



HRX customer portal

Quick Start guide



Accessing customer portal

To access HRX customer portal point your web browser to address <https://customer.hrxportal.eu>

A screenshot of the HRX Ordering system login page. The page has a blue header with the HRX FASTEST WAY logo on the left and the text 'Ordering system' on the right. Below the header is a white login form with a grey border. The form has a 'Log in' title at the top. On the right side of the form, there is a language dropdown menu set to 'English'. The form contains two input fields: 'Email address' and 'Password'. Below the input fields is a blue 'Log in' button. At the bottom of the form, there is a link for 'Forgot your password?' and a line of text: 'Contact [HRX sales](#) for support or new account [Click here for help.](#)'

You can change display language clicking on default **English** language.

At this page you can log in using **existing account** or **reset your password** if you have forgotten it.

If you do not have an account with us, please contact our salespeople.
Contacts can be found on our webpage: <http://hrx.eu>

Display language

After successful registration you can login with email and password you provided.



Depending on country used in registration form system automatically sets display language which can be changed in settings.

The screenshot displays the HRX system interface with the following elements:

- Navigation Tabs:** Tellimused | Jälgimine | Adressiraamat | Seaded. A red circle with the number '1' is placed over the 'Seaded' tab, with an arrow pointing to it.
- Kliendiandmed (Client Data):** A form with fields for Emaili aadress, Nimi, Riik (set to Eesti), Tanavaaadress, Kontaktinfo, Postikood, Telefoninumber, Linn, and Reg. number.
- Kasutajad (Users):** A table with columns Nimi, Emaili aadress, and Aktiivne. It contains one user entry and buttons for 'Muuda oma parool' and 'Lisa kasutajaid'.
- Seaded (Settings):** A settings panel with a gear icon. The 'Keel' (Language) dropdown is open, showing options: English, Eesti keel, Suomi, Latviešu, and Lietuvių. A red circle with the number '2' is placed over the dropdown menu, with an arrow pointing to it. The 'Kinnituse e-mail' field is also visible. A 'Salvesta' (Save) button is located at the bottom right. A red circle with the number '3' is placed over the 'Salvesta' button, with an arrow pointing to it.



Creating order

To create new order click on **New order**.

Please fill form with data.

You can use your data provided on registration by clicking **Options -> Use own data**. All fields will be filled automatically.

The screenshot shows a form titled "Address info" with a blue header. Below the header, there is a section for "CONSIGNOR" with fields for "Name" and "Country". The "Country" field is set to "Estonia". To the right of the "Name" field, there is a dropdown menu labeled "Options". A red arrow points to the "Options" dropdown, and a red box highlights the "Options" dropdown and its menu items: "Use own data" and "Save as new place".

Also you can save this data as new place. To do this click on **Options -> Save as new place**.

The screenshot shows a dialog box titled "Save as new place" with a close button (X) in the top right corner. The dialog contains several input fields and a list of checkboxes. The fields are: "Name", "Country" (set to "Estonia"), "City", "Street address", "Postal code", "Contact information", and "Reg. number". The checkboxes are: "Display in:", "Consignor" (checked), "Consignee", "Loading", "Unloading", and "Billing". A blue "Save place" button is located at the bottom right of the dialog.

Very important! –make sure there is always a phone number of contact person!



If you are paying for this order, then check the Payer field, if not then select **Payer (incoterm)** by choosing from drop-down list.

Once everything is filled you can check estimated price by clicking ‘Check price’ in Delivery options section.

Once clicked, an info windows will open and show the price.

After filling form click on **Order**. You can also save order by clicking on button **Save without ordering**.

You will see sliding text **Order has been submitted**, order saved and form is cleared.

3 new buttons appeared under form – CMR, Label and Label 10x14.

By clicking on **CMR** it opens **PDF** file which you can save or print.

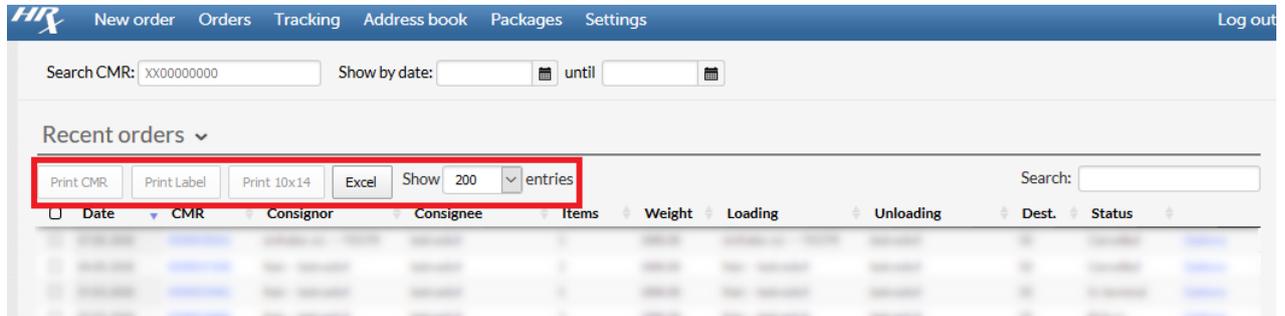
By clicking on **Label** you can choose position of the label on sheet

By clicking on **Label 10x14** customer portal opens ready-to-print fixed size label in **PDF** format.



Viewing your orders

Click on **Orders** to view your orders.



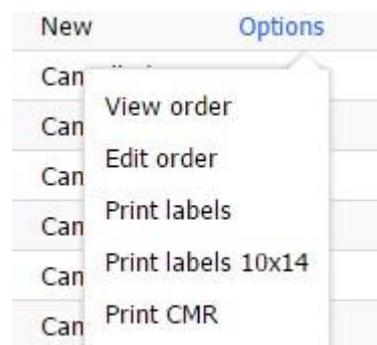
You can also search orders by **CMR number** or filter by **date**.

You can select multiple orders at once time by selecting checkbox **Select all** or picking them up manually. This allows you to print labels or CMR's for selected orders.

To change count of displayed orders change default **Show 200 entries**.

You can also export selected orders to Excel. For that select checkboxes of orders and click Excel button. You will be then presented with usual save dialog window and can select Save or Open.

By clicking on **Options** at right of **Status**, pop-up menu appears.



By clicking on **CMR number** or **View order**(in **Options**) you can view your order information in pop-up window.



CMR no. [redacted] X

Status: [redacted]
Pick up: [redacted]
Order submitted on: [redacted]

★ Save as favorite
✍ Edit order
✕ Cancel order
🖨 Print labels
🖨 Print CMR

Consignor
[redacted]
[redacted]
[redacted]
[redacted]

Consignee
[redacted]
[redacted]
[redacted]
[redacted]

Loading
[redacted]
[redacted]
[redacted]
[redacted]

Unloading
[redacted]
[redacted]
[redacted]
[redacted]

Packages

	Description	Unit	Weight	Dimensions	Marks
1.	[redacted]	1 PLL	[redacted]	[redacted]	

Total weight: [redacted]
Paid by: [redacted]
Incoterm: [redacted]

- **Save as favorite** – allows to save this order as favorite. Next time creating new order all fields will be prefilled with this order data
- **Edit order** – allows to edit order. After editing click on **Order** to save changes.
- **Cancel order** – allows to cancel order.



Tracking your orders

To track your orders point to **Tracking**.



All recent events are displayed below.

A screenshot of the HRX Tracking page. The top navigation bar includes 'New order', 'Orders', 'Tracking', 'Address book', and 'Settings'. The 'TRACKING' button is highlighted. On the left, there is a sidebar with 'Recent events' selected, and sub-options: 'Today's events', 'Recently delivered', and 'Recently picked up'. Below these is a 'Show events' button and filter fields for 'Date' and 'CMR'. The main content area is titled 'Recent events' and has a search box. Below the search box is a table with columns: 'Event time', 'CMR', 'Event', and 'Notes'. The table is currently empty, displaying 'No data available in table'. Below the table, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' navigation links.

You can filter events by **date** or search by **CMR number**.



Address book

You can save addresses for further use in **Address book**.



For adding new place click on **Add new place** button.

[+ Add a new place](#)

When adding new place pop-up will be shown, please fill form and select where this place will be displayed. After that click on **Save place**.

The image shows a pop-up form titled 'Add a new place' with a close button (X) in the top right corner. The form contains the following fields and options:

Name	<input type="text"/>	Display in:
Country	<input type="text" value="Select a country"/>	Consignor <input type="checkbox"/>
City	<input type="text"/>	Consignee <input type="checkbox"/>
Street address	<input type="text"/>	Loading <input type="checkbox"/>
Postal code	<input type="text"/>	Unloading <input type="checkbox"/>
Contact information	<input type="text"/>	Billing <input type="checkbox"/>
Reg. number	<input type="text"/>	

At the bottom right of the form, there is a blue button labeled 'Save place' with a red arrow pointing to it.

Also you can edit saved address by clicking on **Edit** button. You can change address details and where it will be displayed.



Settings

You can change your data on **Settings** page.

Email address	<input type="text"/>		
Name	<input type="text"/>	Country	<input type="text"/>
Street address	<input type="text"/>	Contact information	<input type="text"/>
Postal code	<input type="text"/>	Phone number	<input type="text"/>
City	<input type="text"/>	Reg. number	<input type="text"/>

You can add subusers who will use this account to make orders by clicking on **Add users** button. Pop-up will be shown.

Name	<input type="text"/>
Email address	<input type="text"/>
Password	<input type="text"/>
Password again	<input type="text"/>

By checking checkbox **Confirmation email** you will receive confirmation email after you order is added to system. If you wish to receive copy of CMR and parcel label to your e-mail, then check the according checkboxes and click Save to store settings.

Confirmation email	<input checked="" type="checkbox"/>
Attach CMR	<input checked="" type="checkbox"/>
Attach label	<input checked="" type="checkbox"/>