HRX customer portal

Quick Start guide

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

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.

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

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.

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

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

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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.

Click on **Orders** to view your orders.
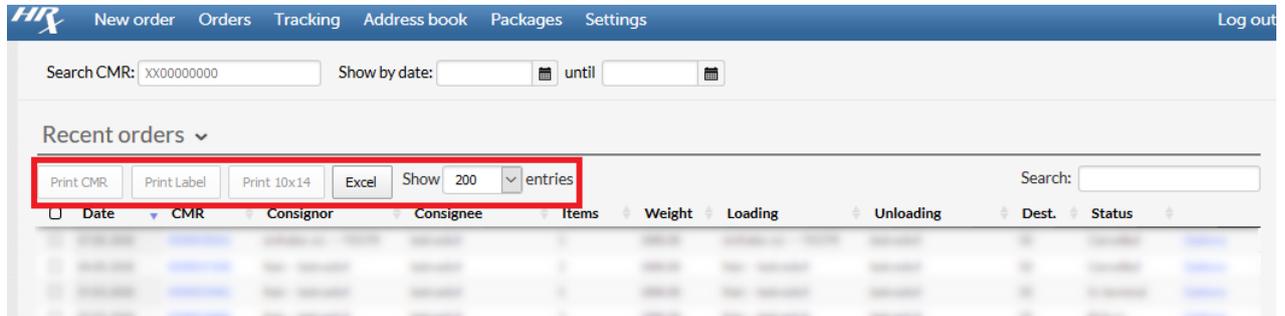
You can also search orders by **CMR number** or filter by **date**.

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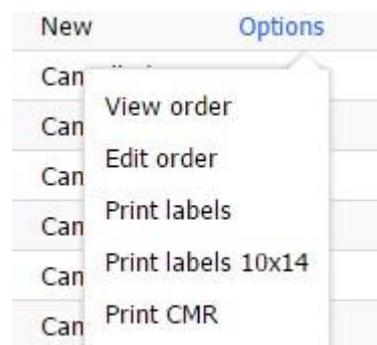
By clicking on **CMR number or View order(in Options)** you can view your order information in pop-up window.

- **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.

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.

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**.

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

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Settings

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

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

By checking checkbox **Confirmation email** you will recive 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.