blubeem™

App User Guide
Track and Trace | Web

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Track and Trace | Web

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This guide was created to walk you through the steps of viewing/searching your order and deposit history.

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01 Navigation and Quick Access

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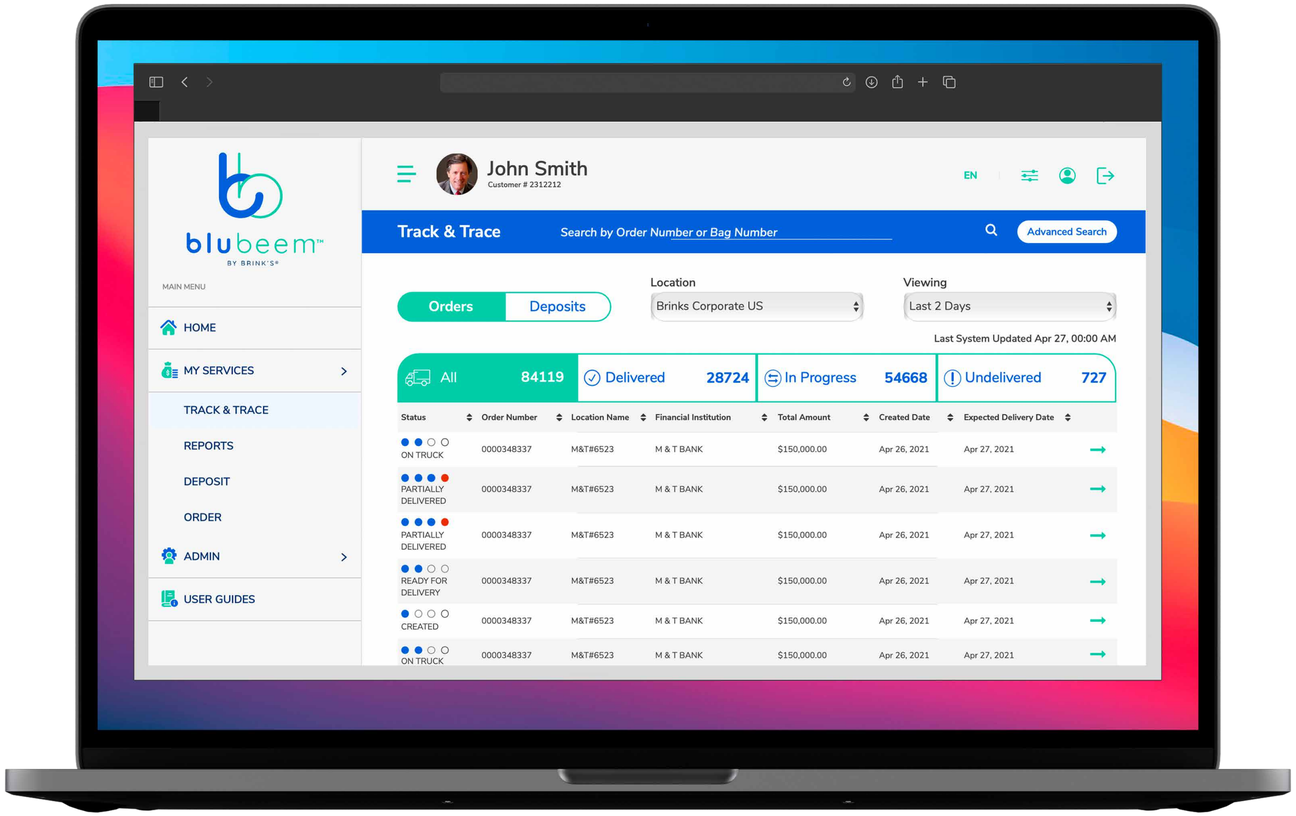
Getting started

1. Log in to the BLUbeem App on your computer and select “Track and Trace” under “My Services” on the left-hand panel.
2. Click on “Orders.” You can filter the orders list into three categories: “Delivered, “In Progress,” and “Undelivered” by clicking on the tabs below, or you can click on the arrows next to status, etc.



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02 View an Order

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How to use track and trace to view an order

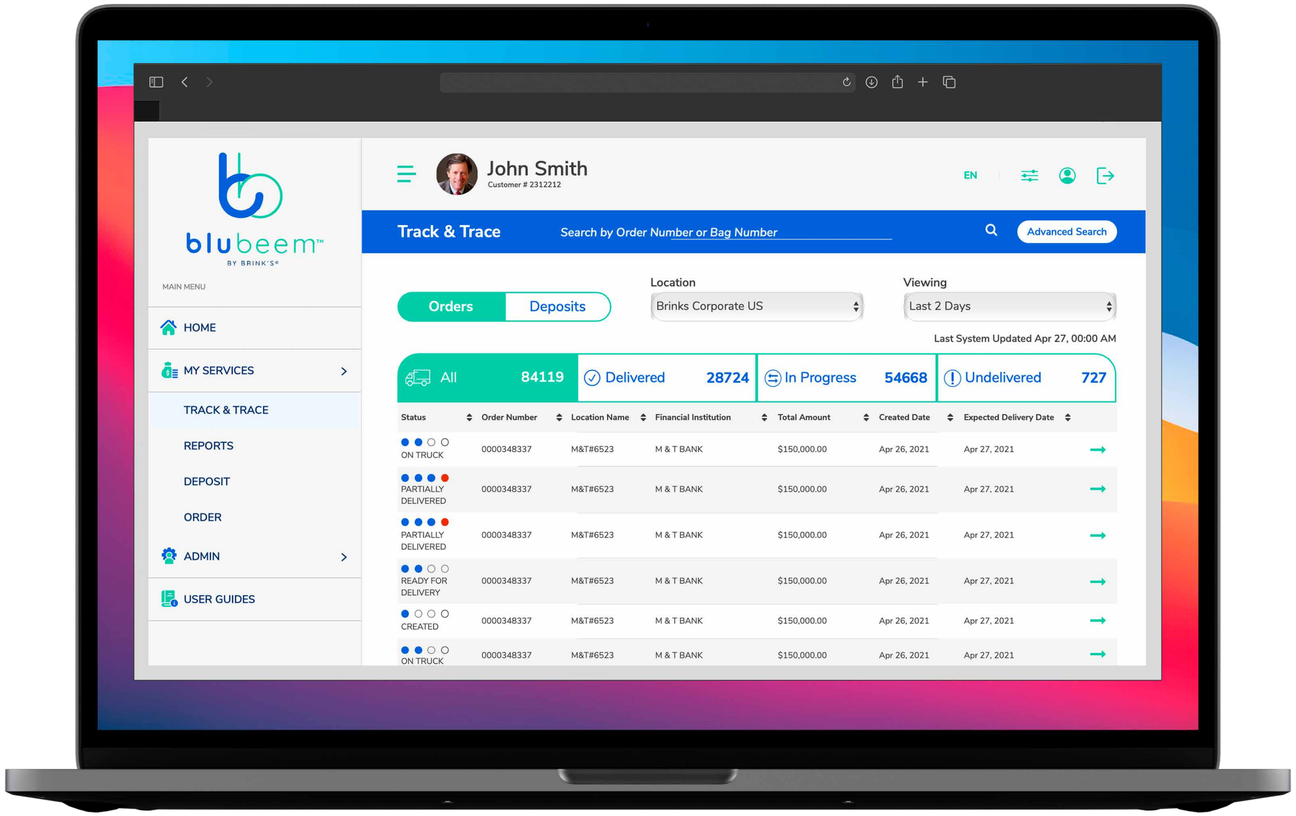
“Last System Update” is shown on your order and deposit history page, displaying the last time the system refreshed your order history. The data is refreshed every 30 to 45 minutes.

1. Click the “Viewing” dropdown to select and view up to 7 days of order history.

2. Click the blue arrow to the right of a specific order to view the details.

3. The “Orders” details page includes location and account Information, shipment history, proof of delivery, order details, order delivered details, and order placed details by scrolling down the screen and/or clicking on the “+” next to the section.

4. To print the record, click the printer icon at the top right of the screen.



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Order statuses and their meanings

Created

When an order is created and not confirmed by order processing system.

Order Received

Brink’s have received an order, from an external vault, for the purposes of delivery to our customer.

On Site

Brink’s crew have arrived at the customer’s location to complete the planned services.

On Truck

Order has been checked out from our CIT branch and the crew has to deliver it on their current route.

Returned to Branch

Order not delivered and it arrived back to the Brink’s branch.

Ready for Delivery

Order preparation process is complete and it has been shipped out of our Money Processing room, for transportation to our customer.

Prepared

The funds have been retrieved from inventory and are packed for delivery.

Undelivered

Unable to complete the delivery at the customer location the order is still on the route expected to be returned to the branch.

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03 View a Deposit

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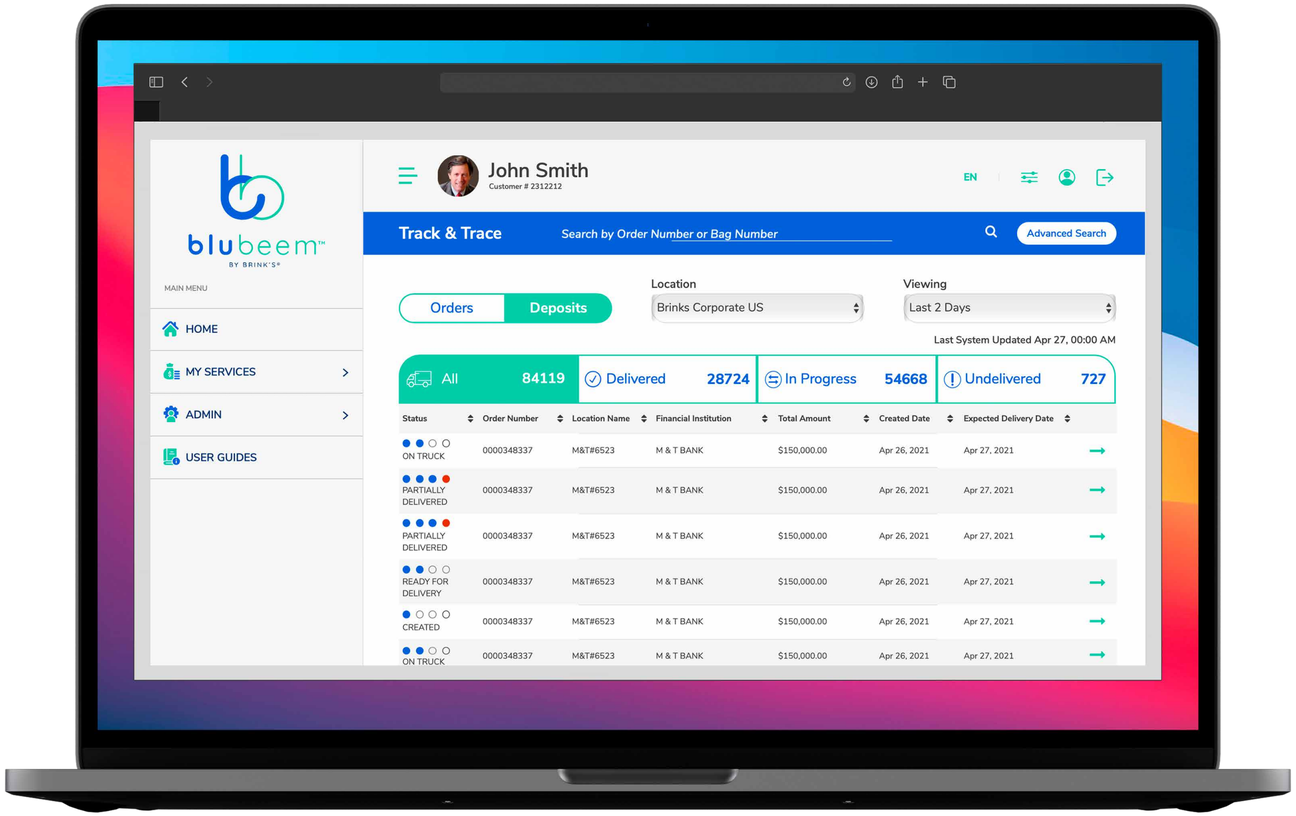
How to use track and trace to view a deposit

1. You can filter deposits into three categories: “Completed,” “In Progress,” and “Exceptions” by clicking on the tabs below, or you can click on the arrows next to “Status,” “Bag number,” etc. to filter.

2. Just like in the “Orders” tab, click the green arrow to the right of a specific deposit to view details.

3. Access the “Deposits” details page (including location, shipment history, deposit details and item details) by scrolling down the screen.

4. To print the record, click the printer icon at the top right of the screen.



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Deposit statuses and their meanings

Created

An electronic deposit record has been created and submitted to Brink's Money Processing (CVS) System.

Picked Up

A deposit has been picked up from a customer location.

Delivered

The deposit has been delivered to the Brink's Money Processing (CVS) for verification.

Delivered to a Third Party

The deposit has been dropped off to a 3rd party Money Processing center, for verification.

Arrived at Branch

The deposit has been checked-in from the truck, at the Brink's Branch (depot).

Processed

Brink's has received the deposit into Money Processing (CVS) and have completed the initial reception processing.

Verified

Deposit has been verified against the value declared and there is no variance recorded.

Variance

Display all deposits that have either a shortage or an overage with the deposit.

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04 Quick Search

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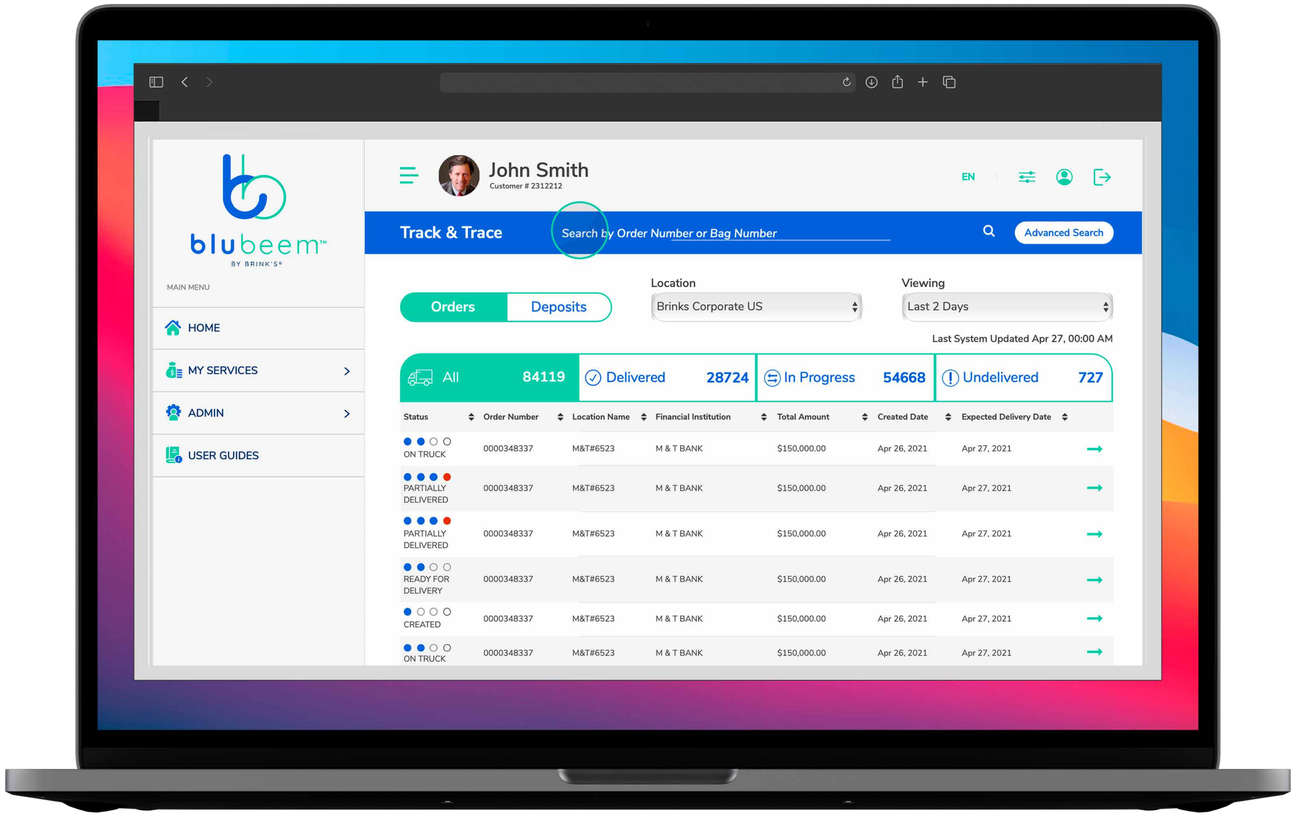
How to use quick search

1. Using the “Track and Trace” function, type in your order number or bag number and click the magnifying glass.
2. The searched number information shows up. Click the blue arrow to view the details of the order, along with the progress of your order.



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05 Advanced Search

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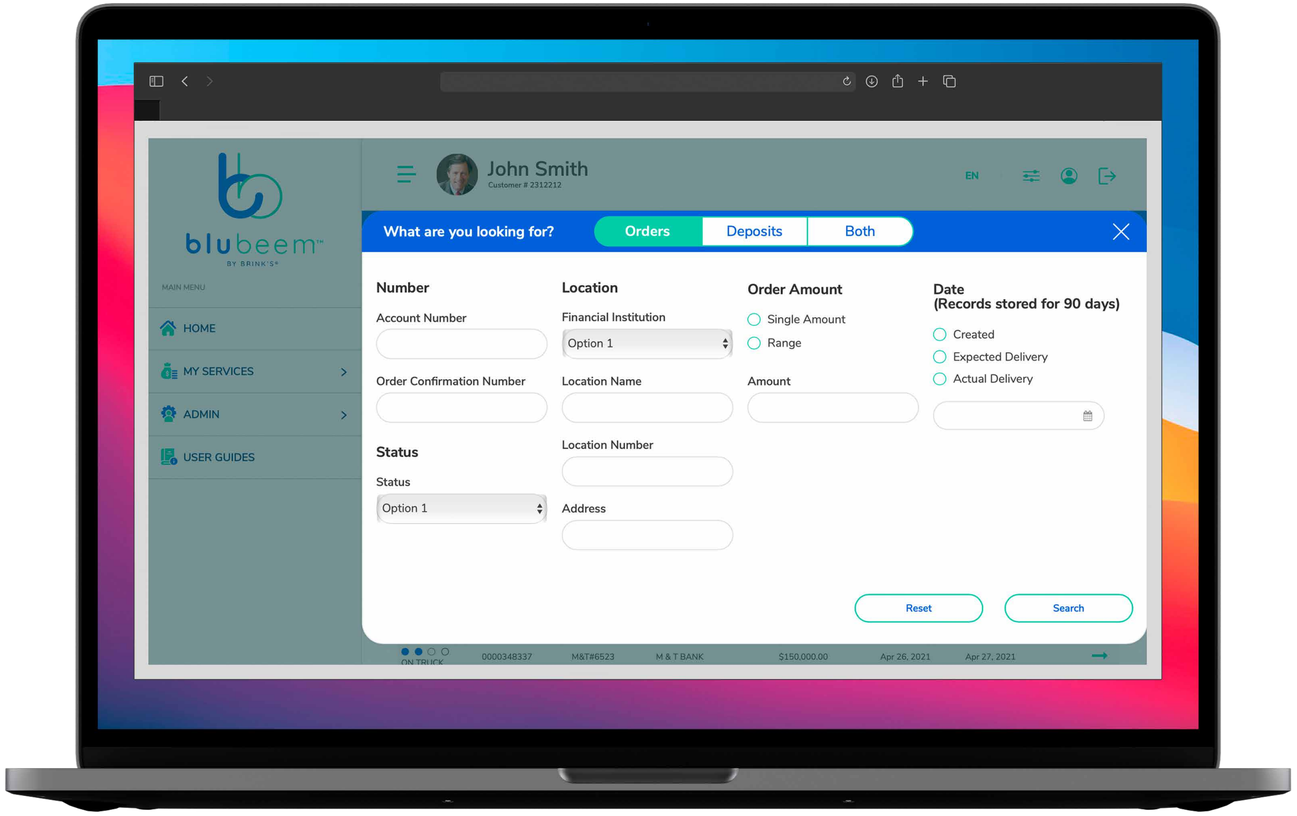
How to use advanced search

Orders

1. Go to the “Track and Trace” blue search bar at the top of the page.
2. Click “Advanced Search.”
3. Your search options will change based on what you choose. You’ll be presented with multiple options to search for an order, like:

- Number (Account or orders)
- Status -- choose the status you would like to search for.
- Location -- lets you choose a specific location you would like to search for the order in.
- Order Amount -- lets you choose to put in a ‘Single Amount’ or select ‘Range’ of an amount you’d like to search for.
- Date -- allows you to search by the date the order was created, the expected delivery date, or the actual delivery date, or you can click the calendar and select the date you are specifically searching for.

NOTE: You can search for up to 90 days’ worth of orders, deposits, or both in 30-day increments. When searching for a preferred ID (an ID you have agreed upon with the support team to use for searching purposes), it must be placed in the ‘Location Name’ field. For example, if your location name is ‘1234,’ you would still search in “Location Name.”



Deposits

When searching for deposits, many of the options are the same as searching for orders, except under “Number,” you’ll have the option to enter a Bag Number. The order amount is the “Total Amount” under “Deposits,” and you have the option to select the type of variance you have.

Both

This option will return results for both orders and deposits in the database. Selecting “Both” narrows your search down to “Number,” “Location (Financial Institution), “Location (name, number, and address)” and “Date.” Please note that the “Edit Location” option will only be available to users with Admin access.

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