

2023

# User guide NEW CUSTOMER WEB



Line Nygård

NORSK LASTBÆRER POOL AS

22.09.2023

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

## 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
Pickups and returns NLP.....	22
Expedition.....	22
How to change / dispatch pick-up order .....	22
Pick-up order .....	24

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

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

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

## HOME

### GENERALLY



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

Norsk Engros AS (10039)

Location

Norsk Engros (1312111098745)

User

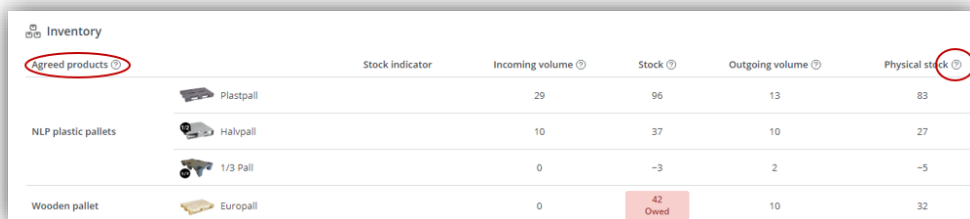
Engros Bruker (10039-01)

Customer admin

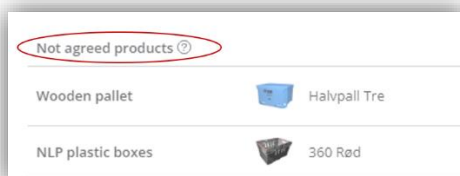


<b>Chapter:</b>	<b>Dok.nr: 01</b> <b>Vers.nr: 02</b>	<b>USER GUIDE NEW CUSTOMER WEB</b>	
<b>Valid from:</b> <b>01.10.23</b>	<b>Page 4 of 44</b>	<b>Prepared by:</b> <b>LN</b>	<b>Approved by:</b> <b>FH</b>

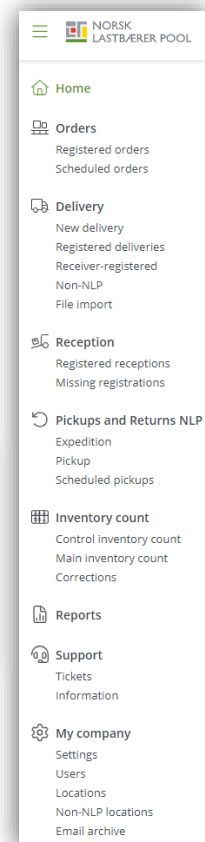
5. On the same line are some icons. Click on these to get to different features.
  - a. Bell – All alerts can be found below this. Click to get to the notification.
  - b. Headset – Click on this to get to "Support".
  - c. Question mark – Training material, info and important messages from NLP.
  -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



NORSK LASTBÆRER POOL
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.

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

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".

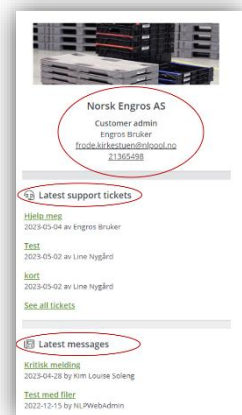
17. Physical stock is showing balance subtracted outgoing volume.

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.

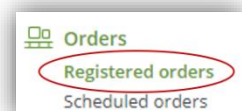
21. "Latest messages", shows important information from NLP.



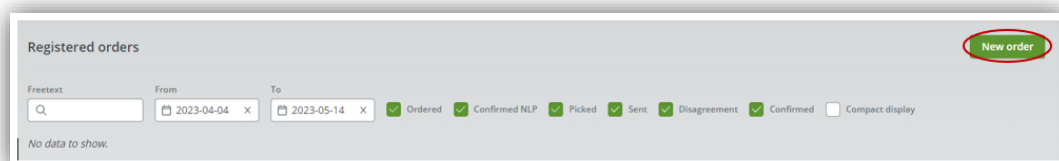
## ORDER

### 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".



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

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 ref. and Receivers ref.

New order

Reception date \*  
2023-09-27

Delivery address \*  
Norsk Engros Lager (Alternative address)  
Buskigata 10, 1406, SKI

Order ref.  
Receivers ref.

Fyllingsgrad 55.0%  
33

NLP plastic pallets

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%

EUR Wooden pallet

Europall	0	50%	100%
Europall Varmerbehandlet	0	50%	100%

NLP plastic crates

185 Grønn 1PP a 192	0	50%	100%
---------------------	---	-----	------

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

Delete Cancel Save

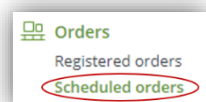
10. On the right side, you have an overview of all agreed products you can order.
11. By clicking on the % numbers, you can select whole car or half car.
12. Type the desired number right into the field (down to the nearest whole TPU) or use the arrow keys to enter the next full TPU.
13. It is possible 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.

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

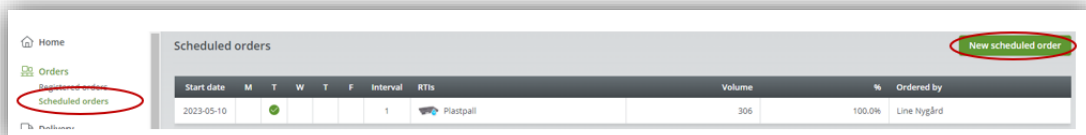
15. All taxes that will be incurred will be displayed under the drop-down menu at the bottom of the page.
16. The filling rate of the car is shown in the drawing.
17. When the order is complete, click "Save".
18. The order can be found registered under "Registered Orders".
19. If there is a desire for 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. It includes fields for:
 

- Days of the week: Monday, Tuesday, Wednesday, Thursday, Friday (each with a checkbox).
- Interval: A dropdown menu currently set to 'Weekly'.
- Start date: A date picker showing '2023-09-27'.
- Delivery address: A dropdown menu showing 'Norsk Engros Lager (Alternative address) Butikksgata 10, 1406, Ski'.
- Fyllingsgrad 0.0%: A field with a car icon and a value of 33.

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.



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

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.

NLP plastic pallets

	Plastpall	0	50% 100%	
	Plastpall Vasket pall	0	50% 100%	
	Halvpall	0	50% 100%	
	Halvpall Vasket	0	50% 100%	
	1/3 Pall NLP-kvalitet	0	50% 100%	

EUR Wooden pallet

	Europall	0	50% 100%	
	Europall Varmebehandlet	0	50% 100%	

NLP plastic crates

	185 Grønn 1PP a 192	0	50% 100%	
	185 Grønn 1PP a 88 x 2	0	50% 100%	
	185 Grønn 1PP a 88x2 U	0	50% 100%	

Cancel 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".

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

Start

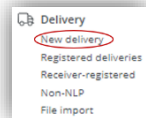
<b>Chapter:</b>	<b>Dok.nr: 01</b> <b>Vers.nr: 02</b>	<b>USER GUIDE NEW CUSTOMER WEB</b>	
<b>Valid from:</b> <b>01.10.23</b>	<b>Page 9 of 44</b>	<b>Prepared by:</b> <b>LN</b>	<b>Approved by:</b> <b>FH</b>

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.

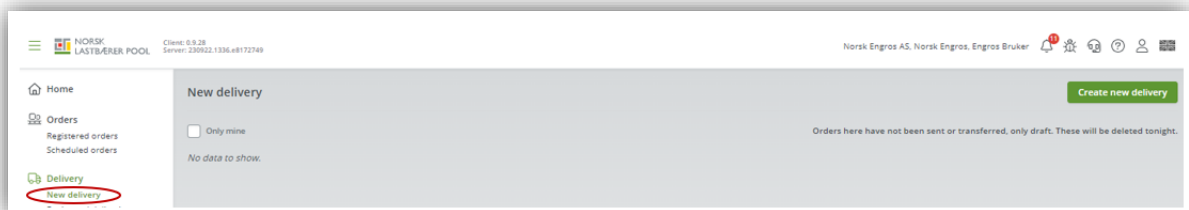
## DELIVERY

### NEW DELIVERY

#### HOW TO REGISTER NEW DELIVERY



1. Under the menu on the left side, select the desired category, "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.

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

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.

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.

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

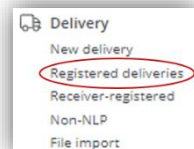
14. When the delivery is complete, click "Send" or "Save".
15. If you select "Send", the shipment will be placed under the "Registered deliveries" area as sent.
16. If you select "Save", the registration is only a draft at "New delivery".
17. The shipment must be selected under the tab "New delivery" 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.

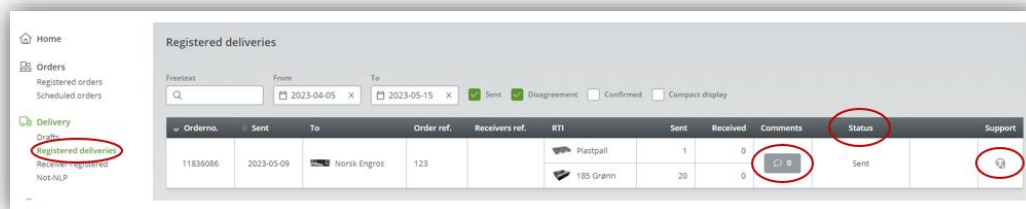
## REGISTERED DELIVERIES

### HOW TO CHANGE THE DELIVERY, STATUS: "SENT"

1. Under the menu on the left side, select the desired category, "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.

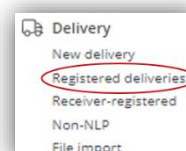


<b>Chapter:</b>	<b>Dok.nr: 01</b> <b>Vers.nr: 02</b>	<b>USER GUIDE NEW CUSTOMER WEB</b>	
<b>Valid from:</b> <b>01.10.23</b>	<b>Page 12 of 44</b>	<b>Prepared by:</b> <b>LN</b>	<b>Approved by:</b> <b>FH</b>

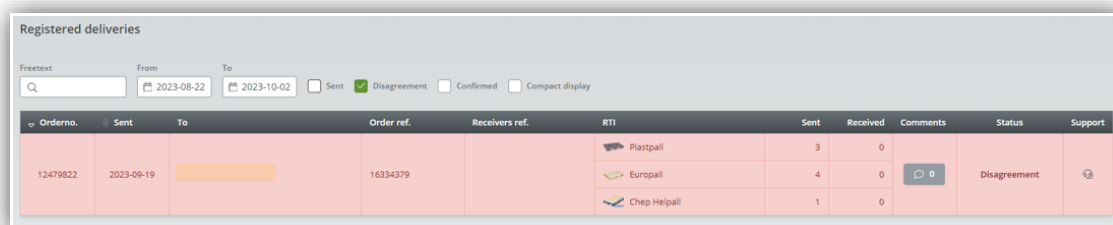


8. Click on the delivery with the status "Sent" you want to change.
9. You will be taken to the window for the current delivery.
10. Make the changes you want. Both date, receiver, load carriers etc. can be adjusted.
11. Any fees will change continuously.
12. When the delivery of goods is finished, click "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".

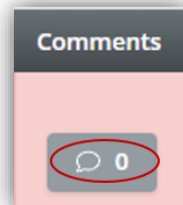


3. If there are disagreements other than numbers, click on the delivery with the status "Disagreement" you want to change.

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

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

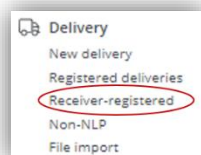
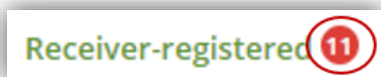
6. Any fees will change continuously.
7. When the delivery of goods is finished, click "Send" or "Save". Here there is no difference.
8. It is recommended to enter information and attachments about the delivery in the "Comment" dialog box, such as signed waybill.
9. The case must be resolved between the sender and the receiver.
10. 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

1. Red alert icon will appear.



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

- 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.

Receiver registered											
Freestext	From	To	Confirmed	Expired							
<input type="text"/>	<input type="text" value="2023-08-22"/>	<input type="text" value="2023-09-23"/>	<input type="text"/>	<input type="text"/>							
Order no.	Sent	From	To	Order ref.	Receivers ref.	RTI	Sent	Received	Comment	Status	Deadline
84456	2023-08-25	Industri AS	Norsk Engros	198759	123	Plaspaal	0	10	<input type="text" value="01"/>	Confirmed	Expired

- The receiver-registered notification must be registered 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

Freestext

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.

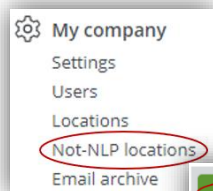
Status	Deadline
confirmed	days
Not confirmed	2 working days
Not confirmed	Expired
Not confirmed	2 working days
Confirmed	2 working days

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

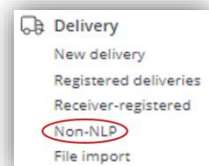
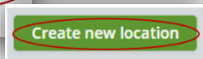
14. The column "Deadline" shows how many days remain. When the deadline has expired, the receiver can refuse a post-registration (ref. NLP's regulations).

## 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".

 A screenshot of a web application window titled 'Non-NLP'. In the top right corner, there is a green button labeled 'New delivery'. Below this, there is a form with several fields: 'Freetext' with a search icon, 'From' with a date picker showing '2023-09-05', 'To' with a date picker showing '2023-11-05', and two checkboxes labeled 'Sent' (checked) and 'Received' (unchecked).

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.



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

New delivery

Sent  
2023-05-09

To  
Not-NLP locations...



Order ref.

Receivers ref.



Comment

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



NLP plastic pallets



 **Plastpall**  
NLP-Kvalitet  

Wooden pallet

 **Europall**  
Normal  

NLP plastic boxes

 **106 Blå**  
Til vask  

 **185 Grønn**  
Til vask  

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.

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

13. When the delivery of goods is complete, click "Send".

14. The delivery is displayed under the area "Delivery of goods" and "Non-NLP".

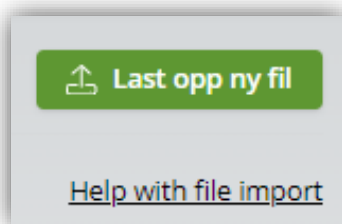
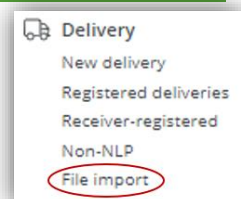
15. When returning load carriers.

Add up the corresponding delivery, but with a minus sign of quantity.

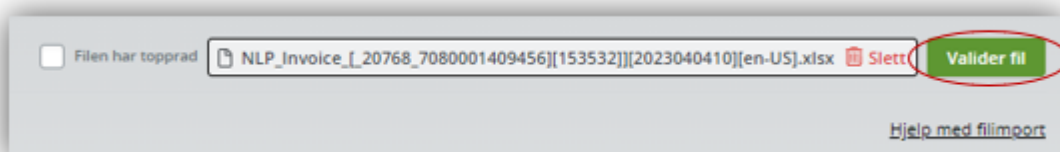
## FILE IMPORT

### 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".

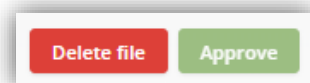


5. If there is something wrong, this will appear. This needs to be corrected and the file reloaded.

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



6. 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



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 delivery. This is visible in the column labeled auto-commit. Info will appear as of 9 p.m.
3. Upon physical receipt of a delivery, the number received is matched against the registered delivery in NLP.
4. "Total received", will always be the same as what the sender has registered as "sent".
5. If you as a recipient agree to a delivery, confirm receipt by clicking on "Confirm". The status will then change to "Received".

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

- 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) and the different statuses on a delivery.
- "Compact display", will put all products on the same line per delivery.

## HOW TO TREAT DISAGREEMENT UPON RECEIPT

**Reception**

Registered receptions 1  
Missing registrations

- 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 shipment for you. This is visible in the column labeled "auto-commit", with info about 9 p.m.
- It is not possible to change a shipment that has a status of "Received".

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

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

- 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.

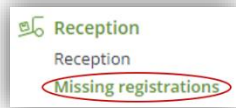
The screenshot shows the 'Reception' interface with a search bar and filters. Below the filters is a table with the following columns: Orderno., Sent, Received, Auto-commit, From, Order ref., Receivers ref., RTI, Sent, Total received, Wrecked of total, Comments, Waybill, Status, and Support. The table contains two rows of data for 'Industri AS' with 'Plastpall' and 'Halvpall' load carriers. Both rows show a status of 'Disagreement' and a 'Save' button.

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

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

## HOW TO NOTIFY MISSING REGISTRATION



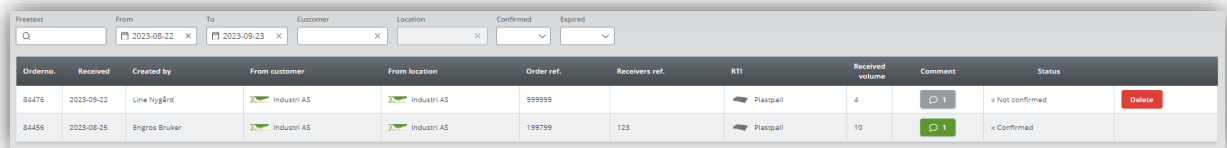
1. Upon physical receipt of a delivery of goods, it must be reconciled in "Reception".
2. If the delivery is not found under "Reception", the sender must be notified of this.
3. Under the menu on the left side, select the desired category, "Receipts" and "Missing registrations".
4. At the top right,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

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

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.	Receiver ref.	RTI	Received volume	Comment	Status
84476	2023-09-22	Lina Nygård	Industri AS	Industri AS	999999		Plasipall	4	1	x Not confirmed
84486	2023-08-25	Engros Bruker	Industri AS	Industri AS	199799	123	Plasipall	10	1	x 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).

## PICKUPS AND RETURNS NLP

### 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".

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

Expedition

Freetext

From  To

☒ Confirmed NLP
 ☒ Picked
 ☒ Sent
 ☒ Disagreement
 ☐ Confirmed
 ☐ Compact display

- When a pick-up order has been processed by NLP, it moves from the menu item "Pick-up" to the menu item "Expedition".
- 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) and the different statuses on a registered pickup order.
- "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	2023-02-10			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 Halvpall	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

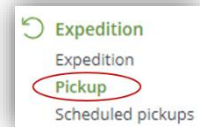
- On the pick-up date, the pick-up order must be dispatched by the sender.
- Enter the actual number of load carriers sent in the "Picked volume" column.
- Click "Save" when all changes have been made.
- Then click the "Air Waybill" button to print the waybill for your shipment.
- If there are discrepancies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



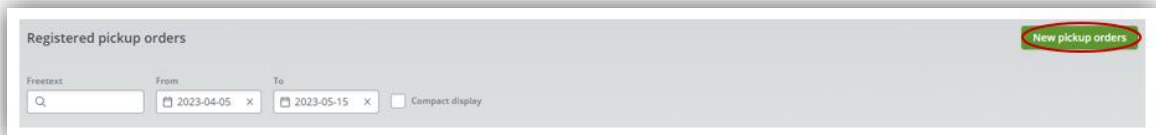
<b>Chapter:</b>	<b>Dok.nr: 01</b> <b>Vers.nr: 02</b>	<b>USER GUIDE NEW CUSTOMER WEB</b>	
<b>Valid from:</b> <b>01.10.23</b>	<b>Page 24 of 44</b>	<b>Prepared by:</b> <b>LN</b>	<b>Approved by:</b> <b>FH</b>

## 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.

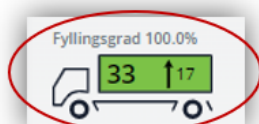
 A screenshot of the 'New pickup order' form. It includes a 'Pickup date' field (circled in red) with a calendar icon showing '2023-05-10'. Below it is a 'Pickup address' dropdown menu showing 'Norsk Engros Lager (Default address)' and 'Butikkgeta 10, 1406, Ski'. At the bottom are two empty input fields for 'Order ref.' and 'Receivers ref.'.

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.

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

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".

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

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".

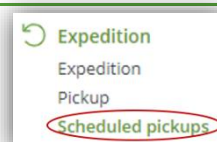
20. If there is a desire for other products, contact support at NLP.

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

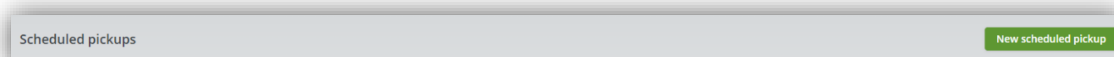
21. When a pick-up order has been processed by NLP, it moves from the menu item "Registered pick-up order" to the menu item "Expedition".

## 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.

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

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%







33 17

- The "Interval" can be changed under the drop-down menu.
- "Start date" indicates the day of first pickup.
- The "Pickup address" shows where the order will be picked up.
- 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

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

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".

Scheduled pickups										New scheduled pickup
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

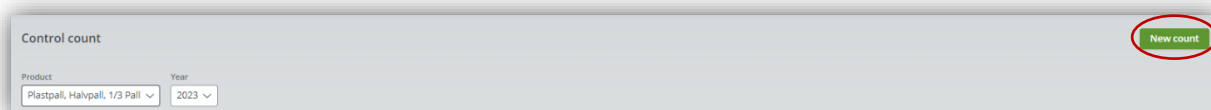
### CONTROL COUNT

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.



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

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.

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

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

Trepall

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

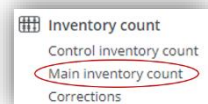
NLP plastkasser

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



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

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 Show all products 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:
  - a. Count due – Shows last day to register «Main inventory count».
  - b. Transaction period – Any potential count deviation has arisen due to errors or missing transactions during this period.
  - c. Deadline for making claims – Shows last day to make claims to receiver about missing transactions for the period.
  - d. 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.
  - e. 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.
  - f. Replacement value approved claim correction order – Value in NOK for claims approved.
  - g. Replacement value remaining deficiency – Remaining deficiency in NOK.

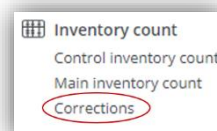
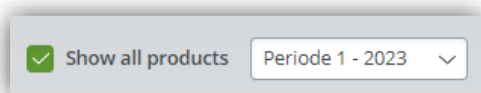
RTI	Count result				Counted	Deviation	Deviation NOK	Agreed counting result					
	Incoming volume	Stock	Outgoing volume	Physical stock				Approved correction orders		Remaining deviations		Open correction orders	
								Volume	NOK	Volume	NOK	Volume	NOK
Plasypall	14 932	93 430	10 248	83 182	100 000	16 818	0,-	0	0,-	16 818	0,-	0	0,-
Halvpall	4 062	85 187	2 528	82 659	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:



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

- 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.



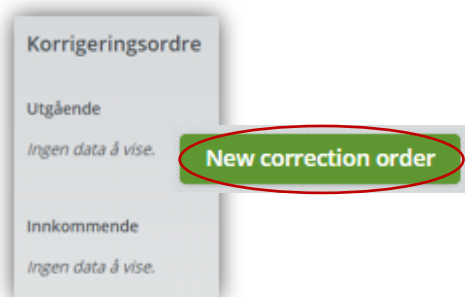
17. If You have stock on other plastic products, please choose «show all products» to get an overview.
- The physical stock must be registered under «counted», click «Send».

## 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».

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

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.



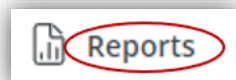
7. On the menu left side, choose «Inventory count» and «Corrections».
8. You are sent to «corrections orders».
9. Click on green button «New correction order».
10. You will be sent to the "New correction order" window.
11. «Sent» will always show todays date. Not possible to backtrack dates.
12. Choose 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.

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

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

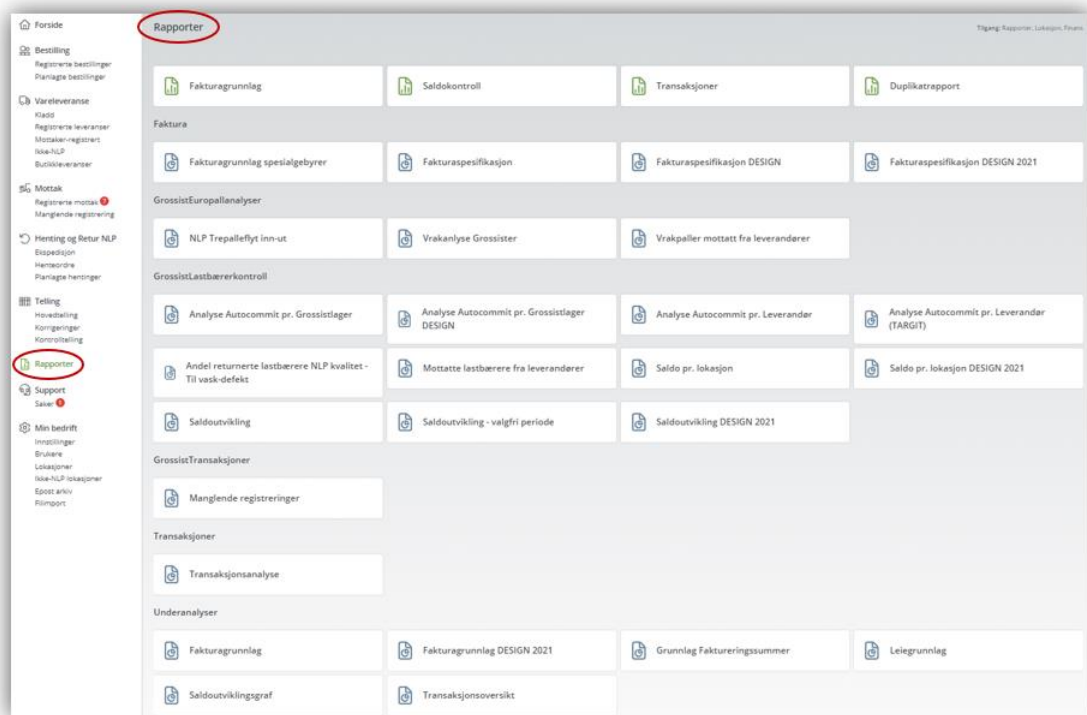
### OVERVIEW OF YOUR BALANCE AND NLP IN GENERAL



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".

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

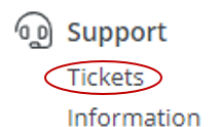
6. If you need guidance, contact NLP.



## 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.

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

Support

Freetext From To Status

Q 2023-06-01 x All v

New ticket

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.

New support ticket

Main category

Velg hovedkategori

Category

Velg kategori

Next

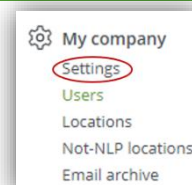
8. Select "Main category" in the drop-down menu.
9. Then select "Category", as appropriate.
10. Click the green button at the bottom of the page, labeled "Next".
11. The "Topic" field is required. Enter as briefly and concisely as possible.
12. The field "Description", here is added additional information.
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 you are done, 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.
19. You will receive an email every time there is a change in the status of the support case.

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

## 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".

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

Settings

**Logo**


Delete
New logo

**Invoice**

Invoice reference
Invoice email

Save

**Customer administrator**

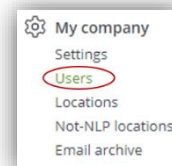
Name  
Engros Bruker  
Email  
frode.kirkestuen@nlpool.no  
Phone  
21365498

**Address**

Street  
Havnegata 256  
Zip code  
8400  
City  
Sortland  
Country  
Norway

## USERS

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



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

Users

New user

Freetext

Show inactive

☐

Copy email addresses

ID	Role	Name	Location	Email	Phone	Work area	Last login
10039-01	Customer admin	Engros Bruker	Norsk Engros	frøde.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	

New user

Name \*

Phone \*

Email \*

Work area

Language

Location

☐ Location admin
 ☒ Active user

Reset password

Cancel

Create

☒ Location admin
 ☒ Expedition

☒ Delivery
 ☒ Pickups

☒ Reception
 ☒ Reports

☒ Orders
 ☒ Accounting / invoices

☒ Inventory count

Inventory level

Report level

☐ Disagreements/missing reg
 ☐ New Customer updates

☐ Order auto-commits
 ☐ High volume

☐ Quality deviation
 ☐ Stock increase

☐ Not agreed products

☒ Active user

New user

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

Cancel

Save

NORSK LASTBÆRER POOL AS

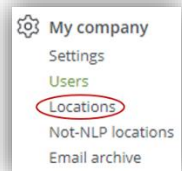


<b>Chapter:</b>	<b>Dok.nr: 01</b> <b>Vers.nr: 02</b>	<b>USER GUIDE NEW CUSTOMER WEB</b>	
<b>Valid from:</b> <b>01.10.23</b>	<b>Page 40 of 44</b>	<b>Prepared by:</b> <b>LN</b>	<b>Approved by:</b> <b>FH</b>

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.

Locations <span>New location</span>				
Freetext <input type="text"/>		Show inactive <input type="checkbox"/>		
Location/GLN	Name	Address	Aut. anlegg	Flere lastbærere
7080001459413	Norsk Lastbærer Pool AS-Pant	Fugleåsen 7, 1405 Langhus, Norway		
1312111098745	Norsk Engros			

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

- 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

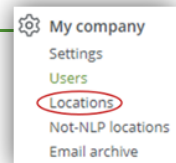
Zip code \* City \*

####

☒ Active

Cancel Save

## HOW TO ADD NEW LOCATION



- 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".
- You will be directed to the "Add location" page.

Locations

Fretext

Show inactive

Q

**New location**

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

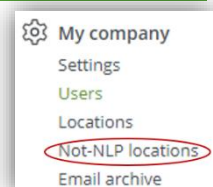
<b>Chapter:</b>	<b>Dok.nr: 01</b> <b>Vers.nr: 02</b>	<b>USER GUIDE NEW CUSTOMER WEB</b>	
<b>Valid from:</b> <b>01.10.23</b>	<b>Page 42 of 44</b>	<b>Prepared by:</b> <b>LN</b>	<b>Approved by:</b> <b>FH</b>

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

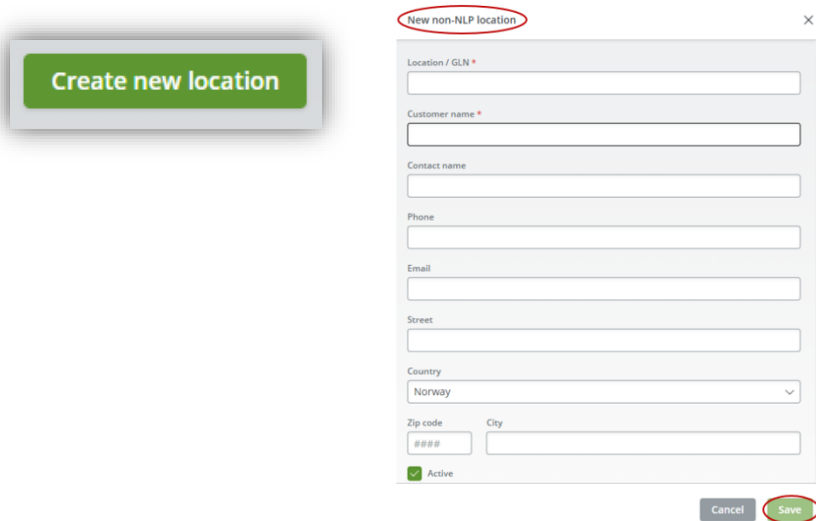
## NOT-NLP LOCATIONS

### HOW TO CREATE NOT-NLP LOCATION

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



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



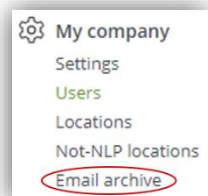
The image shows a green button labeled "Create new location" on the left. To its right is a modal window titled "New non-NLP location" with a close button (X) in the top right corner. The form contains the following fields: "Location / GLN \*" (text input), "Customer name \*" (text input), "Contact name" (text input), "Phone" (text input), "Email" (text input), "Street" (text input), "Country" (dropdown menu showing "Norway"), "Zip code" (text input with "####" placeholder), and "City" (text input). At the bottom left of the form is a checked checkbox labeled "Active". At the bottom right are "Cancel" and "Save" buttons, with the "Save" button circled in red.

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.

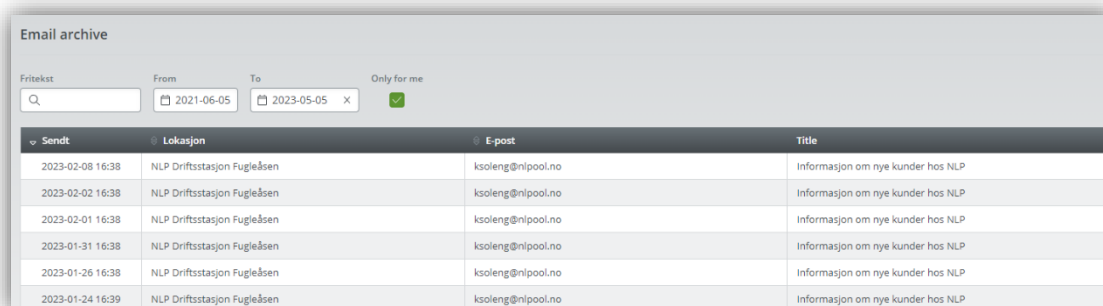
## EMAIL ARCHIVE

### 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.



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



Email archive			
Fritekst	From	To	Only for me
Q	2021-06-05	2023-05-05 x	✓
Sendt	Lokasjon	E-post	Title
2023-02-08 16:38	NLP Driftsstasjon Fugleåsén	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-02-02 16:38	NLP Driftsstasjon Fugleåsén	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-02-01 16:38	NLP Driftsstasjon Fugleåsén	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-01-31 16:38	NLP Driftsstasjon Fugleåsén	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-01-26 16:38	NLP Driftsstasjon Fugleåsén	ksoleng@nlpool.no	Informasjon om nye kunder hos NLP
2023-01-24 16:39	NLP Driftsstasjon Fugleåsén	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.