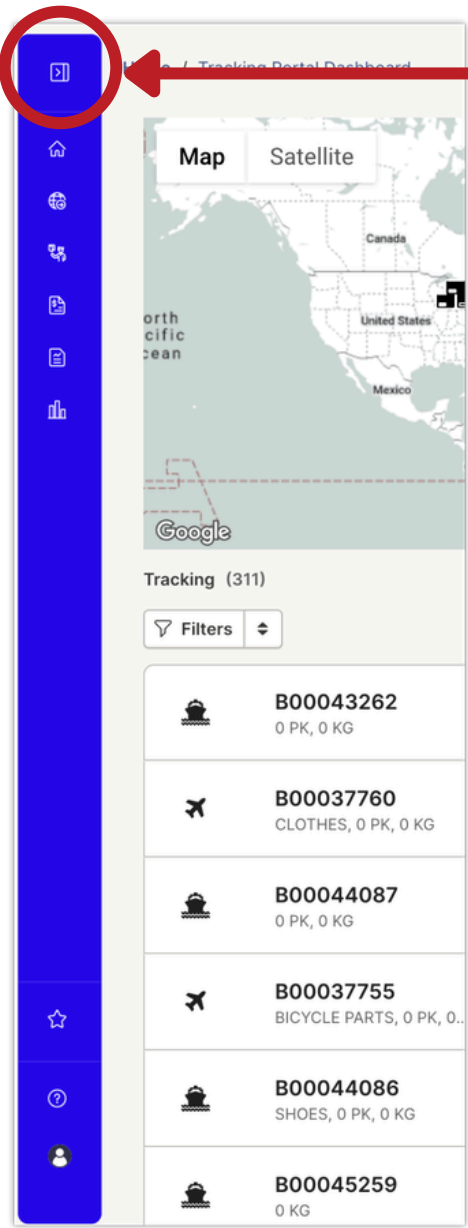
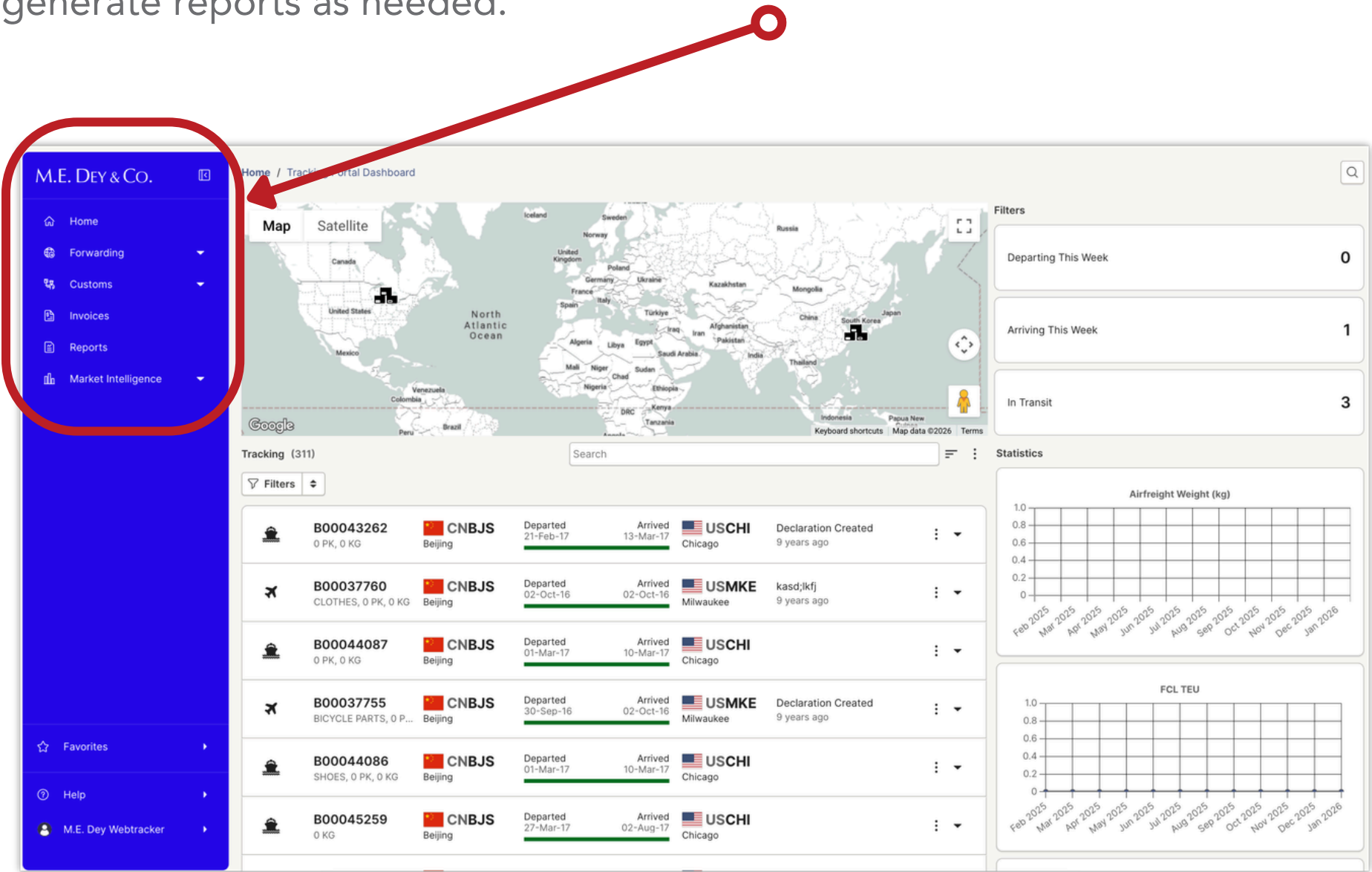
- Show cumulative view by ETA/ETD.
- Click a tile to apply the filter.

Charts:

- Visualize shipments by transport and packing mode.

6. TRACKING BY KEY FIELDS – MAIN MENU MODULES

The NEO Tracker system features multiple modules designed to provide access to a wide range of data – including reports, shipment details, Customs information, and more. From the home page main menu, simply click on the relevant module tab to view specific information on generate reports as needed.



Expand or collapse the Module Menu:

Use the top-left button to expand or collapse the menu.

7. SEARCH SHIPMENTS FROM THE SHIPMENT MODULE

1. From the Dashboard, Go to **Forwarding** → **Shipments** (This lists shipments here where ME Dey is the nominated Freight Forwarder).
2. Search or filter by shipment number, PO, container, or other key fields.
3. Click on a shipment to view full tracking details, milestones, and related documents.

The diagram illustrates the navigation steps to view shipments. It consists of three sequential screenshots of the M.E. DEY & CO. system interface, connected by red arrows.

First Screenshot: The 'Forwarding' menu item in the left sidebar is highlighted with a red circle.

Second Screenshot: The 'Shipments' sub-menu item under 'Forwarding' is highlighted with a red circle.

Third Screenshot: The 'Shipments' page is displayed. It includes a 'Quick Search' bar with filters for 'Shipment ID', 'Origin Port', and 'Destination port'. Below the search bar is a table listing shipments.

	Shipment ID	Consignme...	Consignor Name
<input type="checkbox"/>	...	SMKEI0120...	OVERSEAS WEB TRACKER ACCOUNT
<input type="checkbox"/>	...	SMKEI0120...	WEBTRACKER ACCOUNT
<input type="checkbox"/>	...	SMKEI0120...	OVERSEAS WEB TRACKER ACCOUNT
<input type="checkbox"/>	...	SMKEI0120...	OVERSEAS WEB TRACKER ACCOUNT
<input type="checkbox"/>	...	SORDI0120...	WEBTRACKER ACCOUNT

8. EXPORT TO EXCEL

You can also export the shipments and other reports to Excel:

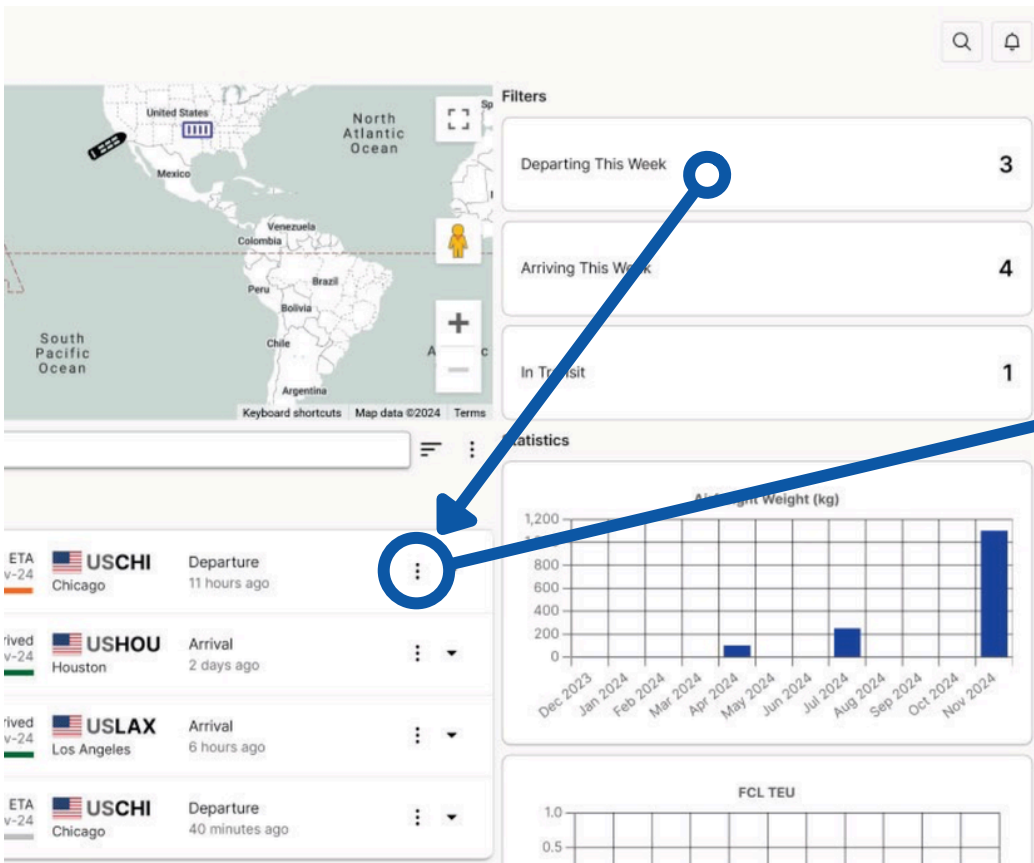
1. Example, Shipment module: Select the shipments of interest.
2. Click **Settings** in the top right corner from the Shipments list.
3. Click **Export** to Excel.

The screenshot displays the M.E. DEY & CO. web application interface. On the left is a blue sidebar with navigation links: Home, Forwarding, Shipments (highlighted), Containers, Customs, Invoices, Reports, and Market Intelligence. The main content area is titled 'Home / Shipments' and features a 'Quick Search' bar. Below the search bar, there are buttons for '5 selected', 'Download all eDocs', 'Download eDocs', and 'Track'. A table lists shipment details with columns: Shipment ID, Consignme..., Consignor Name, Consignee Name, and Origin P. The table contains six rows of data, each with a checkbox in the first column. A 'Settings' button is located in the top right corner of the table area. A dropdown menu is open from the 'Settings' button, showing options: Columns, Refresh, Auto refresh, Export to Excel (highlighted), and Color Schemes. A blue arrow points from the 'Settings' button to the 'Export to Excel' option.

	Shipment ID	Consignme...	Consignor Name	Consignee Name	Origin P
<input checked="" type="checkbox"/>	...	SMKEI0120...	OVERSEAS WEB TRACKER ACCOUNT	WEBTRACKER ACCOUNT	CNSHA
<input checked="" type="checkbox"/>	...	SMKEI0120...	WEBTRACKER ACCOUNT	WEBTRACKER ACCOUNT	ITSPE -
<input checked="" type="checkbox"/>	...	SMKEI0120...	OVERSEAS WEB TRACKER ACCOUNT	WEBTRACKER ACCOUNT	BRIOA
<input checked="" type="checkbox"/>	...	SMKEI0120...	OVERSEAS WEB TRACKER ACCOUNT	WEBTRACKER ACCOUNT	CNSHK
<input checked="" type="checkbox"/>	...	SORDI0120...	WEBTRACKER ACCOUNT	WEBTRACKER ACCOUNT	ITGOA - Ge...

9. PULLING DOCUMENTS & DOCUMENT RETENTION FROM THE HOME PAGE VIEW

In the shipment detail's view, click the 3 dots in the right hand, look for the Download eDocs or eDocs section.



- View Details
- View Related Orders
- Download all eDocs
- Download eDocs
- eDocs
- Messages
- Notes
- Documents
- Workflow

Download eDocs Option:

- Downloads all documents as a zip file. (this can be done individually or in bulk)

eDocs

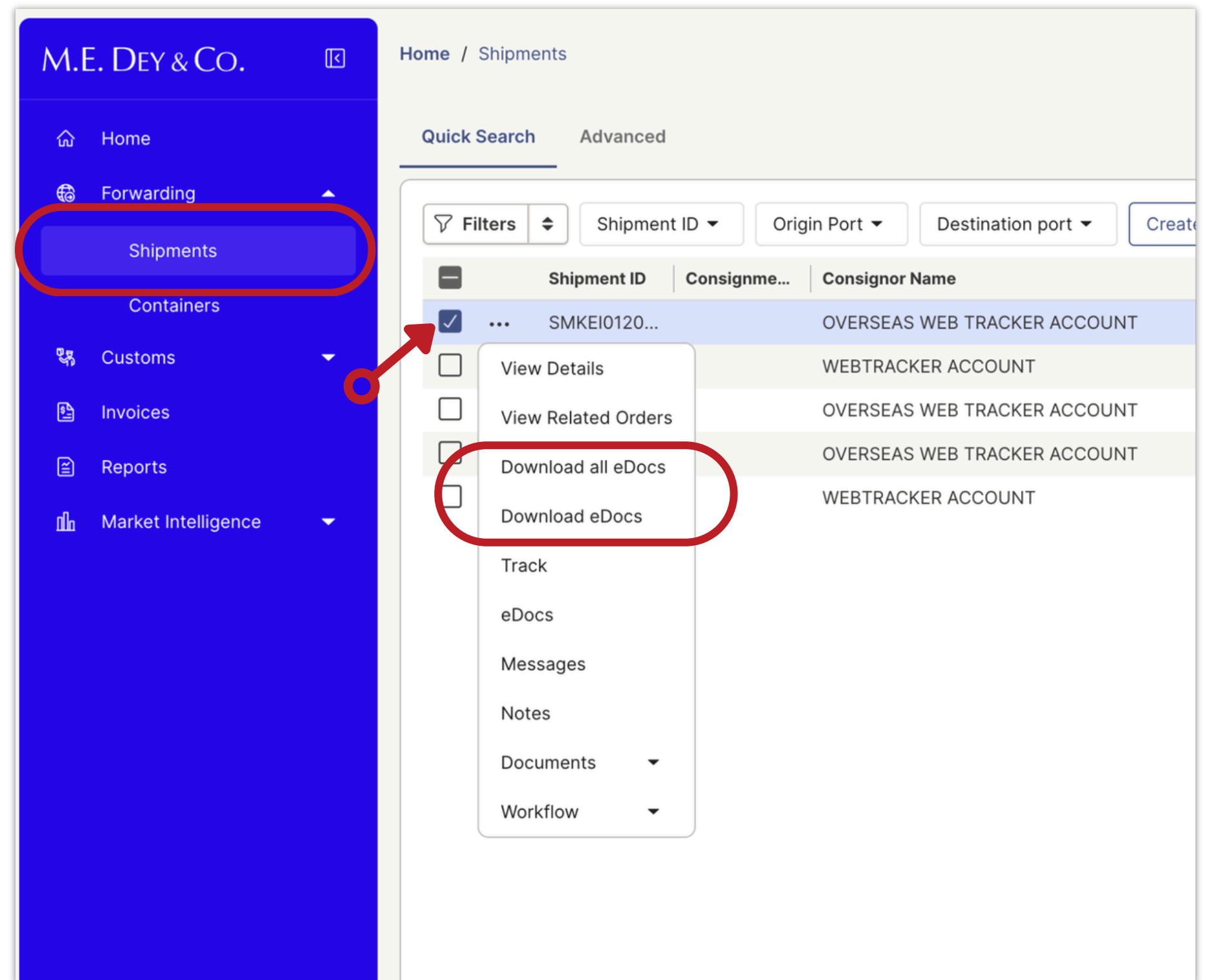
File Name	Description	Added	Published
ISF 25005050 25003990.pdf	ISF Document	05-Sep-25 08:41	
oice R5542565_INV_44680NV_00260_25005050ST.pdf	Entry Package	05-Sep-25 08:41	✓
SHIP 25005050 25003990.pdf	Entry Package	05-Sep-25 08:41	✓
STAFF_DT1 - PRE SHIP _ ISF _ INVOICE _ RIVER CITY WAREHOUSING_ USA - ST 25005050 - OT 25003990.msg	Entry Package	05-Sep-25 08:41	✓
Shipment Confirmation _ River City Warehousing_ USA _ 25005050 - 25003990 --- B168288-DT1.msg	Documents for Binding	16-Sep-25 15:14	

eDocs Option:

- Download individual documents

10. PULLING DOCUMENTS & DOCUMENT RETENTION FROM THE SHIPMENTS MODULE

1. Open the **Shipments** module.
2. Select a shipment.
3. Click the three dots menu.
4. Choose **Download eDocs** or **eDocs**.



11. CREATING AND MODIFYING FILTERS

You can create and save custom search filters within each module for future use. Saved filters make it easy to quickly apply your preferred search criteria. M.E. Dey can also set up filters for you.

- Create and save custom filters within each module.
- Save filters for personal use or share organization-wide.
- Apply filters, then select **Save Current**.

Columns

- Go to **Settings** → **Columns**.
- Add, remove, or reorder columns before saving filters.

The screenshot illustrates the workflow for creating and saving filters within the M.E. DEY & CO. system. It features a sidebar with navigation options: Home, Forwarding, Shipments, Containers, Customs, Invoices, Reports, and Market Intelligence. The main area displays a 'Shipments' table with columns for Shipment ID, Consignee Name, Consignor Name, Origin Port, ETD (Loa...), and Destination. A 'Filters' dropdown menu is open, showing options like 'ETA is in the future', 'Pending Sea Arrivals', 'Save Current', 'Reset Current', and 'Manage Filters'. A red arrow points from the 'Save Current' option to a 'Save Current' dialog box. This dialog box has a 'Filter Name' input field, checkboxes for 'Publish for all users' and 'Include Columns', and 'Cancel' and 'Save' buttons. Another red arrow points from the 'Settings' icon in the top right of the table to a 'Configure Columns' dialog box. This dialog box has a search bar and two columns: 'Available columns' and 'Selected columns'. The 'Available columns' list includes various metrics like 'Flags', 'Dates', 'Measurement', 'Carrier Volume', 'Carrier Weight', 'Client Volume', 'Client Weight', 'Total Volume of Outer Packs', 'Total Weight of Outer Packs', 'Numeric', and 'Text'. The 'Selected columns' list includes 'Shipment ID', 'Goods Description', 'Shipper's Ref', 'Origin Port', 'Destination Port', 'Packs', 'Weight Measure', 'Volume Measure', 'Master Bill', 'Load Port (Arrival Consol)', 'Load Port (International Arrival Consol)', 'Discharge Port (Arrival Consol)', 'Discharge Port (International Arrival Consol)', 'Consignor Name', 'ETD (Arrival Consol)', 'ETD (International Arrival Consol)', and 'ETA (Arrival Consol)'. Red arrows indicate the flow from the 'Save Current' dialog to the 'Configure Columns' dialog and then to the 'Columns' dropdown menu in the table header.

12. CUSTOMS INFORMATION (ENTRY LINE DETAILS & DUTY REPORTING)

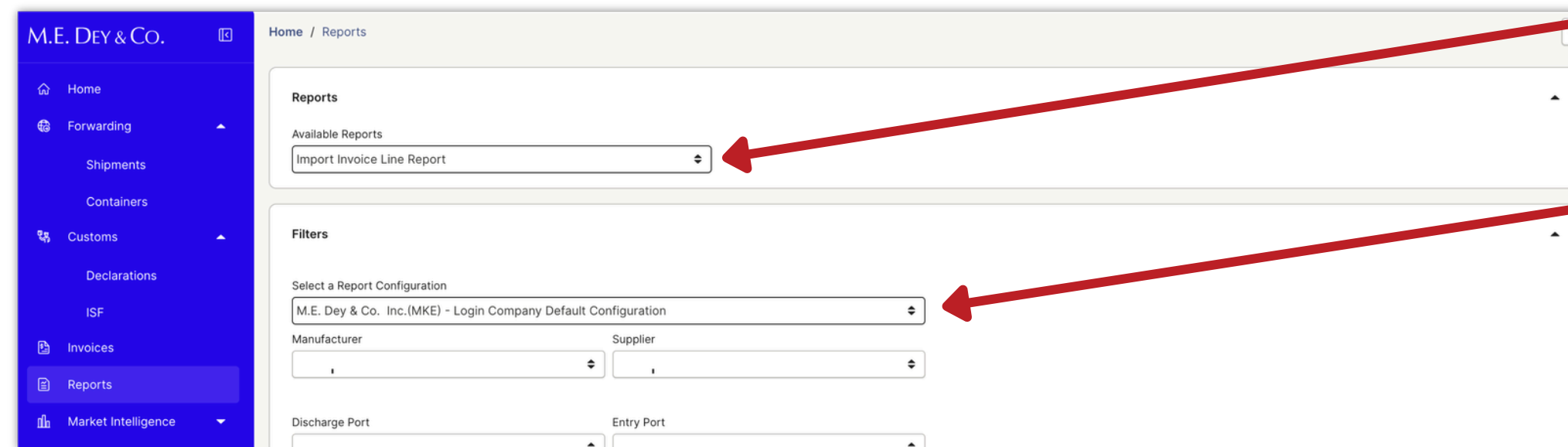
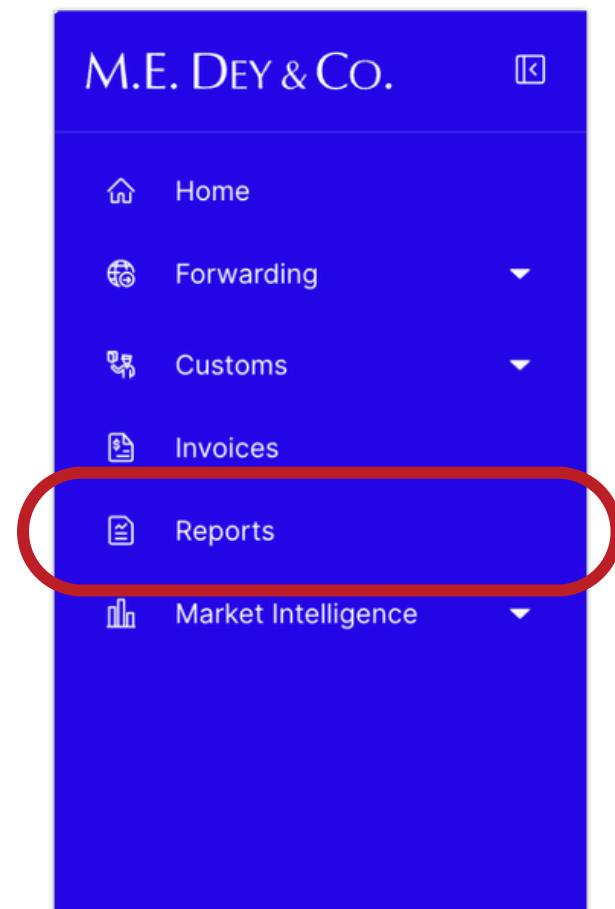
- Use the **Customs** module to view declarations, ISF and entry line details.
- Duty reporting is available for shipments with customs data attached.
- Search for your shipment and open the customs section for detailed information.

The screenshot illustrates the navigation path to view customs information. On the left, the 'M.E. DEY & CO.' sidebar menu is shown with 'Customs' highlighted by a red circle. A red arrow points from this circle to the 'Declarations' option in the expanded 'Customs' submenu, which is also circled in red. To the right, the 'Customs Declarations' page is displayed, featuring a table of shipment data.

	Job Referen...	Branch	Transport m...	Vessel	Voyage / flig...	Arrival D...	Origin Port	Destinati...	House bill	Importer	Supplier
<input type="checkbox"/>	... SMKEI0034...	MKE	RAI - Rail Fr...			05-Jan-...	CNBJS	USMKE	123456...	WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... B00071102	MKE	SEA - Sea F...	TEST	1TEST	03-Jan-...	PLWAW	USMKE		WEBTRACKER ACCOUNT	
<input type="checkbox"/>	... B00042228	MKE	SEA - Sea F...			28-Jan-...	CNBJS	USMKE		WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... B00041916	MKE	SEA - Sea F...	BOAT	123	05-Jan-...	CNBJS	USMKE		WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... SMKEI0035...	MKE	SEA - Sea F...		369	20-Apr-...	CNBJS	USCHI		WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... SMKEI0035...	MKE	SEA - Sea F...			16-Mar-...	CNBJS	USCHI		WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... SMKEI0035...	MKE	SEA - Sea F...			10-Jan-...	CNBJS	USCHI		WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... B00043262	ORD	SEA - Sea F...			13-Mar-...	CNBJS	USCHI		WEBTRACKER ACCOUNT	OVERSEAS WEB
<input type="checkbox"/>	... B00037760	MKE	AIR - Air Fr...			02-Oct-...	CNBJS	USMKE		WEBTRACKER ACCOUNT	OVERSEAS WEB

13. REPORTS

- Go to **Reports** module from the navigation menu.
- Select the report you need.
- If you need custom reports, ensure your organization has published and enabled them for web access.
- If you need support in scheduling a report, your M.E. Dey team neosupport@medey.com can assist.

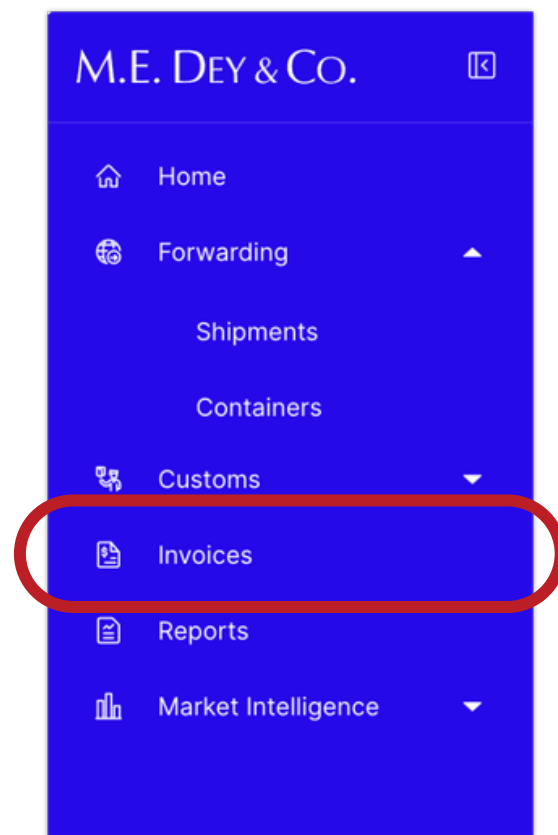


1. Select the desired report

2. Select the desired report configuration saved in the "Filters" section

14. INVOICING AND STATEMENTS

- Access the M.E. Dey **Invoices** module from the menu.
- View or download invoices and statements.
- Select the File number to view details.
- Contact neosupport@medey.com if invoice access is not enabled.



CargoWise Neo Staff Portal / Invoices

Overdue

Due Next 7 Days

Unpaid

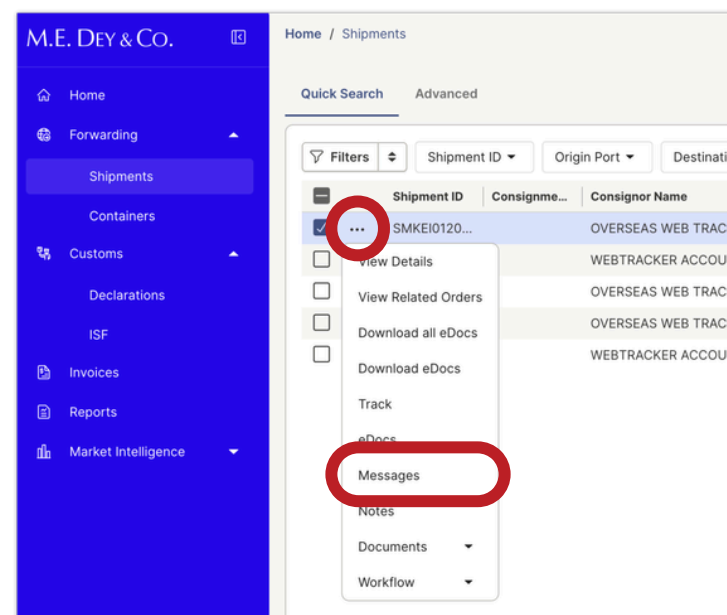
Filters	Settings					
<input type="checkbox"/>	Job Invoice No.	Transaction Type	Invoice Date	Due Date	Fully Paid Date	Terms
<input type="checkbox"/>	... B00010022	Invoice	09-Aug-13	30-Aug-13	20-Aug-13	INV
<input type="checkbox"/>	... B00109164	Invoice	20-Oct-21	10-Nov-21	22-Nov-21	INV
<input type="checkbox"/>	... B00136640	Invoice	17-Nov-23	08-Dec-23	04-Dec-23	INV
<input type="checkbox"/>	... B00107894	Invoice	20-Sep-21	11-Oct-21	07-Oct-21	INV

15. E-CONVERSATIONS

E-Conversations allow users to send messages directly to CargoWise M.E. Dey Team from within the NEO Web Tracker system. This feature enables seamless communication about shipments and related activities.

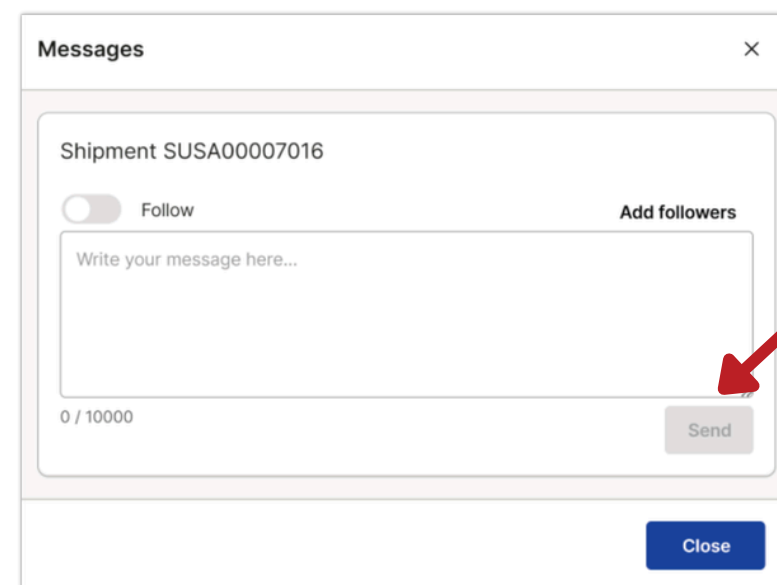
1. Access:

- Open the shipment record you want to discuss.
- Locate the **Messages** or **eConversation** section.



2. Compose a Message:

- Type your message.
- Optionally, add followers to keep other users informed.



3. Send Your Message:

- Click Send to deliver your message to the CargoWise M.E. Dey team.
- When a M.E. Det team member replies to your message, you will receive an email notification with their response.

MARKET INTELLIGENCE

M.E. DEY & CO.



16.1 MARKET INTELLIGENCE

Purpose:

Provides insights into port and carrier performance to support better planning and risk management.

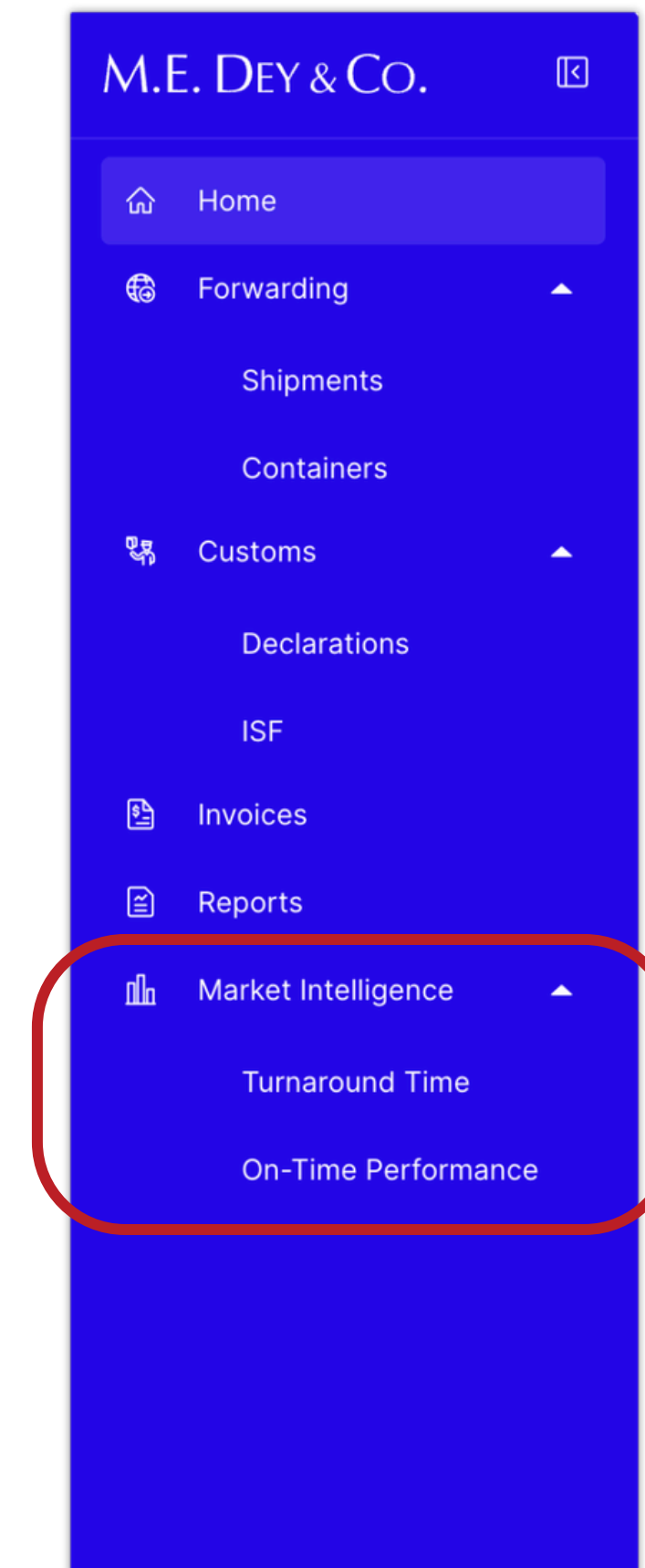
This is aggregate data across companies all over the world, and not specific to the business handled by M.E. Dey

How to Access:

Go to **Operate** → **Forwarding** → **Market Intelligence Analytics**.

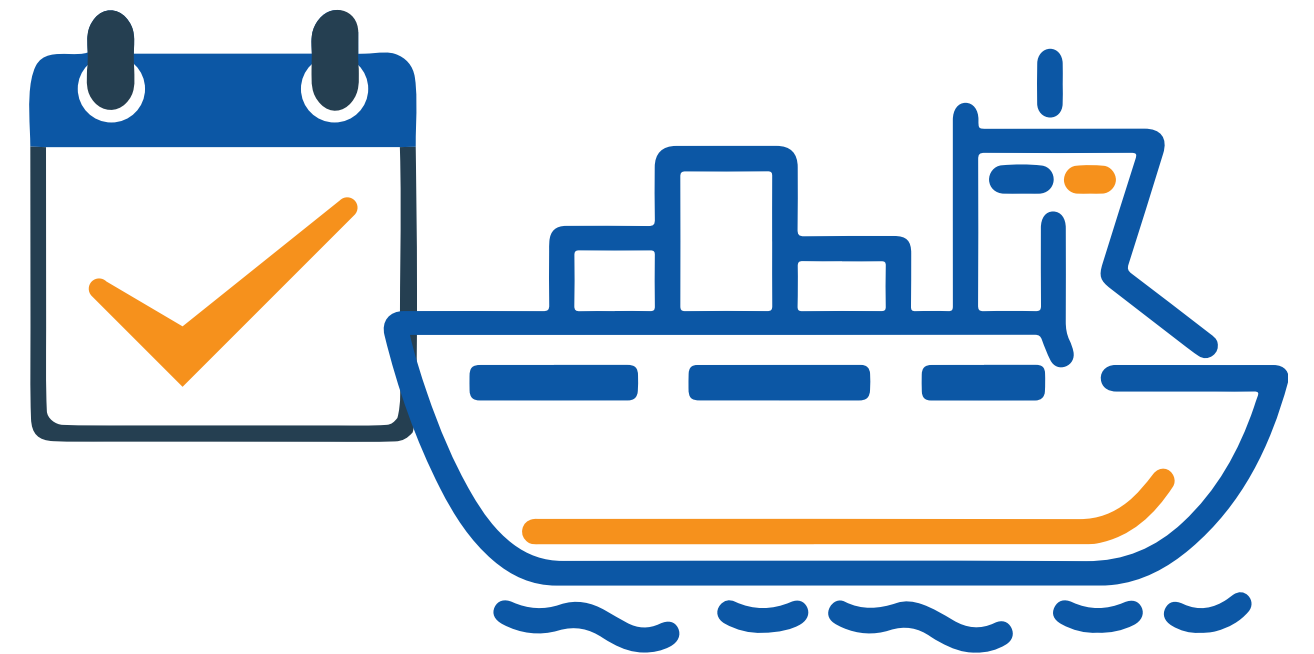
Key Features:

- Visual Dashboards for comparing ports and carriers.
- Various Filter Options.
- Deep dive into operational performance and trends.



16.2 MARKET INTELLIGENCE: ON TIME PERFORMANCE REPORT

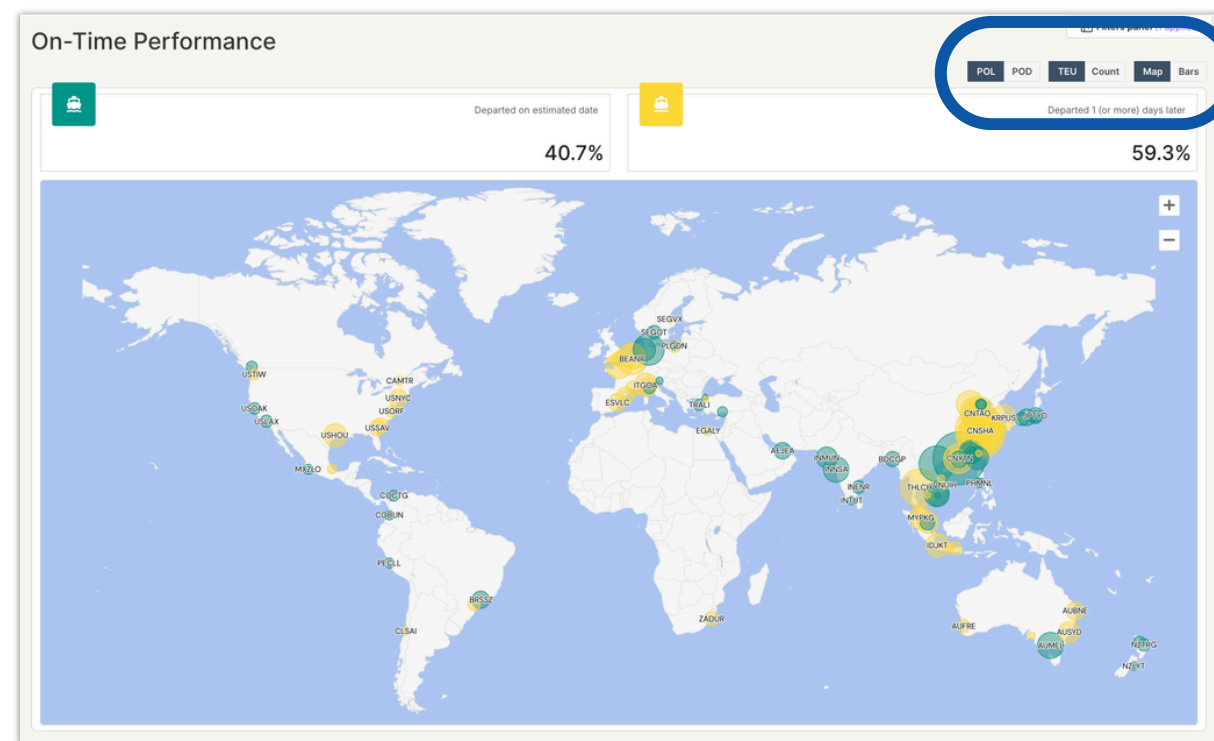
- Measures how often containers depart or arrive at ports on the dates originally estimated.
- Compares actual vs. estimated time for departures and arrivals.
- Supports better planning and risk management.
- Access: **Go to Operate → Forwarding → Market Intelligence and Analytics → On-Time Performance.**



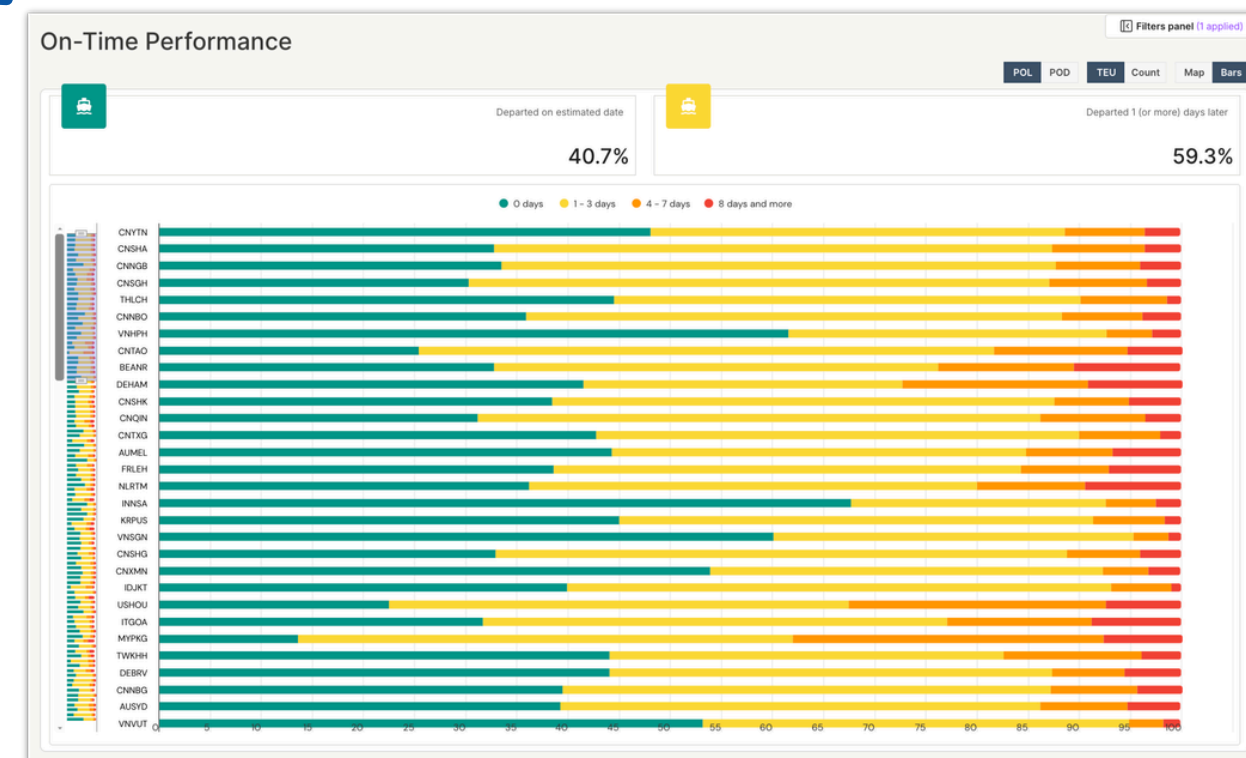
16.2.1 MARKET INTELLIGENCE: ON TIME PERFORMANCE REPORT

When the Report is launched, the system opens a default setting of the map view showing Port of Load on time Departure Performance.

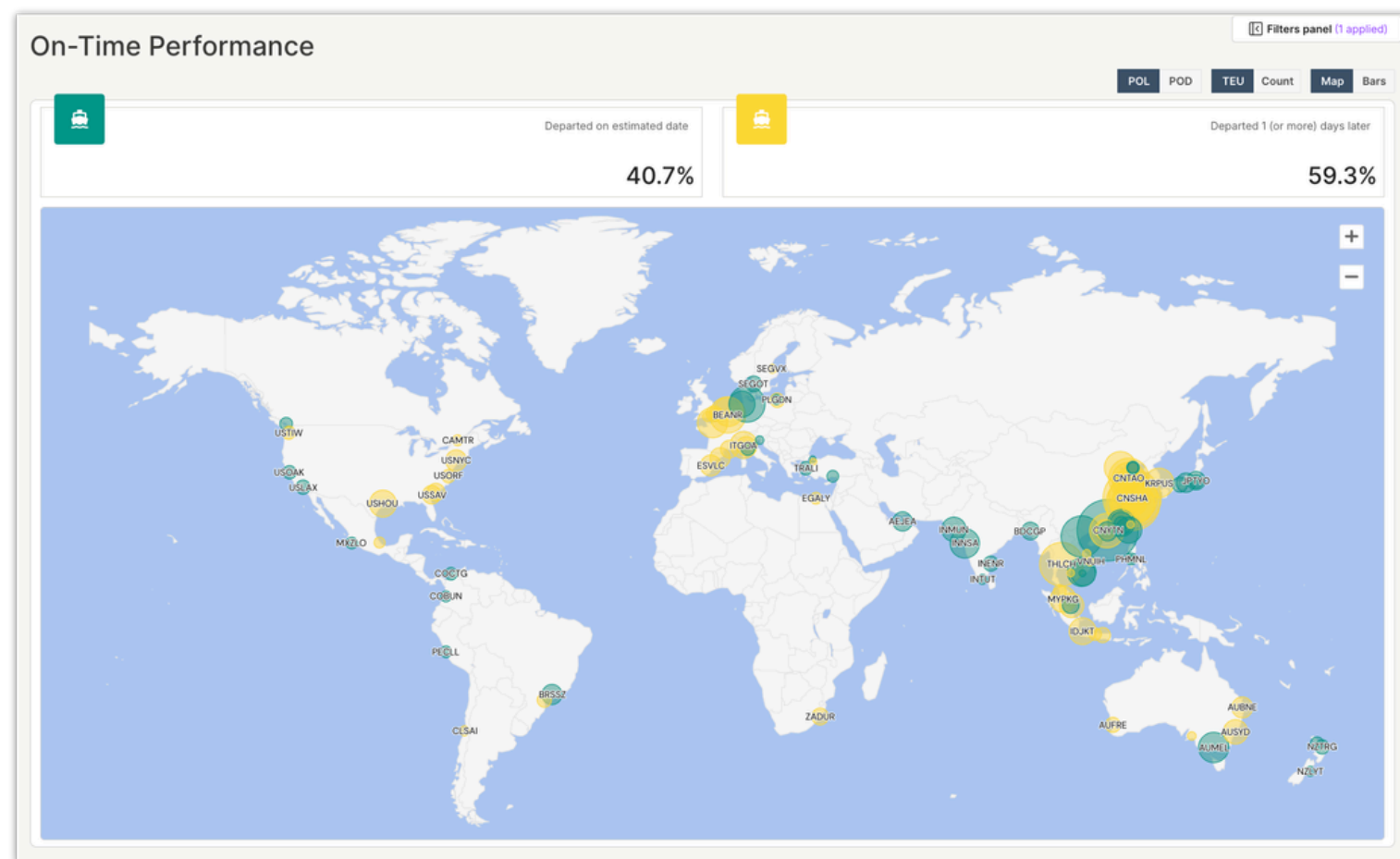
Bars change the visualization from a Map to a bar chart.



The first card shows the percentage of shipments that arrived/departed on the expected date (40.7%) and the second shows the percentage that did not (59.3%).

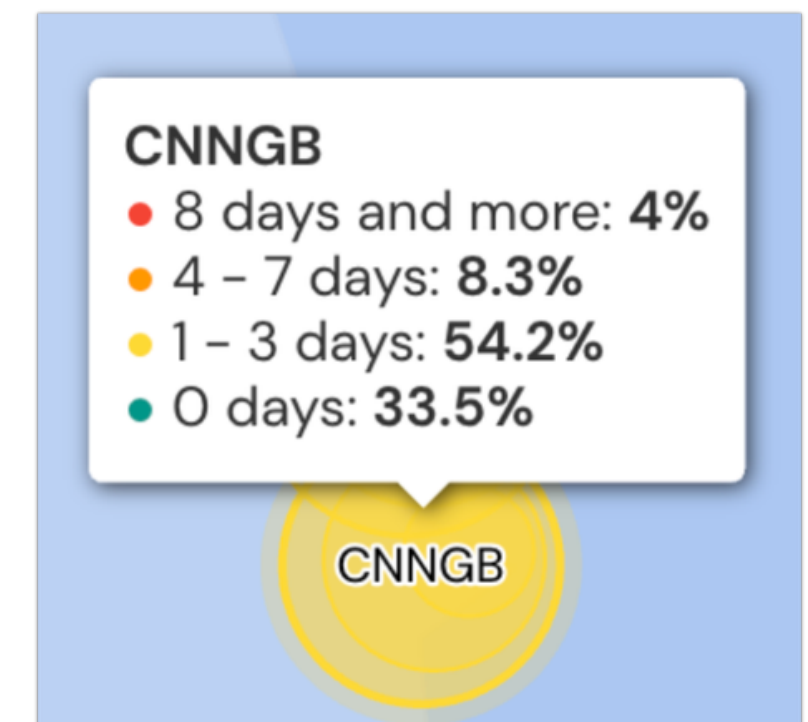


16.2.2 MARKET INTELLIGENCE – ON TIME PERFORMANCE REPORT



Every Port is shown as a circle on the map. The size of a circle reflects the container volume of that port.

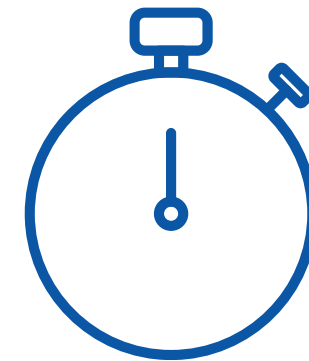
The color of a circle reflects the largest performance measurement range category.



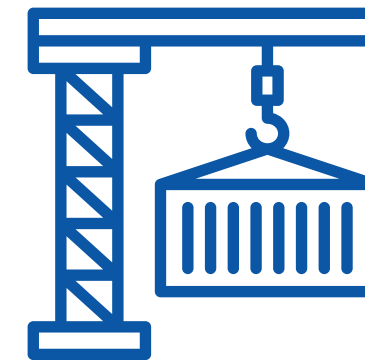
Hovering your mouse over a port displays the performance across all measurement range categories.

16.3 MARKET INTELLIGENCE – TURNAROUND TIME REPORT

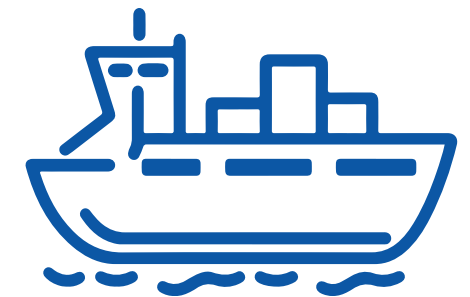
- Measures how long containers stay at a port between key milestones.
- Identifies bottlenecks and inefficiencies.
- Improves shipment planning and transit time prediction.
- Access: **Go to Operate → Forwarding → Market Intelligence and Analytics → Turnaround Time.**



Gate In



Freight Loaded

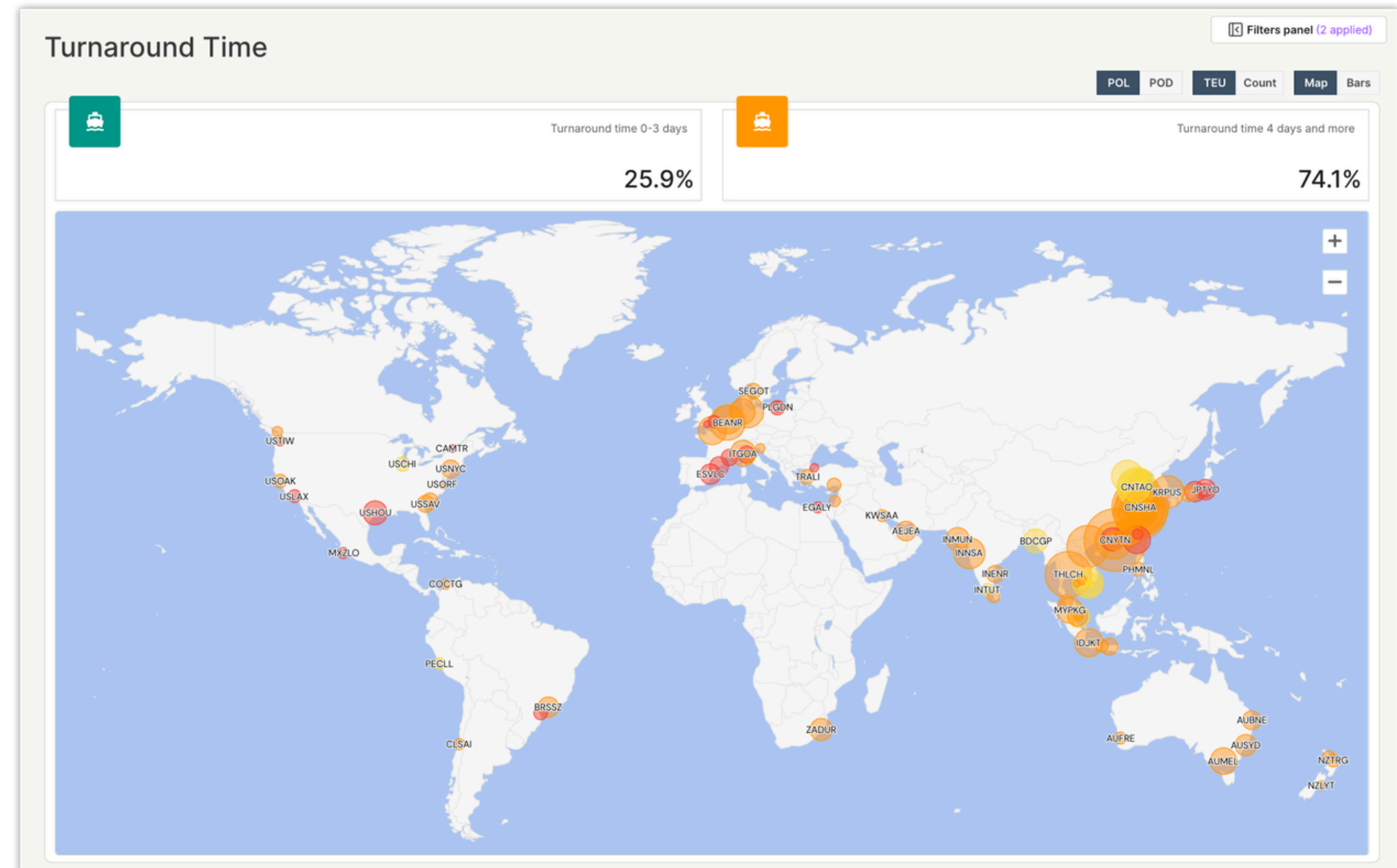


Departure

Like timing how long you spend at each rest stop during a road trip.

16.3.1 MARKET INTELLIGENCE – TURNAROUND TIME REPORT

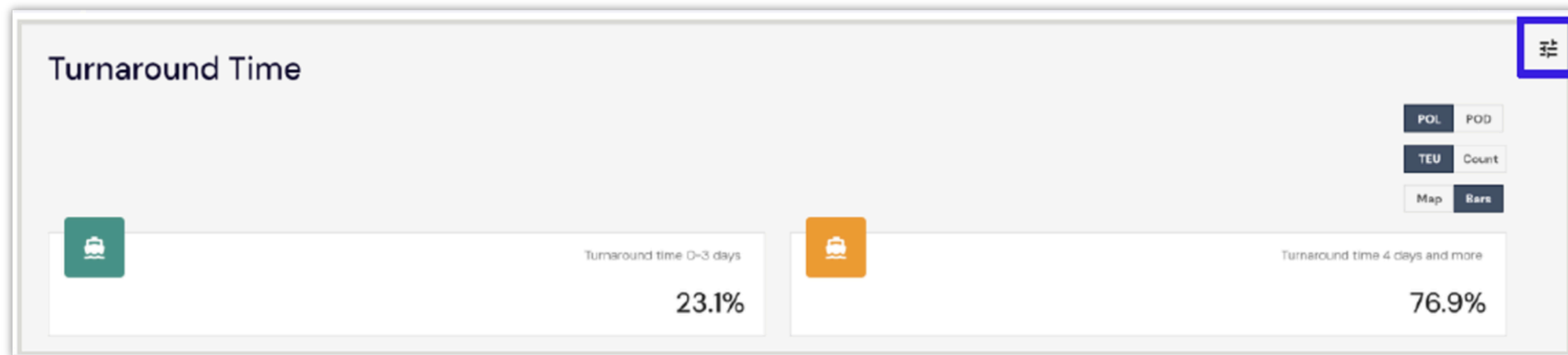
The Turnaround time report opens with a default setting of the Map view showing Port of Loading measuring Turnaround time between Gate In and Vessel Departure.



16.4 MARKET INTELLIGENCE – FILTER PANELS

The On-Time Performance report and Turnaround Time report both have filter panels which allow the user to undertake a deeper analysis of global port and carrier operational performance by changing the metrics to calculate and display.

Tap the Filter Icon in the right top corner to open the filter panel:



Filters [Close Icon]

Event Sequence

Between: Gate In - Departure

Time Period

From: 08-Dec-25

To: 07-Jan-26

Duration: 1 month

Port of Loading

Countries/Territories: Select 1 or more countries/territories

Ports: Select 1 or more ports

Port of Discharge

Countries/Territories: Select 1 or more countries/territories

Ports: Select 1 or more ports

Other Filters

Carrier Code: Select 1 or more carriers

TIPS FOR NEW USERS

If you have trouble logging in or accessing features, check your security roles or contact your M.E. Dey team at neosupport@medey.com.

Filters and charts help you quickly find and visualize shipments by status, location, or other criteria.



THANK YOU

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