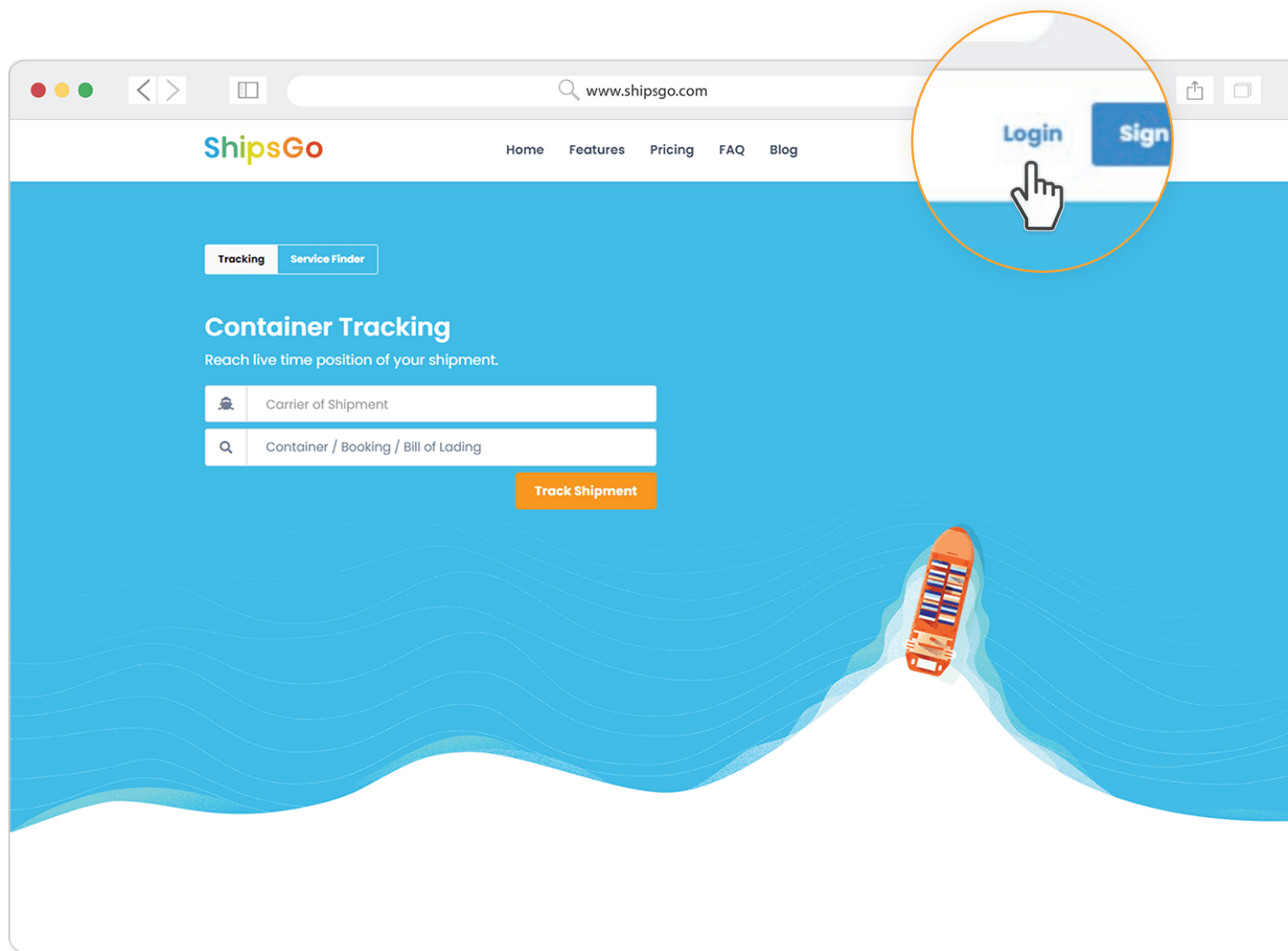# Shipment Tracking

ShipsGo

Member Login

Click **"Member Login"** and enter your account with your username and password.

If you have any trouble logging in, please contact us by sending an e-mail to **support@shipsgo.com**

Track New Shipment

Click the **"Track New Shipment"** option.

Shipment Tracking Method

There are three different methods for tracking your shipments:

1. **Container Tracking:** Please use this method only when you need to track single container. It consumes your one credit.

2. **MBL/Booking Number Tracking:** When you'd like to track your shipments with a MBL or Booking number, you can use this method. It consumes your one credit only, regardless of the number of containers under the same MBL/Booking.

3. **Tracking with Excel Upload:** When you'd like to track more than one shipment by the MBL/Booking and container number, you can use this method.

Container Tracking Method

You can reach the container tracking method through the **"Track New Shipment"** section.

1. **Reference Number:** Your reference to remember or classify your shipments. You can enter any numbers/letters. Shipment Reference also will be the default title of your notification e-mails.

2. **Shipment's Tags:** You can create new tags to further classify your shipments. After creation of your tags, you will be able to choose from the list as you wish. This way, you will be able to filter your shipments on your My Shipments page based on Tags as well.

3. **Shipment's Followers:** You can enter e-mail addresses that you want notification e-mails to be sent, in addition to yours. You can enter as many addresses as you wish, no limit!

MBL Tracking Method

We highly recommend you to use the MBL/Booking number tracking method as much as possible. This way, you can track all your containers under the same MBL or Booking simultaneously with only one credit.

1. **Reference Number:** Your reference to remember or classify your shipments. You can enter any numbers and letters. Reference number also will be the default title of your notification e-mails.

2. Please enter **one container number** that is registered under your MBL or Booking. This will help us track your shipment way faster.

3. And finally, enter your **MBL or Booking number.**

Tracking with Excel Upload

This is a method for tracking many shipments at once by uploading an **Excel file.**
For using this method you need to download the pre-prepared excel file and fill it accordingly.

1. **Upload the excel file** by simply clicking the upload area or drag the file to the area.

2. **Click Analyze Excel** to see if there is any inaccuracy in your file.

Tracking with Excel Upload

Please follow the same steps of the Container Tracking Method.

1. If you want to track with Container Number, **the MBL / Booking Number field can be empty.**

2. If you want to track with the MBL / Booking Number, **the Container Number field can be empty.** But we recommend you enter one Container Number that is registered under your MBL or Booking.

3. The carrier name field is always mandatory; however, if you don't know the carrier name, you can choose **OTHERS** from the list in the Carriers column.

4. If you want any other person to receive **tracking notifications** for your shipment, you need to enter their e-mail address in the **Shipment's Followers** field.

When you want to enter more than one email address, please use a comma (,) in between the e-mail addresses.

Tracking with Excel Upload

You can delete the shipments that give an error by clicking the delete icon and continue by clicking **Upload Start**.

Or return to your excel file, check the information and correct the mistake. Upload the file again, and if all is good, continue by clicking **Upload Start**.

Tracking with Excel Upload

Excel Analyse Result

✓ 76/15 shipment no have been added.

#	Reference Number	Container Number	MBL / Booking Number	Shipment's Followers	Carrier	Shipment's Tags
✓	SAMD8041564	–	HLCUBO12111CQMI6	name1@shipsgo.com	HAPAG LLOYD	
✓	SMSP0042447	–	HLCUBSC2111BSLA2	name1@shipsgo.com	HAPAG LLOYD	
✓	SMSP0042518	–	HLCUBSC211247817	name1@shipsgo.com	HAPAG LLOYD	
✓	SJKT0108899	–	MEDUI0213690	name1@shipsgo.com	MSC	
✓	SBIE0036974	–	BIE0036974	name1@shipsgo.com	SEALAND	
✓	SGOT0076648	–	OOLU2128352670	name1@shipsgo.com	OOCL	
✓	SSZH7040496	–	YMLUM236386329	name1@shipsgo.com	YANG MING	
✓	SIST0212613	–	SGN1387494	name1@shipsgo.com	CMA CGM	
✓	SANR0205392	–	MEDUTT325783	name1@shipsgo.com	MSC	

21%

Upload Pause

You can **pause** uploading before completion.

My Shipments / Live Map

After a short period of time you and the other e-mail addresses that you have entered as **"shipment's followers"** are going to receive notification e-mails containing all of the voyage data related to the shipments.

1. You can reach and manage all your shipments from **"My Shipments"** section of your dashboard.

2. You can see all sailing shipments on a live map and access this map from **Live Map button** on the notification e-mail or from the Live Map section in your Dashboard.

My Shipments / Add Filters

1. You can filter your shipments by using the **Show Filters button**.

2. There are **18 different filters** you can choose for filtering. You can add more than one filter or multiple parameters for each filter at once.

Then click on the outer (gray) space of the pop-up window, and the results will be listed automatically.

3. You can export your shipments in an excel format by using the **Export to Excel button** with or without filtering.

My Shipments / Edit Reference & Delete Shipment

Click **eye icon** of the shipment.

1. Click **menu bar** at the right side of the pop-up window.

-To change your shipment reference use **Edit Reference.**

-To delete your shipment click **Delete Shipment** button.

My Shipments / Add Followers & Tags

Click eye icon of the shipment.

1. Click **EXTRAS** section on the opening pop-up window.

2. To delete follower use **bin icon**.

3. **To add follower:**

Use scroll-down button and choose from one of your followers or create a new one by writing it down on the search bar. Click "+" icon.
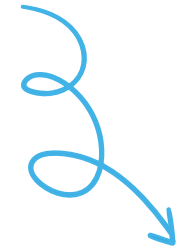
4. **To add tags:**

Use scroll-down button and choose from one of your tags or create a new one by writing it down on the search bar. Click "+" icon.

Notification Settings

You can choose who will receive the voyage notifications and alerts. Simply by checking empty boxes, you can enable notifications for each role.

1. **If you choose Main:** The main account will receive the notifications. It is the e-mail address that is registered as the main account user.

2. **If you choose Creator:** If you check the creator boxes the creator of the request will receive the notifications. A tracking request's creator can be different from the main account owner.

3. **If you choose Followers:** All the e-mail addresses that were added when creating the Tracking Requests will receive the notifications.

Email Customization

You can choose your email template or color, add your company logo, edit your information and manage the data that will be shown at each ShipsGo notification email through the **Email Customization** section.

Sub Accounts

1. To create a new Sub Account, you need to send an invitation to the person you want to create sub account for. Enter e-mail address and choose Role for new sub-account. **Click Send Invitation.** When the person accepts the invitation, they can enter their personal information on the opening page and finalize the sub account creation.

2. You can see all your sub accounts on the **Sub Accounts list.**

3. The main account is able to see and manage all shipments of all sub accounts.
The sub accounts are restricted with your **permission.** You can choose their **Role** based on the permissions you want to give them.

Report Subscriptions

1. If you like to get automated excel reports for your shipments with different statuses, you can create these reports by clicking the **Create button** on **Report Subscriptions** page.

2. After creating customized reports, you can come back to this page to view and **edit** them.

Report Subscriptions / Create Report

1. On the Create page, you can choose **Report Type** and **Period,** and enter the **E-mail Addresses** that you wish to receive the reports.

2. Also, you can put filters based on the **Creator Account** or **Followers.** This way, you can get a report of shipments created by a specific Creator Account or a report of shipments that a specific Follower was added to.

Report Subscriptions / Edit Report

1. On the Edit page, you can edit all details and **Update** the report.

2. You can **Unsubscribe** from the report, so automation of these reports will be disabled.

3. You can manually **Send Report** to the selected e-mail addresses anytime you wish. Even after you unsubscribe from a report, you can still manually send it by clicking this button.

Buy Credits

1. **Click the credits section at the right top of your dashboard and choose Buy Credits.**

TIP: You can check your credit consumption statistics from the **Credits Usage page.**

2. Choose the amount of credits that you want to purchase.

3. The total cost, the amount of bonus credits, the cost per credit, and how much you're going to save are calculated automatically.

4. Enter your credit card details and click on **Purchase.**

Make people happy with the information.

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