

FAQ CLdN Cargo Order Entry Portal

1. Q: How do I get a login to the order entry portal?

A: Please contact your responsible customer service representative at CLdN Cargo to request a login to our order entry portal.

2. Q: I have received a username and a password to login to the order entry portal. How do I login?

A: The order entry portal is a secure web-based solution. Once your IP address is white listed in our database, the access will be granted and the order entry portal will be accessible.

You can now browse to <https://orderentry.cldncargo.com>

3. Q: Where do I download the most recent order entry form?

A: Please ensure to always have the most recent order entry form. The recent form can be downloaded at

<https://cldncargo.com/order-entry>

4. Q: How do I fill in the order entry form correctly?

A: After downloading a copy, please follow the instructions on the end user manual.

Make sure to fill in the mandatory fields, the fields marked in red are mandatory to complete an order at CLdN Cargo.

Fields marked in yellow are mandatory for ADR or Limited Quantity (LQ).

For further information, please contact your customer service representative at CLdN Cargo.

5. Q: I just placed my order in the order entry portal. How do I know my order was placed successfully?

A: An order confirmation will be sent to you once the order has been placed in our system.

6. Q: I need to update an existing order I just placed in the order entry portal. How do I update my order?

A: Edit/add the values in the original order entry form you have submitted and drag and drop the same order entry form into the portal.

The allocation of the updated values in your order is based on the "Customer reference" and "Customer order reference" (column A+B in the sheet). As long as the combined values are unique, the updated values will be allocated correctly and seen as an update in our system.

7. Q: The order I have placed in the order entry portal needs to be cancelled. How do I cancel my order?

A: To cancel an existing order, please contact the responsible customer service representative at CLdN Cargo.

This cannot be done via the order entry portal.

8. Q: Can we have multiple user registered on the order entry portal?

A: Yes! The order entry portal can be used by multiple user at each company. Please contact the responsible customer service representative at CLdN Cargo to request an additional user.

9. Q: I am unable to open <https://orderentry.cldncargo.com>

A: Please make sure you are connected to the internet and the URL is not blocked by your local IT department.

10. Q: I am not able to login with the credentials I have received. It seems my username or password are incorrect.

A: Please double check the user credentials you have received from orderentry@cldncargo.com

11. Q: I already submitted my IP address, I am still not able to login.

A: The order entry portal is a secure web-based solution. In order to open this link and insure a secure connection, we need your IP address.

You can find out the IP address you are currently logged in to at <https://whatismyipaddress.com/> or use a similar provider to find out your IP address.

Once your IP address is white listed in our database, the access will be granted and the order entry portal will be accessible. Or contact your local IT administrator.

12. Q: I am getting an error in the portal when uploading an order.

A: Please check as per question 4.

13. Q: Our ERP system can automatically generate an EDI message such as XML or EDIFACT. Can we upload the EDI file instead?

A: No, The order entry portal does not support xml or EDIFACT. You can contact orderentry@cldncargo.com to discuss other integration possibilities with CLdN Cargo.

If you do not find any answers to your questions, please contact orderentry@cldncargo.com