

2023

User guide NEW CUSTOMER WEB



Line Nygård

NORSK LASTBÆRER POOL AS

22.09.2023

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 1 of 44	Prepared by: LN	Approved by: FH

CONTENTS

Contents.....	1
Home.....	3
Generally.....	3
Order.....	5
Registered orders.....	5
How to order load carriers.....	5
SchedUled orders.....	7
How to set up SchedUled orders.....	7
Delivery.....	9
New delivery.....	9
How to register new delivery.....	9
Registered deliveries.....	11
How to change the delivery, Status: "SENT".....	11
How to change delivery, Status: "disagreement".....	12
Receiver-registered.....	13
How to process Receiver -registered shipment/notification.....	13
NoN-NLP.....	15
How to Arrange Shipment to NOT-NLP.....	15
File import.....	17
How to import files.....	17
Reception.....	18
Registered receptions.....	18
How to receive a delivery.....	18
How to treat disagreement upon receipt.....	19
Missing registration.....	20
How to notify missing registration.....	21
Expedition.....	22
Expedition.....	22
How to change / dispatch pick-up order.....	22
Pick-up order.....	24

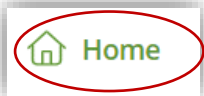
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 2 of 44	Prepared by: LN	Approved by: FH

How to create up pickup/return NLP	24
Scheduled pickups	26
How Create scheduled pickups.....	26
Inventory.....	28
Control count	28
Main count.....	30
Corrections.....	32
Reports.....	34
overview of your balance and NLP in general.....	34
Support.....	35
Tickets	35
How to create a support ticket	35
My company.....	37
Settings	37
Logo and Invoice Information	37
Users	38
Locations	40
How to add alternative shipping address	40
How to add new location.....	41
NoT-NLP locations.....	42
How to create NOT-NLP location	42
Email archive.....	43
Generally.....	43
Word explanation	44
Brief explanation of words and phrases	44

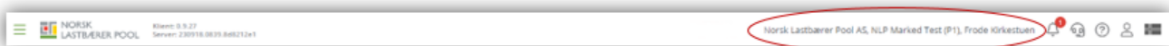
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 3 of 44	Prepared by: LN	Approved by: FH

HOME

GENERALLY



Agreed products	Stock indicator	Incoming volume	Stock	Outgoing volume	Physical stock
Plastpall		169	544	1 611	-1 267
NLP plastic pallets		35	15	1	14
115 Pall		0	55	10	45
EUR Wooden pallet		0	32	0	32
185 Grønn		0	110	4 576	-4 466
360 Pall		0	56	0	56
Not agreed products		Incoming volume	Stock	Outgoing volume	Physical stock
NLP plastic crates		11	102	3 400	-3 298



1. Once you have logged in, you will be taken to the "Home page".
2. In the upper right corner, you will find the customer relationship.
3. Here you will see the location and user who is logged in.
4. If your user has the right to change the location, click on the text in the "location" box.

Change location ✕

Customer

Location

User
 Customer admin



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 4 of 44	Prepared by: LN	Approved by: FH

5. On the same line are some icons. Click on these to get to different features.
 - a. Bell – All alerts can be found below this. Click to get to the notification.
 - b. Headset – Click on this to get to "Support".
 - c. Question mark – Training material, info and important messages from NLP.
 - d. Profile - Click on this to get to "My Profile".
 - e. Flag – Click on this to choose between Norwegian or English.

6. On the left side you will find the main menu with various categories.
7. Click on the desired category to get to the desired task.
8. It is possible to minimize the menu, by clicking on the 3 lines in the upper left corner.

Agreed products	Stock indicator	Incoming volume	Stock	Outgoing volume	Physical stock
Plastpall		29	96	13	83
NLP plastic pallets	Halvpall	10	37	10	27
	1/3 Pall	0	-3	2	-5
Wooden pallet	Europall	0	42 Owed	10	32

Not agreed products	
Wooden pallet	Halvpall Tre
NLP plastic boxes	360 Red

- Home
- Orders
 - Registered orders
 - Scheduled orders
- Delivery
 - New delivery
 - Registered deliveries
 - Receiver-registered
 - Non-NLP
 - File import
- Reception
 - Registered receptions
 - Missing registrations
- Pickups and Returns NLP
 - Expedition
 - Pickup
 - Scheduled pickups
- Inventory count
 - Control inventory count
 - Main inventory count
 - Corrections
- Reports
- Support
 - Tickets
 - Information
- My company
 - Settings
 - Users
 - Locations
 - Non-NLP locations
 - Email archive

9. In the middle of the page, you will see the inventory of your location.
10. Inventory is broken down into agreed products and not agreed products.
11. Agreed products; are load carriers that are opened and will generate balances.
12. Non-agrees products; are load carriers that are not opened.

If you receive non-agrees products, contact NLP for further processing.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 5 of 44	Prepared by: LN	Approved by: FH

13. The stock indicator shows your balance development in/out over the last 12 months.
For more info, hover over the question mark icon.

14. Incoming volume shows load carriers "shipped" to you, which have not been confirmed received. These can be found again under the menu "Reception".

15. Stock shows all transactions in/out from inception to today.

16. Outgoing volume shows load carriers "shipped" from you, which have not been confirmed received. These can be found under the menu "Delivery" or "Expedition".

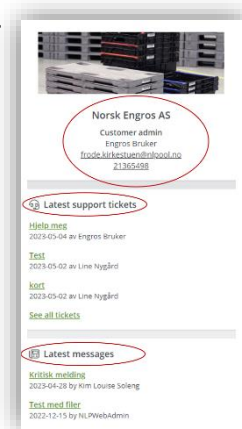
17. Physical stock is showing balance subtracted outgoing volume.

18. On the right side you will find information about the customer admin/location admin.

19. Logo (can be entered under "My Company" and "Settings").

20. "Latest support tickets you can find these under this field.

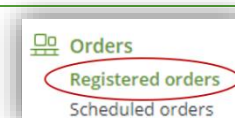
21. "Latest messages", shows important information from NLP.



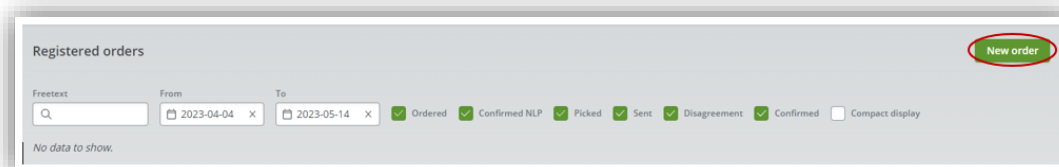
ORDER

REGISTERED ORDERS

HOW TO ORDER LOAD CARRIERS



1. Under the menu on the left side, select the desired category, "Orders".
2. You will be directed to the site, "Registered Orders".
3. At the top right, click on the green button, marked with "New order".



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 6 of 44	Prepared by: LN	Approved by: FH

4. You will be directed to the "New order" window.
5. The first field on the left side is, "Reception date". This is automatically added 2 working days in advance (placed before. 13.00). Registration after 13.00, it will be 3 working days.
6. This can be overridden by clicking in the field for date and selecting the desired date of receipt.
7. The "Delivery address" field shows where the order will be delivered.
8. If you have an alternative delivery address, this is selected from the drop-down menu.
9. If necessary, voluntary fields have been set up for order numbers and Receivers ref.

Item	Quantity	50%	100%
Plastpall	0	50%	100%
Plastpall Vasket pall	306	50%	100%
Halvpall	0	50%	100%
Halvpall Vasket	0	50%	100%
1/3 Pall NLP-kvalitet	0	50%	100%
Europall	0	50%	100%
Europall Varmebehandlet	0	50%	100%
185 Grønn 1PP a 192	0	50%	100%

Trippavgift, Plastpall	2 239,92
Vaskeavgift, Plastpall	1 530,00
Avgift	3 769,92

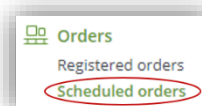
10. On the right side, you have an overview of all agreed products you can order.
11. By clicking on the % numbers, you can select whole car or half car.
12. Type the desired number right into the field (down to the nearest whole TPU) or use the arrow keys to enter the next full TPU.
13. It is possible to combine different products, both pallets and crates.
14. Any changes that need to be made for the order to be made will be shown in the red field at the bottom of the page.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 7 of 44	Prepared by: LN	Approved by: FH

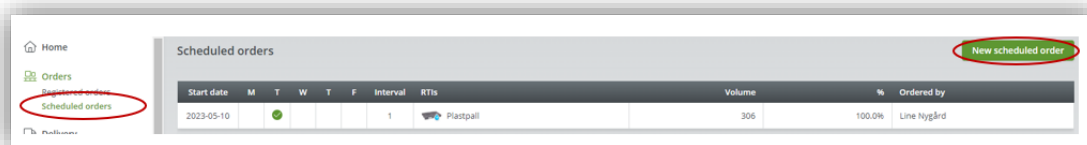
15. All taxes that will be incurred will be displayed under the drop-down menu at the bottom of the page.
16. The filling rate of the car is shown in the drawing.
17. When the order is complete, click "Save".
18. The order can be found registered under "Registered Orders".
19. If there is a desire for an alternative delivery address, see the guide for "My Company".
20. If there is a desire for other products, contact support at NLP.

SCHEDULED ORDERS

HOW TO SET UP SCHEDULED ORDERS



1. Under the menu on the left side, select, "Order" and "Scheduled orders".
2. At the top right, click on the green button, marked "New scheduled booking".



3. You will be directed to the "Scheduled orders" window.

 A screenshot of the 'Scheduled order' form. At the top, there are checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', and 'Friday'. Below these are fields for 'Interval' (set to 'Weekly') and 'Start date' (set to '2023-09-27'). There is a dropdown menu for 'Delivery address' with the text 'Norsk Engros Lager (Alternative address) Butikkigata 10, 1406, Ski'. At the bottom, there is a 'Fyllingsgrad 0.0%' label and a car icon with the number '33' and '17' inside.

4. The first field at the top left side is the desired delivery day or days.
5. The "Interval" can be changed under the drop-down menu.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 8 of 44	Prepared by: LN	Approved by: FH

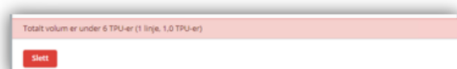
6. "Start date" indicates the day of first delivery.
7. The "delivery address" shows where the order will be delivered.
8. If you as a customer have an alternative delivery address, this is selected from the drop-down menu.
9. On the right side, you have an overview of all agreed products you can order.

The screenshot shows a modal window with a close button (X) in the top right corner. It contains three sections of product listings:

- NLP plastic pallets:**
 - Plastpall (17) - Quantity: 0, Progress: 50% / 100%
 - Plastpall Vasket pall (17) - Quantity: 0, Progress: 50% / 100%
 - Halvpall (1/2, 32) - Quantity: 0, Progress: 50% / 100%
 - Halvpall Vasket (1/2, 32) - Quantity: 0, Progress: 50% / 100%
 - 1/3 Pall (1/3, 90) NLP-kvalitet - Quantity: 0, Progress: 50% / 100%
- EUR Wooden pallet:**
 - Europall (17) - Quantity: 0, Progress: 50% / 100%
 - Europall Varmebehandlet (17) - Quantity: 0, Progress: 50% / 100%
- NLP plastic crates:**
 - 185 Grønn (192) 1PP a 192 - Quantity: 0, Progress: 50% / 100%
 - 185 Grønn (176) 1PP a 88 x 2 - Quantity: 0, Progress: 50% / 100%
 - 185 Grønn (176) 1PP a 88x2 U - Quantity: 0, Progress: 50% / 100%

At the bottom of the modal, there are two buttons: "Cancel" and "Save".

10. By clicking on the % numbers, you can select whole car or half car.
11. Type the desired number right into the field (down to the nearest whole TPU) or use the arrow keys to enter the next full TPU.
12. Any changes that need to be made for the order to be made will be shown in the red field at the bottom of the page.
13. The filling rate of the car is shown in the drawing.
14. When the order is complete, click "Save".
15. The order can be found registered under "Planned Orders".



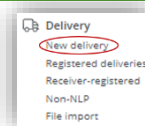
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 9 of 44	Prepared by: LN	Approved by: FH

16. Here you can see an overview of everything that is registered of scheduled orders.
17. If there is a desire for an alternative delivery address, see the guide "My Company".
18. If there is a desire for other products, contact support at NLP.

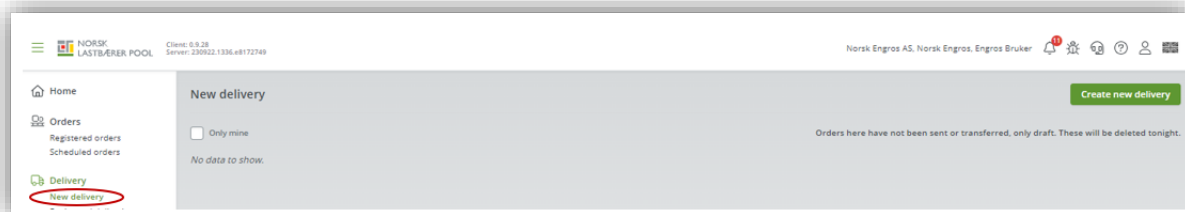
DELIVERY

NEW DELIVERY

HOW TO REGISTER NEW DELIVERY



1. Under the menu on the left side, select the desired category, "Item delivery" and "New delivery".
2. At the top right, click on the green button, marked "Create new delivery".



3. You will be directed to the "New delivery" window.
4. The first field on the left side is, "Sent". This will always show today's date.
5. This can be overridden by clicking in the field for date and selecting the desired delivery date in the future.
6. The "To" field shows where the delivery will be delivered.
7. In the drop-down menu you will find all customers who are part of NLP.
Start typing to bring up the desired location.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 10 of 44	Prepared by: LN	Approved by: FH

New delivery

Sent *
2023-05-09

To *
[Dropdown]

Order ref. *
Required

Receivers ref.
[Input]

Comment
[Text Area]

8. The "Order ref" field is required, and the "Receivers ref." field is optional but recommended.
9. Duplicate warning appears at the bottom of the page in yellow.
10. The "Comment" field can be used if needed.

Best.nr. (sendersRef) '41101' er også brukt på 38 NLP ordre 12235246, 12235247, 12235249...

11. On the right side you have an overview of all agreed products you can use on the delivery.

Delivery

Sent *
2023-05-09

To *
Norsk Engros (1312111098745)

Order ref. *
123

Receivers ref.
[Input]

Comment
[Text Area]

Type
 Transfer

NLP pluss/pullers

Plastpall NLP-avsluttet	1
Halkpall NLP-avsluttet	0

Wooden pallet

Europall Normal	0
-----------------	---

NLP pluss/brakes

185 Grams TE vask	20
-------------------	----

Førhåndsbetalt grossist, 185 Grams 10,00
 Førehåndsbetalt, Plastpall 2,32
 Avgift 17,32

Buttons: Delete, Cancel, Save, Send

12. Enter the quantity directly into the field for the current load carrier on the shipment.
13. Any fees that will apply will be displayed under the drop-down menu at the bottom of the page.

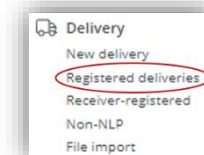
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 11 of 44	Prepared by: LN	Approved by: FH

14. When the delivery is complete, click "Send" or "Save".
15. If you select "Send", the shipment will be placed under the "Registered deliveries" area as sent.
16. If you select "Save", the registration is only a draft at "New delivery".
17. The shipment must be selected under the tab "New delivery" and click on the green button "Send" at the bottom of the page.
18. If a draft is not sent, it will be deleted at the end of the day.
19. If there is a desire for other products, contact support at NLP.

Orders here have not been sent or transferred, only draft. These will be deleted tonight.

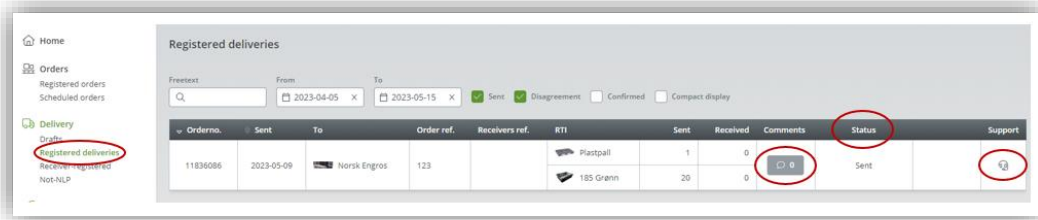
REGISTERED DELIVERIES

HOW TO CHANGE THE DELIVERY, STATUS: "SENT"



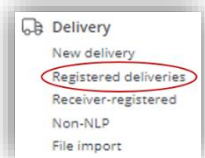
1. Under the menu on the left side, select the desired category, "Goods delivery" and "Registered deliveries".
2. At the top bar there are some filtering options.
3. Start typing 3 characters in the "free text" field and the filtering will start.
4. It is also possible to sort by date range (from/to) and the different statuses of a shipment.
5. "Compact display", will put all products on the same line per delivery.
6. It is not possible to change a delivery that has a status of "Received".
7. If you want to add a comment to the recipient, you can click directly in the dialog box for "Comment". Free text can be entered, as well as documents. Click "Send", to save comment.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 12 of 44	Prepared by: LN	Approved by: FH

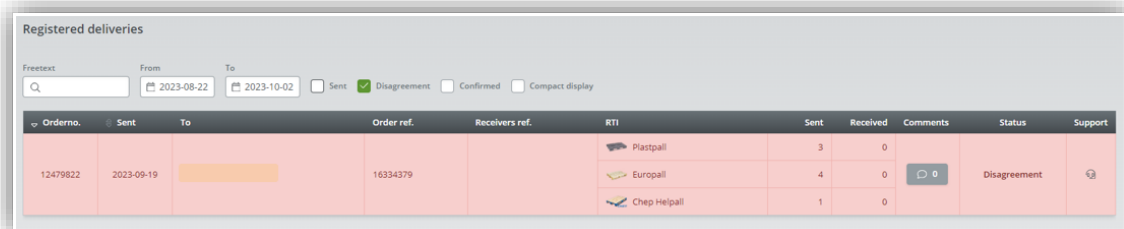


8. Click on the delivery with the status "Sent" you want to change.
9. You will be taken to the window for the current delivery.
10. Make the changes you want. Both date, receiver, load carriers etc. can be adjusted.
11. Any fees will change continuously.
12. When the delivery of goods is finished, click "Send" or "Save". Here there is no difference.
13. When the change is complete, you will be sent back to "Registered deliveries".
14. If there is a need for help from NLP on a delivery, click on "Support" on the far right of the relevant line.

HOW TO CHANGE DELIVERY, STATUS: "DISAGREEMENT"



1. Remove "compact view".
2. If you agree with the recipient, change the quantity "Sent" on the order to the same quantity as in the "Received" field. Click "Save".

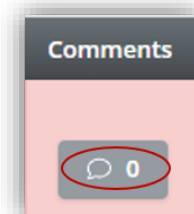


3. If there are disagreements other than numbers, click on the delivery with the status "Disagreement" you want to change.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 13 of 44	Prepared by: LN	Approved by: FH

- You will be taken to the window for the current delivery.
- Make the changes you want. Both date, receiver, load carriers etc. can be adjusted.

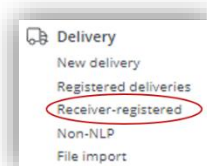
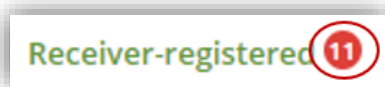
- Any fees will change continuously.
- When the delivery of goods is finished, click "Send" or "Save". Here there is no difference.
- It is recommended to enter information and attachments about the delivery in the "Comment" dialog box, such as signed waybill.
- The case must be resolved between the sender and the receiver.
- If the parties do not reach agreement, NLP will after 8 working days make a decision in unresolved cases, based on registered information.



RECEIVER-REGISTERED

HOW TO PROCESS RECEIVER -REGISTERED SHIPMENT/NOTIFICATION

- Red alert icon will appear.



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 14 of 44	Prepared by: LN	Approved by: FH

- Under the menu on the left side, select the desired category, "Delivery" and "Receiver-registered".
- A "Receiver-registered" shipment is only a notification from the consignee of failure to register a delivery.
- Deadline of 8 working days, for processing notice.

Orderno.	Sent	From	To	Order ref.	Receivers ref.	RTI	Sent	Received	Comment	Status	Deadline
84456	2023-08-25	Industri AS	Norsk Engros	199799	123	Plastpall	0	10		Confirmed	Expired

- The receiver-registered notification must be organized as an ordinary delivery.
- When using identical order ref., there will be a match between notice and delivery.
- If an incorrect location has been reported within a customer relationship, this can be changed by clicking on the field "From".
- Information about how to do this can be found under "How to register a new delivery".

Receiver registered

Freetext:

From:

To:

Confirmed:

Expired:

- At the top bar there are some filtering options.
- Start typing 3 characters in the "free text" field and the filtering will start.
- It is also possible to sort by date range (from/to).
- The "Confirmed" field provides filtering on whether an alert has been processed or not.
- The "Expired" field provides filtering options on whether the deadline for registering a notification has expired.

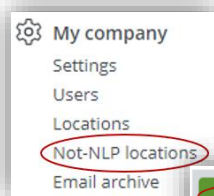
Status	Deadline
confirmed	days
Not confirmed	2 working days
Not confirmed	Expired
Not confirmed	2 working days
Confirmed	2 working days

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 15 of 44	Prepared by: LN	Approved by: FH

14. The column "Deadline" shows how many days remain. When the deadline has expired, the receiver can refuse a post-registration (ref. NLP's regulations).

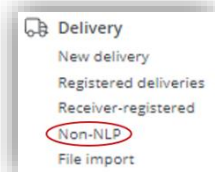
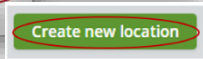
NON-NLP

HOW TO ARRANGE SHIPMENT TO NOT-NLP



Upon initial registration, the customer must be listed under "My Company", and "Non-NLP locations".

See guide: "How to create a not-NLP location".



1. Under the menu on the left side, select the desired category, "Item delivery" and "Non-NLP".
2. At the top right, click on the green button, marked "New delivery".

3. You will be directed to the "New delivery" window.
4. The first field on the left side is, "Sent". This will always show today's date.
5. This can be overridden by clicking in the field for date and selecting the desired delivery date in the future.
6. The "To" field shows where the delivery will be delivered.
7. In the drop-down menu you will find all recipients, which your customer relationship has set up as Non-NLP locations.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 16 of 44	Prepared by: LN	Approved by: FH

8. The "Order ref." and "Receivers ref. " are optional but recommended.
9. The "Comment" field can be used if needed.

10. On the right side you have an overview of all agreed products you can use on the delivery.
11. The balance is not transferred to the recipient, so NLP strongly recommends using only wooden pallets.
12. Write the quantity directly into the field for the current carrier on the shipment.

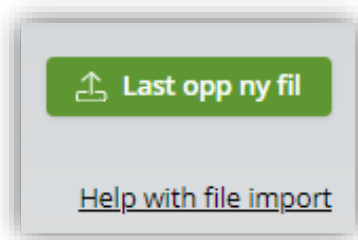
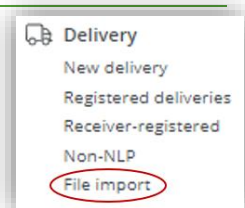
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 17 of 44	Prepared by: LN	Approved by: FH

13. When the delivery of goods is complete, click "Send".
14. The delivery is displayed under the area "Delivery of goods" and "Non-NLP".
15. When returning load carriers.
Add up the corresponding delivery, but with a minus sign of quantity.

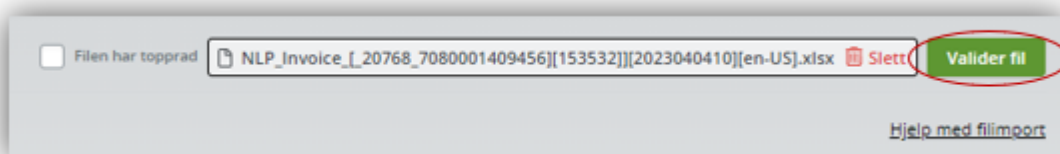
FILE IMPORT

HOW TO IMPORT FILES

1. Under "File import", you can import transactions from Excel.
2. Click on "Help with file import" to access the template that must be used for correct reading.



3. When the file is ready, click the green button in the upper right corner, marked "Upload new file".
4. Once the file is selected, click the green button labeled "Validate file".

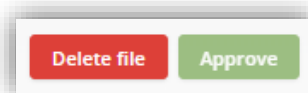


5. If there is something wrong, this will appear. This needs to be corrected and the file reloaded.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 18 of 44	Prepared by: LN	Approved by: FH



- When the file is valid, it can be imported by clicking the green button in the lower right, marked "Approve".



RECEPTION

REGISTERED RECEPTIONS

HOW TO RECEIVE A DELIVERY



- Under the menu on the left side, select the desired category, "Reception".
- If you do not actively confirm receipt, after 72 hours the system will confirm the delivery. This is visible in the column labeled auto-commit. Info will appear as of 9 p.m.
- Upon physical receipt of a delivery, the number received is matched against the registered delivery in NLP.
- "Total received", will always be the same as what the sender has registered as "sent".
- If you as a recipient agree to a delivery, confirm receipt by clicking on "Confirm". The status will then change to "Received".

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 19 of 44	Prepared by: LN	Approved by: FH

Orderno.	Sent	Received	Auto-commit	From	Order ref.	Receivers ref.	RTI	Sent	Total received	Wrecked of total	Comments	Waybill	Status	Support
11836086	2023-05-09	2023-05-09	kl. 21		123		185 Grønn Plastpall	20 1	20 1	0 0			Sent	Confirm

6. At the top bar there are some filtering options.
7. Start typing 3 characters in the "free text" field and the filtering will start.
8. It is also possible to sort by date range (from/to) and the different statuses on a delivery.
9. "Compact display", will put all products on the same line per delivery.

HOW TO TREAT DISAGREEMENT UPON RECEIPT

Reception

Registered receptions 1

Missing registrations

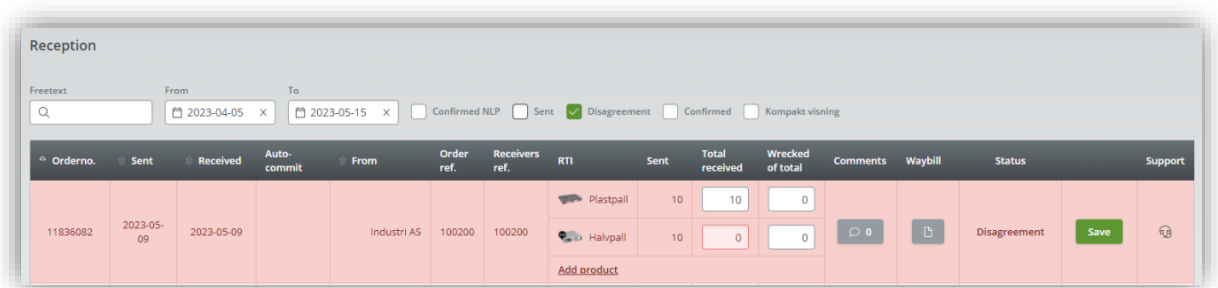
1. Under the menu on the left side, select the desired category, "Reception".
2. If you do not actively confirm receipt, after 72 hours the system will confirm the shipment for you. This is visible in the column labeled "auto-commit", with info about 9 p.m.
3. It is not possible to change a shipment that has a status of "Received".

Orderno.	Sent	Received	Auto-commit	From	Order ref.	Receivers ref.	RTI	Sent	Total received	Wrecked of total	Comments	Waybill	Status	Support
11836086	2023-05-09	2023-05-09	kl. 21		123		185 Grønn Plastpall	20 1	20 1	0 0	0		Sent	Confirm

4. If you do not agree to a delivery, or it has not arrived, you must actively enter nonconformities and click confirm.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 20 of 44	Prepared by: LN	Approved by: FH

- a. If a delivery has not arrived, enter 0 pieces in the "Total Received", post comment, and click "Confirm".
 - b. If a delivery has a different quantity, put the actual quantity received in the "Total Received" column, post your comment, and click "Confirm".
 - c. If a delivery has a different type of load carrier, click "Add Product" and enter the actual quantity in "Total Received", post comment, and click "Confirm".
5. Always remember to enter a comment on the delivery, and always click "Confirm".
 6. The status will change to "Disagreement", and it must be followed up further by the sender/receiver.
 7. The delivery remains under "Registered receipts", marked as pink
 8. Sender and recipient must come to an agreement and make the necessary changes for the delivery to be given the status "Received".
 9. If the parties do not reach an agreement, NLP will decide on the disagreement after 8 working days, based on the attached documentation and comments.

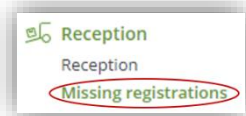


10. At the top bar there are some filtering options.
11. Start typing 3 characters in the "free text" field and the filtering will start.
12. It is also possible to sort by date range (from/to) and the different statuses of a shipment.
13. "Compact view", will put all products on the same line per shipment.

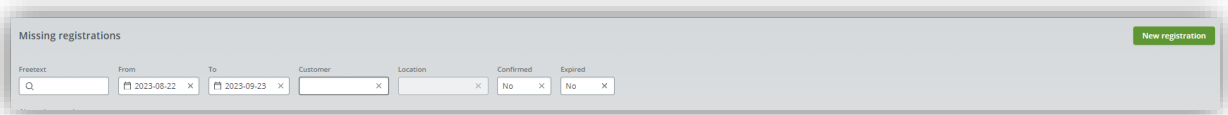
MISSING REGISTRATION

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 21 of 44	Prepared by: LN	Approved by: FH

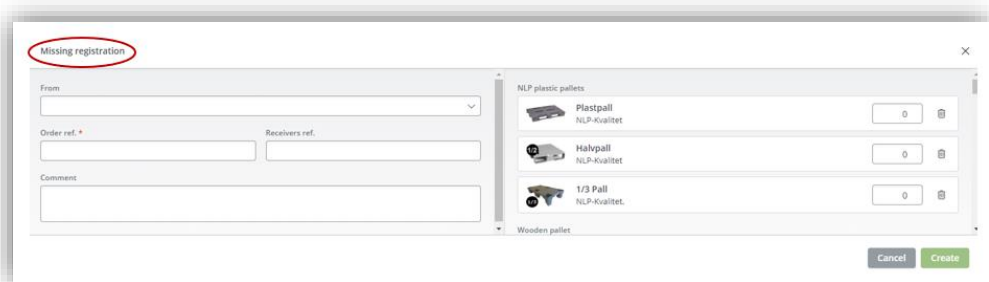
HOW TO NOTIFY MISSING REGISTRATION



1. Upon physical receipt of a delivery of goods, it must be reconciled in "Reception".
2. If the delivery is not found under "Reception", the sender must be notified of this.
3. Under the menu on the left side, select the desired category, "Receipts" and "Missing registrations".
4. At the top right, click on the green button, marked "New registration".



5. You will be directed to the "Missing registration" window.



6. In the first field "From" on the left side, the sender of the delivery is selected.
7. In the drop-down menu you will find all customers who are part of NLP. Start typing to bring up the desired location.
8. The "Order ref." field is required, and the "Receiver ref." is optional.
9. The "Comment" field can be used if needed.
10. On the right side, you have an overview of all products.
11. Enter the quantity received directly into the field for the relevant load carrier on the goods delivery.
12. When the registration is complete, click "Create".



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 22 of 44	Prepared by: LN	Approved by: FH

13. You will be taken back to an overview of all the "Missing registrations" you have created.

Order no.	Received	Created by	From customer	From location	Order ref.	Receivers ref.	RTI	Received volume	Comment	Status	
84476	2023-09-22	Lina Nygård	Industri AS	Industri AS	999999	123	Plastpall	4	1	Not confirmed	Delete
84486	2023-08-25	Engros Bruker	Industri AS	Industri AS	199799	123	Plastpall	10	1	Confirmed	

14. Incorrectly registered notifications (not confirmed) can be deleted, by clicking "Delete" on the right of the line.

15. At the top bar there are some filtering options.

16. Start typing 3 characters in the "free text" field and the filtering will start.

17. It is also possible to sort by date range (from/to).

18. The "Confirmed" field provides filtering on whether an alert has been processed or not.

19. The "Expired" field provides filtering options on whether the deadline for registering a notification has expired.

20. The column "Deadline" shows how many days remain. When the deadline has expired, the receiver can refuse a post-registration (ref. NLP's regulations).

21. When the deadline has expired, notifiers can refuse a post-registration (ref. NLP's regulations).

EXPEDITION

EXPEDITION

HOW TO CHANGE / DISPATCH PICK-UP ORDER



1. Under the menu on the left side, select the desired category, "Expedition".
2. You will be sent to the area, "Expedition".

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 23 of 44	Prepared by: LN	Approved by: FH

Expedition

Freetext

From To

Confirmed NLP
 Picked
 Sent
 Disagreement
 Confirmed
 Compact display

3. When a pick-up order has been processed by NLP, it moves from the menu item "Pick-up " to the menu item "Expedition".
4. At the top bar there are some filtering options.
5. Start typing 3 characters in the "free text" field and the filtering will start.
6. It is also possible to sort by date range (from/to) and the different statuses on a registered pickup order.
7. "Compact view", will put all products on the same line per pick-up order.

Orderno.	Pickup date	Transporter	Receiver	RTI	Ordered volume	Picked volume	Extra RTI	Received volume	Comments	Waybill	Status	Support
11793575	2023-02-09			Europall	561	561					Sent	Save
11793708	2023-02-19			Europall	561	561					Sent	Save
11793752	2023-02-10			Europall	289	289					Sent	Save
11825411	2023-02-10			Halvpall	1056	1056					Sent	Save
11826281	2023-02-10			Europall	561	561					Sent	Save
11779398	2023-02-13			Europall	561	561					Sent	Save
11802114	2023-02-13			Chep Helpall	459	459					Sent	Save
				Chep Halvpall	160	159						
11806831	2023-02-13			Europall	272	0					Confirmed NLP	Confirm
11811157	2023-02-13			Plastpall	561	0					Confirmed NLP	Confirm

8. On the pick-up date, the pick-up order must be dispatched by the sender.
9. Enter the actual number of load carriers sent in the "Picked volume" column.
10. Click "Save" when all changes have been made.
11. Then click the "Air Waybill" button to print the waybill for your shipment.
12. If there are discrepancies on the shipment after the status "Shipped", contact support at NLP.

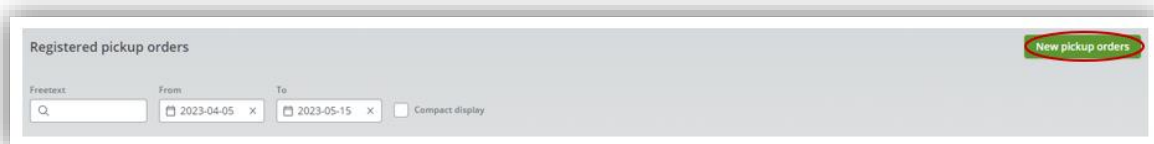
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 24 of 44	Prepared by: LN	Approved by: FH

PICK-UP ORDER

HOW TO CREATE UP PICKUP/RETURN NLP



1. Under the menu on the left-hand side, select the desired category, "Expedition", and "Pickup".
2. You will be directed to the area, "Registered pickup orders".



3. At the top right, click on the green button, marked "New pick-up orders".
4. You will be directed to the order window for "new pick-up order".
5. The first field on the left side is, "Pickup date". This is automatically added 2 working days in advance (placed before. 13.00). Registration after 13.00, will give 3 working days.
6. This can be overridden by clicking in the field for date and selecting the desired pickup date. Only forward in time beyond the 48 hours.

7. The "Pickup address" shows where the registration is being retrieved.
8. If you as a customer have an alternative pickup address, this is selected from the drop-down menu.
9. If necessary, voluntary fields have been set up for order ref. and Receivers ref.
10. On the right-hand side, you have an overview of all agreed products you can add to your pickup.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 25 of 44	Prepared by: LN	Approved by: FH

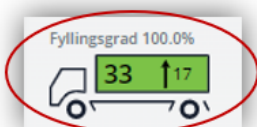
The screenshot shows a web interface for selecting pallets and crates. It is organized into three main sections:

- NLP plastic pallets:**
 - Plastpall (Quantity: 0, 50% / 100%)
 - Plastpall Til vask/Defekt (Quantity: 0, 50% / 100%)
 - Halvpall (Quantity: 0, 50% / 100%)
 - Halvpall Til vask/Defekt (Quantity: 0, 50% / 100%)
 - 1/3 Pall Til vask (Quantity: 0, 50% / 100%)
- EUR Wooden pallet:**
 - Europall (Quantity: 0, 50% / 100%)
 - Europall (Quantity: 0, 50% / 100%)
 - Europall Vrak/Rep (Quantity: 0, 50% / 100%)
- NLP plastic crates:**
 - 185 Grønn Til vask/Defekt (Quantity: 0, 50% / 100%)
 - 360 Rød Til vask/Defekt (Quantity: 0, 50% / 100%)

At the bottom of the interface, there are two buttons: "Cancel" and "Save".

11. By clicking on the % numbers, you can select whole car or half car.
12. Type the desired number right into the field (down to the nearest whole TPU), or use the arrow keys to enter the next full TPU. The minimum order quantity is 6 TPU.
13. It is possible to combine different products, both pallets and crates.
14. Any changes that need to be made for the retrieval to take place will be shown in the red field at the bottom of the page.
15. All taxes that will be incurred will be displayed under the drop-down menu at the bottom of the page.
16. The filling rate of the car is shown in the drawing.

Totalt volum er under 6 TPU-er (1 linje, 1,0 TPU-er)



17. When the registration is complete, click "Save".

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 26 of 44	Prepared by: LN	Approved by: FH

18. The registration falls under the area "Registered pick-up orders".

19. If you want an alternative pickup address, see the guide for "My Company".

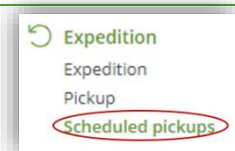
20. If there is a desire for other products, contact support at NLP.

Orderno.	Pickup date	Transporter	Receiver	RTI	Ordered volume	Picked volume	Extra RTI	Received volume	Comments	Waybill	Status	Support
11793575	2023-02-09			Europall	561	561					Sent	Save
11793708	2023-02-10			Europall	561	561					Sent	Save
11793752	2023-02-10			Europall	289	289					Sent	Save

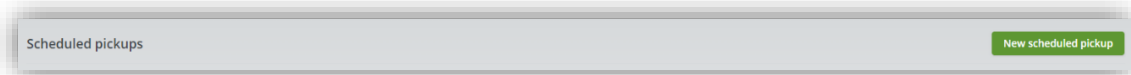
21. When a pick-up order has been processed by NLP, it moves from the menu item "Registered pick-up order" to the menu item "Expedition".

SCHEDULED PICKUPS

HOW CREATE SCHEDULED PICKUPS



1. Under the menu on the left-hand side, select, "Expedition" and "Scheduled pickups"



2. At the top right, click the green button, marked "New scheduled pickup".

3. You will be directed to the "Scheduled Pickup" booking window.

4. The first field at the top left side is the desired pickup day or days.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 27 of 44	Prepared by: LN	Approved by: FH


Scheduled pickups

Monday Tuesday Wednesday Thursday Friday

Interval: Weekly Start date: 2023-09-27











Pickup address: NLP Marked Test (P1) (Default address)
Prinsensgt. 1, 0152, Oslo

Fyllingsgrad 0.0%









5. The "Interval" can be changed under the drop-down menu.
6. "Start date" indicates the day of first pickup.
7. The "Pickup address" shows where the order will be picked up.
8. If you as a customer have an alternative pickup address, this is selected from the drop-down menu.





NLP plastic pallets

	Plastpall	<input type="text" value="0"/>	50% 100%	
	Plastpall Til vask/Defekt	<input type="text" value="0"/>	50% 100%	
	Halvpall	<input type="text" value="0"/>	50% 100%	
	Halvpall Til vask/Defekt	<input type="text" value="0"/>	50% 100%	
	1/3 Pall Til vask	<input type="text" value="0"/>	50% 100%	

EUR Wooden pallet

	Europall	<input type="text" value="0"/>	50% 100%	
	Europall	<input type="text" value="0"/>	50% 100%	
	Europall Vrak/Rep	<input type="text" value="0"/>	50% 100%	

NLP plastic crates

	185 Grønn Til vask/Defekt	<input type="text" value="0"/>	50% 100%	
	360 Red Til vask/Defekt	<input type="text" value="0"/>	50% 100%	

Cancel Save

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 28 of 44	Prepared by: LN	Approved by: FH

9. On the right-hand side, you have an overview of all agrees products you can add to your pickup.
10. By clicking on the % numbers, you can select whole car or half car.
11. Type the desired number right into the field (put down to the nearest whole TPU) or use the arrow keys to enter the next full TPU.
12. Any changes that need to be made for the retrieval to take place will be shown in the red field at the bottom of the page.
13. The filling rate of the car is shown in the drawing.



Totalt volum er under 6 TPU-er (1 linje, 1,0 TPU-er)

14. When the registration is complete, click "Save".

Start date	M	T	W	T	F	Interval	RTIs	Volume	%	Ordered by
2023-04-20			✓			1	Plastpall	561	100.0%	Line Nygård
2023-04-20				✓		1	Europall	561	100.0%	Line Nygård
2023-05-09	✓					1	Plastpall	17	3.0%	Line Nygård

15. The registration falls under the "Scheduled pickups" area.
16. Here you can see an overview of everything that is registered of scheduled pickups.
17. If there is a desire for an alternative pick-up address, see the guide "My Company".
18. If there is a desire for other products, contact support at NLP.

INVENTORY

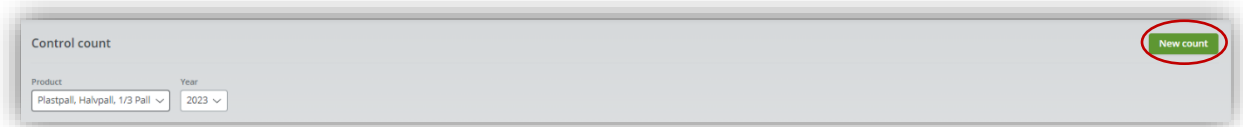
CONTROL COUNT

1. Control count can be recorded by any user who has been granted the right.
2. Counting of plastic NLP load carriers is carried out to ensure correct physical inventory against system balance.



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 29 of 44	Prepared by: LN	Approved by: FH

3. The function "Control counting" shall be used when one is outside the period for registration of "Main count".
4. It can be used as often as you wish and does not entail any adjustment of the balance from NLP.
5. See separate counting instructions beforehand, to ensure correct implementation.



1. Under the menu on the left side, select the desired category, "Counting" and "Control Inventory Count".
2. You will be directed to the area, "Control Inventory Count".
3. At the top right, click on the green button, marked with "New count".
4. You will be directed to the "New count" window.
5. On the left side is information for the correct completion of the census.
6. On the right side you have an overview of all NLP plastic load carriers to be counted.
7. Tick off to the left of the product being counted, then enter the actual count.
8. All "Agreed Products" must be counted.
9. If you have 0 of a product by counting, 0 pieces must be entered on the quantity.
10. If you have inventory on "Not agreed products", this must also be registered.
11. When registrations are complete, click "Save".
12. The count falls under the "Control Count" area.
13. If you want NLP to process the counting result, please contact us at "support@nlpool.no". We will then contact you for further progress to uncover the discrepancy.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 30 of 44	Prepared by: LN	Approved by: FH

Ny telling ×







Telling bør foretas etter at alle dagens transaksjoner er registrert, for å sikre et korrekt telleresultat.

Alle inngående lastbærere som har ankommet fysisk MÅ være meldt mottatt, og skal telles med.



Alle utgående lastbærere som er bekreftet "Sendt" skal ikke telles med om de fortsatt finnes på din lokasjon.

Ved avvik i beholdningen:
Dersom dere ønsker at NLP skal behandle telleresultatet, ta kontakt med oss (support@nlpool.no). Vi vil da kontakte dere for videre fremdrift for å avdekke aviket.







NLP plastpaller

<input type="checkbox"/>	 Plastpall NLP-Kvalitet	0	
<input type="checkbox"/>	 Halvpall NLP-Kvalitet	0	
<input type="checkbox"/>	 1/3 Pall NLP-Kvalitet	0	

Trepall

<input type="checkbox"/>	 Europall Normal	0	
--------------------------	---	---	---

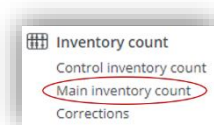
NLP plastkasser

<input type="checkbox"/>	 106 Blå Til vask	0	
<input type="checkbox"/>	 185 Grønn Til vask	0	
<input type="checkbox"/>	 360 Rød Til vask	0	

Avbryt
Lagre

MAIN COUNT

1. Main Inventory count can only be registered by a customer admin or location admin who has been given the right to do so.
2. In reference to NLP rules, a customer must perform a count and register the count result under «Main inventory count» twice a year.
3. This must be registered in connection to periods ending June 30th and December 31st.
4. Alle NLP agreed products in plastic must be counted.
5. The count is done to secure a correct physical stock towards NLP system stock.
6. Always see your own counting instructions beforehand, to ensure correct implementation.
7. If there are deviations, these discrepancies must be mapped and handled in order to claim corrections toward the receiving part.
8. All corrections/post registrations must be registered under «corrections», in order for «Replacement value» to be adjusted based on approved claims.



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 31 of 44	Prepared by: LN	Approved by: FH

9. On the menu left side, please choose «Inventory count» and «Main inventory count».

10. You will be sent to «Min inventory count».

Main Inventory count - Periode 1 - 2023			
Count due 2023-08-31	Transaction period 2023-01-01 - 2023-06-30	Deadline for making claims 2023-08-31	Response deadline claims 14 days
Replacement value missing when counting 0,-	Replacement value approved claim correction order deficiency 0,-	Replacement value remaining deficiency 0,-	

11. On the top there are boxes with information. These are:

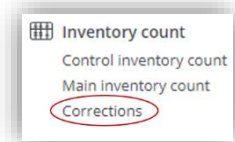
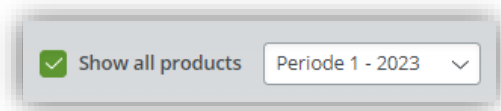
- Count due – Shows last day to register «Main inventory count».
- Transaction period – Any potential count deviation has arisen due to errors or missing transactions during this period.
- Deadline for making claims – Shows last day to make claims to receiver about missing transactions for the period.
- Response deadline claims – If You receive correction orders one must respond within this deadline unless more time is needed. If so, there must be given feedback on which date the claim will be processed, if it will not be ready within 14 days from when the original claim was received.
- Replacement value missing at count – Shows what value a deviation in the count will mean in NOK currency. Please note that any surplus of a product does not reduce the replacement value.
- Replacement value approved claim correction order – Value in NOK for claims approved.
- Replacement value remaining deficiency – Remaining deficiency in NOK.

RTI	Count result				Counted	Deviation	Deviation NOK	Agreed counting result					
	Incoming volume	Stock	Outgoing volume	Physical stock				Approved correction orders		Remaining deviations		Open correction orders	
								Volume	NOK	Volume	NOK	Volume	NOK
Plasypall	14 932	93 430	10 248	83 182	100 000	16 818	0,-	0	0,-	16 818	0,-	0	0,-
Halvpall	4 062	85 187	2 528	82 656	0	0	0,-	0	0,-	0	0,-	0	0,-
1/3 Pall	4 662	85 385	2 790	82 595	0	0	0,-	0	0,-	0	0,-	0	0,-

12. Exploration:

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 32 of 44	Prepared by: LN	Approved by: FH

- a. RTI – Plastic products must be counted.
 - b. Incoming volume – RTI’s «sent» to you, not yet confirmed.
 - c. Stock – All confirmed transactions in/out since start up and until today.
 - d. Outgoing volume – RTI’s «sent» from you, not yet confirmed by the receiver.
 - e. Physical stock – Stock minus outgoing volume.
 - f. Counted – Count result to be registered, click "Send".
 - g. Deviation – Difference between counted and physical stock.
 - h. Deviation NOK – Replacement value based on registered deviation.
 - i. Approved correction orders – Confirmed volume and NOK.
 - j. Open correction orders – Remaining volume and NOK, still awaiting approval.
13. Register counted volume per product, click “Send” per product.
14. Main inventory count is now locked.
15. If You count «0» of a product, then register «0» in volume.
16. If You have a stock on «not agreed products» this will be shown, and a count must be registered.



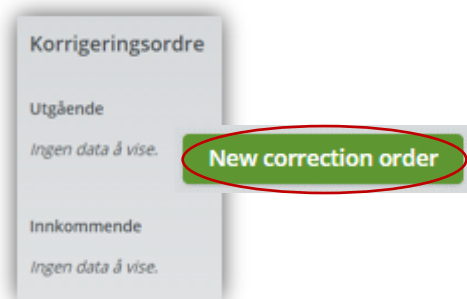
17. If You have stock on other plastic products, please choose «show all products» to get an overview.
- The physical stock must be registered under «counted», click «Send».

CORRECTIONS

1. Corrections/post registrations can only be registered by customer admin or location admin who has been given the right to do so.
2. In reference to NLP rules, you must perform and register a count twice a year under «Inventory count».

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 33 of 44	Prepared by: LN	Approved by: FH

3. If you after a main count have a deviation between stock and physical stock, this must be mapped and handled to register corrections/post registrations.
4. Corrections/post registrations of outgoing claims can only be done after a «main inventory count» is completed and registered.
5. Incoming claims must be treated independently to whether a main count is done or not.
6. All corrections/post registrations for the main inventory count must be registered under «inventory count» and «corrections» for the count deviation to be adjusted.



7. On the menu left side, choose «Inventory count» and «Corrections».
8. You are sent to «corrections orders».
9. Click on green button «New correction order».
10. You will be sent to the "New correction order" window.
11. «Sent» will always show todays date. Not possible to backtrack dates.
12. Choose receiver of the claim in «To» from the drop-down menu. Start typing the receiver's name to show wanted location for the claim.
13. «Order ref.» is mandatory and "Receivers ref" shows the period for correction.
14. «Comments» is optional.
15. The "Comment" field can be used if necessary.

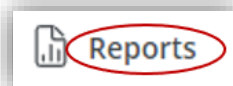
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 34 of 44	Prepared by: LN	Approved by: FH

The screenshot shows a 'New correction order' form. On the left, there are fields for 'Sent' (2023-06-01), 'To', 'Order ref.' (Required), and 'Receivers ref.' (P1-2023). Below these is a 'Comment' field. On the right, there are two sections: 'NLP plastic pallets' and 'NLP plastic crates'. Each section lists products with their quantities and a trash icon. At the bottom right, there are 'Cancel', 'Save', and 'Send' buttons.

16. On the right all agreed products will be shown.
17. Type in the correct volume for each product you are claiming.
18. NLP fees will show at the bottom in a drop-down menu.
19. When correction is complete, click "Send" or "Save". There is no difference here.
20. The order will show in the overview for «Correction orders» and any documentation for the claim can be attached under «comments».
21. The claim is sent to the receiver, with a due date of 14 days.
22. A correction order cannot be changed (except the field «comments»), after status is "Sent", before the status changes to «disagreed» by the receiver.

REPORTS

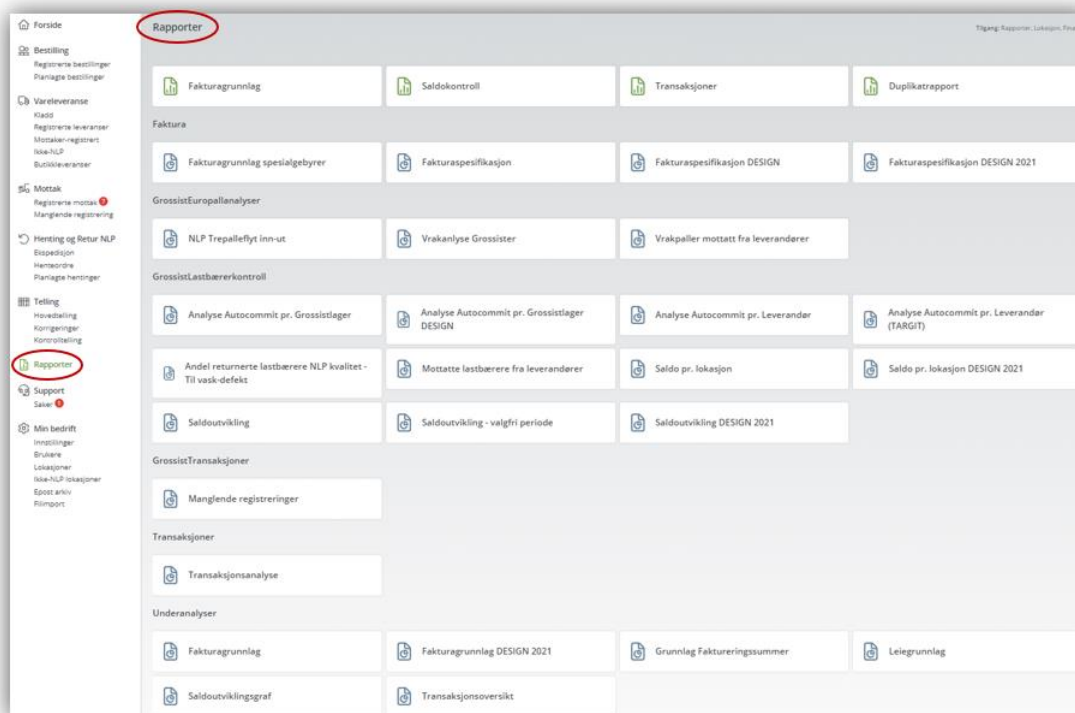
OVERVIEW OF YOUR BALANCE AND NLP IN GENERAL



1. Under the menu on the left side, select the desired category, "Reports".
2. Here is an overview of which different reports your user has access to.
3. Click the desired Report button and you will be directed to the appropriate report.
4. Select the appropriate filtering at the top of the report and data appears.
5. If you want Excel, click on the gray button marked with "Excel".

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 35 of 44	Prepared by: LN	Approved by: FH

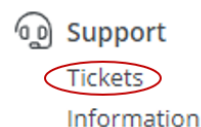
6. If you need guidance, contact NLP.



SUPPORT

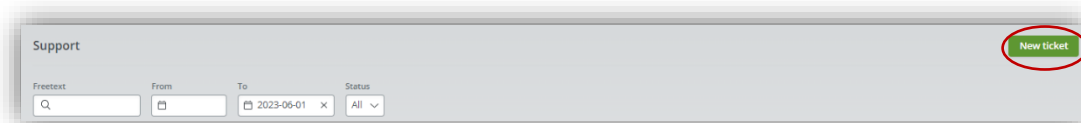
TICKETS

HOW TO CREATE A SUPPORT TICKET



1. Under the menu on the left side, select the desired category, "Support".
2. You will be directed to the site, "Support".
3. On the top line there are some filtering options.
4. Start typing 3 characters in the "free text" field and the filtering will start.
5. It is possible to sort by date range (from/to), and the different statuses on a support case.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 36 of 44	Prepared by: LN	Approved by: FH



6. At the top right, click on the green button, marked with "New ticket."
7. You will be directed to the support window for a new case.

8. Select "Main category" in the drop-down menu.
9. Then select "Category", as appropriate.
10. Click the green button at the bottom of the page, labeled "Next".
11. The "Topic" field is required. Enter as briefly and concisely as possible.
12. The field "Description", here is added additional information.
13. If the case concerns a specific product, select this in the drop-down menu labeled "Product".
14. There is the possibility of uploading files.
This is done by clicking on the gray button marked "Attach files".
15. When the case is finished, click the green button at the bottom of the page, marked "Create".
16. You will be directed to the overview screen for active support cases.
17. The status on the right shows progress on the case.
18. Click directly on the case, for further processing.

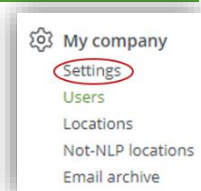
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 37 of 44	Prepared by: LN	Approved by: FH

19. You will receive an email every time there is a change in the status of the support case.

MY COMPANY

SETTINGS

LOGO AND INVOICE INFORMATION

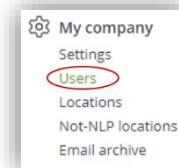


1. Under the menu on the left side, select the desired category, "My Company".
2. Under "Settings" you will find registered company information and any logo uploaded to the customer relationship.
3. The logo can be changed by clicking on the green button "New logo".
4. Invoice information can be updated at "Invoice".

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 38 of 44	Prepared by: LN	Approved by: FH

USERS

1. Only the account manager and location manager have access to the "My Company" category.
2. Under the menu on the left side, select the desired category, "My Business" and "Users".
3. There are three user levels, and each role has different access in NLP web:
 1. Account manager – The role can only be assigned to one user per customer relationship.
 2. Location manager – The role can only be assigned to one user per location.
 3. User – as many as needed.



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 39 of 44	Prepared by: LN	Approved by: FH

ID	Role	Name	Location	Email	Phone	Work area	Last login
10039-01	Customer admin	Engros Bruker	Norsk Engros	frode.kirkestuen@nlpool.no	21365498	Lager	2023-08-25
10039-02		Test2	Norsk Lastbærer Pool AS-Pa...	line.nygaard@nlpool.no	22222222	Lager	
10039-03		Test3	Norsk Engros	test3@test3.no	22222222	Miljøstasjon	
10039-04		Test4	Norsk Engros	t@tst.no	11111111	Lager	

1. At the top right, click on the green button, marked with "New user".
2. You will be directed to the "New User" window.
3. Fields marked with "*" must be filled in.
4. Work area and Location field: Choose from drop-down menu.
5. Under language, you can choose Norwegian or English display.
6. Location manager: Can only be set to 1 user per location.
7. When the fields are complete, click the green button labeled "Create".
8. An overview of accesses and messages appears. Changes can be made here if necessary.
9. Counting level: Only the customer admin and location admin can be set up with a Main inventory count.
10. In addition, you can choose whether a user should have access to control counting or not.
11. Report access: Here you select which report level the user should be entitled to.
12. When everything is filled in, click "Save" at the bottom right.

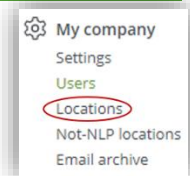


Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 40 of 44	Prepared by: LN	Approved by: FH

13. You will be sent back to an overview of all Users.
14. You can search in freetext.
15. The field "Show inactive": No users are deleted but are added to the field for inactive users.

LOCATIONS

HOW TO ADD ALTERNATIVE SHIPPING ADDRESS



1. Under "Locations" you will find all active locations in your customer relationship.
2. Select the desired active location by clicking on it, to add alternative delivery and pickup address.

 A screenshot of the 'Locations' interface. At the top right is a green 'New location' button. Below it are search filters: 'Freetext' with a search box and 'Show inactive' with a checkbox. The main part is a table with the following data:

Location/GLN	Name	Address	Aut. anlegg	Flere lastbærere
7080001459413	Norsk Lastbærer Pool AS-Pant	Fugleåsen 7, 1405 Langhus, Norway		
1312111098745	Norsk Engros			

 The 'Name' column is circled in red in the original image.

Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 41 of 44	Prepared by: LN	Approved by: FH

3. Click on the button "New alternate delivery address" and fill in the tents, click "Save".

Norsk Lastbærer Pool AS-Pant (7080001459413)

Apningstider
Henteordre 00:00 - 00:00
Lastbærerordre 00:00 - 00:00

Primary addresses

Street	City
Fugleåsen 7	1405 Langhus

Alternative delivery addresses

Active	Street	City
<input type="checkbox"/>		

New alternative delivery address

Name *

Street *

Country
Norge

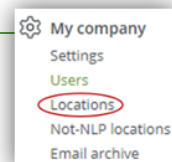
Zip code * City *

####

Active

Cancel Save

HOW TO ADD NEW LOCATION



1. If a new location is to be created for the customer relationship, click on the green button in the upper right corner, marked with "New location".
2. You will be directed to the "Add location" page.

Locations **New location**

Freetext

Show inactive

3. To add a new location, there must be an active GLN number at GS1.
4. Search for your location under "Step 1" and choose the correct location by clicking directly.
5. Click the green button in the lower-right corner, labeled "Add," to add location.

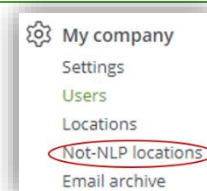
Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 42 of 44	Prepared by: LN	Approved by: FH

6. Contact support at NLP, to get the desired products added.

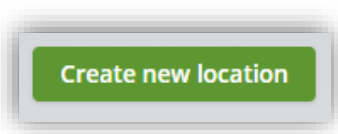
NOT-NLP LOCATIONS

HOW TO CREATE NOT-NLP LOCATION

1. When registering a non-NLP location for the first time, the customer must be listed under "My Company" and "Non-NLP locations".
2. Under the menu on the left side, select the desired category, "My Company" and "Not-NLP Locations".
3. At the top right, click the green button, marked "Create new location".
4. You will be directed to the "New Non-NLP Location" window.



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 43 of 44	Prepared by: LN	Approved by: FH

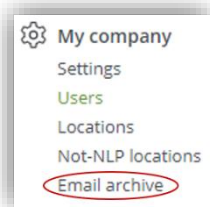


5. Fields marked with "*" must be filled in.
6. Field "Location/GLN": Must be unique. Use GLN number if available.
7. Fill in as much info as possible in the fields.
8. The check mark "Active" is removed if the customer will no longer be used or has become part of NLP.
9. Once everything is filled in, click "Save" in the bottom right corner.
10. You will be redirected to an overview of all your Not-NLP locations.
11. You can search in free text or status.

EMAIL ARCHIVE

GENERALLY

1. Under "Email archive" you will get an overview of all emails the system has generated.
2. Here you can use the fields "Freetext", date range and "For me only" to search.
3. Click on the desired email to bring up details.



Chapter:	Dok.nr: 01 Vers.nr: 02	USER GUIDE NEW CUSTOMER WEB	
Valid from: 01.10.23	Page 44 of 44	Prepared by: LN	Approved by: FH

The screenshot shows an email archive interface with the following data:

Sendt	Lokasjon	E-post	Title
2023-02-08 16:38	NLP Driftsstasjon Fugleåsen	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-02-02 16:38	NLP Driftsstasjon Fugleåsen	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-02-01 16:38	NLP Driftsstasjon Fugleåsen	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-01-31 16:38	NLP Driftsstasjon Fugleåsen	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-01-26 16:38	NLP Driftsstasjon Fugleåsen	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-01-24 16:39	NLP Driftsstasjon Fugleåsen	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP

WORD EXPLANATION

BRIEF EXPLANATION OF WORDS AND PHRASES

1. Incoming volume - load carriers "shipped" to you, which have not been confirmed received.
2. Outgoing volume - load carriers "sent" from you, which have not been confirmed received by the receiver.
3. Balance - the sum of all confirmed transactions in/out from inception to today.
4. Physical balance - balance minus the outgoing volume.
5. Stock indicator - balance development in/out over the last 12 months.
6. TPU – Transport unit, pallet place.
7. Agreed products - load carriers you are opened to, which form balances.
8. Not agreed products - load carriers you are not opened for.
9. Auto-commit – Automatic order confirmation after 72 hours.
10. Pay attention to order status, this shows where in the process the responsibility for the shipment lies and who has balance responsibility.