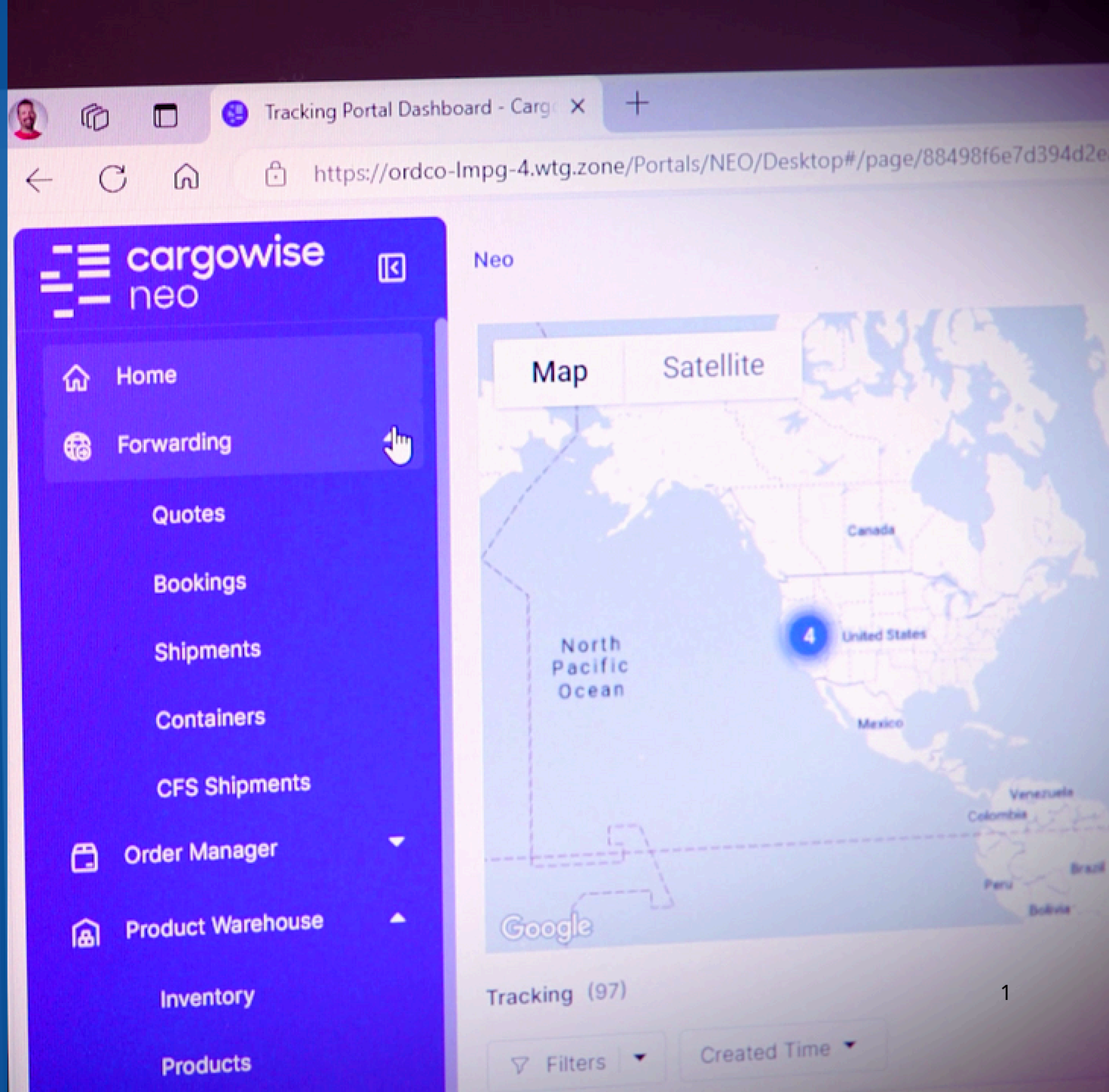
M.E. DEY & CO.

Delivering the World Since 1907

NEO WEB TRACKING CLIENT TRAINING GUIDE

(Replacing M.E. Dey Track & Trace)

cargowise



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

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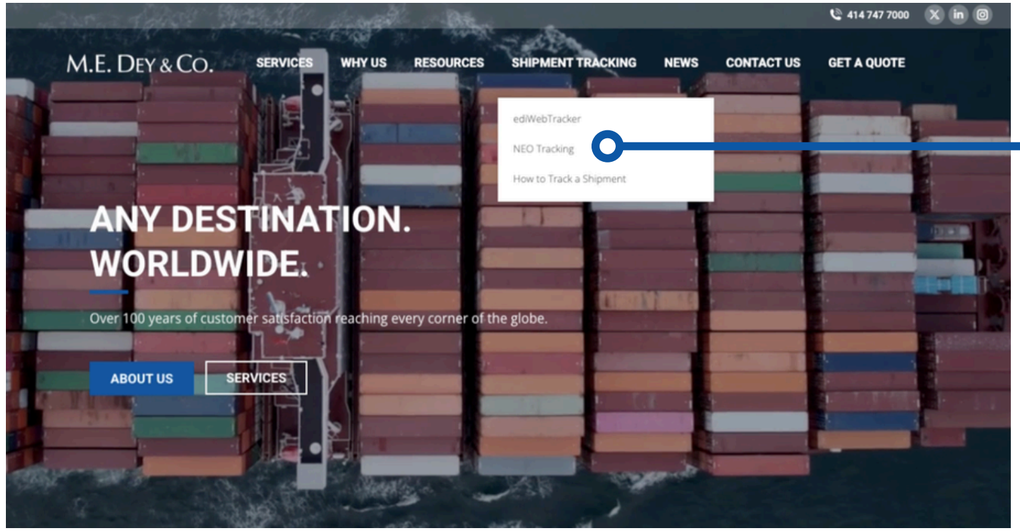
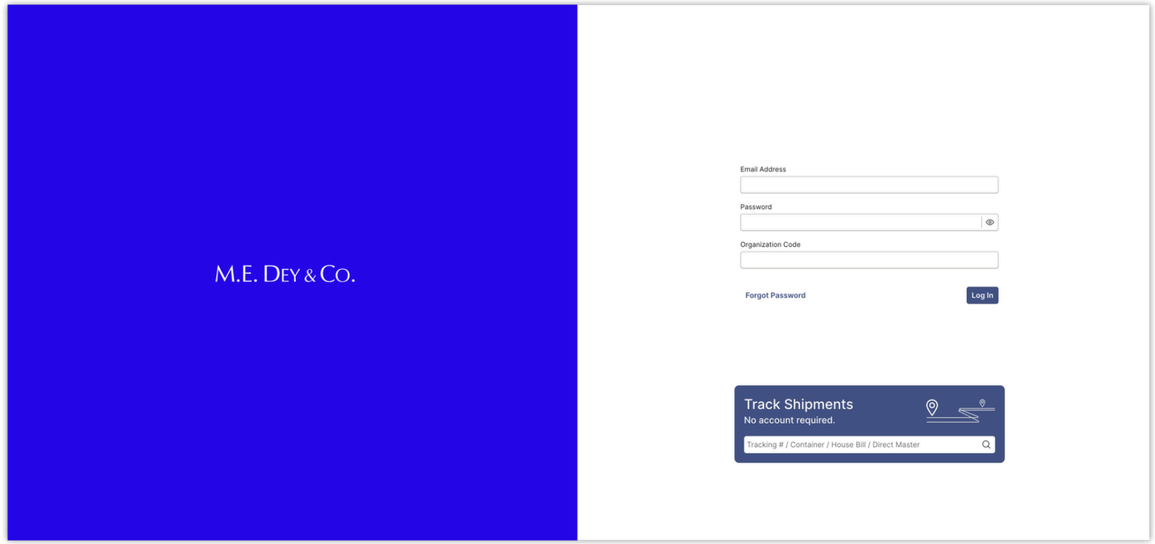
1. HOW TO START - PART I

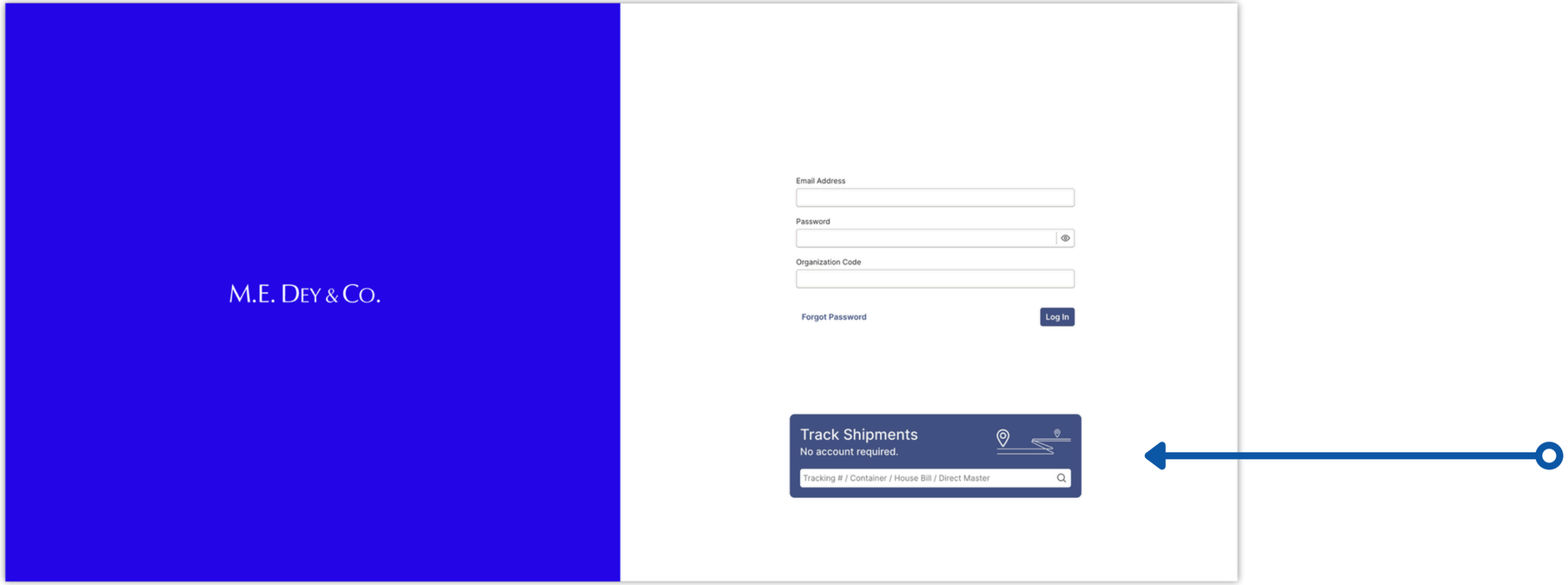
1. Go to the M.E. Dey Home page. From the menu, select **Shipment Tracking**, then click NEO Tracking from the available options.
2. The system will automatically redirect you to the NEO login page.
3. Login using the same Username and Password from the legacy tracking system, along with your **Organization 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.



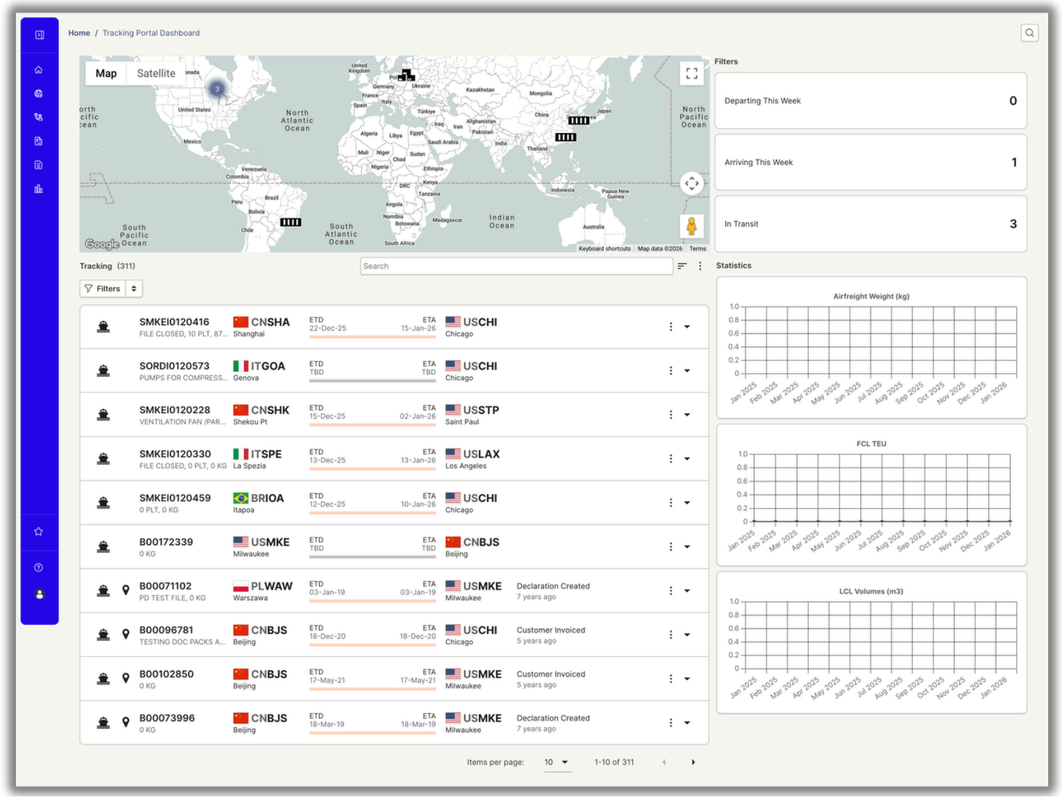
3. TRACKING BY KEY FIELDS

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

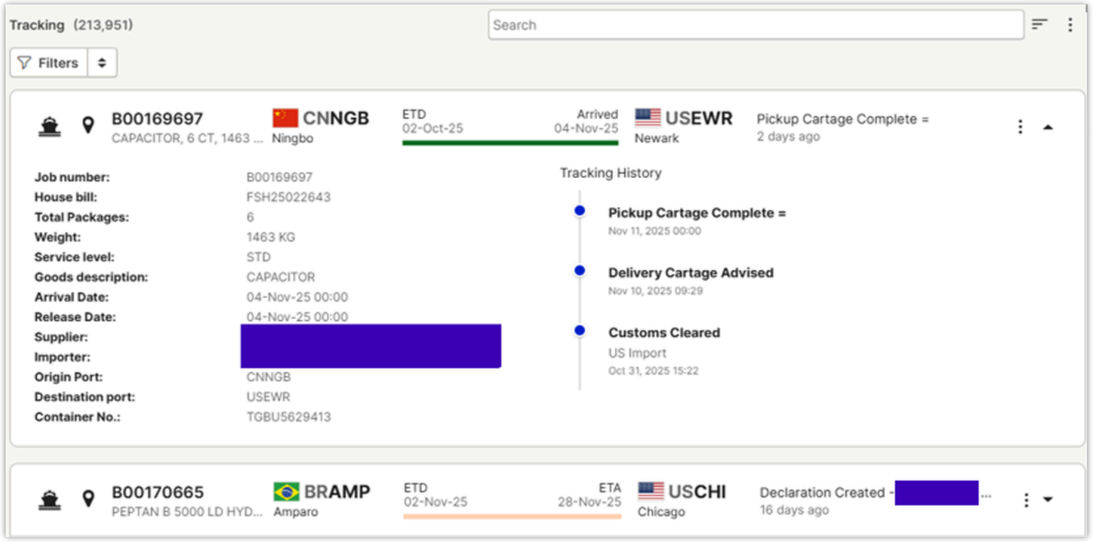


4. ROUTE VISUALIZER

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.

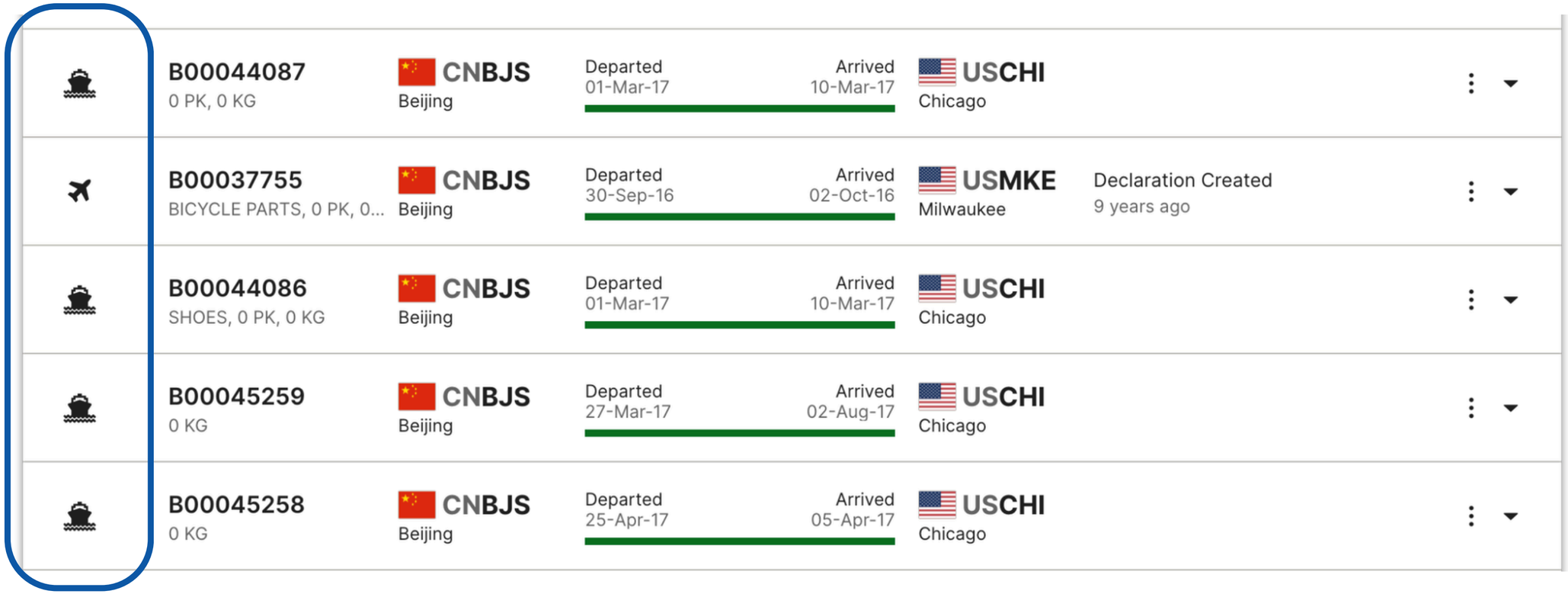
Expanded View - Route Visualizer

- 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.



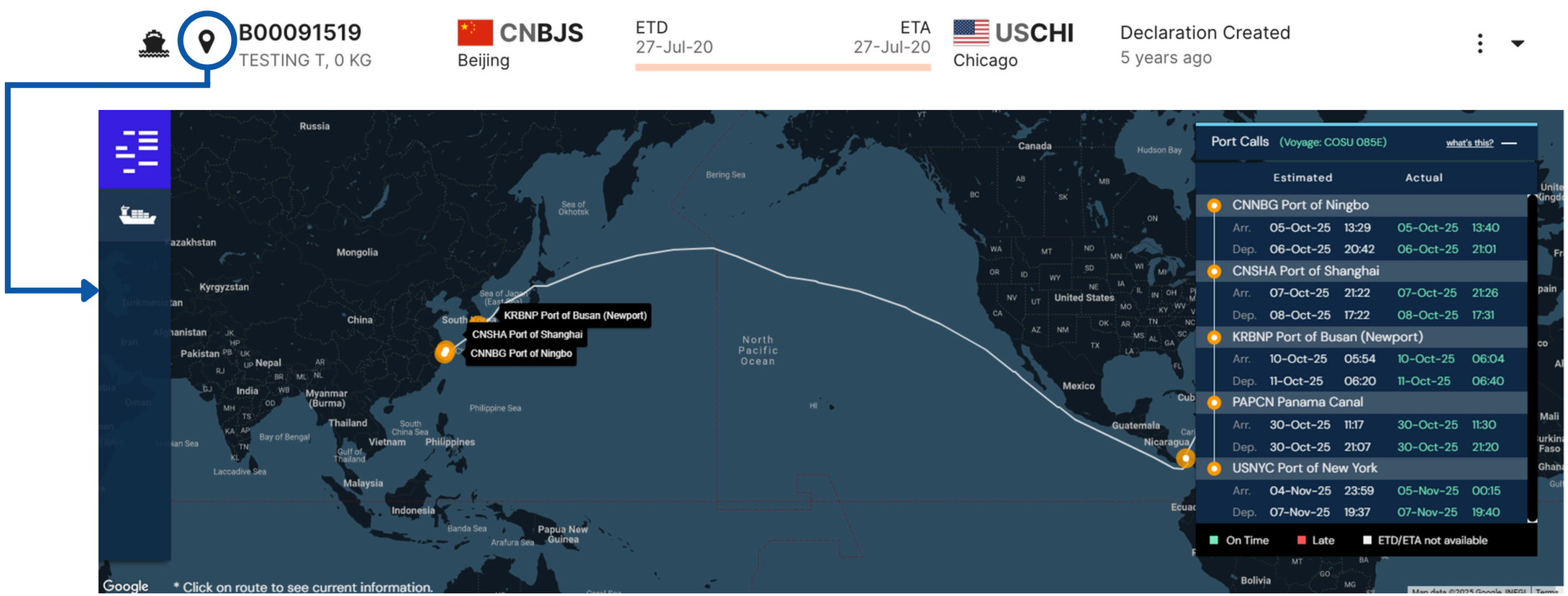
4.1 ROUTE VISUALIZER - TRANSPORT MODE ICON

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.

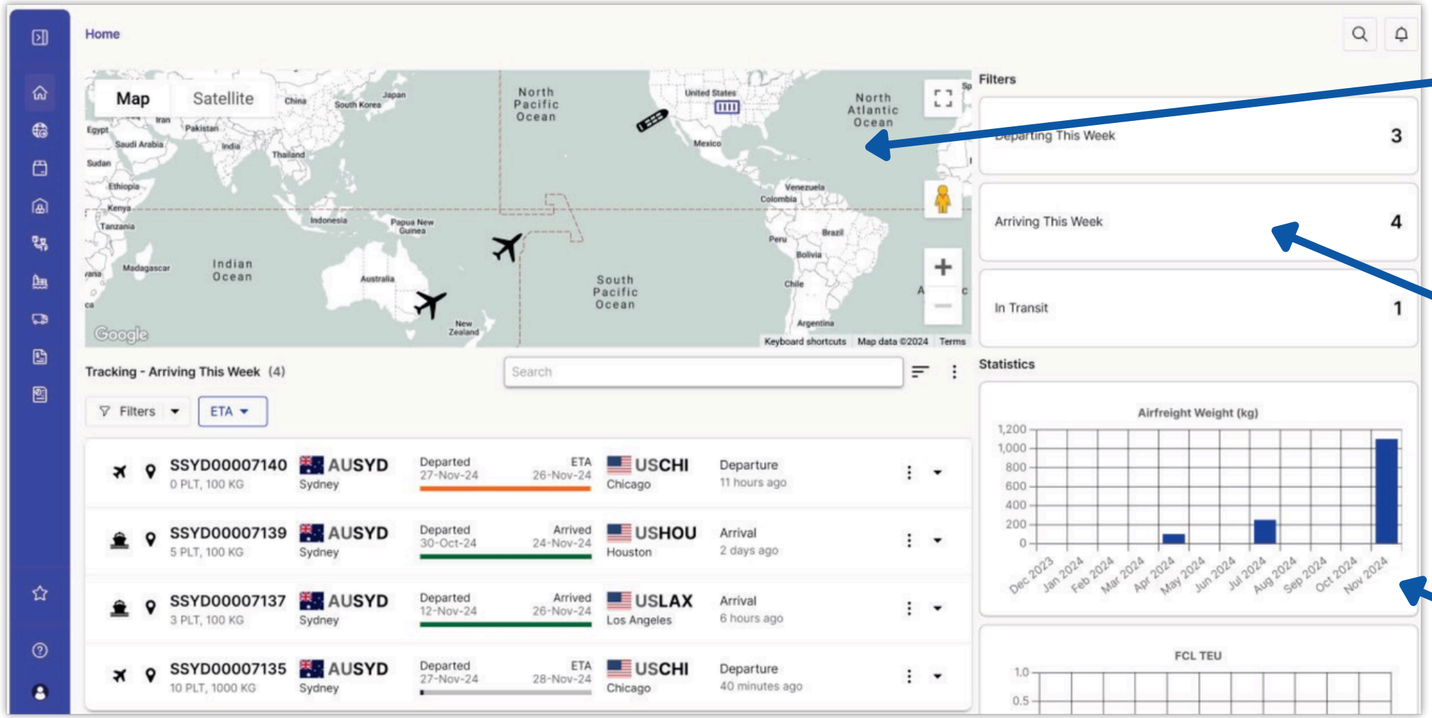


4.2 ROUTE VISUALIZER - TRANSPORT MODE ICON

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



Tracking Map

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

Filter Tiles

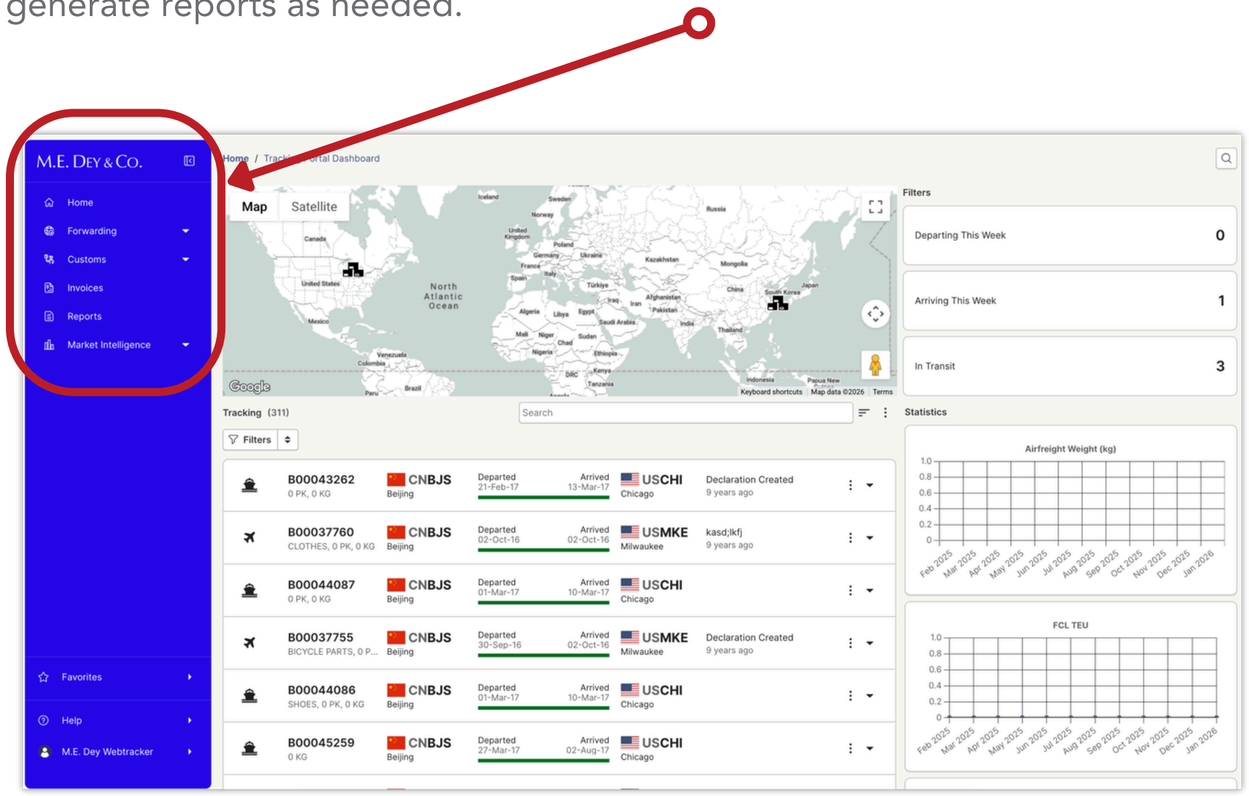
- Show cumulative view by ETA/ETD.
- Click a tile to apply the filter.

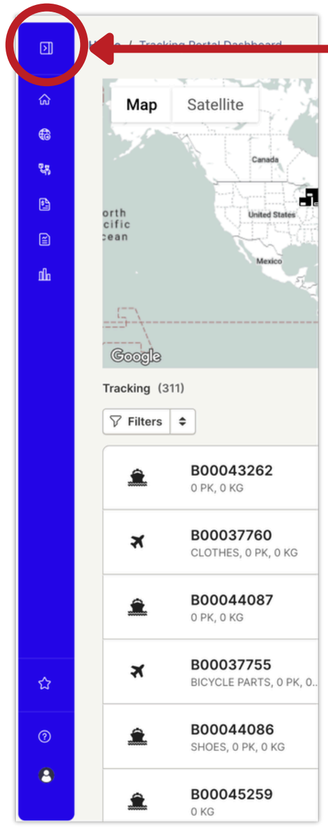
Charts:

- 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.



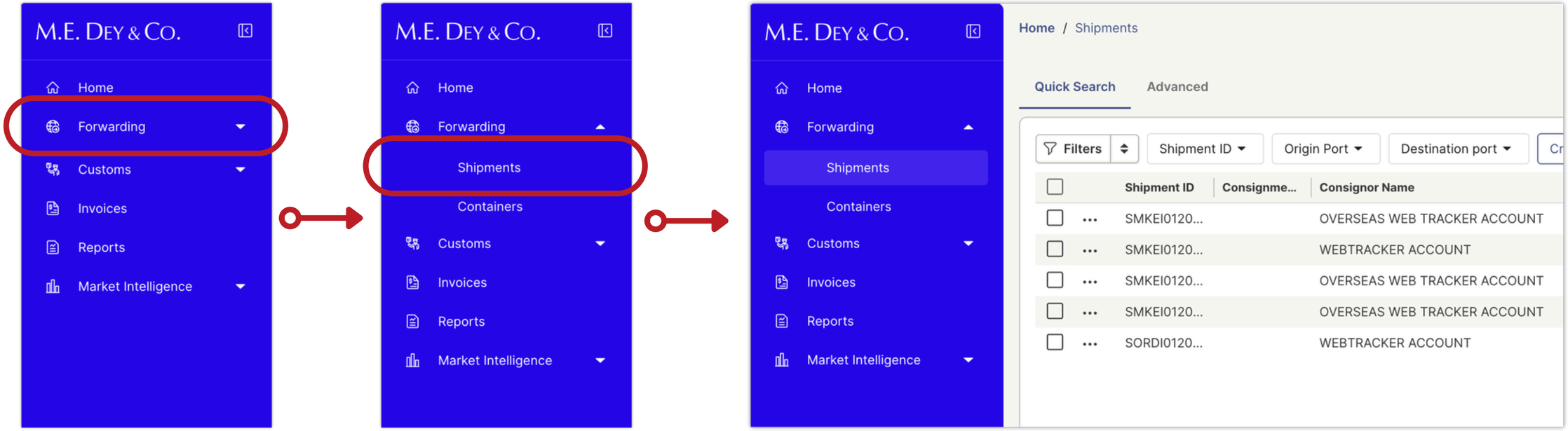


Expand or collapse the Module Menu:

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

7. SEARCH SHIPMENTS FROM THE SHIPMENT MODULE

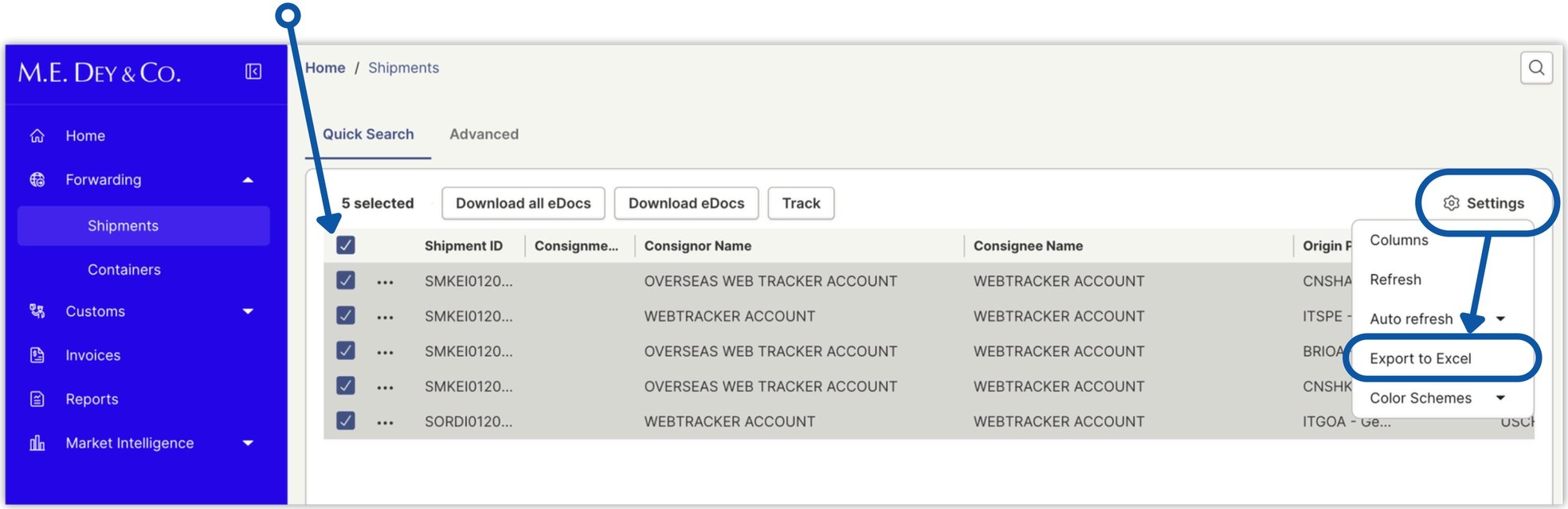
1. From the Dashboard, Go to **Forwarding** → **Shipments** (This lists shipments here where M.E. Dey is the nominated Freight Forwarder).
2. Search or filter by shipment number, PO, container, or other key fields.
3. Click on a shipment to view full tracking details, milestones, and related documents.



8. EXPORT TO EXCEL

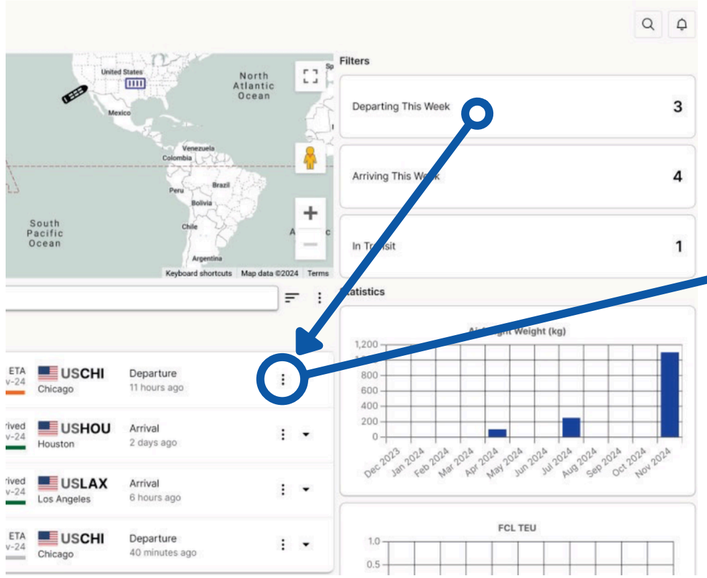
You can also export the shipments and other reports to Excel:

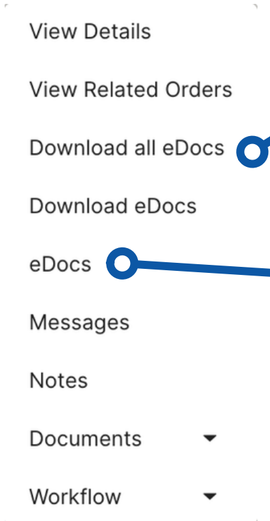
1. Example, Shipment module: Select the shipments of interest.
2. Click **Settings** in the top right corner from the Shipments list.
3. Click **Export** to Excel.



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

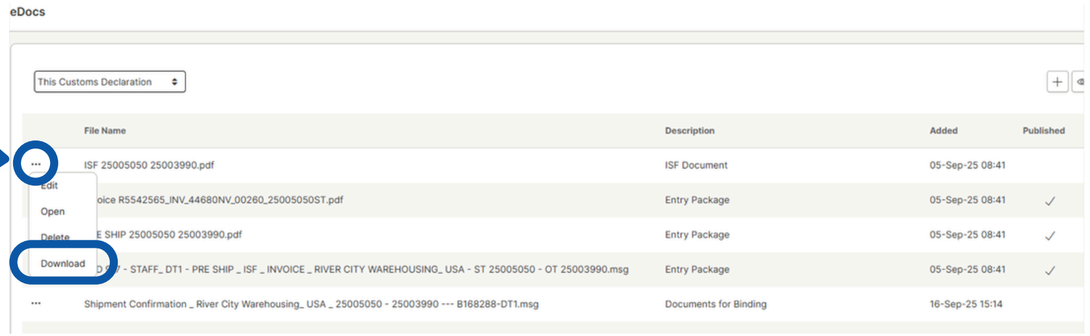
In the shipment details view, click the 3 dots in the right-hand, look for the Download eDocs or eDocs section.





Download eDocs Option:

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

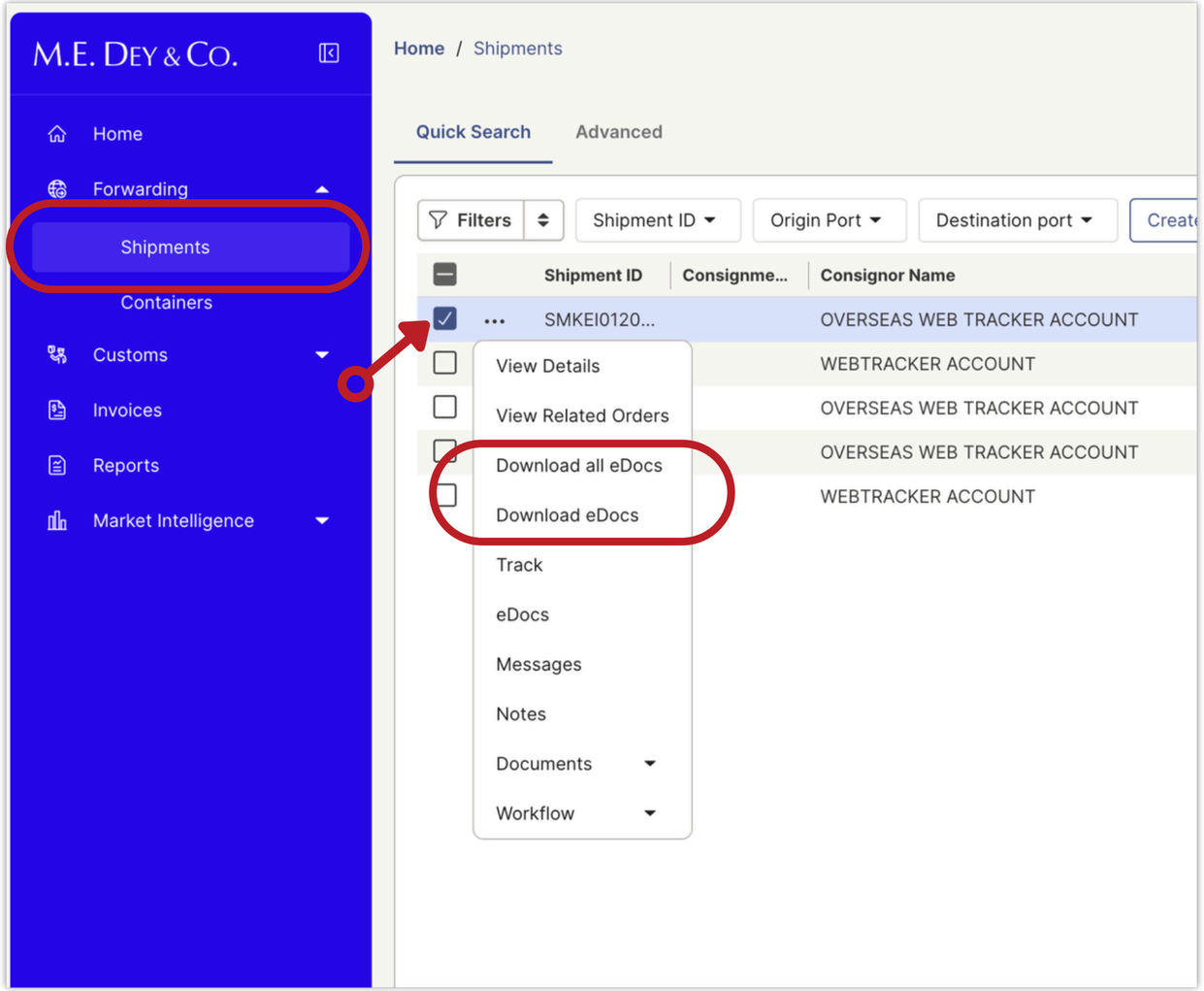


eDocs Option:

- 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.**



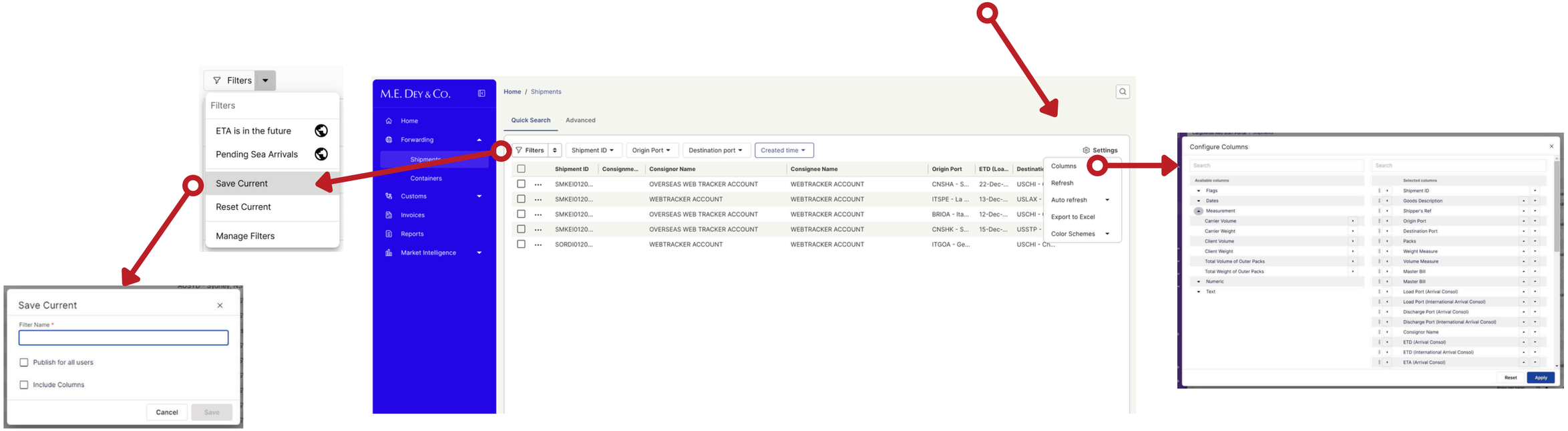
11. CREATING AND MODIFYING FILTERS

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.**

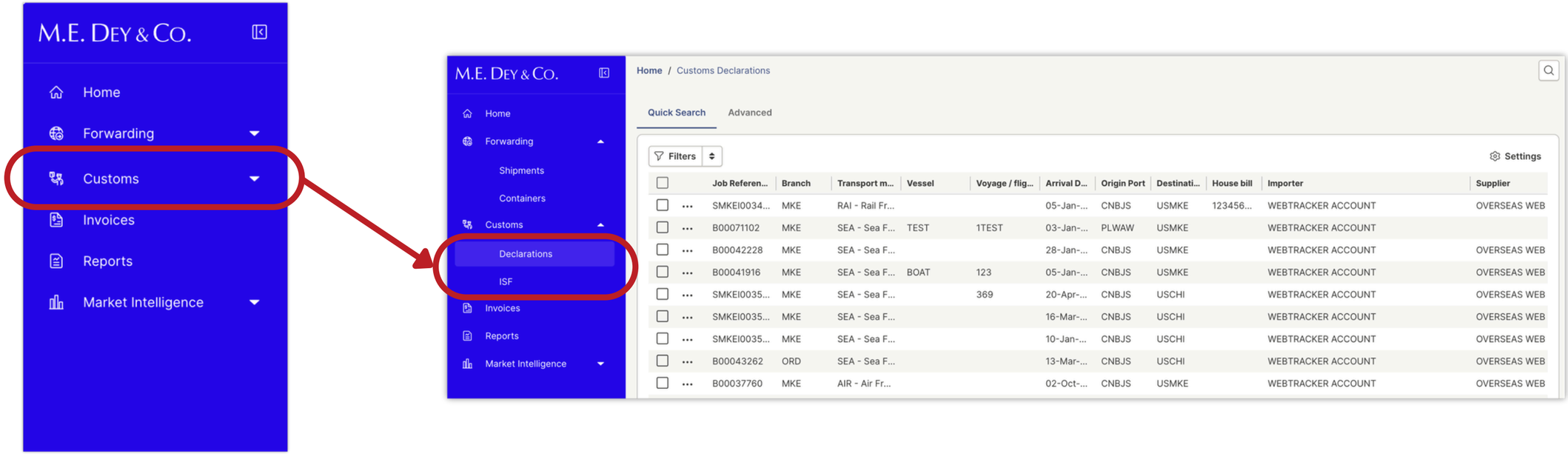
Columns

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



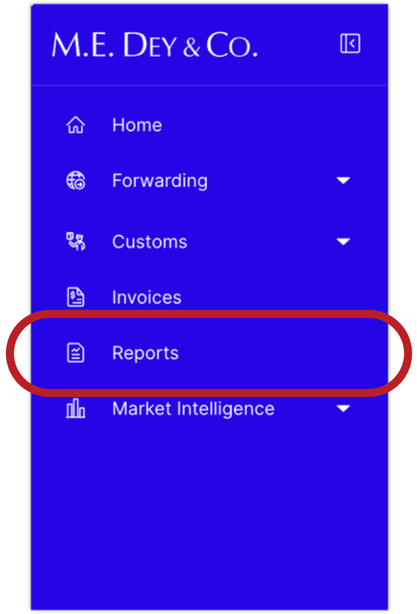
12. CUSTOMS INFORMATION (ENTRY LINE DETAILS & DUTY REPORTING)

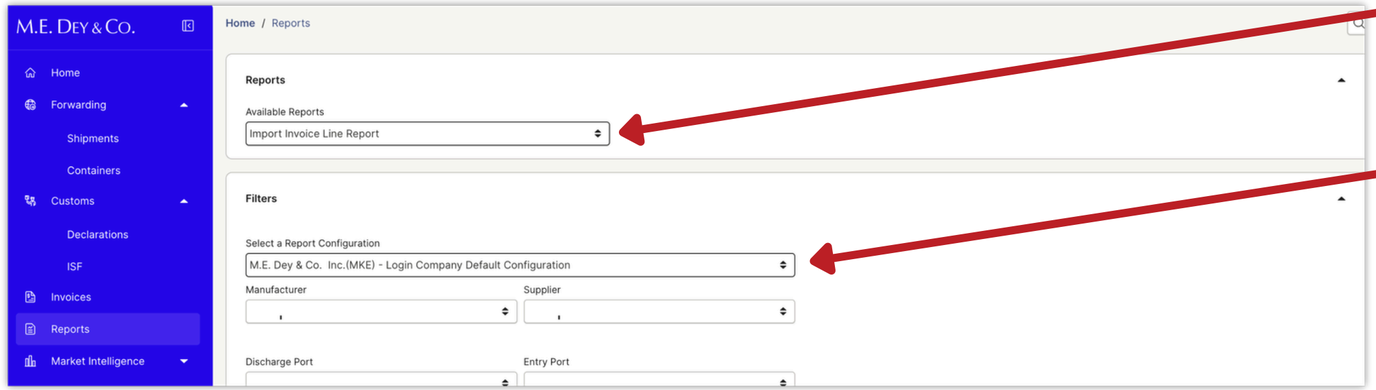
- Use the **Customs** module to view declarations, ISF and entry line details.
- Duty reporting is available for shipments with customs data attached.
- Search for your shipment and open the customs section for detailed information.



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 can assist.



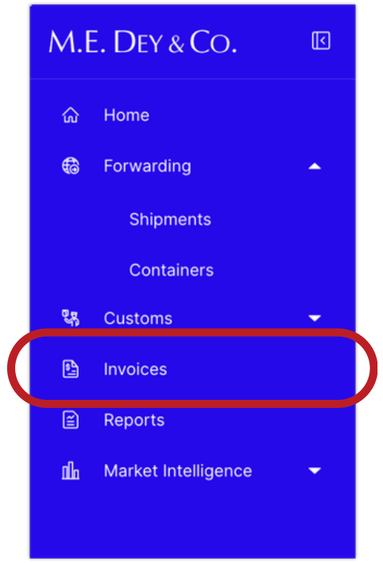


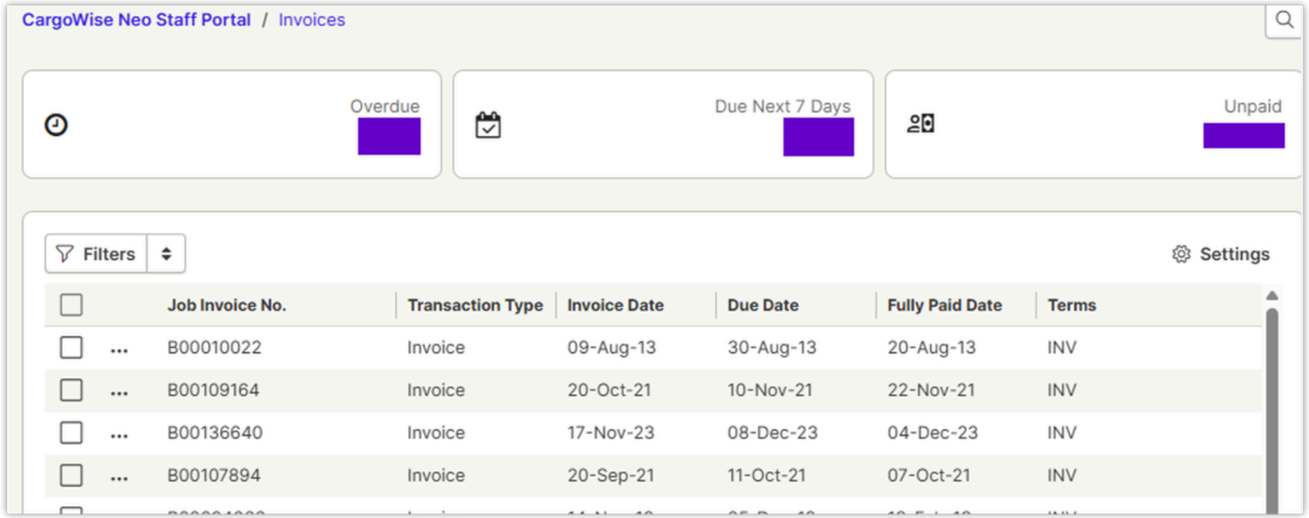
1. Select the desired report

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.





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:

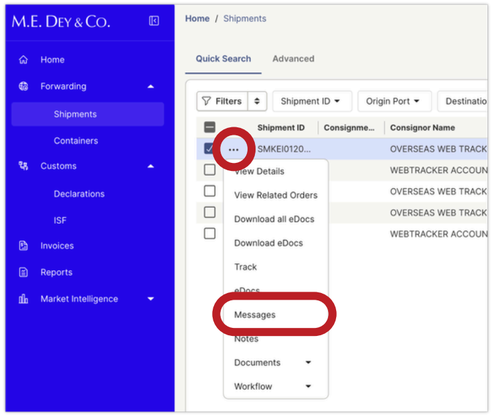
- Open the shipment record you want to discuss.
- Locate the **Messages** or **eConversation** section.

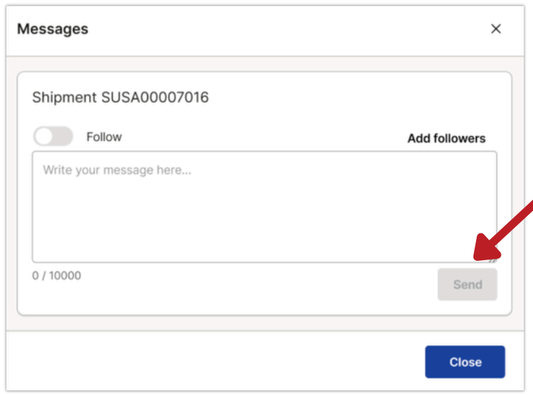
2. Compose a Message:

- 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. Dey 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.

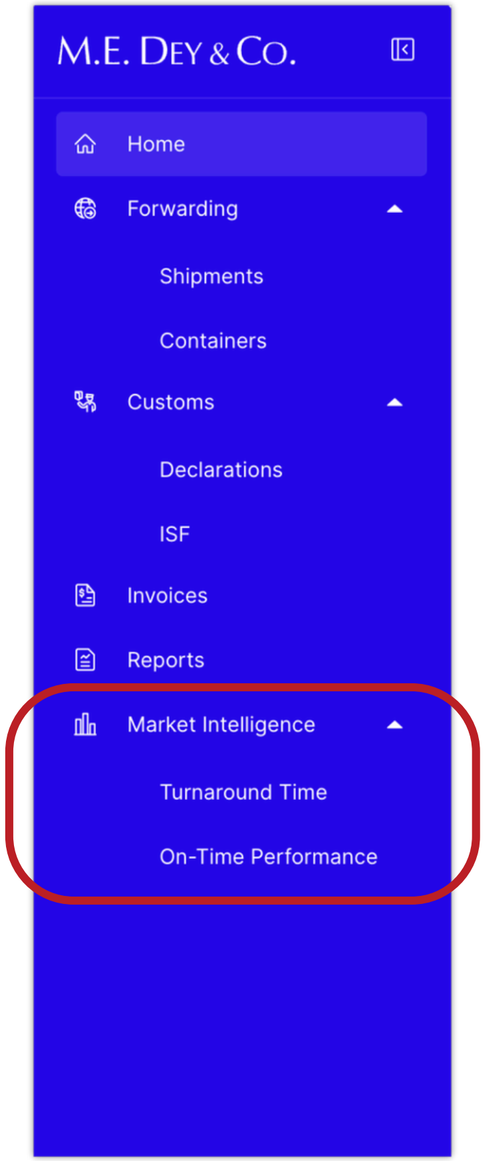
This is aggregate data across companies all over the world, and not specific to the business handled by M.E. Dey

How to Access:

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

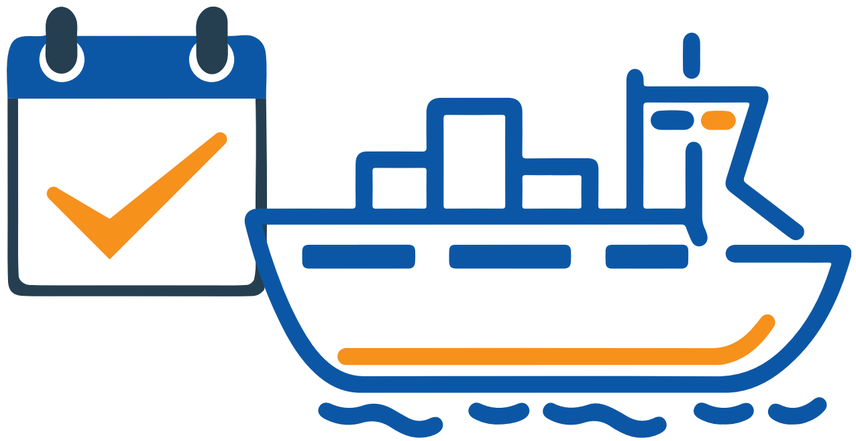
Key Features:

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

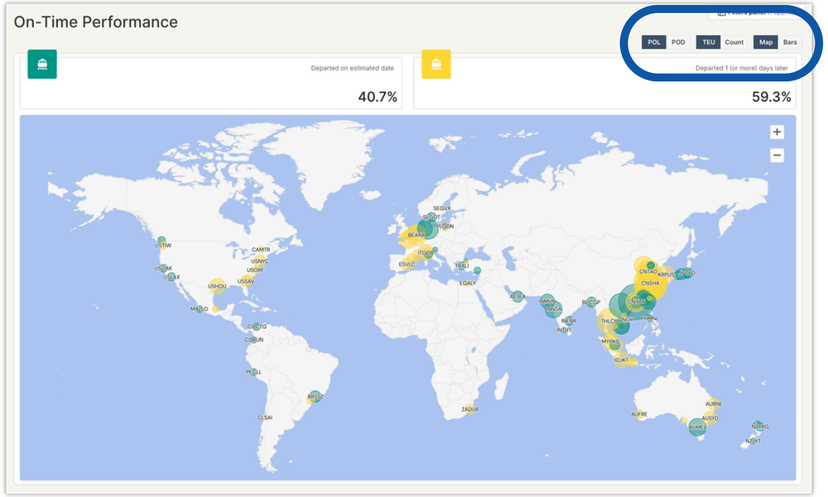


16.2 MARKET INTELLIGENCE: ON TIME PERFORMANCE REPORT

- 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.**

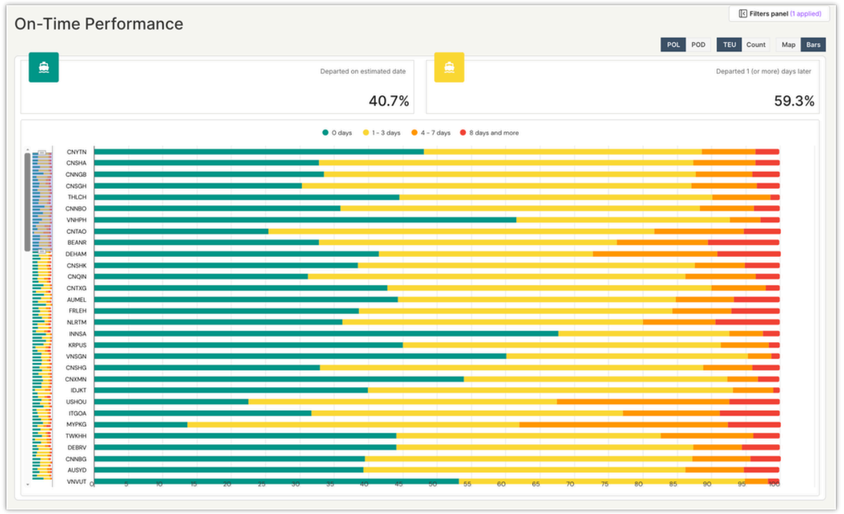


16.2.1 MARKET INTELLIGENCE: ON TIME PERFORMANCE REPORT



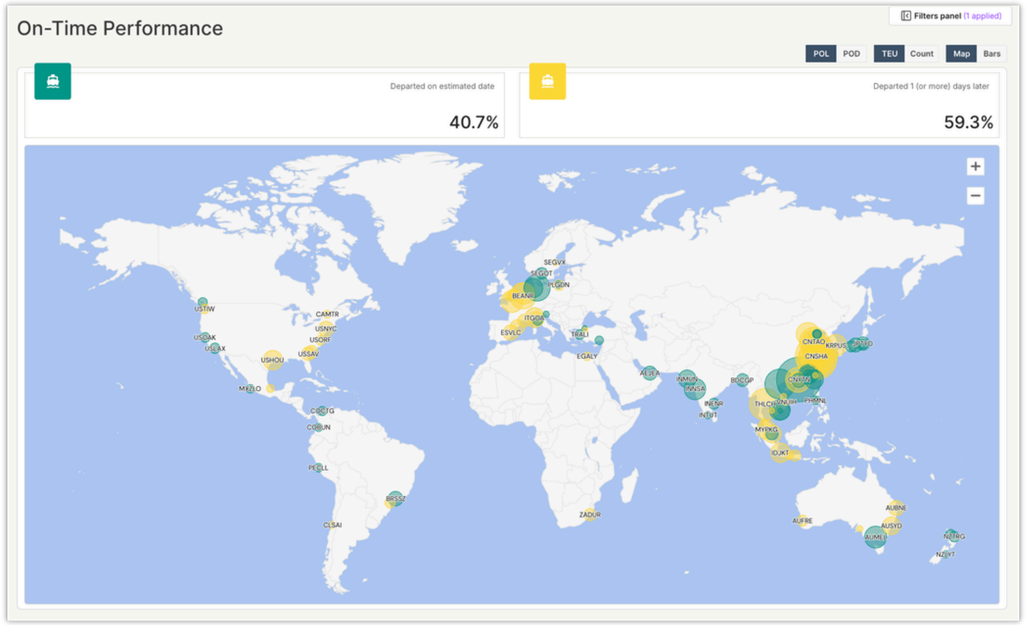
When the Report is launched, the system opens a default setting of the map view showing Port of Load on time Departure Performance.

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%).

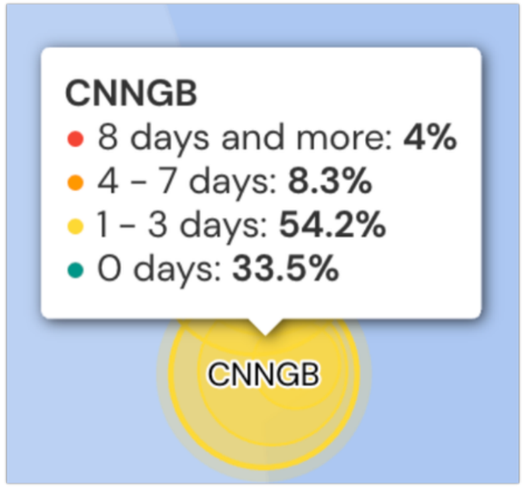
16.2.2 MARKET INTELLIGENCE – ON TIME PERFORMANCE REPORT



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

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.

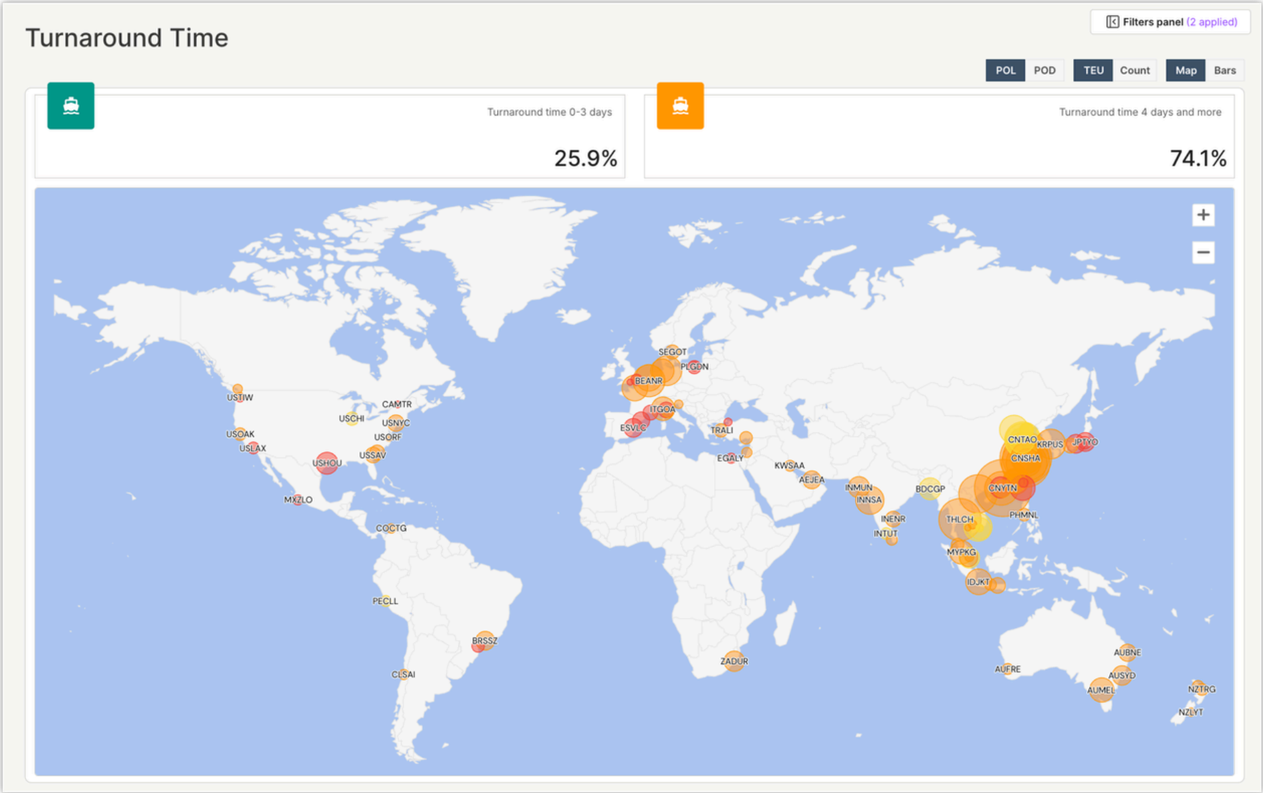


16.3 MARKET INTELLIGENCE – TURNAROUND TIME REPORT

- 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.**

16.3.1 MARKET INTELLIGENCE – TURNAROUND TIME REPORT

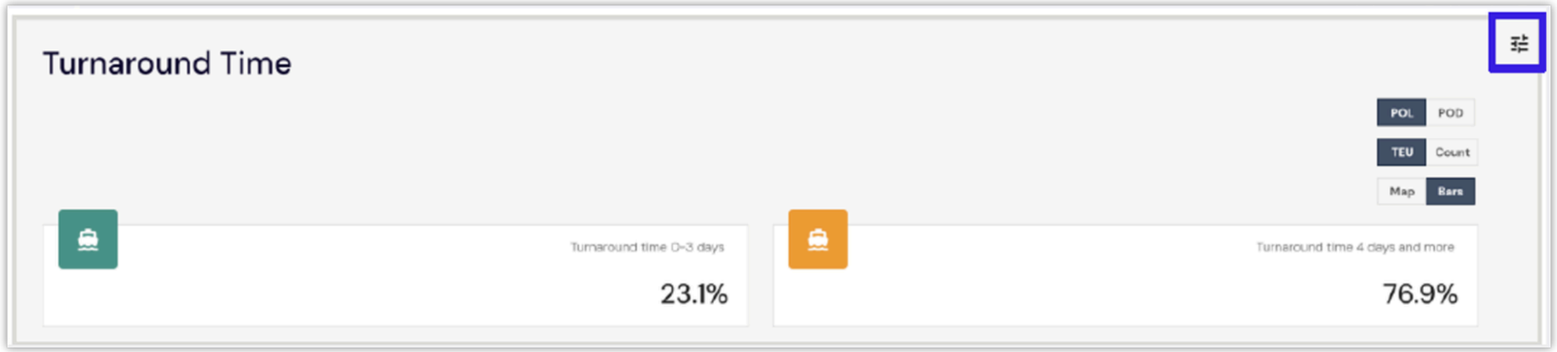
The Turnaround time report opens with a default setting of the Map view showing Port of Loading measuring Turnaround time between Gate In and Vessel Departure.

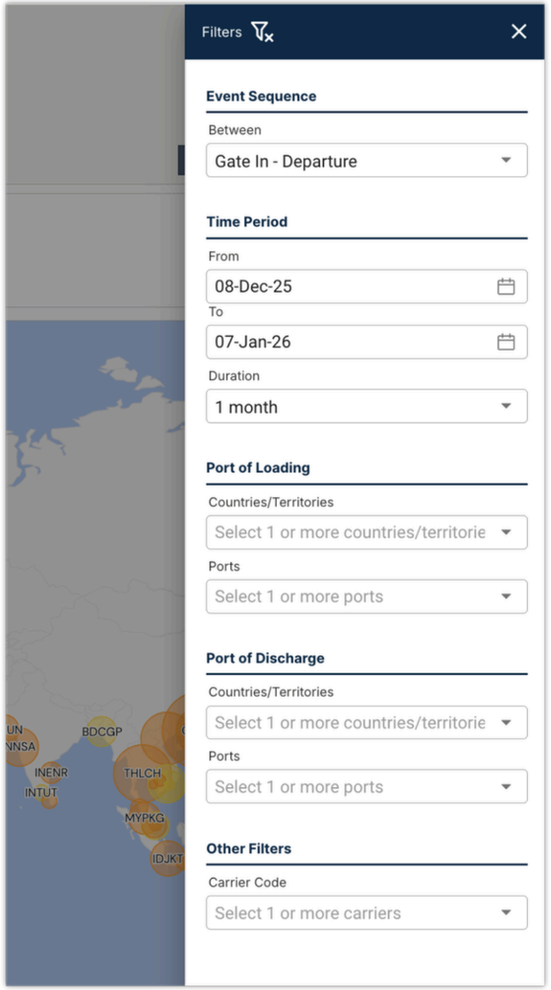


16.4 MARKET INTELLIGENCE – FILTER PANELS

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.

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

THANK YOU

M.E. DEY & CO.

medey.com