

CLdN CARGO Order Entry Portal

User Manual

June 2021

v2.11

CLdN  CARGO

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What is the Order Entry Portal?

The order entry portal has been developed for CLdN CARGO customers to upload transport orders in a simple and straightforward way.

In your own secured environment customers could upload new orders which will be automatically processed by our customer service.

An order upload template sheet (MS Excel) has been defined to ensure all relevant order information will be provided and to prevent certain details will be forgotten or lost.

Via the upload portal you can inform us on new orders and updates on existing orders.

How to proceed?

When using the Order Entry Portal, the following steps are to be taken:

- Contact your sales contact person and she/he will provide the user request form.
- Complete the user request form.
- CLdN CARGO will arrange portal access we need to whitelist your IPv4-address and assign user login(s)
- Download the order entry template (.xls) from our website cldncargo.com/order-entry.html
- When the access is granted, you are good to go.

How does it work?

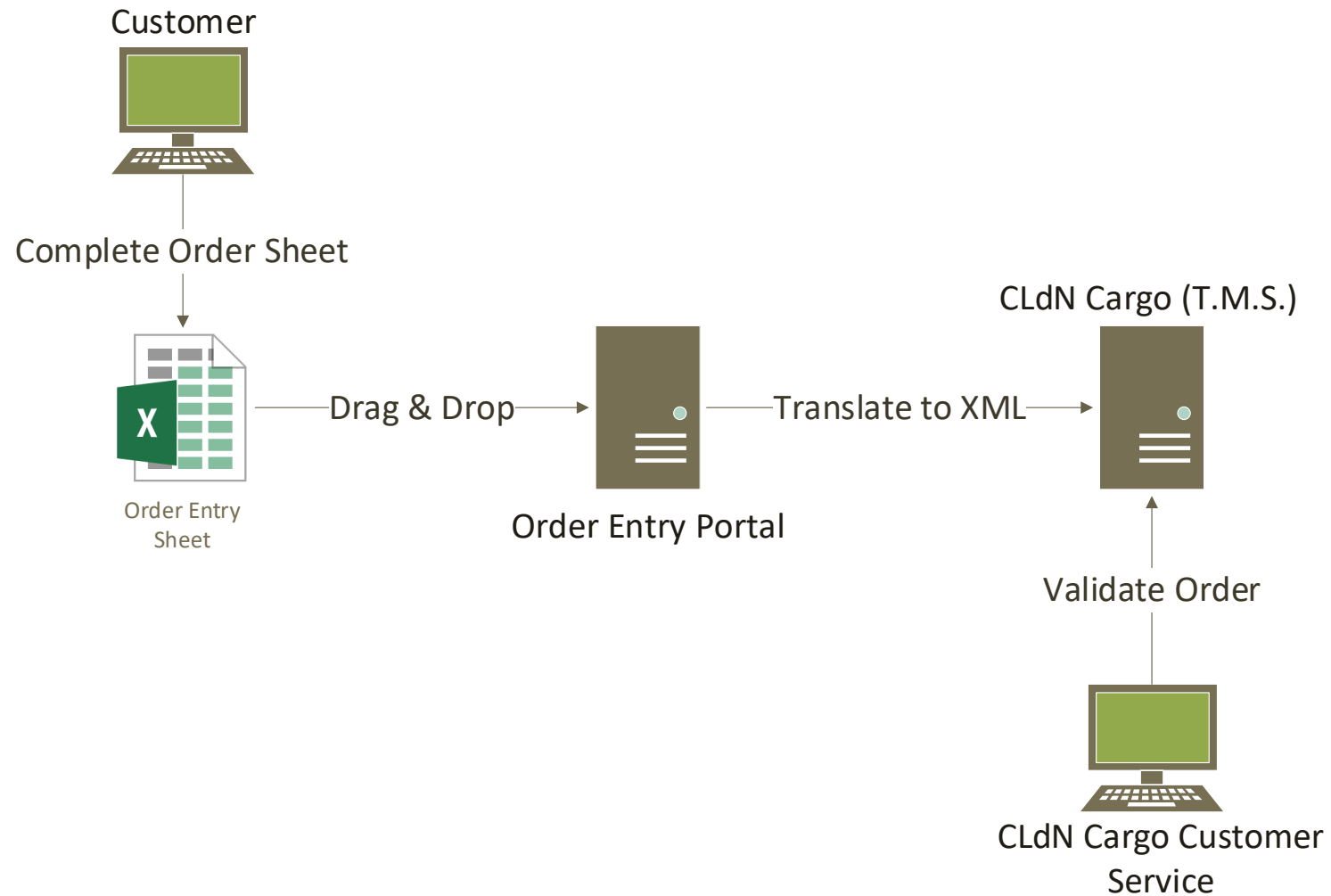
When portal access has been granted, this is how it works:

1. Fill in the order entry sheet (format .xls) with the corresponding order information.
Tip! Save a copy on your computer for future updates
2. Browse to the upload portal (<https://orderentry.cldncargo.com>)
3. Login using your username and password
4. Drag/drop your order entry sheet in the Order Entry Portal.
 - The upload portal checks your sheet on the correct syntax.
 - You will be informed in case of errors.
 - Please make sure that all mandatory fields are filled in or completed with an update.

How does it work (2)?

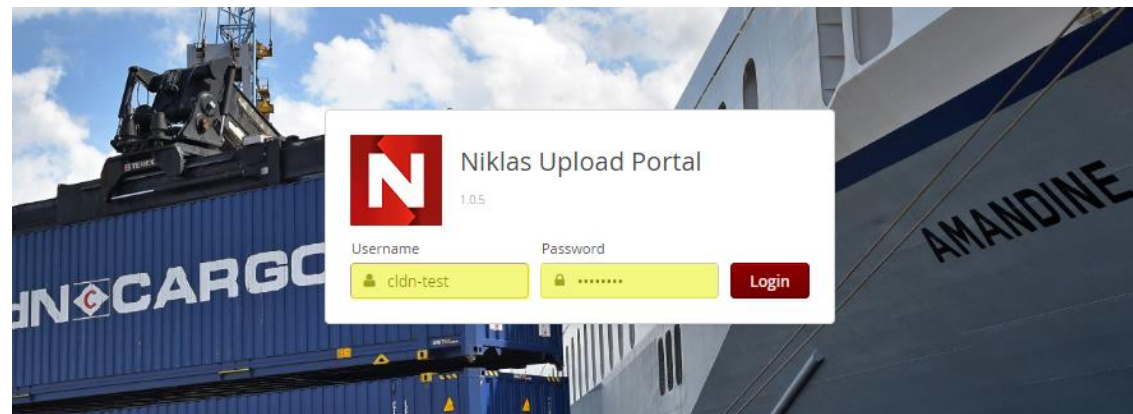
5. When the order sheet has been correctly received, it will be sent to our Customer Service desk.
6. The order will be validated by a Customer Service representative.
7. In case of remarks our Customer Service desk will contact you. When your order has been accepted you will receive an order confirmation e-mail.
8. Use the same order entry sheet in case you want to inform us on updates on the order. Please ensure that you use the same "Customer reference" and "Customer order reference" (Cell A15 + B15 in the sheet). This is our recognition to your order.

How does it work?



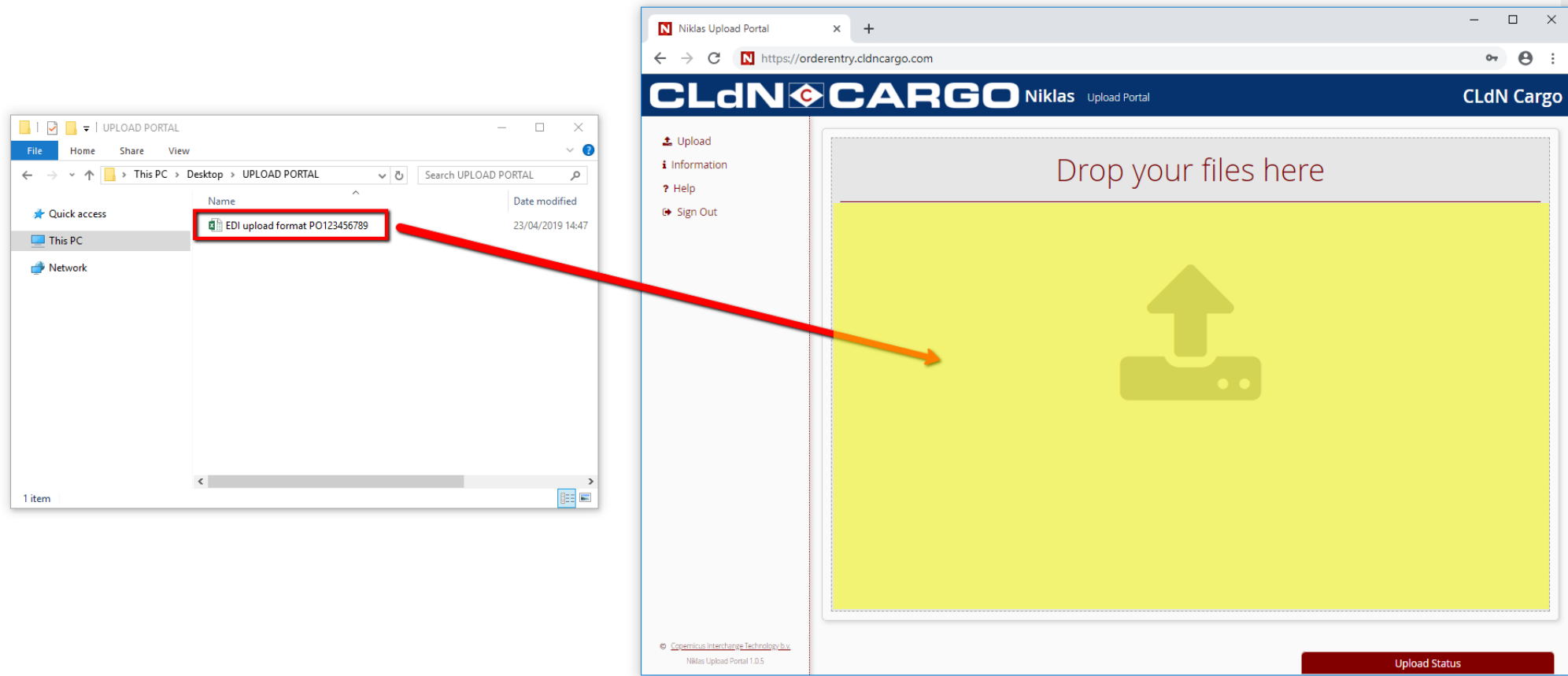
How does it work?

After receiving your login credentials from our IT administrators, you can navigate to the Order Entry Portal (<https://orderentry.cldncargo.com>) and login with your username and password.



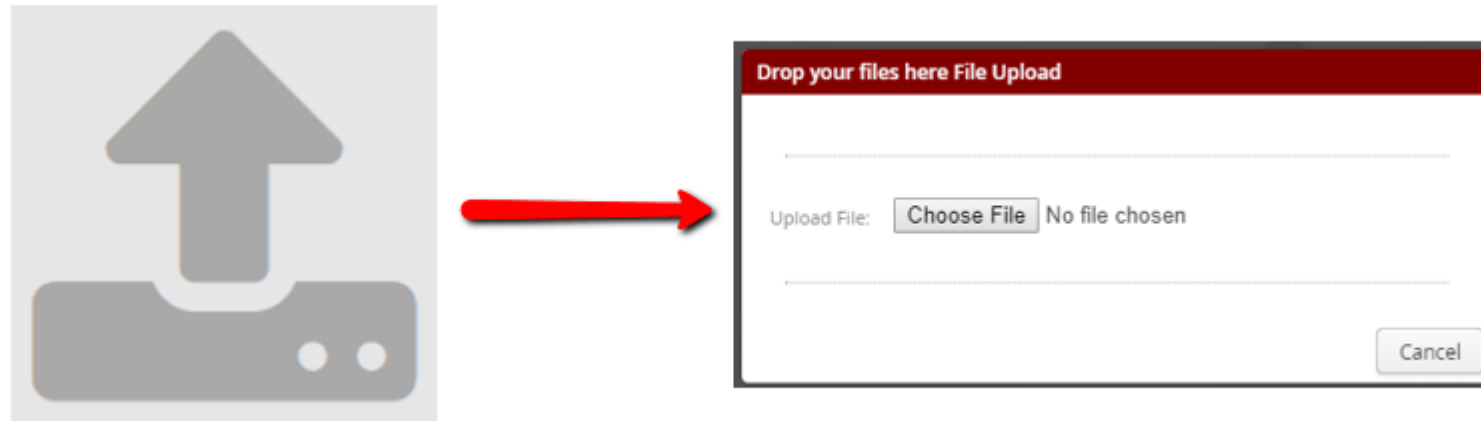
How does it work?

To upload the Order Entry Sheet, please drag and drop the Order Entry Sheet in the Order Entry Portal



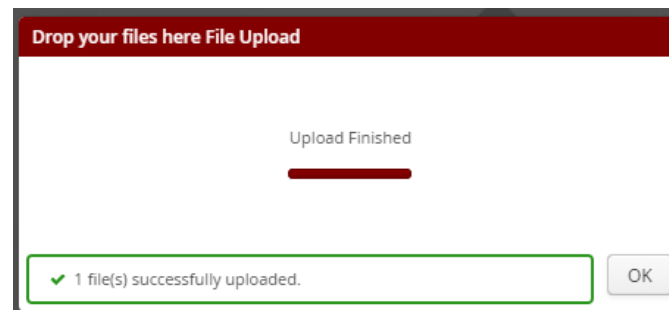
How does it work?

You can also upload the Order Entry Sheet manually by clicking on the upload symbol and select the Order Entry Sheet from a location path.



If the Order Entry Sheet has been successfully uploaded, below notification will appear.

*The order entry portal checks your sheet on the correct syntax.



The assigned customer service representative will process your order and an automatic confirmation mail will be sent.

Contact:

Onboarding:

-> your default sales contact

Credentials / Portal issues:

-> orderentry@cldncargo.com

Brexit related questions:

-> brexit@cldncargo.com