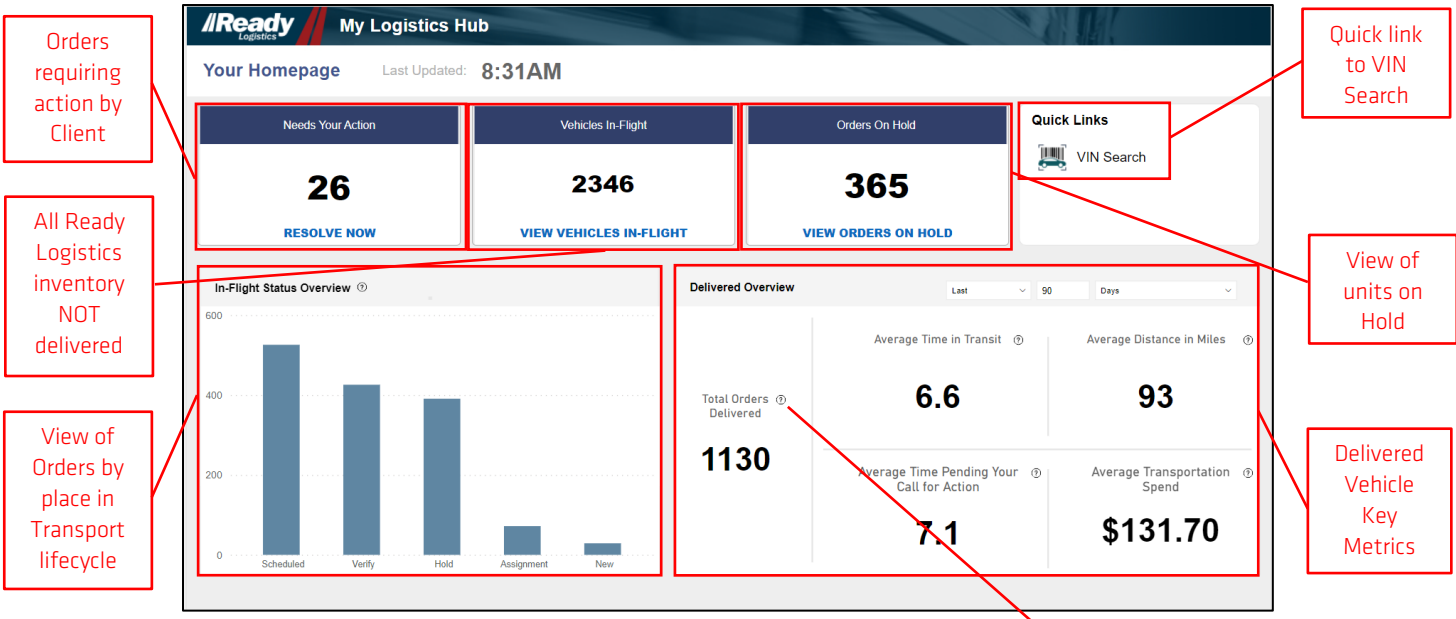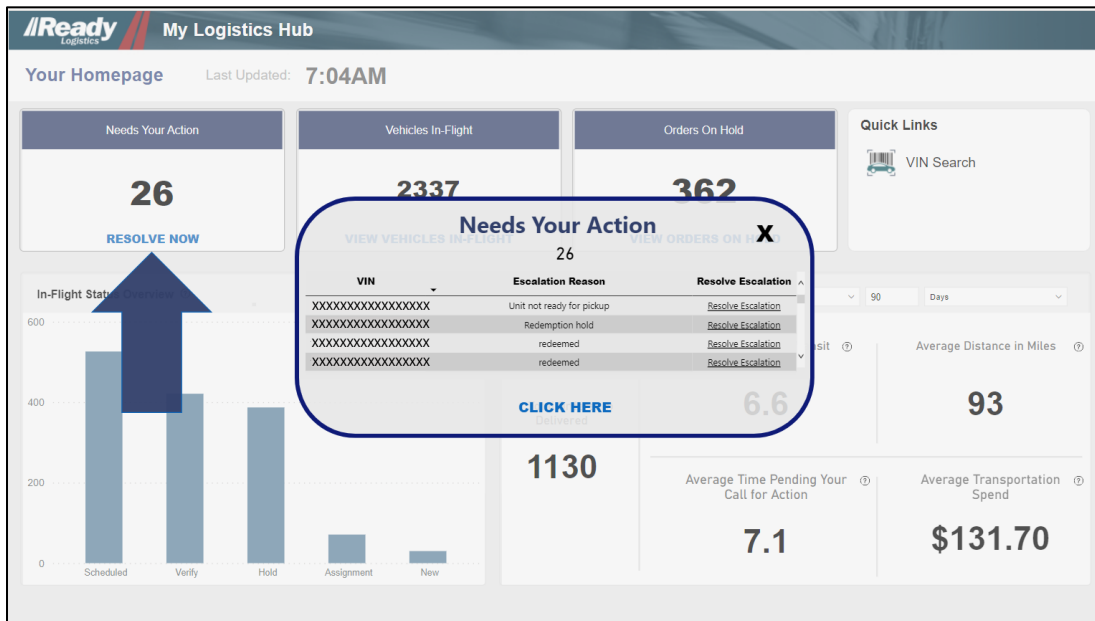# Client My Logistics Hub Homepage

The My Logistics Hub Homepage is available to both fleet clients and dealer clients. Depending on your type of business, you should enter your homepage using the respective homepage icon. The Homepage is the Hub of all the Ready Logistics consignment orders and where you can track and action any orders assigned to Ready Logistics.

Overview of Homepage:

Upon entering the Homepage tile an automated pop-up will display listing any consignment that requires action. Select the 'Click Here' button to open the full list of vehicles that require action or use the 'X' button to close the 'Needs Your Action' pop-up window.

Orders requiring action by Client

All Ready Logistics inventory NOT delivered

View of Orders by place in Transport lifecycle

Quick link to VIN Search

View of units on Hold

Delivered Vehicle Key Metrics

Info-Tips available to learn more about the metric and what it includes

Total Orders Delivered
The amount of delivered transportation orders during a set period of time

Delivery metrics can be filtered down further within the Delivery Metrics area by changing the number of increments in the past and using the dropdown for the increment of time desired.
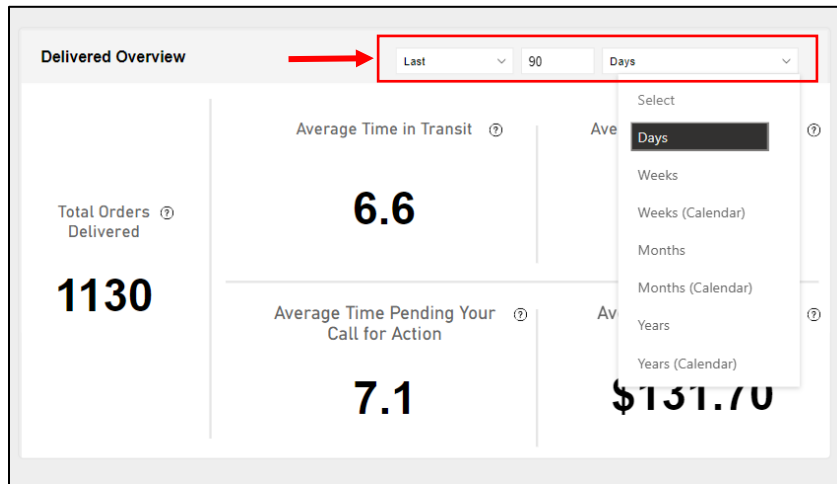
Finding VIN Level Information from Current Consignments

Vin-level detail can be found by clicking on the tiles of the Homepage either for the In-Flight/outstanding consignments or the Delivery metrics, or by drilling down into the bar graph information.
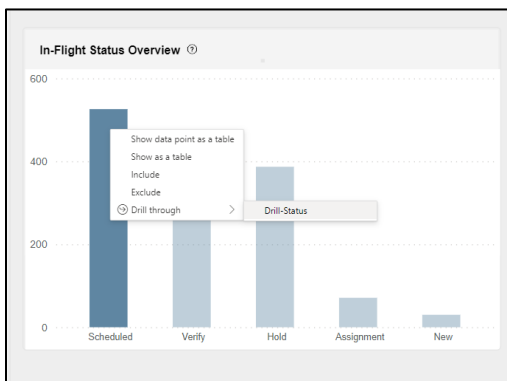
To drill down using the bar graph, right-click on the column desired, hover over 'Drill through' and choose the 'Drill-Status' option that appears. This will take the user to the Client Vehicle Search page and list the vehicles from the column(s) chosen.

Within the VIN detail page several items can be seen, and some actions can be taken:

- Review the information for vehicles from tile chosen on previous screen such as status, ETAs, etc.
- Additional vehicle details can be found in the lower section of the page by clicking on the VIN desired. This information includes events that have occurred and notes that have been entered regarding the events by internal team members and/or carrier partners.
- Information can be filtered by date range.
- A specific VIN search can be done for a single VIN or multiple VINs.
- Escalation links can be used from this page to resolve any challenges with the transport.

Resolving Escalations

Use the 'Resolve Escalations' quick links at the 'Needs your Action' pop up, by clicking on the Actionable Inventory and then choosing the quick link or you can find the link on the VIN details page. This link allows you to enter the Order Management Portal to resolve the escalation where there is an issue with the order needing assistance. Also while in the Order Management Portal you can manage vehicle holds and view additional order details.