



Transportation Visibility Overview

END-USER BASICS  LINEAGE[®]
LINK
V2.2024.09

This overview aims to help customers get started with the basics of Lineage Link transportation-related events.

Download & share this overview with your organization's Lineage Link users who need to find relevant information regarding their **Transportation Shipments**.





- [What is Lineage Link®?](#)
- [Key Learning Objectives](#)
- [Purpose of Transportation Visibility](#)
- [Outline of Feature Areas \(Visual Guide\)](#)
- [Navigating the Basic Workflows](#)
- [Knowledge Center Overview](#)
- [Support](#)



What is Lineage Link?



LINEAGE[®]
LINK

A **unified supply-chain platform** that seamlessly connects the Lineage network driving **collaboration, performance, and efficiency** for all supply chain participants.

Visibility

DELIVERS INSIGHT

Collaboration

CREATES EFFICIENCY

Execution

ELIMINATES WASTE

Analytics

DRIVE ACTION

OBJECTIVES

- **Understand** the purpose of adding transportation visibility to Lineage Link®.
- **Familiarize** yourself with where to go as a Lineage Link user.
- **Utilize** the Global Search bar to look up a shipment by PO/SO.
- **Apply** recommended filter criteria to your shipments page to narrow down a list of specific shipments (e.g., filter by date range).
- **Export** a real-time summary of shipments to a spreadsheet.

BENEFITS

- **Self-serve** by looking up your transportation shipments using Lineage Link.
- **Reduce** the need to wait on information via email or phone, by having 24/7 access to real-time information via Lineage Link.
- **Access** to our Knowledge Center at anytime, as we begin to provide more user documentation to support transportation-related functionality.



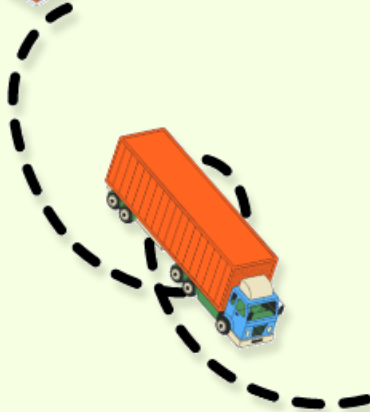
Understand the purpose of adding ‘transportation visibility’ to Lineage Link.





Customer
Manufacturing
Plant

Transportation
Shipment



Warehouse
Shipment



Transportation
Shipment



Grocery Store
(End Customer)

One of our primary goals with Lineage Link is to provide unprecedented **VISIBILITY** to customers across our network.

Lineage Link: [Transportation Visibility](#) Release Summary

- Adding visibility to **transportation shipments** via Lineage Link (O/D, ref. #s, appointment information, dates, equipment, line items, and quantities).
- Associated **transportation orders** will be visible in the Lineage Link on each shipment (O/D, ref. #s, PU/DL dates, item quantities).
- Telematic breadcrumb ingestion on shipments will allow for live tracking via transportation.

For more information and timing for this feature release, please go to our [Release notes and announcements](#).



Familiarize yourself with where to go as a Lineage Link user.



NAVIGATING TRANSPORTATION VISIBILITY
FOR CUSTOMERS OF LINEAGE.

VISUAL GUIDE: WHERE FEATURES ARE LOCATED.

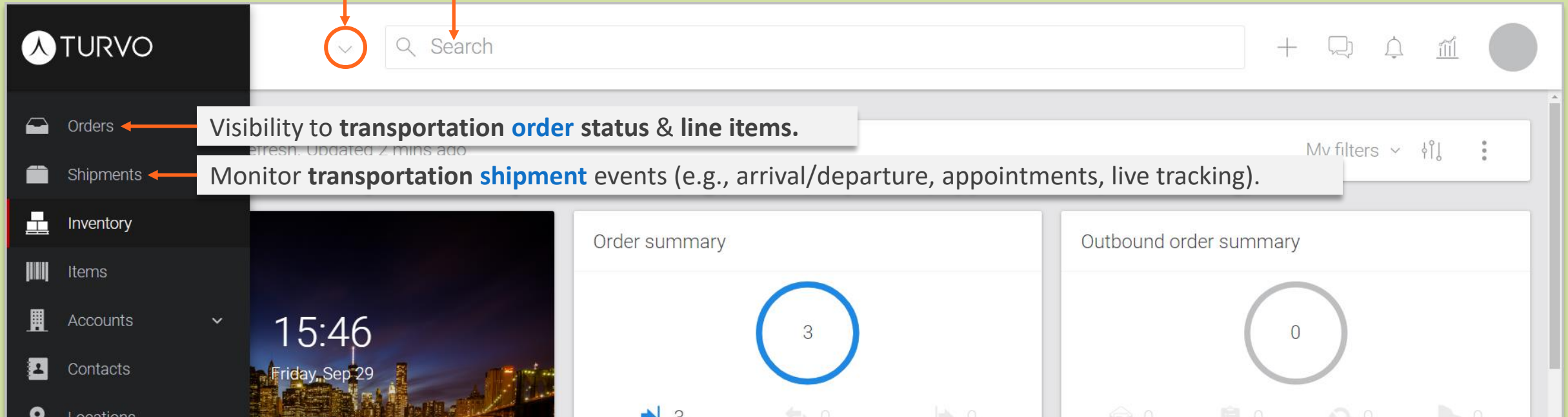
TRANSPORTATION EVENTS & DATA

ORDERS | SHIPMENTS | INVENTORY | LINEAGE REPORTS | GLOBAL SEARCH

Shortcuts Menu:

- Lineage Reports
- Knowledge Center

Global Search: Quickly look up an order (PO/SO) to locate a transportation shipment.



The screenshot shows the TURVO dashboard interface. On the left is a dark sidebar with the TURVO logo and a list of menu items: Orders, Shipments, Inventory, Items, Accounts, Contacts, and Locations. The main content area has a top navigation bar with a search bar and icons for adding, commenting, notifications, and analytics. Below the search bar, there are two summary cards: 'Order summary' showing a count of 3 and 'Outbound order summary' showing a count of 0. Annotations with arrows point to specific features: a dropdown arrow in the top navigation bar, the 'Orders' menu item, and the 'Shipments' menu item.

Visibility to **transportation order** status & line items.

Monitor **transportation shipment** events (e.g., arrival/departure, appointments, live tracking).



How to find transportation shipment information.



MAIN TRANSPORTATION VISIBILITY WORKFLOWS & COMMON HOW-TO QUESTIONS.

How to find a transportation shipment.



Global Search by an Order ID (PO/SO).

The screenshot displays the Lineage web application interface. On the left, a sidebar contains various navigation icons. The main content area features a 'Home' section with a large image of a Lineage Link facility and a calendar view for Thursday, July 11, showing a single event. A search bar at the top right contains the text 'MG20240627B'. An orange callout bubble points to this search bar with the text: 'Hover over the *shipment* search result for a preview or click to navigate to the shipment.' Below the search bar, a list of shipments is shown. The first shipment is highlighted with a blue background and contains the following information: '#177155471', 'HOBART, IN → TEMPLE, TX', and 'Other #MG20240627B • Turvo Order ID: MG2'. To the right of this list, a map of the United States shows a route from Hobart, IN to Temple, TX. Below the map, the status is 'Covered' with '2 stops' and 'Complete'. The pickup date (origin) is '07/03, 18:00 CDT' and the delivery date (destination) is '07/05, 06:00 CDT'. The carrier is 'LINEAGE TRANSPORTATI...' and the equipment is 'Reefer'. On the far right, there is an 'Inbound order summary' section with a circular progress indicator showing '0' and a '#RunningLate' status. Below this, it states 'No matching records'.

How to view key information on a transportation shipment.



Select the **Summary tab** to view the info. outlined in each summary card, such as...

Overview

- Dates
- Handling Info. (weight/qty)
- Equipment type

The screenshot displays the Lineage transportation shipment summary page for shipment #177581341. The page is titled "Shipments > Bill > #177581341" and shows the route from Hobart, IN to Wintersville, OH. The status is "Completed" with 3 stops. The summary card, which is highlighted with an orange box, contains the following information:

Overview	
Hobart, IN → WINTERSVILLE, OH 1 pickup • 2 deliveries • 456 mi	
Planned pickup (origin)	Planned delivery (destination)
07/09, 19:00 CDT Requested pickup (origin)	07/10, 20:00 EDT Requested delivery (destination)
07/10, 15:30 CDT Pickup appointment (origin)	07/11, 12:45 EDT Delivery appointment (destination)
Pickup scheduling type	Delivery scheduling type
07/09, 01:00 CDT Actual pickup (origin)	07/09, 08:00 EDT Actual delivery (destination)

The page also includes a map of the route, a "Route" section showing the path from Hobart, IN to Wintersville, OH, and a "Customer" section with details like Purchase order # 20240709A and FROZEN STUFF (1,300 Cases • 13,500 lb).

How to view key information on a transportation shipment.



Select the **Summary tab** to view the info. outlined in each summary card, such as...

Route

- Pickup/Delivery
- Appointment
- Equipment

The screenshot displays the Lineage transportation shipment interface for shipment #177581341. The interface is divided into several sections:

- Top Bar:** Shows the shipment number #177581341 and a map view.
- Map:** A map showing the route from Hobart, IN to Wintersville, OH, with stops marked.
- Summary Tab:** The selected tab, showing key information about the shipment.
- Overview:** A table summarizing the shipment details.
- Route:** A detailed view of the route, including pickup and delivery appointments.
- Costs:** A table showing the costs associated with the shipment.
- Customer:** Information about the customer, including purchase order number and contact details.

The **Summary** tab is highlighted, and the **Route** section is outlined in orange. The route details include:

- Route:** LINEAGE TRANSPORTATION LLC (LNTS), 456 mi, Mode: TL.
- Pickup:** 07/09/2024, At p/u 01:00, P/u 01:30 CDT, Hobart, IN, 46342, US. Appointment: 07/10, 15:30 CDT.
- Delivery:** 07/11, 12:45 EDT, Delivery appointment (destination), 173 mi.

The **Overview** table shows the following data:

Planned pickup (origin)	Planned delivery (destination)
07/09, 19:00 CDT Requested pickup (origin)	07/10, 20:00 EDT Requested delivery (destination)
07/10, 15:30 CDT Pickup appointment (origin)	07/11, 12:45 EDT Delivery appointment (destination)
07/09, 01:00 CDT Actual pickup (origin)	07/09, 08:00 EDT Actual delivery (destination)

How to view key information on a transportation shipment.



Select the **Summary tab** to view the info. outlined in each summary card, such as...

Order info.

- Account
- PO/SO
- Item(s)/Quantity

Shipments > Bill > #177581341

Transportation shipment

07/09/2024, 12:45

Hobart, IN → WINTERSVILLE, OH

3 stops **Completed**

Actual at pickup (origin) 07/09, 01:00 CDT Days to customer pay —

Carrier LINEAGE TRANSPORTATI... Days to carrier pay —

Summary Details Timeline Orders Messenger Documents Notes Contacts Sharing Carriers Tasks

Overview

Hobart, IN → WINTERSVILLE, OH
1 pickup • 2 deliveries • 456 mi

Planned pickup (origin)	Planned delivery (destination)
07/09, 19:00 CDT Requested pickup (origin)	07/10, 20:00 EDT Requested delivery (destination)
07/10, 15:30 CDT Pickup appointment (origin)	07/11, 12:45 EDT Delivery appointment (destination)
— Pickup scheduling type	— Delivery scheduling type
07/09, 01:00 CDT Actual pickup (origin)	07/09, 08:00 EDT Actual delivery (destination)

Route

LINEAGE TRANSPORTATION LLC (LNTS) 456 mi
Mode: TL

Show Equipment Details

07/09/2024
At p/u 01:00
P/u 01:30 CDT

Hobart
2201 Northwind Pkwy, Hobart, IN, 46342, US
Appt: 07/10, 15:30 CDT

283 mi

At del 06:00
Del 06:30 EDT

COOK HOUSE, OH, 43100, US
Appt: 07/11, 07:45 EDT

173 mi

At del 08:00
Del 08:30 EDT

Costs

Customer

Purchase order #
20240709A

Add contact

FROZEN STUFF
1,300 Cases • 13,500 lb

No costs specified

Bill to

How to view **key information** on a transportation shipment.



Live tracking enabled!

A **tracking icon** will appear on a transportation shipment summary card.

Click the **tracking icon** to display where the transportation shipment is along the route.

- **Blue** tracking icon: Active shipment.
- **Black** tracking icon: Completed shipment.

The screenshot displays the Lineage application interface for a transportation shipment. At the top, the breadcrumb navigation shows 'Shipments > Plan > #180590261'. Below this, a 'Transportation shipment' card is visible, featuring a star icon, a color-coded status bar, and a location pin icon. The card displays the route 'University Park, IL → SPRINGFIELD, MO' and a '5 mins ago' timestamp. A blue tracking icon, consisting of two concentric circles with a dot in the center, is highlighted by a red square and a blue arrow pointing from the text 'Click the tracking icon to display where the transportation shipment is along the route.' The card also shows a progress bar with '1 stop' and '2 stops' markers, and a 'Complete' button. Below the progress bar, the 'Pickup date (origin)' is 'Today, 06:00 CDT' and the 'Next delivery date' is '09/25, 08:00 CDT'. The 'Carrier' is 'LINEAGE TRANSPORTATI...' and the 'Equipment' is 'Reefer'. To the right of the card is a map of the United States showing the route from University Park, IL to Springfield, MO. The map includes labels for states like WYOMING, NEBRASKA, KANSAS, and OKLAHOMA, and cities like Denver, Albuquerque, and Kansas City. The bottom of the screen shows a navigation bar with tabs for 'Summary', 'Details', 'Timeline', 'Orders', 'Messenger', 'Documents', and 'Notes'. The 'Summary' tab is currently selected.

How to view key information on a transportation shipment.



Filter & narrow down tracking events by movement (e.g., stopped, moving).

Click the refresh button for faster live tracking updates.

Blue route: The *live* shipment pings coming from the tracking service.

Black route: Google Maps suggested route.

Tracking
Pro-tips!

The screenshot displays the Lineage tracking interface. On the left, a table lists tracking events with columns for Date and time (EDT), Location, and Movement. The table shows a sequence of locations from Joliet, IL to Kankakee, IL, all marked as 'Moving'. Above the table, there are filters for 'Location updates' and 'Movement'. A refresh button is located next to the 'Location updates' filter. On the right, a map shows the route from Kansas City to Springfield. A blue line represents the live shipment pings, and a black line represents the Google Maps suggested route. A legend at the bottom left of the map area states: 'Date and time are displayed in your local timezone (EDT)'.

Date and time (EDT)	Location	Movement
Today, 09:29	Kankakee, IL	Moving
Today, 09:13	Manteno, IL	Moving
Today, 06:59	Richton Park, IL	Moving
Today, 06:43	Frankfort, IL	Moving
Today, 06:27	New Lenox, IL	Moving
Today, 06:14	Joliet, IL	Moving
Yesterday, 18:28	Joliet, IL	Moving

How to view order line details on a transportation shipment.



Select the **Orders tab** and choose a transportation order to navigate to more detail.

The screenshot displays the Lineage system interface for a shipment. At the top, the breadcrumb navigation shows 'Shipments > Plan > #177394849' with a refresh icon and a timestamp of '07/05/2024, 09:14'. Below this, the route is 'Hobart, IN → WINTER HAVEN, FL'. A blue bar indicates the shipment is 'Covered', with '2 stops' and a 'Complete' status icon. Key dates and carrier information are listed: Pickup date (origin) is '07/08, 06:00 CDT', Delivery date (destination) is '07/10, 02:00 EDT', Carrier is 'LINEAGE TRANSPORTATI...', and Equipment is 'Reefer'. A map of the United States shows the route from Hobart, IN to Winter Haven, FL, with a red circle at the destination. Below the map, a navigation bar includes tabs for 'Summary', 'Details', 'Timeline', 'Orders' (highlighted with an orange box), 'Messenger', 'Documents', 'Notes', 'Contacts', 'Sharing', and 'Carriers'. Under the 'Orders' tab, a dropdown menu shows 'All order types'. A list of orders is displayed, with the first one being a 'Transportation order' with ID '#MG20240703A'. This order is selected, and its details are shown in a panel on the right. The panel includes a map of the United States showing the route from Hobart, IN, US to Winter Haven, FL, US, with a red circle at the destination. Below the map, the route is confirmed as 'Hobart, IN, US → WINTER HAVEN, FL, US'. A blue bar indicates the order is 'Plan Committed', with 'Ship', 'Bill', and 'Complete' status icons. Key dates and equipment information are listed: Requested pickup is '07/07, 19:00 CDT', Requested delivery is '07/09, 20:00 EDT', Quantity is '15,000 lb: 1,000 Cases', and Equipment is 'No equipment'. At the bottom, there is a section for 'Order Notes:::Order Comments:::'.

How to view order line details on a transportation shipment.



From an order, view line-item details by clicking the **Details** tab & selecting **Items**.

Orders > #MG20240703A

Transportation order

Purchase order #20240703 07/05/2024, 09:14

Hobart, IN, US → WINTER HAVEN, FL, US

Plan Committed Ship Bill Complete

Requested pickup 07/07, 19:00 CDT Requested delivery 07/09, 20:00 EDT

Quantity 15,000 lb: 1,000 Cases Equipment No equipment

Map Satellite

Summary Details Shipments Timeline Messenger Documents Notes Contacts Sharing

Overview

Customer		
IDs	Purchase order #20240703, Other #MG20240703A	
Origin - destination	Hobart, IN, US	WINTER HAVEN, FL, US
Items	1,000 Cases • 15,000 lb	FROZEN NOODLES

How to view order line details on a transportation shipment.



Click the **Items segment** of an order to view line details.

- Item name
- Item #
- Quantity
- Handling quantity
- Total gross weight

The screenshot shows a web interface for a transportation shipment. At the top, it displays the origin-destination: Hobart, IN, US to WINTER HAVEN, FL, US. Below this is a tab labeled 'Items'. A table lists the items, with one item shown: 'FROZEN NOODLES' (Line # 1, Item # 9567). The table includes columns for Line #, Item name, Quantity, Handling quantity, Item #, Total gross weight, Total volume, and Reference ID. A summary bar at the bottom shows totals for the items.

Line #	Item name	Quantity	Handling quantity	Item #	Total gross weight	Total volume	Reference ID
1	FROZEN NOODLES	1,000 Cases	15 Pallets	9567	15,000 lb	0 ft³ (0 in³)	

Total Items : 1 Line items : 1 Quantity : 1,000 Cases Gross weight : 15,000 lb Net weight : — Volume : —



Filter Criteria



APPLY FILTER CRITERIA TO NARROW DOWN SPECIFIC TRANSPORTATION SHIPMENTS & INFORMATION.

How to find filter options & narrow down shipment info.



What are filters?

A way for the customer to apply criteria to a page to narrow down one or more shipments (e.g., by origin/destination/date range, account).

Shipments Page: Summary of shipments across Lineage (warehouse/transportation)

Shipments

Saved filters

See more

Shipment ID	Shipment type	Status	Next stop	Mode	Origin	2nd loc
31457-89651	Warehouse shipment	Covered 5 hours ago	1 of 2 Novi, MI	TL • Any	Novi, MI 07/15	5200 G 07/27, 01
31410-39729	Warehouse shipment	Covered 5 hours ago	1 of 3 Fort Worth, TX	TL • Any	Fort Worth, TX 07/17, 01:30 CDT	4505 H 07/16, 00
177433033	Transportation shipment	Covered 7 hours ago	2 of 20 ABERDEEN, MD	TL • Any, LTL • Any	College Park, GA 07/11, 16:00 EDT	500 AD 07/13, 12
177318364	Transportation shipment	Covered 7 hours ago	2 of 2 MCCARRAN, NV	TL • Any	Hobart, IN 07/08, 12:00 CDT	2195 U Today, 16
177318330	Transportation shipment	Covered 7 hours ago	2 of 3 RIALTO, CA	TL • Any	Hobart, IN 07/08, 09:00 CDT	1744 N Today, 16
177318320	Transportation shipment	Covered 7 hours ago	2 of 3 IRVINE, CA	TL • Any	Hobart, IN 07/07, 19:00 CDT	9100 JI Today, 13
177317793	Transportation shipment	Covered	2 of 2	TL • Any	Hobart, IN	160 W

How to find filter options & narrow down shipment info.



On the **Shipments summary page**, filter your list view to show all transportation shipments that have *live tracking* enabled:

1. Select **Transportation Shipment** as the **Shipment type**.
2. Scroll down and select **More filters**.
3. In the '**Selected field**' type "Trackable", select it from the list, and click **Yes**.
4. Click **Apply**.

The screenshot shows the 'Shipments' filter interface. At the top, there's a 'Shipments' header with a refresh icon. On the right, there are 'Saved filters', a list icon, a grid icon, and a download icon. The main filter area is divided into two columns. The left column contains: 'Shipment type' (set to 'Transportation shipment' with a dropdown arrow), 'Shipment ID', 'Carrier' (with 'Is' and 'Is not' buttons), 'Carrier account owner', 'Origin location', 'Destination location', 'Visibility groups' (with 'Is' and 'Is not' buttons), 'Document(s)' (with a dropdown arrow), 'Type', 'Created' (with a dropdown arrow), 'Updated' (with a dropdown arrow), 'Selected field' (set to 'Trackable?' with a dropdown arrow), and a 'More filters' link. The right column contains: 'Date range' (set to 'This month' with a dropdown arrow, showing '09/01/2024' to '09/30/2024'), 'Status' (with 'Is' and 'Is not' buttons), 'Customer account owner', 'Origin city, state', 'Destination city, state', 'Tags', 'Mode' (with 'Is' and 'Is not' buttons), and 'Posting status' (with 'Active' and 'Inactive' buttons). At the bottom right, there are 'Save as...' and 'Apply' buttons. Numbered callouts are placed over the interface: 1 points to 'Transportation shipment', 2 points to 'More filters', 3 points to the 'Trackable?' dropdown, and 4 points to the 'Apply' button.

How to find filter options & narrow down shipment info.



Other common filter options...

- **Shipment type** (e.g., Transportation)
- **Shipment** (Primary Load ID)
- **Carrier** (SCAC/Name)
- **Date range**
- **Status** (Covered/Completed/Cancelled)
- **Customer** (Account Name)
- **Origin city, state, country**
- **Destination city, state, country**
- **More filters** (Trackable)

Note: Filters options can be combined to help narrow down specific shipments.

The screenshot shows the 'Shipments' filter interface. The top right corner has a 'Saved filters' dropdown and a filter icon (circled in orange). The main area is titled 'No saved filters'. The filters are organized into two columns. The left column includes: 'Shipment type' (highlighted), 'Shipment ID (Single-leg or Multi-leg)' (highlighted), 'Billing status', 'Carrier' with 'Is' and 'Is not' buttons (highlighted), 'Carrier account owner', 'Origin location', 'Destination location', and 'Visibility groups' with 'Is' and 'Is not' buttons. The right column includes: 'Date range' with 'Requested pickup date', 'Custom', and 'to' (highlighted); 'Status' with 'Is' and 'Is not' buttons (highlighted); 'Customer' with 'Is' and 'Is not' buttons and a dropdown menu (highlighted, with an arrow pointing to the dropdown); 'Customer account owner'; 'Origin city, state, country' (highlighted); 'Destination city, state, country' (highlighted); 'Tags'; and 'Mode' with 'Is' and 'Is not' buttons. At the bottom right, there are 'clear' and 'Apply' buttons (the 'Apply' button is highlighted).



Export Shipment Info.



EXPORT REAL-TIME SHIPMENT INFORMATION, FILTERED
DIRECTLY FROM LINEAGE LINK.

How to export information from Lineage Link.

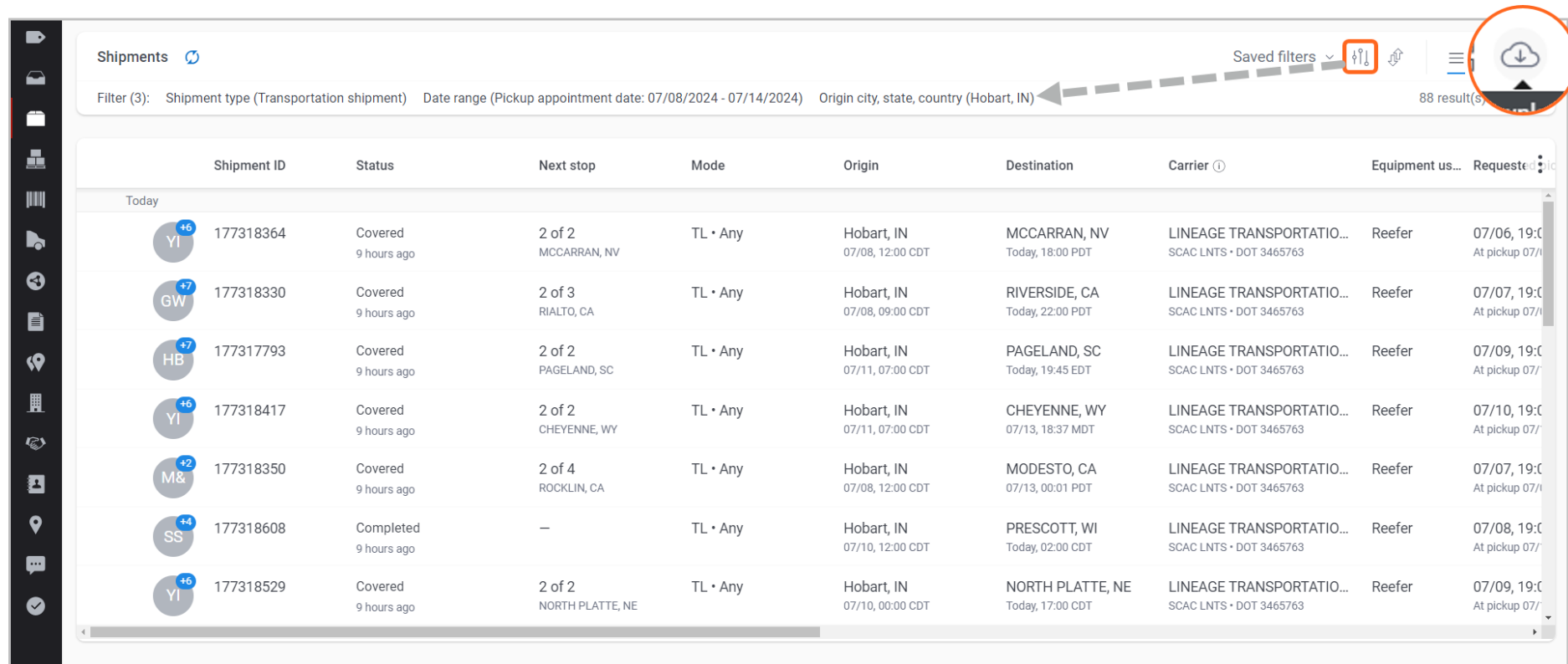


Export live information from the shipments page.

- Apply [filter criteria](#) to refine the results displayed in the list view.
- Click the **Download icon** to export results to an Excel (.XLSX) file.

Note:

- If more than 50 results are shown, an email will be sent to the user with a *download link that is valid for 24 hours*.
- If more than 1000 results are displayed it cannot be exported.



The screenshot shows the 'Shipments' page in Lineage Link. At the top, there are filter criteria: 'Shipment type (Transportation shipment)', 'Date range (Pickup appointment date: 07/08/2024 - 07/14/2024)', and 'Origin city, state, country (Hobart, IN)'. A 'Saved filters' dropdown is also visible. On the right side of the filter bar, there is a 'Download' icon (a cloud with a downward arrow) which is circled in red. Below the filter bar, a table lists shipments. The table has columns: Shipment ID, Status, Next stop, Mode, Origin, Destination, Carrier, Equipment us..., and Requested. The table shows 88 results. The first few rows are highlighted with colored circles (YI, GW, HB, YI, M&S, SS, YI) and have a '+6' or '+2' icon next to them. The table is scrollable.

Shipment ID	Status	Next stop	Mode	Origin	Destination	Carrier	Equipment us...	Requested
177318364	Covered 9 hours ago	2 of 2 MCCARRAN, NV	TL • Any	Hobart, IN 07/08, 12:00 CDT	MCCARRAN, NV Today, 18:00 PDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/06, 19:00 At pickup 07/06
177318330	Covered 9 hours ago	2 of 3 RIALTO, CA	TL • Any	Hobart, IN 07/08, 09:00 CDT	RIVERSIDE, CA Today, 22:00 PDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/07, 19:00 At pickup 07/07
177317793	Covered 9 hours ago	2 of 2 PAGELAND, SC	TL • Any	Hobart, IN 07/11, 07:00 CDT	PAGELAND, SC Today, 19:45 EDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/09, 19:00 At pickup 07/09
177318417	Covered 9 hours ago	2 of 2 CHEYENNE, WY	TL • Any	Hobart, IN 07/11, 07:00 CDT	CHEYENNE, WY 07/13, 18:37 MDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/10, 19:00 At pickup 07/10
177318350	Covered 9 hours ago	2 of 4 ROCKLIN, CA	TL • Any	Hobart, IN 07/08, 12:00 CDT	MODESTO, CA 07/13, 00:01 PDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/07, 19:00 At pickup 07/07
177318608	Completed 9 hours ago	—	TL • Any	Hobart, IN 07/10, 12:00 CDT	PRESCOTT, WI Today, 02:00 CDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/08, 19:00 At pickup 07/08
177318529	Covered 9 hours ago	2 of 2 NORTH PLATTE, NE	TL • Any	Hobart, IN 07/10, 00:00 CDT	NORTH PLATTE, NE Today, 17:00 CDT	LINEAGE TRANSPORTATIO... SCAC LNTS • DOT 3465763	Reefer	07/09, 19:00 At pickup 07/09



Access the Knowledge Center through your Lineage Link platform.



Access to the Knowledge Center



LINEAGE LINK

Shortcuts

- Knowledge Center
- Lineage Reports

Dashboard Metrics:


- Inbound: 313
- Transfer: 0
- Outbound: 1,203
- Open: 868
- Plan: 310
- Processing: 7
- Ship: 0

Inbound order summary

312

Fuel & energy



 **LINEAGE LINK** Knowledge Center

Q Search articles by keyword, or browse a learning path or support topic below.

Getting Started (3)

- Basic Navigation
- Frequently Asked Questions (by category)
- Intro to Lineage Link (video)
- Top 5 ways to help get your team started with Lineage Link®
- Lineage Link feature overview (print ready)

Inventory (2)

- Introduction to inventory visibility (video/article)
- Place or release a hold by lot/pallet

Shipments (2)

- Share a link to a scheduled shipment
- Visibility to shipment processing events

What's new in Lineage Link? (2)

- Release notes and announcements
- Ways to track new releases

Orders (8)

- Create an outbound warehouse order (video/article)
- Create an inbound warehouse order (video/article)
- Modify or cancel a warehouse order (video/article)
- Bulk order upload (video/article)
- Create an order template for recurrent orders

See more

Appointment Scheduling (6)

- Request a new appointment (video)
- Edit an existing appointment (video)

“Transportation Visibility Overview” will be available for reference with a downloadable PDF.

Note: Currently, all other content on the Knowledge Center is “warehouse” related functionality.

EXAMPLE

External User Support Methods

What if I run into an issue within Lineage Link?

As always, we welcome your feedback and if you have any issues, please contact the appropriate Lineage rep.

- For ***transportation-related*** Lineage Link issues or questions, please contact the Lineage Transportation Team via email: LFM-EDI@onelineage.com.
- For *warehouse-related* Lineage Link issues or questions, please continue to our [Customer Care](#) contact form.