



Transport Management System FAQ's

Frequently Asked Questions

How do I get a log in to the Vinidex track and trace system?

Go on to the Vinidex website and fill in the e-form to request access to the web portal. An email will be sent out to create a profile and assign your own password, if desired you can ring 13 11 69 and ask for this to be set up on your behalf or talk to your account manager or sales representative.

Are all deliveries tracked the same way?

Most of our deliveries across the country are tracked through our TMS program, some however are carried by third party services like FedEx, Toll or otherwise and are trackable using consignment references. If there is no tracking information known; please contact us to assist you in tracking or finding details out about any current or historic delivery.

Will I get an email or SMS alert for a delivery that's coming?

If we have set you up on the tracking portal then all deliveries will be sent to you by nominated email and SMS, if you have previously provided email and phone numbers, we will apply this detail to the order regardless even if you have not been set up on the tracking portal. If these alerts are not coming through or you would like to add additional email addresses, please contact us and we can add them for you for future deliveries.

When will I get an alert?

The system automatically sends alerts by email and SMS when the delivery vehicle leaves the Vinidex site, then again when you are the next delivery in the queue and finally on delivery or delivery attempt.

Do I need a log in to see live tracking?

No, if we have applied your mobile or email address to your order then you will still get alerts with tracking links, these links can be used to both live track and go back and get POD documents later, based on being sent the link you have immediate access to see the details of truck whereabouts, ETA and POD download.

Will I get a POD sent to my email on delivery

Yes, if your email is attached to the order, you will get emailed a copy of the POD document in PDF form.

Do PODs generate for partial deliveries or failed deliveries?

Yes every time we attempt to deliver the driver will update the delivery app, this gives the system an update and a failed delivery or partial delivery will generate the same POD document but state what was and wasn't delivered, including if we show up late, couldn't access the site or attempt a site delivery and the contact person was not there. This is helpful because the SMS and email alerts will tell the right people in real time what happened or was attempted.



What does the term “ATL” mean on my POD document?

“ATL” stands for “Authority To Leave”, it implies we have prior communication from you that you are happy for our drivers to drop goods off for you when you are not around. If deliveries are made and state ATL as a signature and you disagree with this; please contact us so we can rectify for future deliveries. We should always deliver to the right place, reference the right contact name and take photos of what we drop off. The Geolocation is also recorded of where we drop the delivery off to so there is still sufficient evidence of the delivery event occurring.

What does the Term “CD” mean on my POD document?

The term “CD” stands for “Contactless Delivery”, we may also simply write COVID in the signature box instead, this may be because your staff were uncomfortable to touch the driver’s phone or preferred not to or the driver preferred for the delivery receiver not to in the same respect. If deliveries are made and state CD or COVID as a signature and you disagree with this practice, please contact us so we can discuss with you. We should always deliver to the right place, reference the right contact name and take photos of what we drop off. The Geolocation is also recorded of where we drop the delivery off to so there is still sufficient evidence of the delivery event occurring.

Can goods be redelivered instead of credited?

Yes, Vinidex can easily redeliver within a short period of time instead of having a credit processed. If you get a failed delivery event, feel free to ask for the same delivery to be attempted again instead of raising a credit request and raising a new order.

Can I go and get a POD from a past delivery?

Yes, any POD including failed and partial deliveries produce a POD record and are available for 2 years or since we started using the platform (whatever is earliest). You can use any reference including your purchase order number to find deliveries and all history. Each POD and data log can be downloaded.

What is on the POD document?

The POD document contains a lot of information relating to the delivery including your order number and all of the Vinidex order details, most importantly the receiver’s name, signature and geolocation pin will show on the document as well as relevant photographs that the driver must take on delivery. We also have some terms and conditions and helpful explanations around “CD” and “ATL”.

How accurate is the ETA information provided?

Vinidex provides delivery ETA information within a 2-hour window of time. If the calculated arrival time is 1:24pm we will display from 12:24pm to 2:24pm as the ETA window. If the driver reorders the delivery sequence this can change throughout the day. Your position in the driver queue is shown so you get an idea on when they are heading to you.

Can I see information and history on multiple sites or stores at once?

Yes, if you have been granted access to the web portal and we have linked multiple customer account codes or store/branch names to your email address then you will see everything relating to those combined accounts. Furthermore, you will be able to sort, filter and group the data any way you like going back 2 years or since we started using the platform (Whatever is earliest).



How far back does the history go?

Logging in to the web portal; you will be able to sort, filter and group the data any way you like going back 2 years or since we started using the platform (Whatever is earliest).

This includes clicking on any link from your own email or SMS history even when you don't have log in credentials.

How long will the POD's and data be available for?

Logging in to the web portal; you will be able to sort, filter and group the data any way you like going back 2 years or since we started using the platform (Whatever is earliest).

This includes clicking on any link from your own email or SMS history even when you don't have log in credentials.

Can I extract or download the information relating to my deliveries over time?

Yes, the web portal allows you to sort, filter and group your analytics screen any way you like, and this can be downloaded in xlsx or any document or image in pdf or jpeg/png.

Can I review information in different ways or customize my experience?

Yes, you can sort, filter or group data any way you like. You can also show and hide a vast number of columns and reorder the column orders, so it makes the most sense to you. When you log in again the column order will preserve and be as you last set it for your convenience.

Can I still provide different information per delivery, and it override the defaults such as for site deliveries?

Yes, the order details can be entered with different email address and mobile details, the great thing is if you have a web portal log in you will still get the email alerts on top of the ones in the order/delivery detail.

Can I leave feedback?

Yes, every delivery that has been attempted or completed has the option to click on the tracking link post event and a rating and comments section shows along with the option to download the POD document.