

CLdN CARGO Order Upload Portal

Frequently Asked Questions

June 2021

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

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

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

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

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

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

Please make sure you always have the most recent order entry form. The recent form could be downloaded via <https://cldncargo.com/order-entry>

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

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

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

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

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 will be 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.

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

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

Yes, the order entry portal can be used by multiple user at each company. Please contact your customer service representative at CLdN CARGO to request an additional user.

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

Please make sure you are connected to the internet and the web address is not blocked by your local IT department

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

Please double check the user credentials you have received from orderentry@cldncargo.com. If problem still persists, please contact orderentry@cldncargo.com

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

The order entry portal of CLdN CARGO is a secure web-based solution. In order to access the portal via a secured connection, we need your IP address. You can find out the IP address you are currently logged in to via <https://whatismyipaddress.com> or use a similar service to find out your IP address. Once your IP address has been 'white listed' in our database, access will be granted and the order entry portal will be accessible. You also could contact your local IT administrator for support.

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

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.

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13. Our ERP system could generate EDI message files (e.g. XML or EDIFACT format). Could we upload this EDI file instead?

No, the order entry portal does not support XML or EDIFACT. Please contact your sales contact to discuss other integration possibilities with CLdN CARGO.

14. How to select the right UN Packaging Code?

Please be aware that you fill in the correct UN Packaging Code (cell C23). Here you could find all supported packaging codes in the worksheet 'Legend' (cell D99).

When you have defined the correct code, please fill in this value in the Order entry form at cell C23.

15. Could I add or edit a worksheet (name) myself?

No, please don't change anything in the Excel sheet setup, like adding or removing worksheets or changing the name of a worksheet.