

# M.E. DEY & CO.

Delivering the World Since 1907

# NEO WEB TRACKING CLIENT TRAINING GUIDE

# cargowise

The screenshot shows a web browser window with the title "Tracking Portal Dashboard - Cargowise". The URL is <https://ordco-lmpg-4.wtg.zone/Portals/NEO/Desktop#/page/88498f6e7d394d2e>. The page is titled "cargowise neo". The left sidebar contains a navigation menu with the following items: Home, Forwarding (selected), Quotes, Bookings, Shipments, Containers, CFS Shipments, Order Manager, Product Warehouse, Inventory, and Products. The main content area features a map of North America with a blue dot labeled "4" in the United States. The map includes labels for Canada, United States, Mexico, Venezuela, Colombia, Peru, and Brazil. Below the map, a "Google" logo is visible. At the bottom, there is a "Tracking (97)" section with "Filters" and "Created Time" buttons.



# 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.



# INDEX

---

1. How to Start	Page 5
2. How to Track Shipments Without Login	Page 6
3. Tracking by Key Fields (PO#, Shipment #, Container #, Supplier, Country, Delivery Location)	Page 7
4. Route Visualizer	Page 8
5. Other Features Home Page View	Page 11
6. Tracking by Key Fields – Main Menu Modules	Page 12
7. Search Shipments from the Shipment Module	Page 13
8. Export to Excel	Page 14
9. Pulling Documents & Document Retention from the Home Page View	Page 15
10. Pulling Documents & Document Retention from the Shipments Module	Page 16
11. Creating and Modifying Filters	Page 17
12. Customs Information (Entry Line Details & Duty Reporting)	Page 18
13. Reports	Page 19
14. Invoicing and Statements	Page 20
15. E-Conversations	Page 21
16. Market Intelligence	Page 22



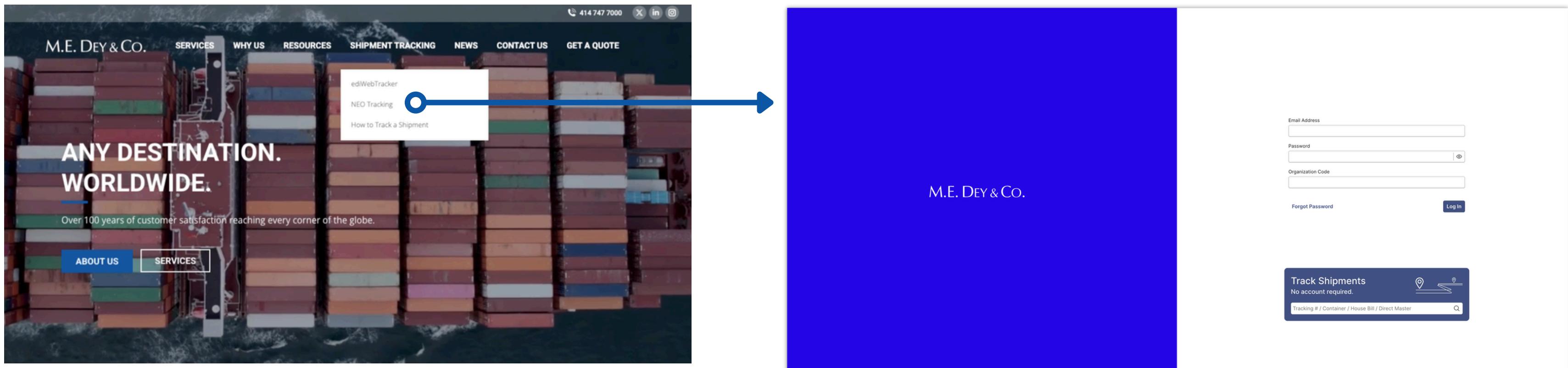
# STEP-BY-STEP HOW-TO INSTRUCTIONS

M.E. DEY & CO.

# 1. HOW TO START - PART I

---

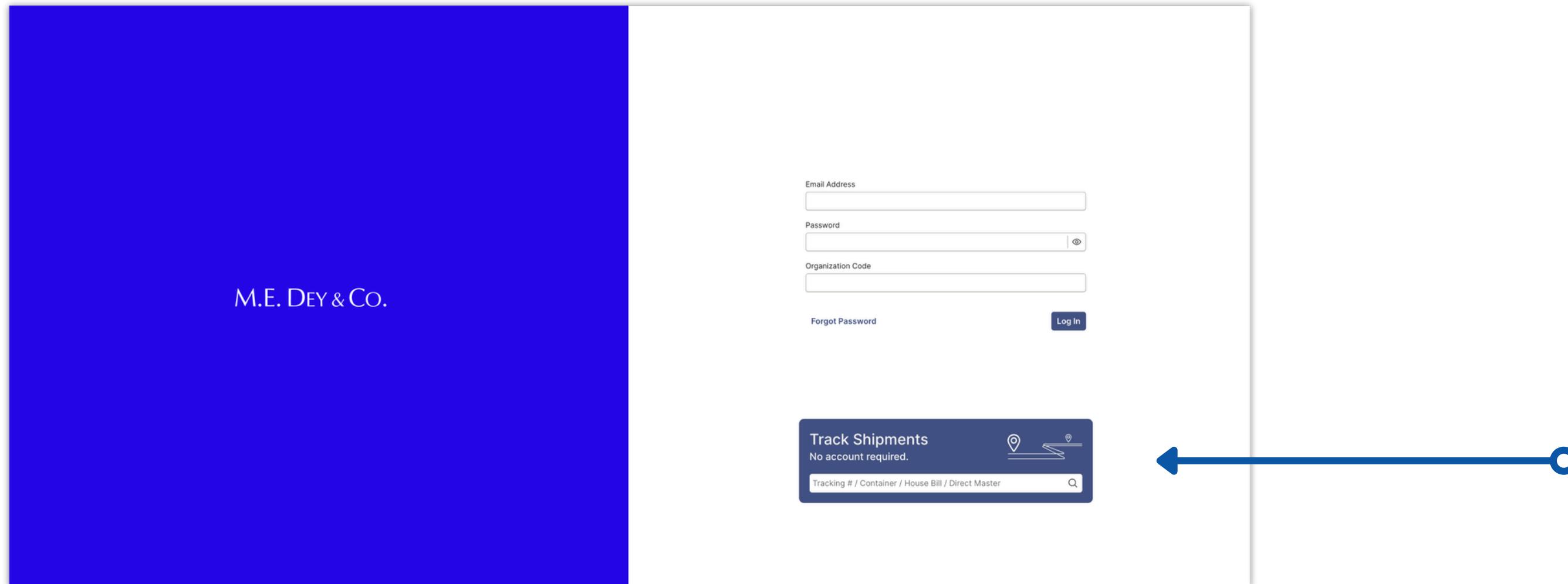
1. Go to the [M.E. Dey Home page](#). From the menu, select **Shipment Tracking**, then click NEO Tracking from the available options.
2. The system will automatically redirect you to the NEO login page.
3. Login using the same Username and Password from the legacy tracking system, along with your **Organization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



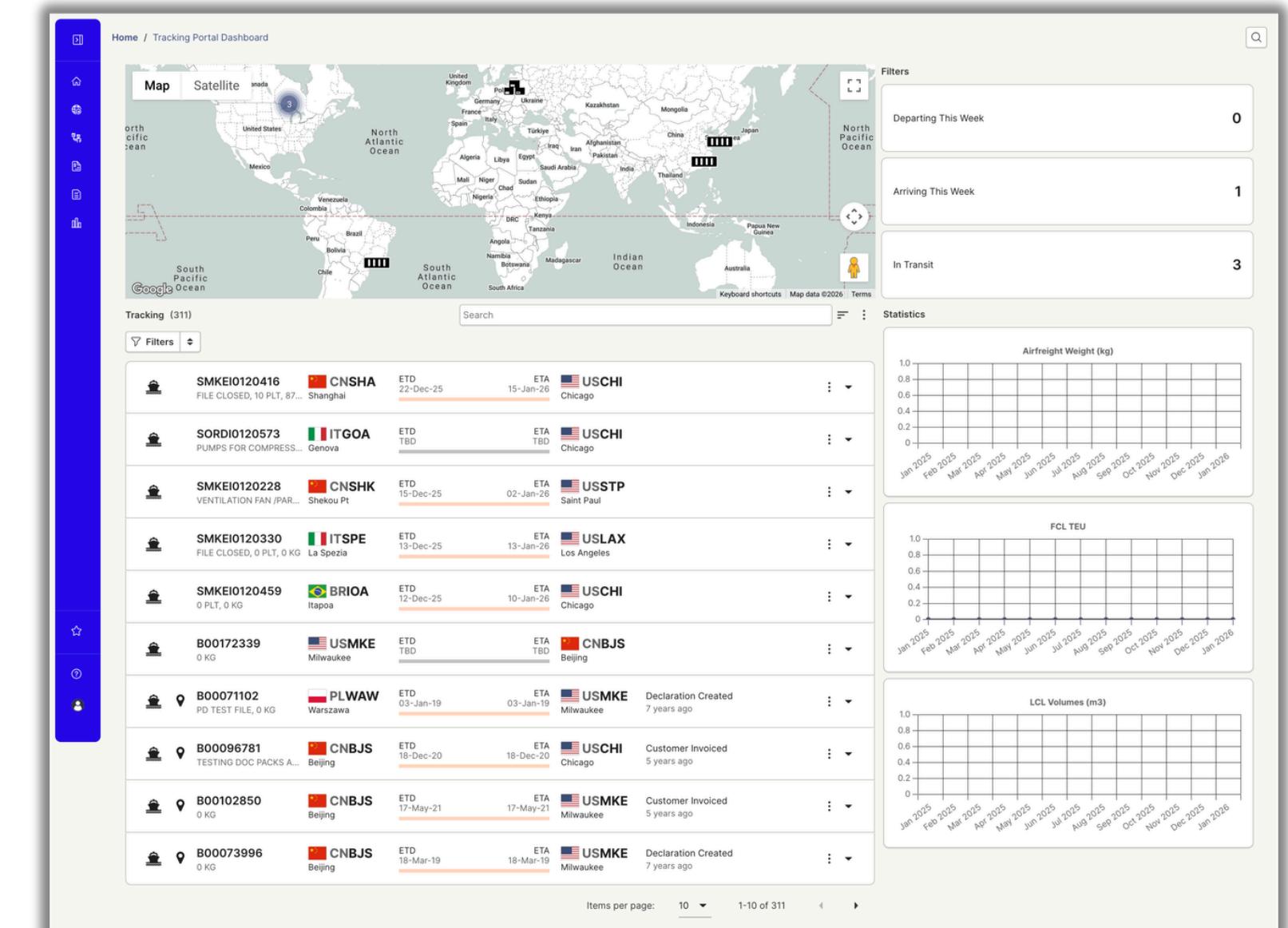
# 3. TRACKING BY KEY FIELDS

## 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.

Job number: B00169697  
House bill: FSH25022643  
Total Packages: 6  
Weight: 1463 KG  
Service level: STD  
Goods description: CAPACITOR  
Arrival Date: 04-Nov-25 00:00  
Release Date: 04-Nov-25 00:00  
Supplier: [REDACTED]  
Importer: [REDACTED]  
Origin Port: CNNGB  
Destination port: USEWR  
Container No.: TGBU5629413

Tracking History:

- Pickup Cartage Complete = Nov 11, 2025 00:00
- Delivery Cartage Advised Nov 10, 2025 09:29
- Customs Cleared US Import Oct 31, 2025 15:22

Job number: B00170665  
House bill: PEPTAN B 5000 LD HYD...  
Total Packages: 1  
Weight: 1463 KG  
Service level: STD  
Goods description: Amparo  
Arrival Date: 28-Nov-25 00:00  
Release Date: 28-Nov-25 00:00  
Supplier: [REDACTED]  
Importer: [REDACTED]  
Origin Port: BRAMP  
Destination port: USCHI Chicago  
Container No.: [REDACTED]

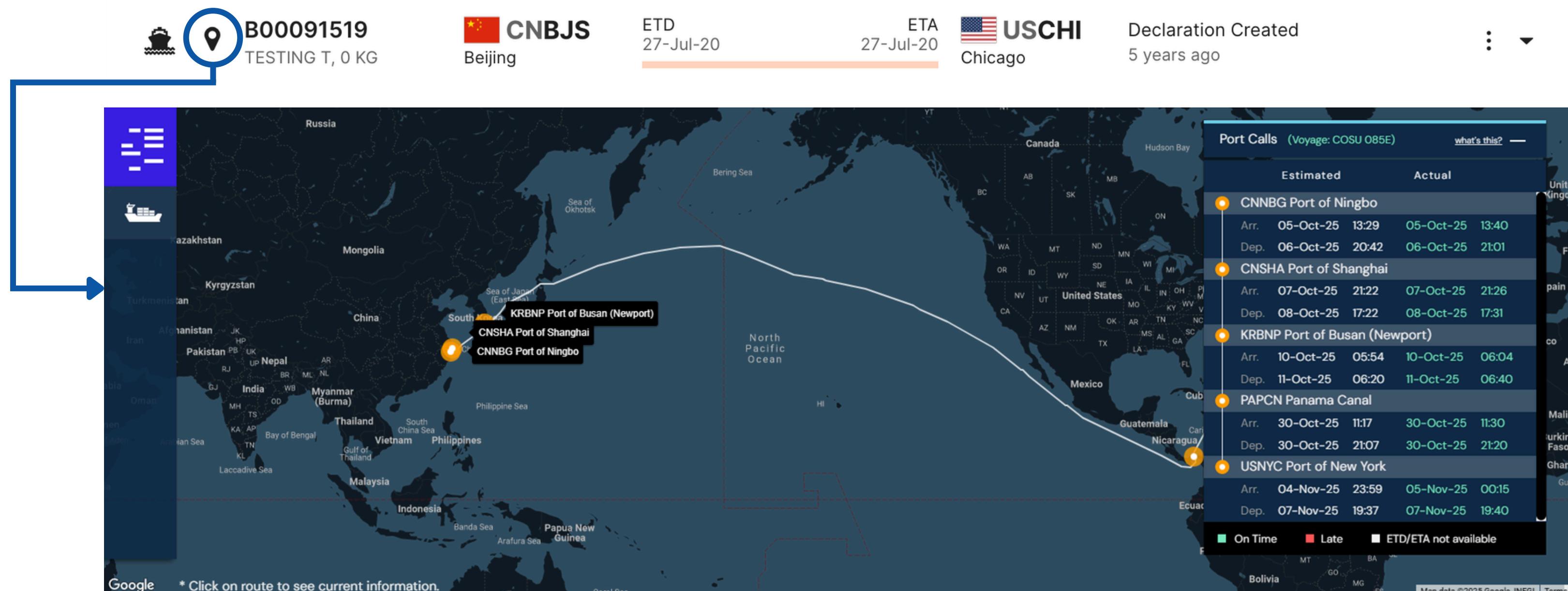
## 4.1 ROUTE VISUALIZER - TRANSPORT MODE ICON

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.

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



# 5. OTHER FEATURES HOME PAGE VIEW

The screenshot shows the Home page view with the following features:

- Tracking Map:** A world map showing shipment locations. A blue arrow points to the North Atlantic Ocean area.
- Filter Tiles:** A sidebar with three tiles: "Departing This Week" (3), "Arriving This Week" (4), and "In Transit" (1). A blue arrow points to the "Arriving This Week" tile.
- Tracking - Arriving This Week (4):** A table listing four shipments. A blue arrow points to the table.
- Charts:** Two charts: "Airfreight Weight (kg)" (a bar chart showing a peak in November 2024) and "FCL TEU" (a line chart showing a peak in November 2024). A blue arrow points to the "Airfreight Weight (kg)" chart.

Tracking - Arriving This Week (4)
Filters <span>ETA</span>
SSYD00007140 <span>AUSYD</span> Sydney Departed 27-Nov-24 ETA 26-Nov-24 USCHI Chicago Departure 11 hours ago
SSYD00007139 <span>AUSYD</span> Sydney Departed 30-Oct-24 Arrived 24-Nov-24 USHOU Houston Arrival 2 days ago
SSYD00007137 <span>AUSYD</span> Sydney Departed 12-Nov-24 Arrived 26-Nov-24 USLAX Los Angeles Arrival 6 hours ago
SSYD00007135 <span>AUSYD</span> Sydney Departed 27-Nov-24 ETA 28-Nov-24 USCHI Chicago Departure 40 minutes ago

## Tracking Map

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

## Filter Tiles

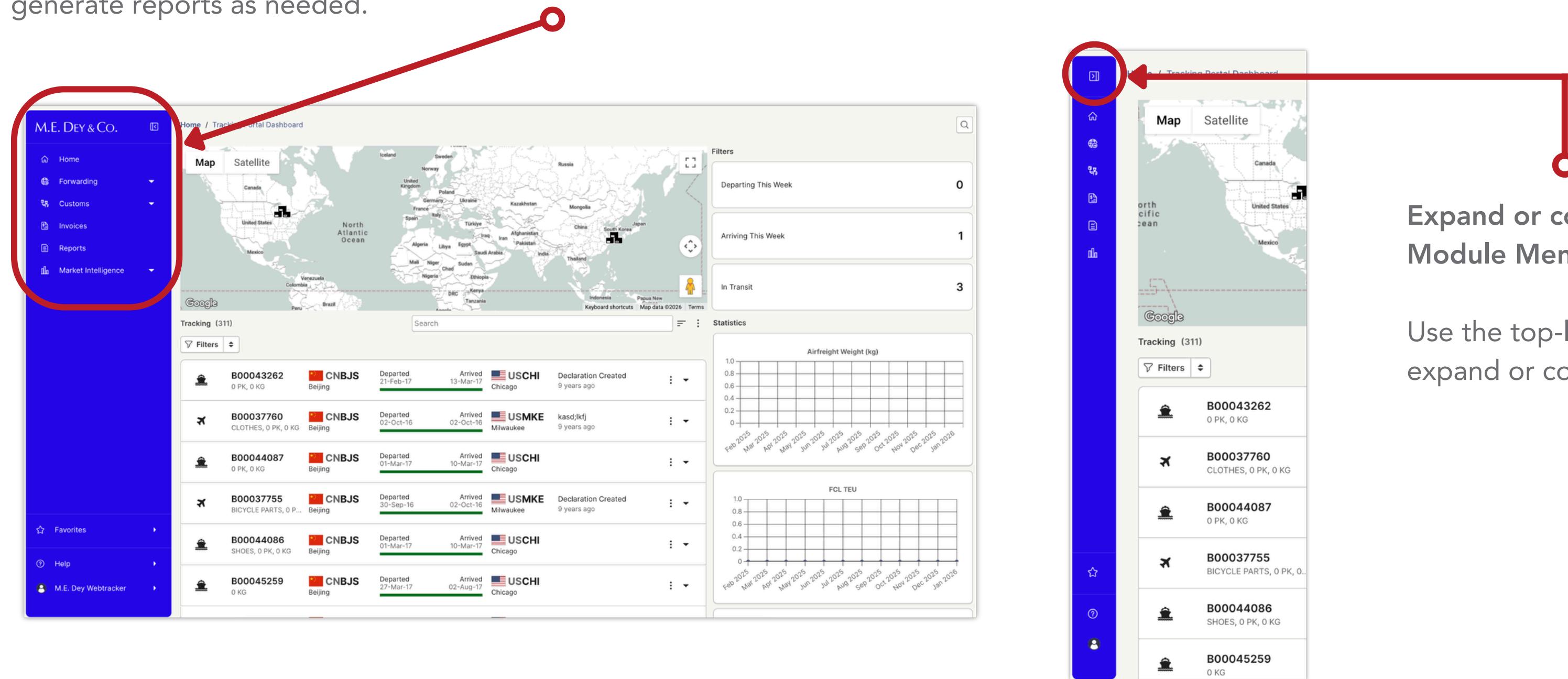
- Show cumulative view by ETA/ETD.
- Click a tile to apply the filter.

## 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 or generate reports as needed.

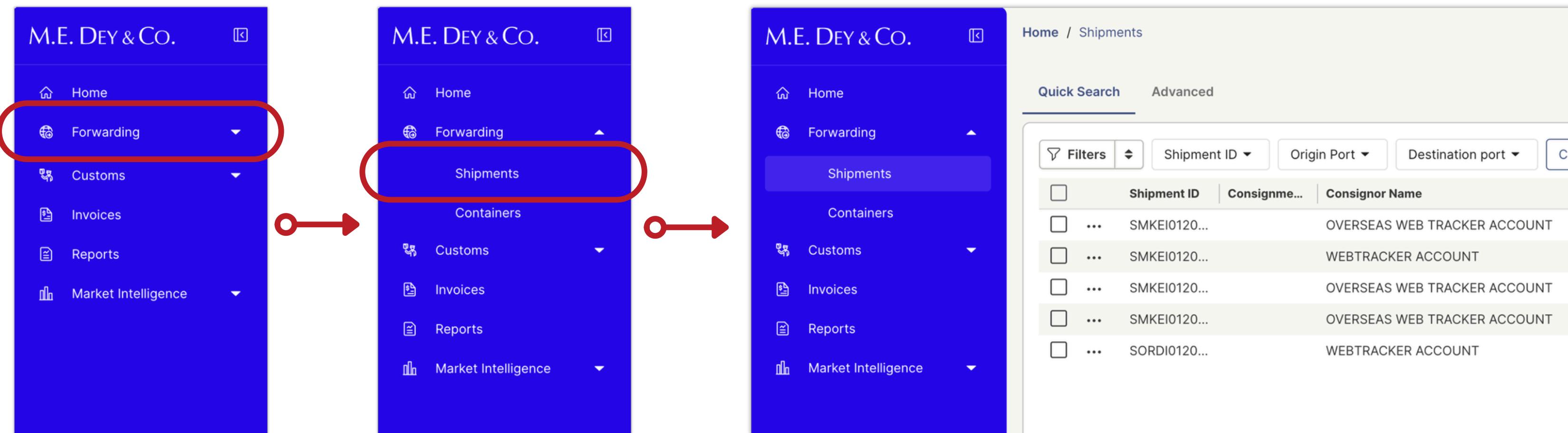


Expand or collapse the Module Menu:

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

# 7. SEARCH SHIPMENTS FROM THE SHIPMENT MODULE

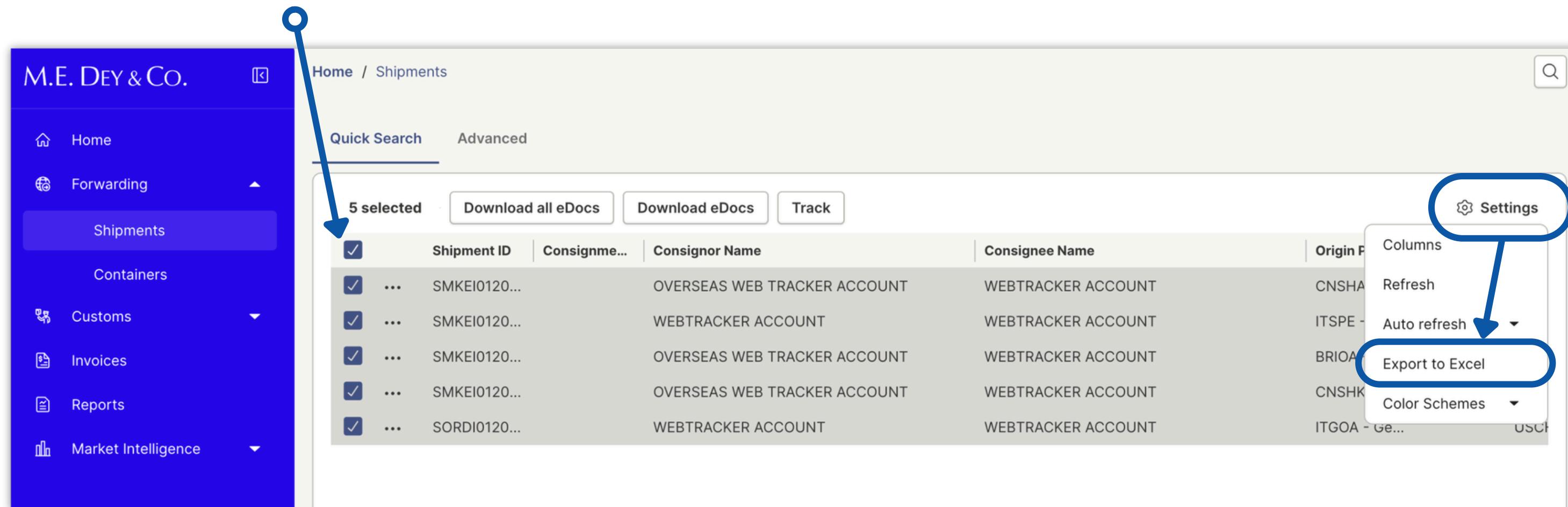
1. From the Dashboard, Go to **Forwarding** → **Shipments** (This lists shipments here where ME Dey is the nominated Freight Forwarder).
2. Search or filter by shipment number, PO, container, or other key fields.
3. Click on a shipment to view full tracking details, milestones, and related documents.



# 8. EXPORT TO EXCEL

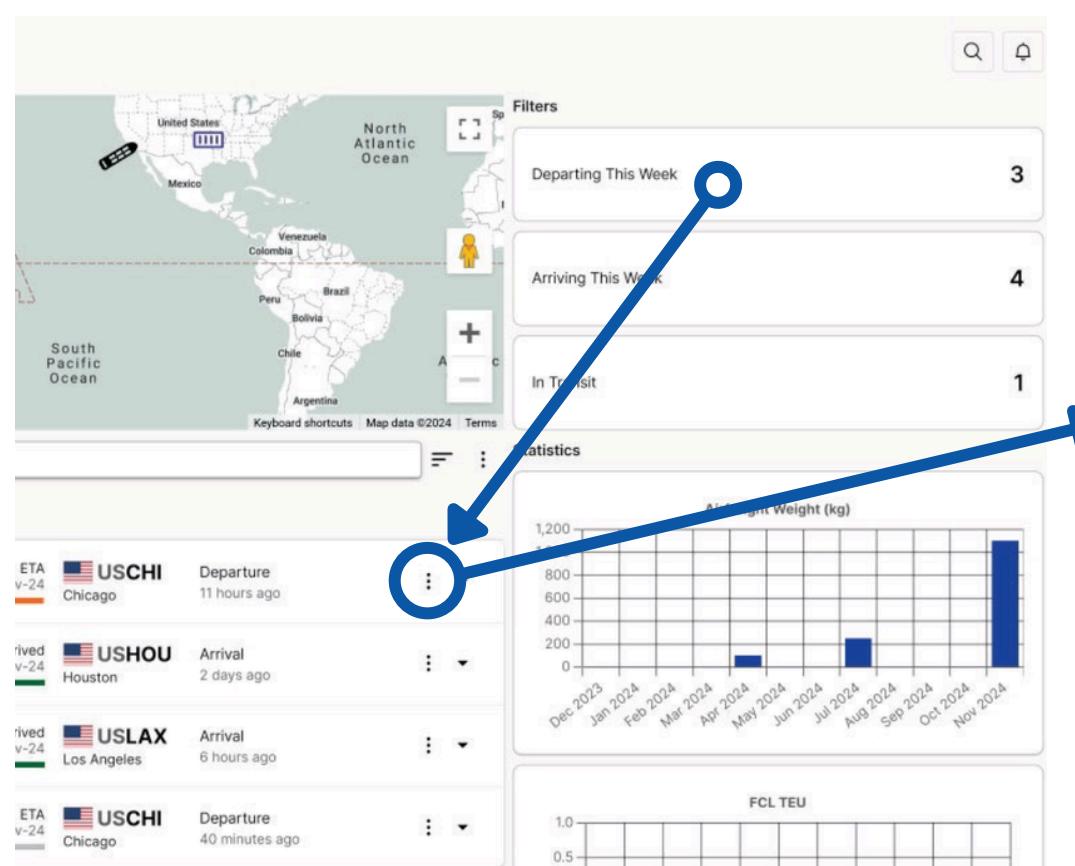
You can also export the shipments and other reports to Excel:

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**.



# 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

**eDocs**

File Name	Description	Added	Published
ISF 25005050 25003990.pdf	ISF Document	05-Sep-25 08:41	
oice R5542565_JN_V_44680NV_00260_25005050ST.pdf	Entry Package	05-Sep-25 08:41	✓
E SHIP 25005050 25003990.pdf	Entry Package	05-Sep-25 08:41	✓
Download D S - 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	

## Download eDocs Option:

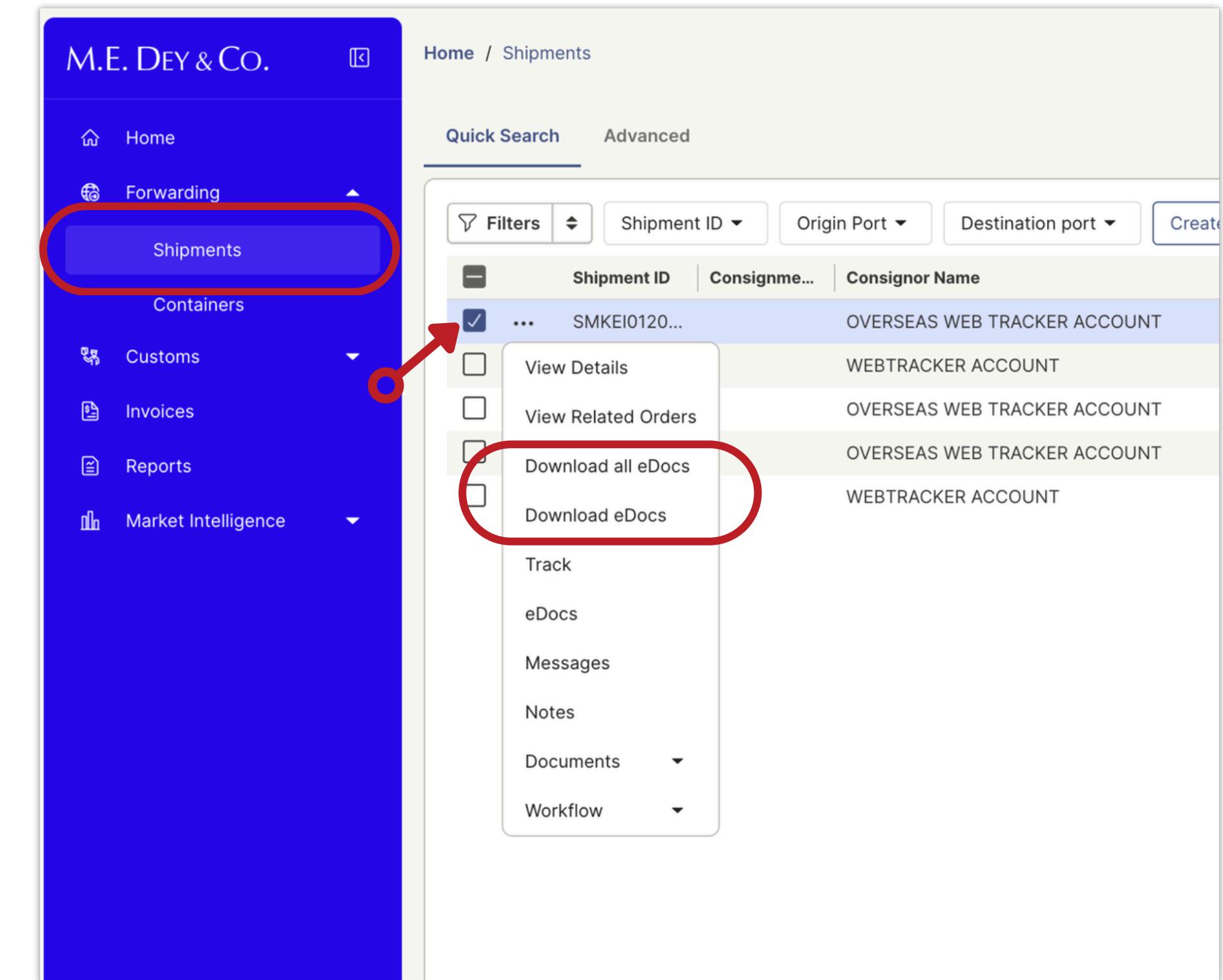
- Downloads all documents as a zip file. (this can be done individually or in bulk)

## 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**.



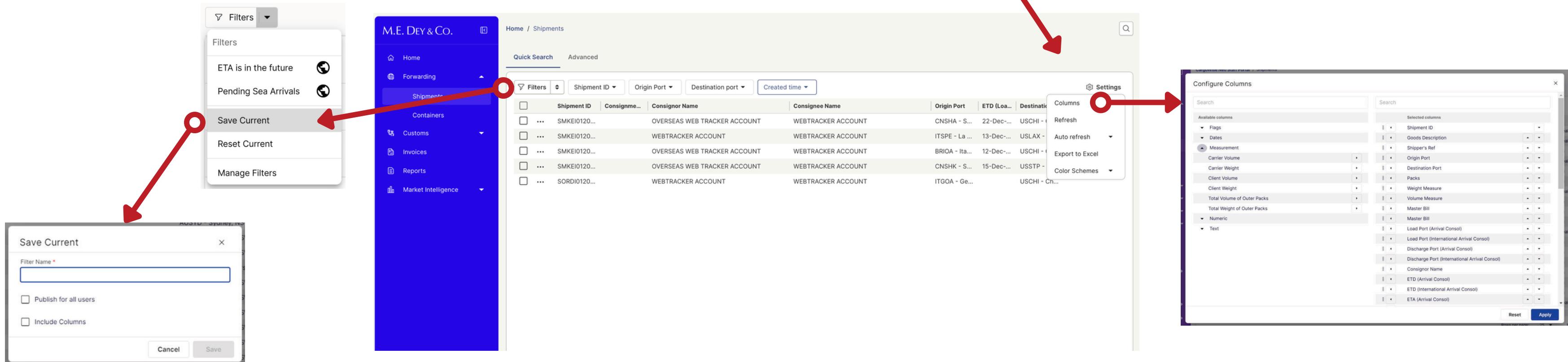
# 11. CREATING AND MODIFYING FILTERS

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**.

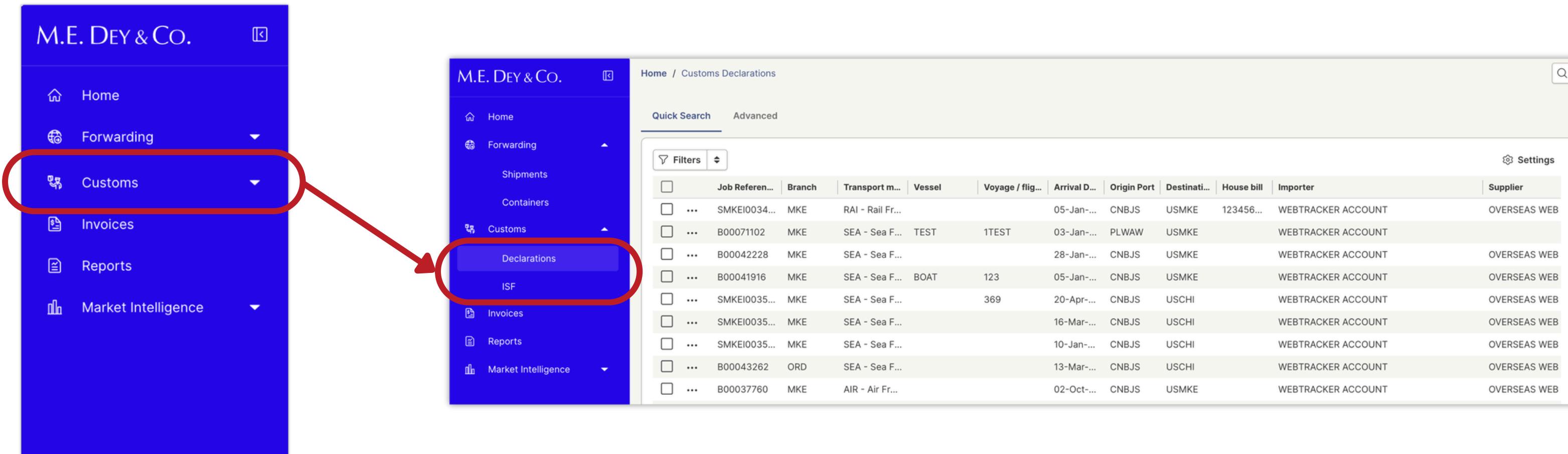
## Columns

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



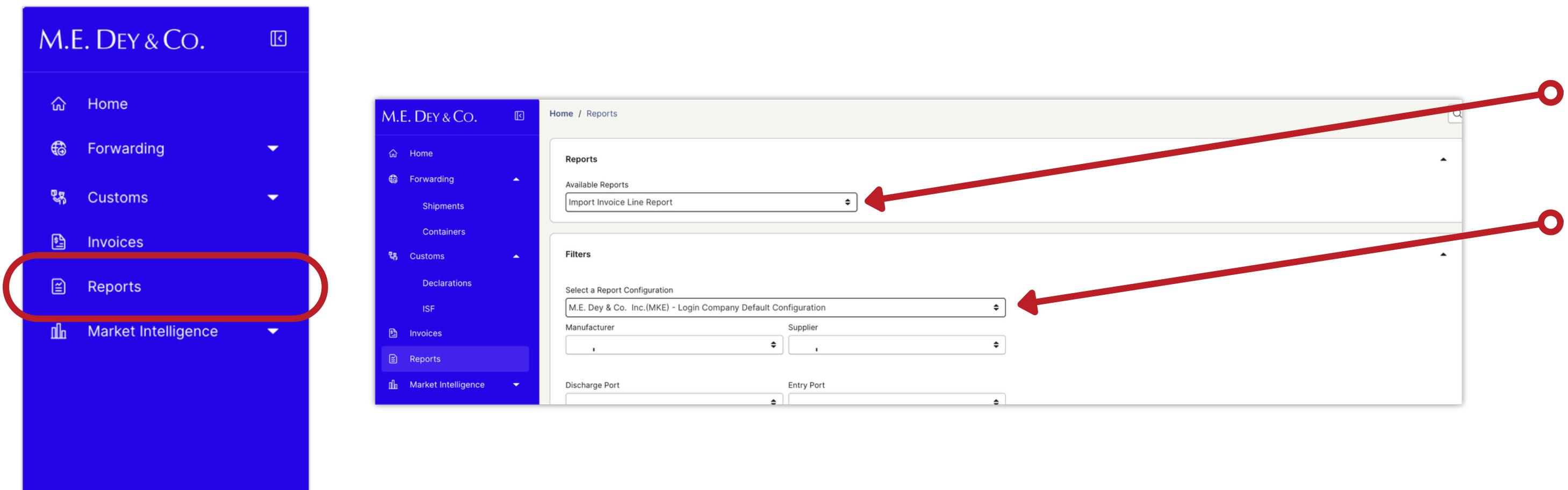
# 12. CUSTOMS INFORMATION (ENTRY LINE DETAILS & DUTY REPORTING)

- 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.



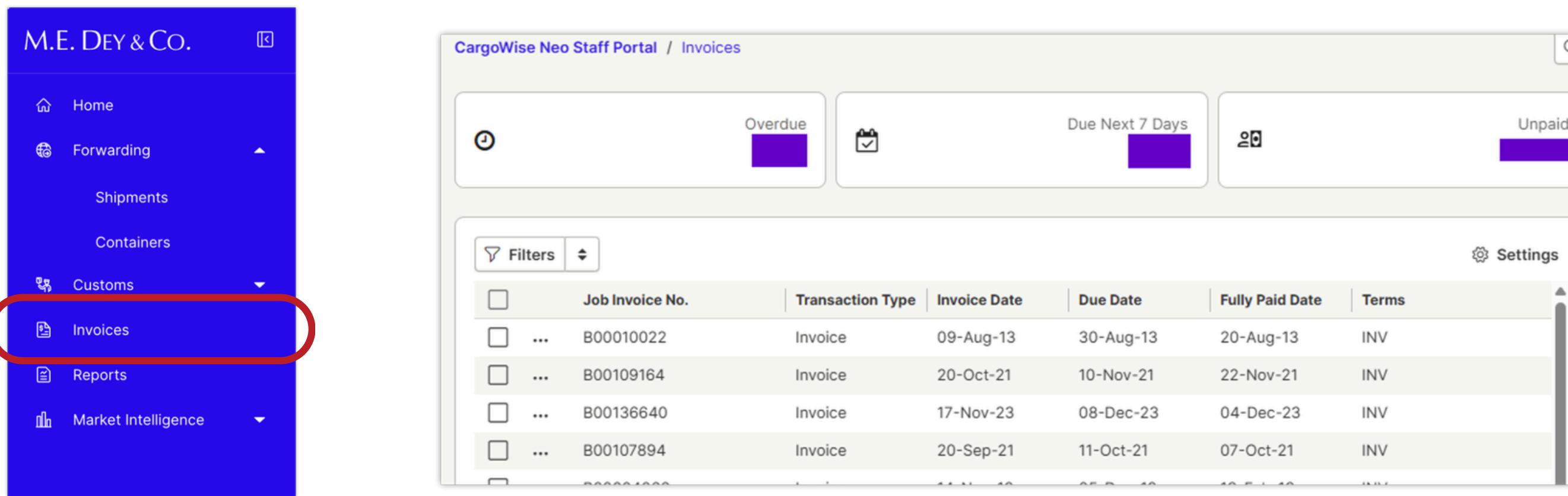
# 13. REPORTS

- 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](mailto:neosupport@medey.com) can assist.



# 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](mailto:neosupport@medey.com) if invoice access is not enabled.



The image shows two screenshots side-by-side. The left screenshot is the M.E. DEY & Co. staff portal navigation menu. The 'Invoices' option is highlighted with a red circle. The right screenshot is the 'Invoices' module of the CargoWise Neo Staff Portal. It displays a summary of invoices with filters for 'Overdue', 'Due Next 7 Days', and 'Unpaid'. Below this is a table of invoice details.

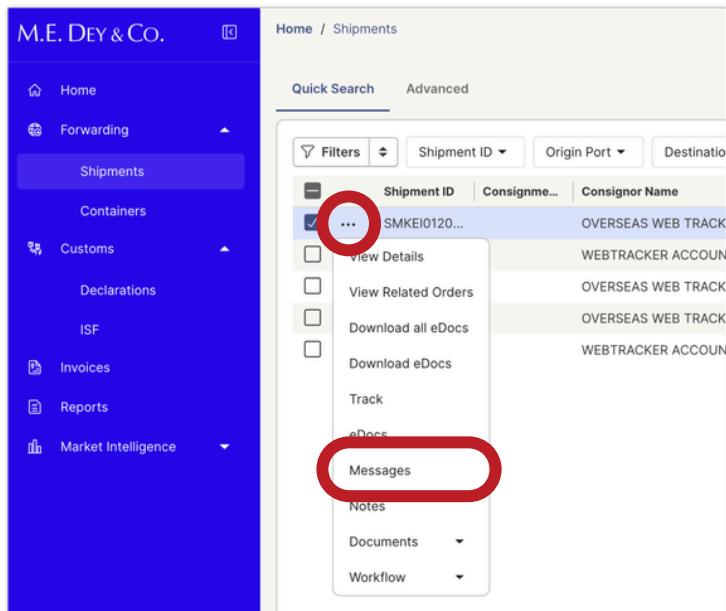
Job Invoice No.	Transaction Type	Invoice Date	Due Date	Fully Paid Date	Terms
B00010022	Invoice	09-Aug-13	30-Aug-13	20-Aug-13	INV
B00109164	Invoice	20-Oct-21	10-Nov-21	22-Nov-21	INV
B00136640	Invoice	17-Nov-23	08-Dec-23	04-Dec-23	INV
B00107894	Invoice	20-Sep-21	11-Oct-21	07-Oct-21	INV

# 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.

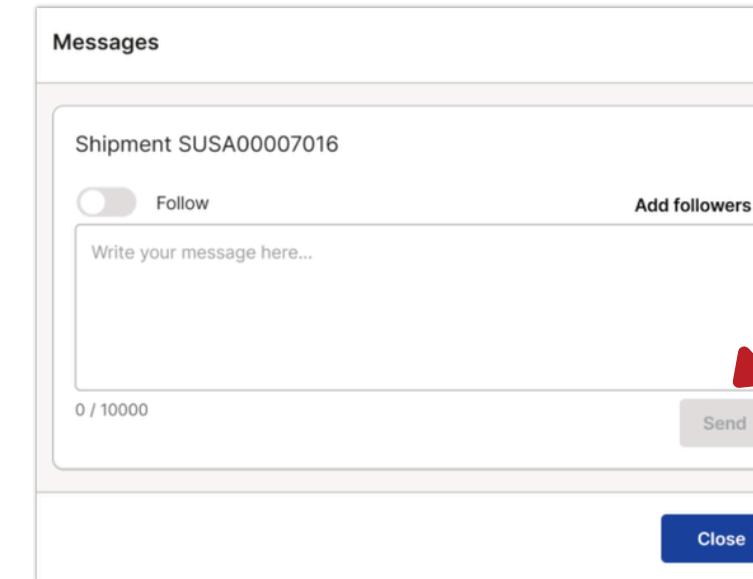
## 1. Access:

- 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.

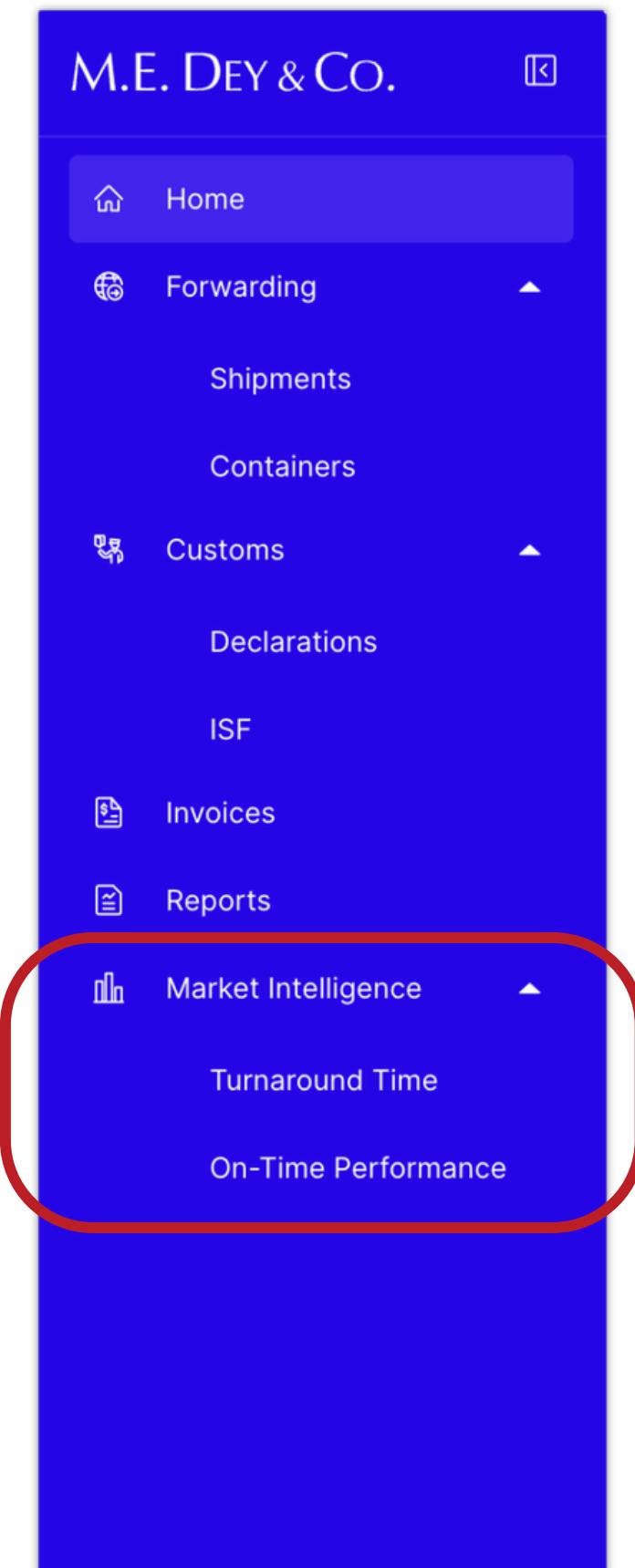
This is aggregate data across companies all over the world, and not specific to the business handled by M.E. Dey

## 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.



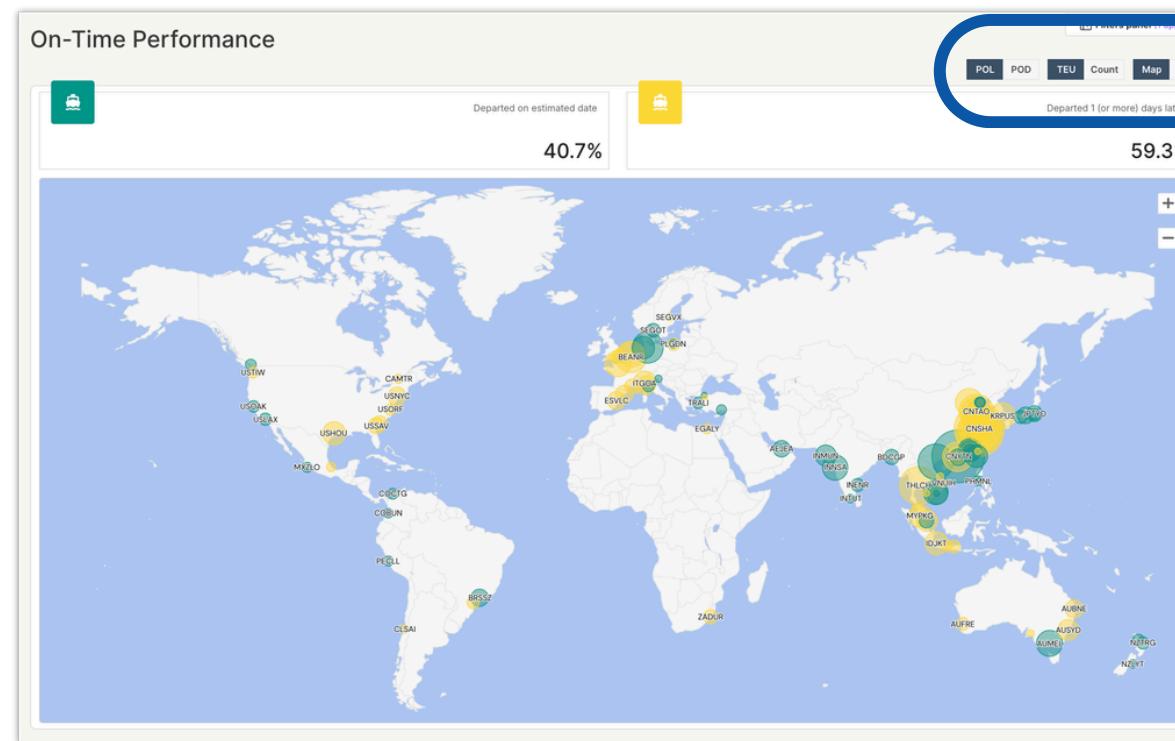
## 16.2 MARKET INTELLIGENCE: ON TIME PERFORMANCE REPORT

---

- 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.**

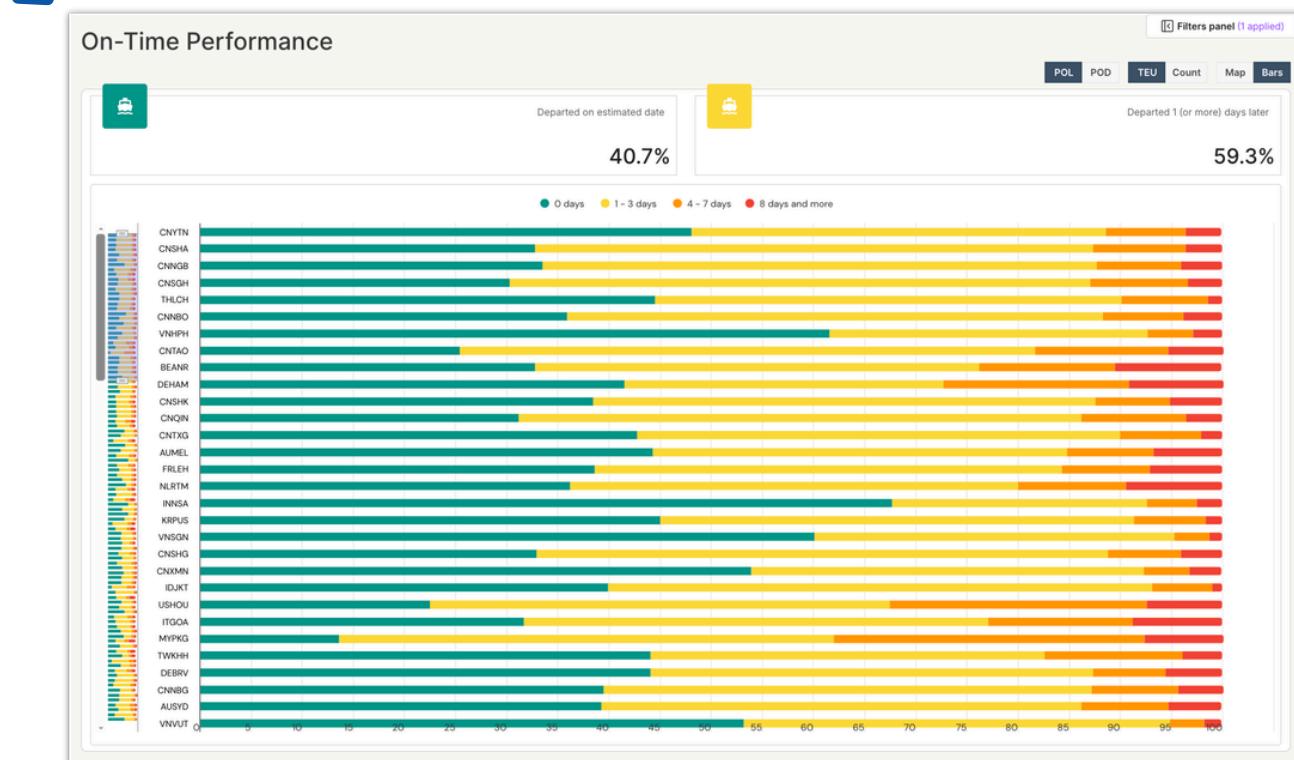


## 16.2.1 MARKET INTELLIGENCE: ON TIME PERFORMANCE REPORT



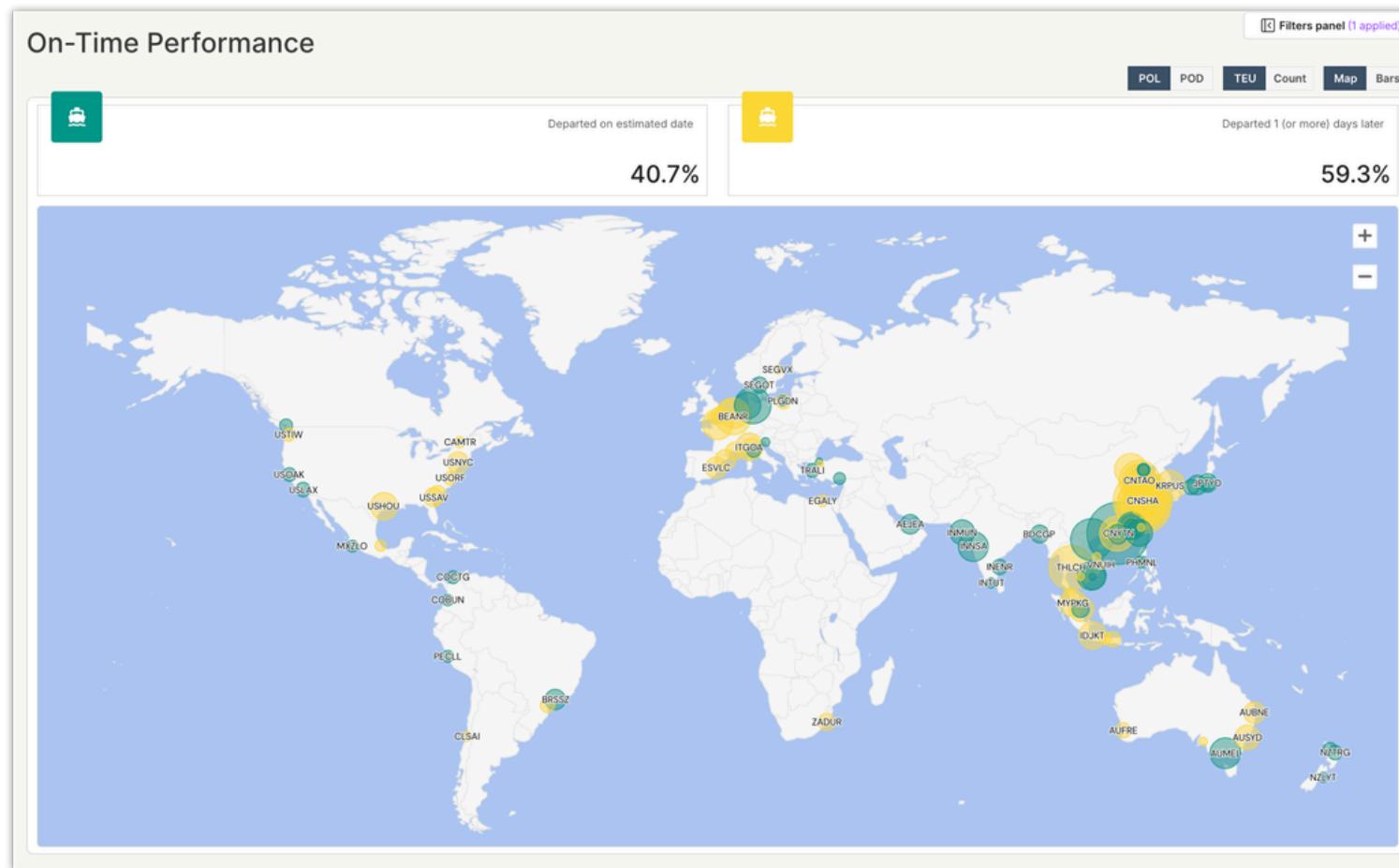
When the Report is launched, the system opens a default setting of the map view showing Port of Load on time Departure Performance.

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.

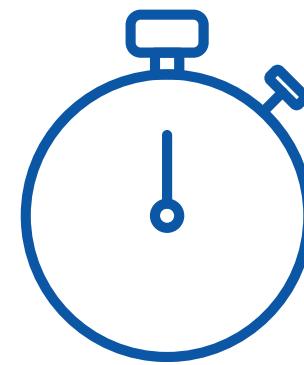


Hovering your mouse over a port displays the performance across all measurement range categories.

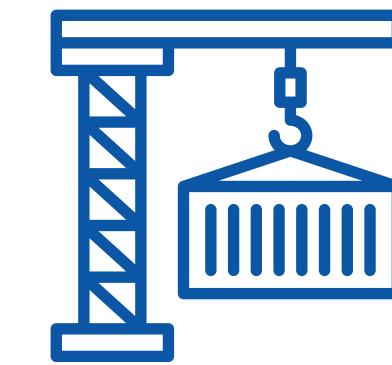
## 16.3 MARKET INTELLIGENCE – TURNAROUND TIME REPORT

---

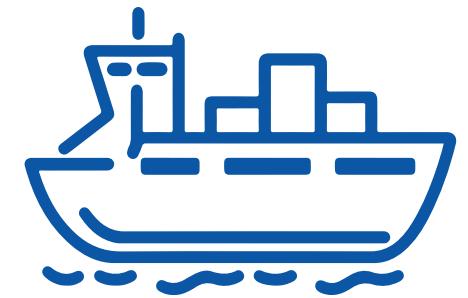
- Measures how long containers stay at a port between key milestones.
- Identifies bottlenecks and inefficiencies.
- Improves shipment planning and transit time prediction.
- Access: **Go to Operate → Forwarding → Market Intelligence and Analytics → Turnaround Time.**



Gate In



Freight Loaded

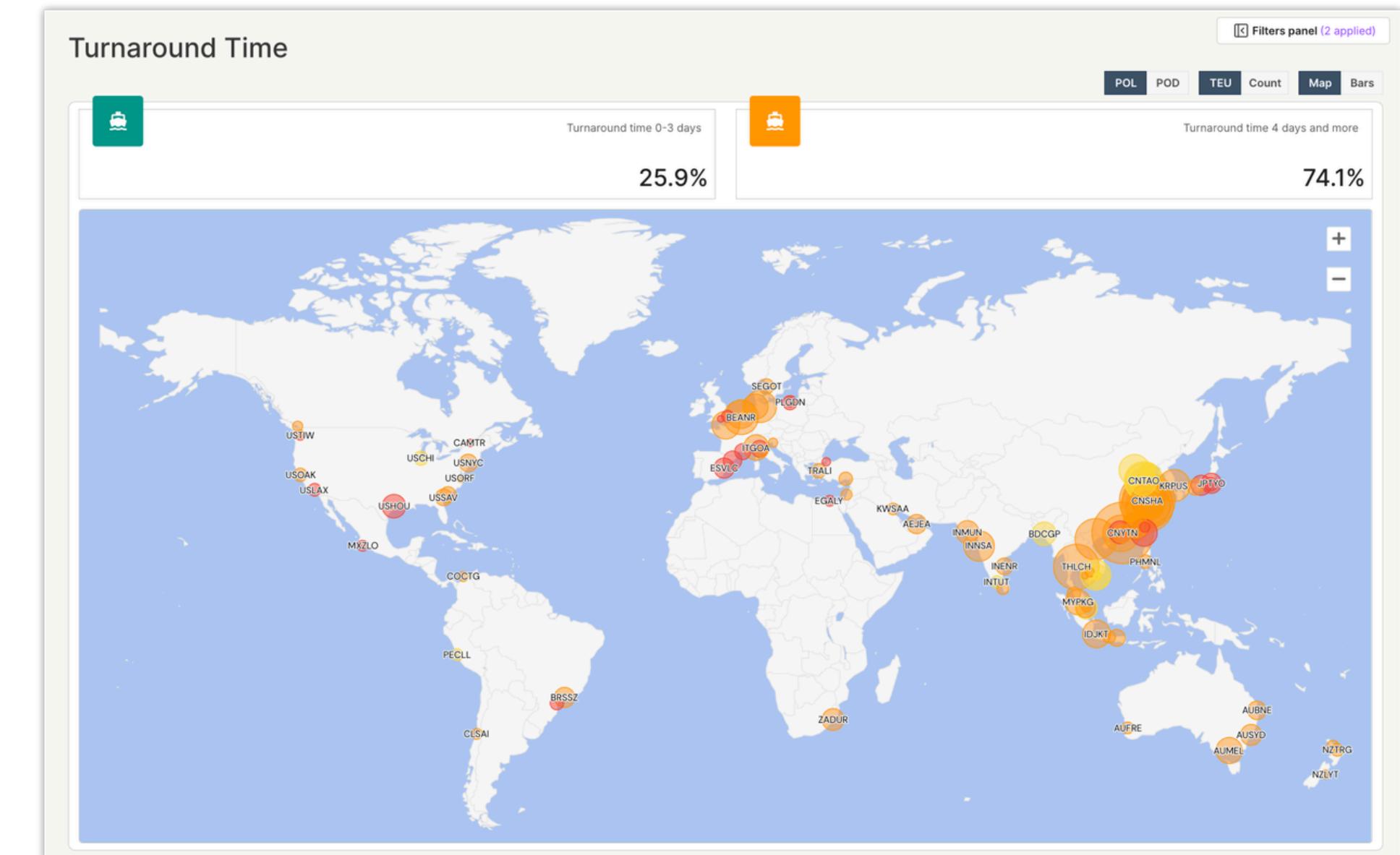


Departure

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

## 16.3.1 MARKET INTELLIGENCE – TURNAROUND TIME REPORT

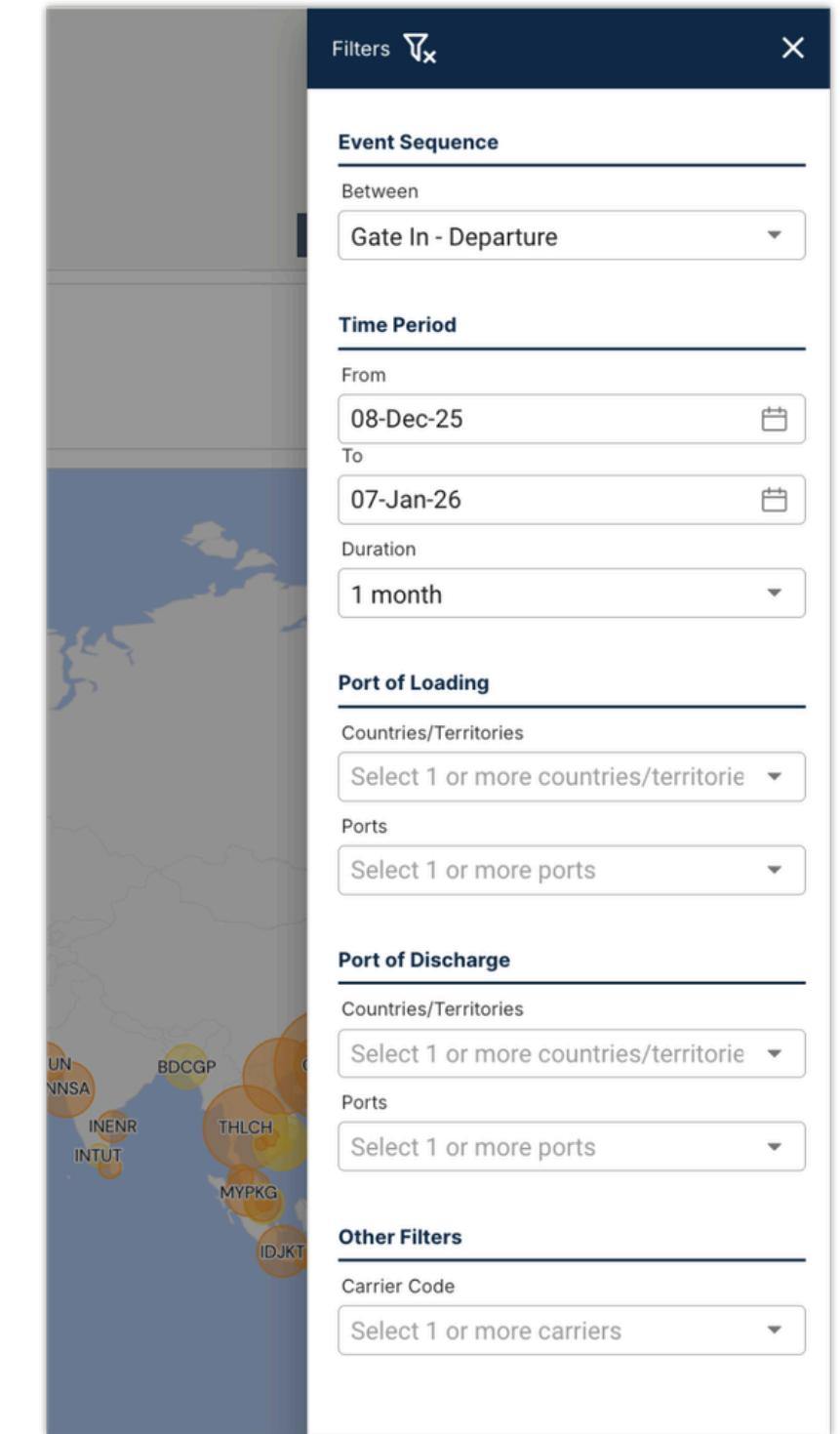
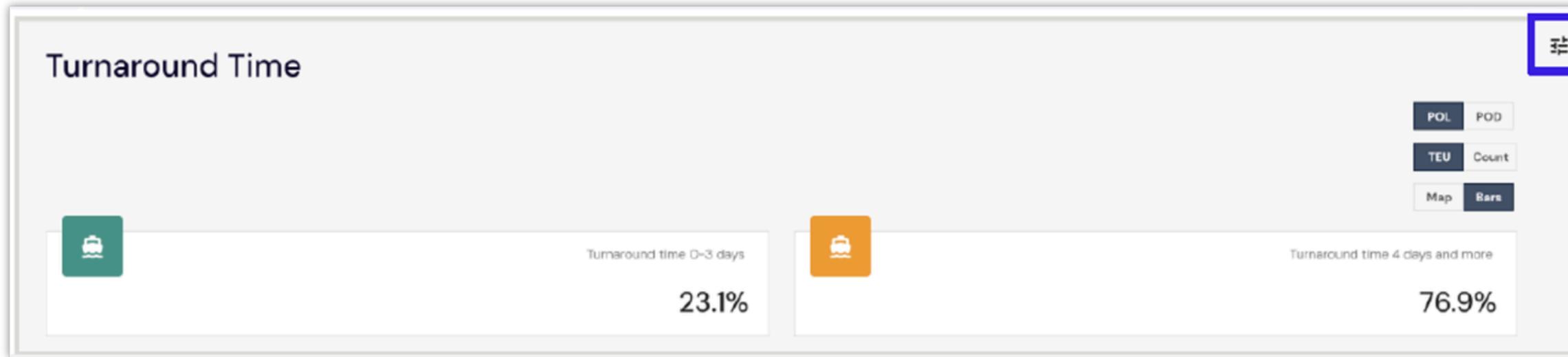
The Turnaround time report opens with a default setting of the Map view showing Port of Loading measuring Turnaround time between Gate In and Vessel Departure.



## 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:



## 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](mailto:neosupport@medey.com).

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

# THANK YOU

M.E. DEY & Co.

[medey.com](http://medey.com)