User Guide
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Introduction to Mainchain

Mainchain is designed to be the single point of entry into Mainfreight technologies from the outside world. By logging into one system you can do such things as: place orders, make bookings, run reports, and track freight – both international and domestic.

- The web address needed to access Mainchain is www.mainchain.net

- Your user name and password will be given to you by your Sales Representative. The user name is unique to you and the password will be Alpha-Numeric (Letters & Number) Mainchain is provided to you free of charge and supports Internet Explorer 9 or higher, Firefox, Chrome & Edge browsers

- You can also log in to Mainchain via www.mainfreight.com

- You can also gain access to Mainchain after using the tracking widget on www.mainfreight.com
If you were already signed in you will get the “GO TO MAINCHAIN” button option.

If you were had not already signed in, you will get the opportunity to “LOG IN”. Clicking this will allow you to enter your credentials and access Mainchain.
Site Navigation
The functions available in Mainchain are accessed from the grey menu bar. As you place your mouse pointer over the headings on the menu, a list of all available functions are displayed. Select the option you require, or to find out more place your mouse over an option to view a brief summary displayed in the right panel. To Navigate Back to the home page, click the [Home] icon shown to the left of the menu bar.

Favorites
You can add frequently used functions by clicking the grey star [⭐] next to the menu option. The star will then turn green [⭐] and will be listed on your favourites menu and favourites widget for faster access.

Quick Track
To view the latest status of your Consignment, Order, House bill or Container, you can use the track and trace function at the top right of the home screen. Simply enter your reference number and click [GO] to begin searching, Mainchain will then find the latest status(s) and retrieve the results.
Note: If the reference is found in multiple systems (e.g. transport, logistics and international) then the last status for each of these will be displayed. To add this item to your watch list select Add to watchlist.
Dashboard & Widgets

The Mainchain home page contains your Dashboard. The Dashboard enables you to create a personalised view of your activities with Mainfreight. This is achieved by adding and customising widgets.

To add a widget to your dashboard, drag a widget from the widget bar and drop it onto the dashboard panel below.

Once added to your dashboard, widget settings can be changed by selecting the filter icon at the top right of the widget. The available filters will then be displayed, allowing you to customise what information the widget presents.

All widgets can now be viewed graphically. To set the graph type and what statuses to display, click:
Then, click **Apply Filters** to apply the graph settings to the widget.

Note: To switch to Graph view, click **Switch to Graph View** located at the bottom left of the widget. This will now display the graph with your customised settings:

![Graph View](image)

To view more Information on an item in your widget, click the reference number to view more information.

To add the item to your watch list widget, click the 🔄 symbol shown to the left of your reference number.
Note: It is also possible to view Proof of Delivery [POD] items where available by clicking the icon in the POD field:

**Widget Icons:**

- **Refresh** the data in the widget
- **Minimise** the widget. To maximise again, click the icon
- **Remove** the widget. It can be added again from the widget bar
- **Create** a new Consignment or Shipment

- **Recent Updates** Display only recent updates. When activated, the icon appears blue and will configure the widget to **only** show line items that have been updated **after** pressing the icon. Notice that all of the lines will disappear from the widget once activated. As freight reaches certain milestones, the lines will then appear in the widget.

**Full View** Switches to a larger, more detailed view of the items inside the widget. Search boxes located at the top of each column can be used to search\filter items that are listed within the widget.

*Widgets will continue to be added to the Toolbar so if you have suggestions for additional Widgets please let us know by using the feedback form on the site or emailing [feedback@mainchain.net](mailto:feedback@mainchain.net)*
Searches

**Track and Trace** – Search all the details and the latest status of your freight movement or order. All information is drawn live from the freight tracking systems used within the Mainfreight Group.

Navigate to Searches from the menu bar and select your search type from the list.

Note: Your list may look different depending on what you services you use.

**Advanced Search** (default) – Enter your search criteria into the fields provided. The fields will vary, based on search type. After customising the search, click on the button.

Select **Use Specific Search** to search for an individual item. For this, just enter your reference number in the 'FIND' section and click

Note: You may not have all the options shown in the screen shots above. If you feel you need some of these options, your Sales Representative can grant you access to these.
Results -
Individual searches will display detailed tracking for the reference typed in:

To view or hide details in the results window: select the arrows or on the right hand side to expand or collapse that section.

Advanced searches with multiple results will be displayed as below:

Selecting an item in the grid will open the results in a new tab in your internet browser.

Additional Tracking Search tools available are:

- Adds a notification as an Email or SMS text message when an order/shipment reaches a certain point or status.
- Redirects to our issue management system, OnIssue (if setup).
- Displays all details of the consignment
- Displays the scanned proof of delivery if available
- Creates an enquiry about an international shipment to be sent to the Air & Ocean team.
Domestic Consignment Tracking

Consignments can be tracked via Quick Track or by selecting Consignment Note from the searches menu. Advanced searches include individual searches or when enabled, additional search criteria including charge code and date range.

- To view all consignments by date range and charge code, use Advanced Search (currently the default search)
- Select the applicable charge code or select All if unsure
- Enter the date range the note(s) are within
- Click Search to return the results

Search results will be displayed in a grid with summary information for each consignment.

- To view a particular consignment, click on the line item and the detailed results will display on another tab in your browser
• The tracking information shows who delivered it, what the consignment note number is and who signed for the delivery (if delivered)

• You will also have access to:
  • A scanned copy of the Proof of Delivery documentation (once the driver has returned this to our delivery branch, which in most cases will be on the same day as delivery)
  • Any issues associated with the consignment
  • The option to add notifications

• To view an individual consignment, select **Use Specific Search**, enter the note number into the Note field and click on **Search**.
Domestic Housebill Tracking (USA only)

These can be tracked via Quick Track or by selecting Domestic Housebill from the Searches menu. Advanced search includes individual searches or when enabled, additional search criteria.

Note: additional advanced search criteria will be added on an on-going basis.

- The default search is advanced search. Here you can search a range of House Bills by filling in the with, when and where fields.
- By typing in the first or last 3 letters/numbers of a reference into the ‘reference field’ field, you can now perform ‘partial’ searches for domestic house bills. Just select the Reference Type you would like to search and then type the letter/numbers to search into the ‘Reference’ field.

- Search results will be displayed in a grid with summary information for each Housebill.
- To view a Housebill, click on the line item to obtain details in a separate tab. To return to your search results select the Tracking Results tab.

- The provided information shows who delivered it, and who signed for the delivery. You will also have access to:
  - A scanned copy of the Proof Of Delivery documentation (once the driver has returned this to our delivery branch)
  - Any Issues associated with the Housebill
  - The option to add notifications

- To view an individual Domestic Housebill select and enter the Housebill number into the blank field:
Logistics Order Number Tracking

Logistics orders can be tracked via Quick Track or by selecting Logistics Order from the Searches menu. Advanced Search includes individual searches or, when enabled, additional search criteria.

- The default search is advanced search. Here you can search a range of Logistics Orders by filling in the with, when and where fields.

- Search results will be displayed in a grid with summary information, for each Logistics Order.

- To view product line information select the icon.

- To view a Logistics Order click on the Order line and the details will display on a separate tab.
• To return to your results, close the tracking tab to return to the results grid.
• The information shows who delivered it, and who signed for the delivery. You will also have access to any issues associated with the order and the option to add notifications.

• To view an individual Logistics Order enter the order number and click Search to initiate the search.
International Tracking

International freight movements can be traced by Housebill, Master Airway Bill, Job Number, Container Number, International Order Number or Client specific Part/Product Number.

International tracking can be done by Quick Track (Excluding part numbers and master airway bills) or by choosing your search option from the **Searches** menu.

To view an international movement, select the appropriate option from the drop down list (as above) and fill in the **with**, **when** and **where** fields. Click **Search** to begin searching.

- The tracking screen below shows the summary details of an individual Housebill search, as well as the shipping information and all of the associated documentation.
- To view or hide details select the arrows ▼ or ▲ on the right hand side.
- Notes and documents associated with the shipment are also readily available. These can be reviewed, downloaded or printed by expanding the **NOTES** or **DOCUMENTS** section.
**Part Number Search**

Select Part Number from the **Searches** menu, or from the drop down menu in the **Find** section of Advanced Search.

From the Advanced Search page, enter your Part/Product Number as detailed on your purchase order.

This will show Products and Part numbers on orders currently in transit, stock in hand (if cargo is being stored at a Mainfreight Logistics Depot) or being customs cleared.

Note: Selecting the blue part number on an **International Order** will display the product/part number information on the order you have selected.
Logistics - Stock on Hand
If you are a Logistics customer you will be able to view your stock on hand in Mainfreight managed warehouses.

Go to **Searches** and select **Stock on hand**

Here you can search for all products, a range of products or an individual product.

To select all products, enter (*) in the Start Code field. Then select the warehouse(s) from the warehouse list and click search.

To select a range of products, enter the start and end code to obtain codes within that range. Then select the warehouse(s) from the warehouse list and click search.

To select an individual product, enter the product code in the Start Code field. Then select the warehouse(s) from the warehouse list and click search.
Search results are displayed in a grid. To view detailed information, click the code field containing the line item’s code.

After clicking in the code field, a box will display the individual product details belonging to that code as below.
You are able to carry out a range of Actions via Mainchain including creating Consignments, Domestic/International Housebills, Logistics orders and notifications. You can also Create/Track issues via the Mainfreight issue management system. The options shown above are setup for each customer, depending on services required. If you feel you need additional services, your Sales Representative can grant you access to these and provide you with the manuals/training as required.

**Creating Consignment Notes (Freman Web)**

If you are a domestic transport customer in NZ and AU you can create consignment notes and labels online.

Select **Freman Web** from the actions menu (NZ or AU) and you will be redirected to the FremanWeb web page.
Creating USA Domestic Housebills

If you are a Domestic USA customer you can create Housebill bookings online. Select the Housebill option. This will load the Domestic Shipment page.

USA Domestic Shipment Creation Page
Creating Logistics Orders

If you are a Logistics customer you have the ability to enter an inwards or outwards order online.

Placing an outwards order

- From the **Actions** menu, click on **Create Logistics Order**.
- Enter an Order date and a delivery date
- From the drop down menu, select the correct warehouse
- Enter your order number and your customer’s order number if they require one.
- Enter the first few letters of the consignee’s name. It will search the database and bring up a list for you to choose from. The address details will then auto fill.

- If you wish to enter a **new consignee**, leave the **Consignee name or #** field blank and move to the next fields to enter the relevant data including a short code for the new consignee. Next time you place an order the new consignee will be in the list.
• To add products to your order, enter the first few letters of the stock name or alternatively enter the product number. It will search the database of your products and bring up a list for you to choose from. Select the stock you wish to order from the drop down menu.

• To view stock on hand information on a particular product select the arrow.

• Enter the number of units you wish to order, any serial, batch numbers, or colours if required and the unit price.

• To add another line enter the first few letters of the stock name, or alternatively enter the product number into the Search for product field.

• To delete a line before submitting the order click on the button next to the line you wish to take off the order.

• Keep adding lines until you have all products required.

• Enter any special instructions – this will be visible to the team and your customers.

• Create any notifications by selecting Add SMS or Add Email.

• When you are ready, click Submit. A brief summary message will displayed for you to confirm your order.
Placing an inwards order

To advise the warehouse that there will be stock arriving in, you can submit an Inward Order online.

• From the **Actions** menu, click on **Create Logistics Inward**.

• Select the Warehouse(s) from the drop down menu
• Enter the arrival date and your reference number
• Enter the name of your supplier the stock will be coming from
• Enter the name of the **carrier** who will be delivering the stock
• Enter the freight reference Consignment note/Housebill the stock is coming on
• Enter the total number of items to be received
• Search for a product in the **Product** field and enter the units

• Enter any special instructions – this will be visible to the Logistics team and your customers
• Create any notifications by selecting Add SMS/Add Email
• Click **Submit**.
Notifications

In Mainchain from the [notifications] section, you have the ability to create notifications for Consignments, Domestic/International Housebills and Logistics orders.

Creating notifications

- Click [Create New Notification] to begin, the below screen will show:

  - Select the type of freight movement and enter in the associated reference code in the field – press enter or tab
  - Enter in the email or mobile number which the notification(s) will be sent to. To add multiple emails, these can be written in the same notification, separating the emails using the [;] key.
  - Select the desired notifications in the centre panel and click [Save]

Once created, the notifications already sent can be viewed by hovering over the icon, (shown below).
Reports

If you have been set up with reporting options they will depend on the service you use.

- To run a report, go to the **Reports** menu and click on the report option you require.

- Select the report type from the Find section (shown below) and the details (attributes) you want to be included.

**Transport**

Fill in the fields, then click **View Report** on the bottom right.

**Logistics**

Fill in the fields including a valid product code under **Product Code**, then click **View Report** on the bottom right.
International Reports

Fill in the fields, then click **View Report** on the bottom right.

Report: Job Invoiced Charge Summary
The Job invoiced Charge summary report will list Forwarding and Declaration jobs for a client. The report includes all amounts invoiced for the client on each job listed in the report. The report will also isolate government related charges such as duty or other customs and government charges. This report is used to *regularly update clients* on the status of Forwarding and Declaration jobs handled on their behalf.

Report: Client Summary Job Analysis
The client summary Job Analysis report provides a detailed listing of shipments and declaration jobs by client. This report is used to summarise trading performance by client and job. It supports a level of client analysis that details key freight information (e.g. weights, volumes, consignees, consignors). Optional modes mean that you can report by Transport mode (e.g. Sea, Air, and Domestic)

Report: Order Status
The order Status report has been designed to show the status of purchase orders. The report has the option of showing undelivered and delivered orders within a specified timeframe. The report also has the option to include shipments and or bookings that have not had a purchase order assigned to them as yet.

Report: Shipment Declaration
The shipment declaration report has been designed to generate a list of Forwarding Shipments and Declarations for a single client. The report selects all shipments and standalone declarations where the client is either the Consignee or Consignor. This report is used to update clients on the latest status of freight handled on their behalf.
**Report: Shipment Profile**
The shipment profile report has been designed to give a detailed listing of all shipments sent through the Mainfreight freight forwarding network. This report does not show jobs customs cleared by Mainfreight but sent through another forwarder. The report summarises key information for each shipment, including key freight details about the shipment e.g. (Consignee, Consignor, Ports, ETA/ETD, and TEU).

**Report: Transit**
The Transit report is designed to show clients a total transit view for their shipments. Depending on the shipment INCOTERM the report will show the breakdown between ex-works and ETD, ETD and ETA, ETA and delivery to client as well as the total transit time. This report is used by clients to gain a greater understanding of the average transit time for their shipments which can help in planning their purchasing and stock replenishment.

**Scheduling Reports**
If you wish to have a report emailed on a regular basis, you can schedule the report.
- Once you have selected the appropriate report enter the details into the Schedule

After entering the reporting frequency, enter the email address(s) that the reports are to be sent to. If there are multiple recipients, make sure you separate each address with a colon e.g. (frank@mainfreight.co.nz; hannah@mainfreight.co.nz)
- If you only wish to receive the report for a set period of time make sure you enter a Last Run date in the field.
- Once you have entered all details click Create Schedule
- Your scheduled reports can be viewed any time by selecting the Scheduled Reports option from the reporting menu. Here you can edit or delete the schedule.

*Please note: You will get receive your reports by email the morning after you have requested it.*
Accounts

International Invoices and Statements

Select Statement and Invoices from Accounts on the home page.

This section will **only** show results for outstanding or unpaid invoices.

- Invoices billed in Foreign Currencies can be viewed or downloaded also
  After clicking View Invoices on the bottom right, records (if any) will be generated (shown below).

- Select the invoice/s required to view or download by ticking the boxes on the left hand column of the line item and then clicking **View Invoice(s)** tab at the top left.
- To produce a current statement select **view statement**
NZ/AU Statements

To view and print weekly statements, select a statement week and ledger and export a PDF or CSV file to view. This will be for the account code selected from the drop down list.