



## **CUSTOMER AREA**

User's manual

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## CUSTOMER AREA

### User's manual


#### 1. Customer Area access

Through the FNG Group website, [www.fng-logistics.com](http://www.fng-logistics.com), you can access the **CUSTOMER AREA** where you have the following reports and queries, both as the main customer and receiver of the shipment.



#### Access options

You can access the Customer Area as PSL or Receiver (PSL Customers):



**Usuarios registrados**

Usuario

Contraseña

**Aceptar**

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**Seguimiento de envíos**

Referencia

Cód. postal

**Aceptar**

PSL

**You will find the information regarding all your shipments.**


**User:** FNG customer code  
**Password:** provided by FNG

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Receiver (PSL customer)

**You will find information about the shipment you are checking.**

**Reference:** PSL reference  
**Postal code:** receiver postal code



## 2. Tracking as PSL

Access your private area by entering the user code and password:

### 2.1 Shipment tracking

Enter the date range or indicate the situation in the query menu to see your reports on the screen or export to Excel for further analysis.

- Fill in a field
- Refresh

**Seguimiento de Envío**

Fecha: 16/10/19 / 31/10/19 Consultar como: Ordenante Estado: Todas Incidencia: Todas Departamento: 9999 Todos

S/Referencia: N/Referencia: 999 999999999 R/Referencia:

Origen: 999 Postal Poblacion Destino: 999 Postal Poblacion

Remitente Receptor

1/1

C.E.	Expedición	Alb.Ordenante	Sit.Ent.	Remitente	Alb.Remitente	Receptor	Poblacion Destino	F.Registro	F.Entrega	H.Entrega	B
2	526566	12345	Entregado	DEMOSA	ELECTRONICA DEL VALLES	CERDANYOLA DEL VALLES	17/06/19 17/06/19 12:20	3			
2	526567		Entregado	DEMOSA	MALLORCA MARINA CLUB	PALMA DE MALLORCA	17/06/19 17/06/19 12:25	1			
2	526569		Entregado	DEMOSA	USUHAIA IBIZA BEACH HOTEL	SANT JORDI DE SES SALINES (EIVISSA)	17/06/19 17/06/19 12:26	1			
2	526571		Entregado	DEMOSA	SAMUEL BERLANGA	CALA BLANCA (MENORCA)	17/06/19 17/06/19 12:27	2			
2	526575		Entregado	DEMOSA	OFICINA DE TURISMO FORMENTERA	ES CALO (FORMENTERA)	17/06/19 17/06/19 12:28	3			
2	526578		Entregado	DEMOSA	CABILDO INSULAR DE CANARIAS	LAS PALMAS DE G.C.	17/06/19 17/06/19 12:29	2			
2	526580		Entregado	DEMOSA	RED ELECTRICA INSULAR	SANTA CRUZ DE TENERIFE	17/06/19 17/06/19 12:31	1			
2	526581		Entregado	DEMOSA	VANDER HOFFEN, LTD.	AMSTERDAM	17/06/19 17/06/19 12:33	1			

You can spread out your shipment information by clicking the forwarding number (*Expedición*):

The screenshot shows the 'Seguimiento de Envío' (Tracking) interface. At the top, there are search filters for date, origin, and destination. Below this is a table with 8 records. A red arrow points from the 'Expedición' column of the first record (526566) to the 'Tracking' view below. The tracking view displays details for the shipment, including the sender (DEWOSA), recipient (ELECTRONICA DEL VALLES), and a timeline of events: 'Recepcionado' (17/06/19 10:53), 'Enviado' (17/06/19 08:00), 'En reparto' (17/06/19 08:00), and 'Entregado' (17/06/19 12:20). A status bar at the bottom indicates 'Incidencia' and 'Conforme'.

You can view and download the POD and in case of Incidence with your shipment, consult the detail:

This screenshot shows the same tracking interface as above, but with annotations. A red arrow points from the text 'Click to consult and download the POD.' to the 'POU/Conf.' column in the shipment table. Another red arrow points from the text 'Click to consult the Incidence detail.' to a yellow warning icon in the 'Inc.' column of the same table.

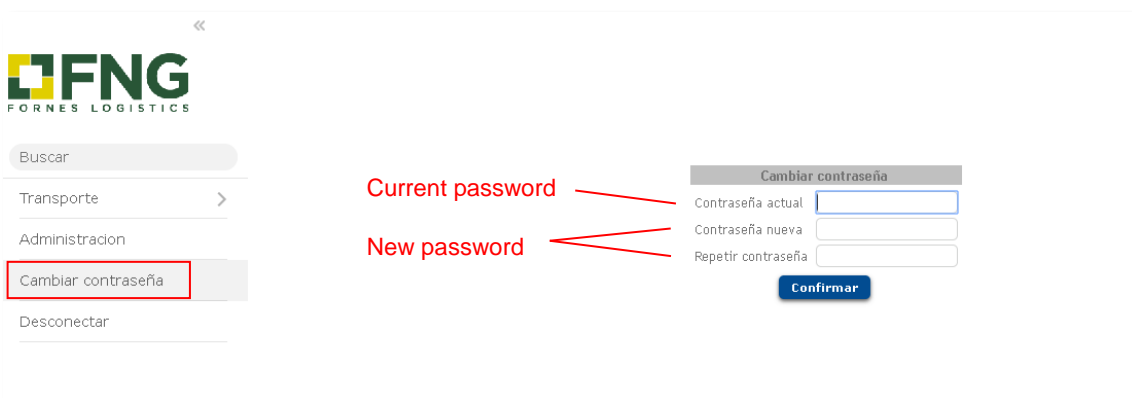
## 2.2 Invoice information

Enter the date range or indicate the situation in the query menu to see reports about your invoicing information.



## 2.3 Change password

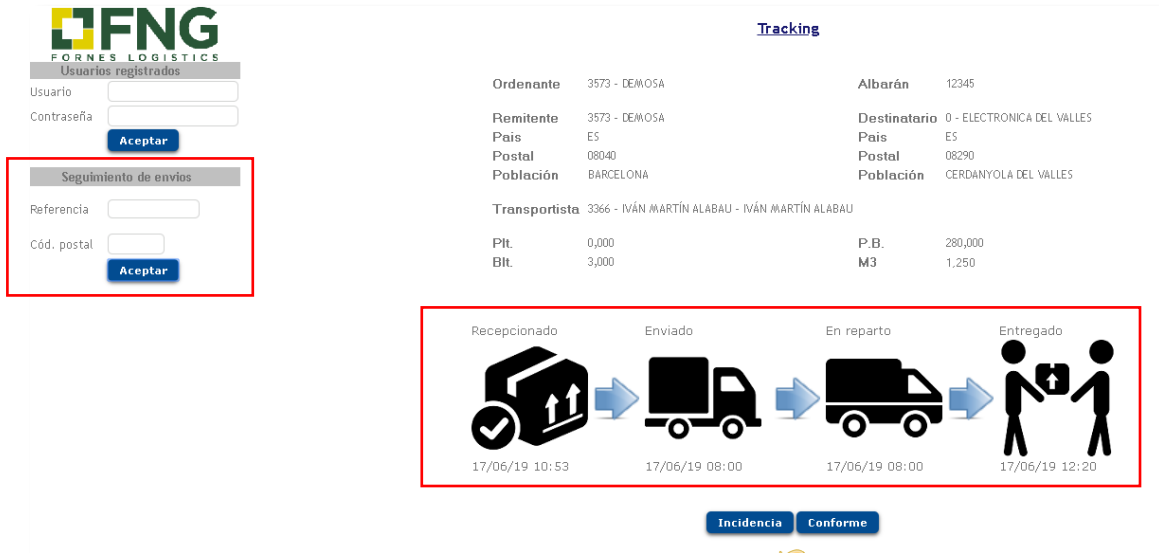
You have the option to change your password.



### 3. Tracking as Receiver (PSL customer)

Reference (Referencia): PSL reference

Postal code (Cod. Postal): receiver postal code



The screenshot displays the FNG Tracking interface. On the left, there is a login section for 'Usuarios registrados' with fields for 'Usuario' and 'Contraseña', and an 'Aceptar' button. Below it is a 'Seguimiento de envíos' section with fields for 'Referencia' and 'Cód. postal', also with an 'Aceptar' button. The main tracking area shows the following details:

Tracking			
Ordenante	3573 - DEMOSA	Albarán	12345
Remitente	3573 - DEMOSA	Destinatario	0 - ELECTRONICA DEL VALLES
País	ES	País	ES
Postal	08040	Postal	08290
Población	BARCELONA	Población	CERDANYOLA DEL VALLES
Transportista	3366 - IVÁN MARTÍN ALABAU - IVÁN MARTÍN ALABAU		
Plt.	0,000	P.B.	280,000
Bit.	3,000	M3	1,250

Below the details is a timeline diagram showing the status progression:

- Recepcionado**: 17/06/19 10:53 (Icon: box with checkmark)
- Enviado**: 17/06/19 08:00 (Icon: truck)
- En reparto**: 17/06/19 08:00 (Icon: truck)
- Entregado**: 17/06/19 12:20 (Icon: person with box)

At the bottom of the tracking area are buttons for 'Incidencia' and 'Conforme'.

You can consult the following information

#### Situation (Situación)

- Recepcionado** The merchandise is received in the warehouse of carrier in origin.
- Enviado** The merchandise has been sent to the destination warehouse.
- En Reparto** The merchandise is in distribution route (delivery to the receiver).
- Entregado** The merchandise is delivered accordingly.