

2025

User guide NLP CUSTOMER WEB



Line Nygård

NORSK LASTBÆRER POOL AS

01.08.2025

030104-02	Vers nr. 5	USER GUIDE NEW CUSTOMER WEB			
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1 - 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 ✕

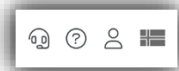
Customer

Location

User
 Customer admin

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5. On the same line are some icons. Click on these to get to different features.



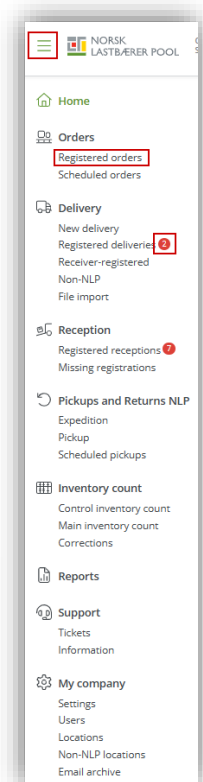
- Headset – Click on this to get to «Support».
- Question mark – Training material, info and important messages from NLP.
- Profile - Click on this to get to «My Profile».
- Flag – Click to choose between Norwegian or English display.

6. On the left-hand side you will find the main menu with various categories.

7. Click on the submenu to get to the desired task.

8. The warning indicator shows something that needs your attention under the specific menu.

9. It is possible to minimize the menu, by clicking on the 3 lines in the upper left corner.



Inventory		Stock indicator	Incoming volume	Stock	Outgoing volume	Physical stock
Agreed products						
	Plastpall		111	237	1 586	-1 349
NLP plastic pallets	Halvpall		46	2	65	-63
	1/3 Pall		33	25	10	15
EUR Wooden pallet	Europall		0	32 Owed	0	32

Not agreed products		Incoming volume
NLP plastic crates	106 Blå	40

10. In the middle of the page, you will see the inventory of your location.

11. Inventory is broken down into «agreed products» and «not agreed products».

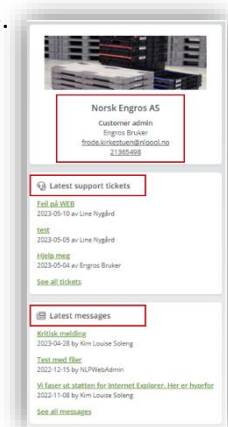
12. Agreed products; are load carriers opened for use, which generate balances.

13. Non-agrees products; are load carriers that are not opened.

Received load carriers that lack product affiliation, contact NLP for further processing.

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14. The stock indicator shows your balance development in/out over the last 12 months.
For more info, hover over the question mark icon.
15. Incoming volume shows load carriers «shipped» to you, which have not been confirmed received. These can be found again under the menu «Reception».
16. Stock shows all transactions in/out from inception to today.
17. Outgoing volume shows load carriers «shipped» from you, which have not been confirmed received. These can be found under the menu «Delivery» or «Expedition».
18. Physical stock is showing balance subtracted outgoing volume.
19. On the right side you will find information about the customer admin/location admin.
20. Logo (can be entered under «My Company» and «Settings»).
21. «Latest support tickets» shows the latest support cases for your customer relationship.
22. «Latest messages» shows important information from NLP.



2 - ORDER

REGISTERED ORDERS

HOW TO ORDER LOAD CARRIERS

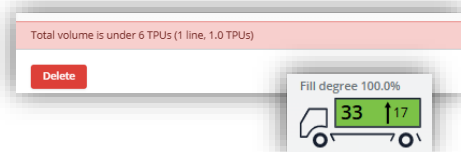
1. Under the menu on the left side, select the desired category, «Orders».
2. You will be directed to the site, «Registered Orders».
3. At the top right corner click on the green button, marked with «New order».

Order no.	Reception date	RTI	Volume	+	%	Fee	From	Delivery address	Order ref.	Ordered by	Status	Support
12674923	2025-08-08	Plattspill NLP-Kvalitet	357				ASKO Norge Kalbakken Avd. Lager	Industriveien 2, 1405, Langhus		Line Nygård	Ordered	
		Plattspill NLP-Kvalitet	12		82%	2 237,-						
		360 Rad NLP-Kvalitet	432									

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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 (order placed before. 13.00). Registration after 13.00, it will be 3 working days.
6. This can be overwritten by clicking in the field for date and selecting the desired date of receipt. For urgent orders, please contact support at NLP.
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 Delivery note

10. On the right side, you have an overview of all agreed products you can order.
Click on the image of the desired load carrier to see more product information.
11. By clicking on the % numbers, you can select whole truck or half truck.
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.
15. The filling rate of the truck is shown in the drawing.



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16. All taxes that will be incurred will be displayed under the drop-down menu at the bottom of the page.
17. When the order is complete, click «Save».
18. The order can be found registered under «Registered Orders».
19. Registered orders can be changed, as long as they have the status «Ordered».
After this, NLP must be contacted if adjustments are needed.
20. If there is a desire for an alternative delivery address, see the guide for «My Company».
21. 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».

Start date	M	T	W	T	F	Interval	RTIs	Volume	%	Ordered by
2023-05-26		✓	✓			3	Halspall	480	97.0%	Line Nygird
							Plastpall	289		
2023-05-26	✓		✓			2	Halspall	192	69.7%	Line Nygird
							Plastpall	289		
2023-05-26	✓		✓			2	Plastpall	289	51.5%	Line Nygird

3. You will be directed to the «Scheduled orders» window.

Scheduled order

Monday Tuesday Wednesday Thursday Friday

Interval: Weekly (dropdown) Start date: 2023-09-27 (calendar icon)

Delivery address: Norsk Engros Lager (Alternative address) Butikksgata 10, 1406, Ski (dropdown)

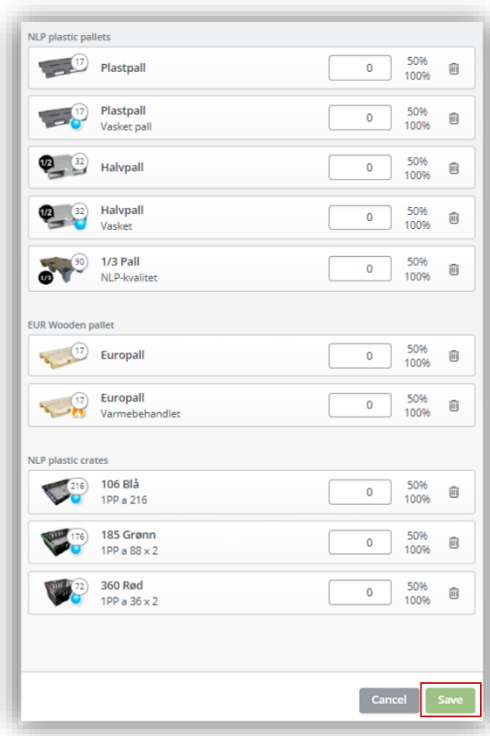
Fyllingsgrad 0.0%

33 ↑ 17

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

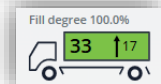
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6. «Start date» indicates the day of first delivery.
7. The «delivery address» shows where the order will be delivered.
8. If you as a customer have an alternative delivery address, this is selected from the drop-down menu.



9. On the right-hand side, you have an overview of all agreed products you can order. Click on the image of the desired load carrier to see more product information.
10. By clicking on the % numbers, you can choose a full truck or half a truck.
11. Enter the desired quantity directly into the field (counts down to the nearest full TPU) or use the arrow keys to enter the next full TPU.
12. Any changes that must 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 truck is shown in the drawing.
14. When the order is complete, click «Save».
15. The order can be found registered under «Scheduled orders».
16. Here you can see an overview of everything that is registered of scheduled orders.

Total volume is under 6 TPUs (1 line, 1.0 TPUs)



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17. 2 weeks before scheduled date, the order will appear under the «Registered orders» tab.

Click on the planned order if changes are needed.

18. If there is a desire for an alternative delivery address, see the guide «My Company».

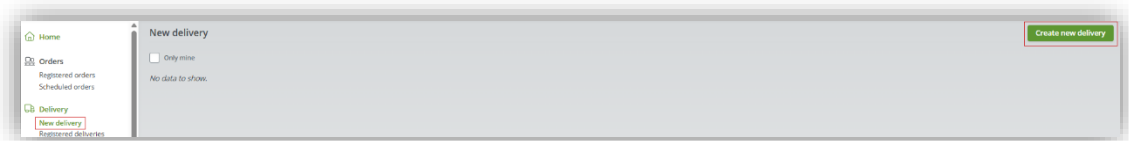
19. If there is a desire for other products, contact support at NLP.

3 - 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 corner click on the green button, marked «Create new delivery».



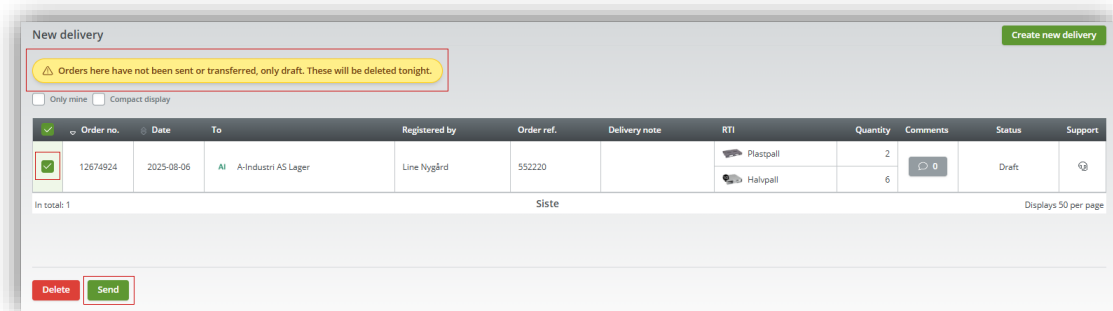
3. You will be directed to the «New delivery» window.
4. The first field on the left side is, «Sent». This will always show today's date.
5. This can be overwritten by clicking in the field for date and selecting the desired delivery date in the future. It is not possible to backdate a delivery. If necessary, please enter information in the comments.
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.

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8. The field «Order ref.» is required, and the field «Delivery note» is optional but recommended.
9. Duplicate warning, or lack of product affinity on the part of the recipient, appears at the bottom of the page shown in yellow.
10. The «Comment» field can be used if needed.
11. If you are going to send a return, and are set up with a return to the selected recipient, this is selected in the selection below. When returning to a customer for the first time, NLP must be contacted, as the return recipient must be set up manually.

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12. On the right side you have an overview of all agreed products you can use on the delivery.
13. Enter the quantity directly into the field for the current load carrier on the delivery.
14. Any fees that will apply will be displayed under the drop-down menu at the bottom of the page.
15. When the delivery is complete, click «Save», «Send and Close» or «Send and Create New».
16. If you select «Save»: The delivery is only saved as a draft under the main screen on «New delivery». Must be manually sent later.
17. If you select «Send and Close»: The delivery is sent and can be found under «Registered deliveries». You are sent back to the main screen «New delivery».
18. If you select «Send and Create New»: The delivery is sent and can be found under «Registered deliveries». You are sent directly to the creation of «New delivery».
19. If the option «Save» was used, the delivery must be selected under the «New delivery» tab. Check the boxes on the left and click the green button «Send» at the bottom of the page.
20. If a draft is not sent, it will be deleted overnight.
21. Check «Only mine» to show deliveries created by your own user or «Compact view» to put all products per order on the same line.
22. If there is a desire for other products, contact support at NLP.



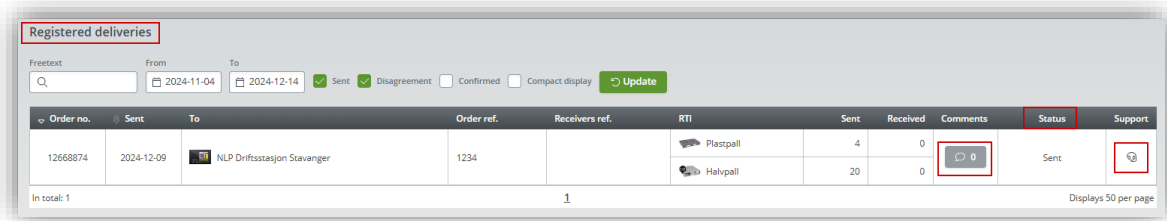
REGISTERED DELIVERIES

HOW TO CHANGE THE DELIVERY, STATUS: «SENT»

1. Under the menu on the left side, select the desired category, «Delivery» and «Registered deliveries».

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2. At the top bar there are some filtering options.
3. Start typing 3 characters in the field «Free text» 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 place all products on the same line per delivery.
6. It is not possible to change a delivery that has a status of «Received», only «Sent» and «Disagreement».
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 and attachments.



8. Click directly at the delivery with the status «Sent» you want to change.
9. You will be taken to the window for the delivery in question.
10. Make desired changes. Both date, receiver, load carriers etc. can be adjusted.
11. When changing from industrial customer to wholesaler, or vice versa, the order must be deleted and placed again.
12. Any fees will change continuously.
13. When the delivery has been changed, click «Save», «Send and Close» or «Send and Create New». There is no difference since delivery already has been sent.
14. When the change is complete, you will be sent back to «Registered deliveries».
15. If you need help from NLP on a delivery, click on «Support» on the far right of the relevant line.

HOW TO CHANGE DELIVERY, STATUS: «DISAGREEMENT»

1. When the recipient disagrees with a delivery, this is given status «disagreement». This appears highlighted with a red background, and you as the sender must follow up on the matter.

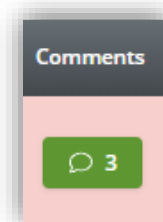
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- Click directly on the delivery of the disagreement.
- You will be taken to the window for the current delivery. The recipient's deviation appears on the delivery.

Order no.	Sent	To	Order ref.	Receivers ref.	RTI	Sent	Received	Comments	Status	Support
12479822	2023-09-19		16334379		Plastpall Europall Chep Helpall	3 4 1	0 0 0	0	Disagreement	

- Make the changes you want. Both quantity, receiver, load carriers etc. can be adjusted.
- When changing from industrial customer to wholesaler, or vice versa, the order must be deleted and placed again.

- Any fees will change continuously.
- When the changed of the delivery is finished, click «Save».
- It is recommended to enter information and attachments under «Comment», e.g. signed waybill.
- The disagreement must be resolved between the sender recipient.

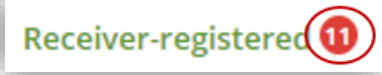


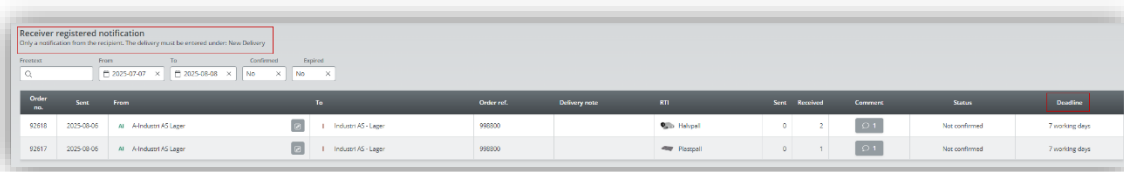
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- If the parties do not reach agreement, NLP will after 8 working days decide in unresolved cases, based on registered information.

RECEIVER-REGISTERED

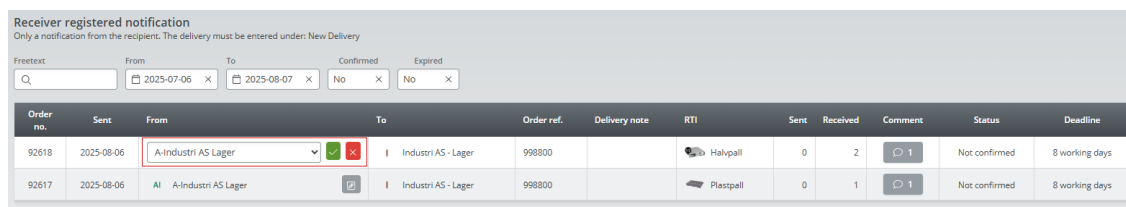
HOW TO PROCESS RECEIVER -REGISTERED SHIPMENT/NOTIFICATION

- Red warning icon will appear in the event of notification of receiver-registered delivery. 
- Under the menu on the left side, select the desired category, «Delivery» and «Receiver-registered».
- A «Receiver-registered» delivery is only a notification from the recipient about the failure to register a delivery of goods.
- There is a deadline of 8 working days for processing notice.



Order no.	Sent	From	To	Order ref.	Delivery note	RTI	Sent	Received	Comment	Status	Deadline
92616	2025-08-06	A-Industri AS Lager	I-Industri AS-Lager	998800		Halvpall	0	2		Not confirmed	7 working days
92617	2025-08-06	A-Industri AS Lager	I-Industri AS-Lager	998800		Plastpall	0	1		Not confirmed	7 working days

- The receiver-registered notice must be registered as a normal delivery.
- When using identical order ref., there will be a match between notice and delivery.
- If an incorrect location has been notified within a customer relationship, this can be changed by clicking the field «From».



Order no.	Sent	From	To	Order ref.	Delivery note	RTI	Sent	Received	Comment	Status	Deadline
92618	2025-08-06	A-Industri AS Lager	I-Industri AS-Lager	998800		Halvpall	0	2		Not confirmed	8 working days
92617	2025-08-06	A-Industri AS Lager	I-Industri AS-Lager	998800		Plastpall	0	1		Not confirmed	8 working days

- Information about how to do this can be found under «How to register a new delivery».

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9. At the top bar there are several filtering options.
10. Start writing 3 characters in the field for «Free text», and the filtering will start.
11. It is also possible to sort by date range (from/to).
12. The field «Confirmed» provides filtering on whether a notification has been processed or not.
13. The field «Expired» provides options of filtering on whether the deadline for registering a notice has expired.

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

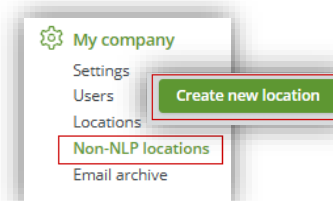
14. The column «Status» shows whether the registration has been completed or not.
15. The column «Deadline» shows how many days remain. When the deadline has expired, the receiver can refuse a post-registration (ref. NLP's regulations).
16. If you need to contact the creator of the alert, click on comment. There you will find the name, telephone number and email.

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 non-NLP location».



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

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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 overwritten by clicking in the field for date and selecting the desired delivery date in the future.
6. It is not possible to backdate a delivery. If necessary, please enter info in the comments.
7. The field «To» shows the recipient of the delivery.
8. In the drop-down menu, you will find all recipients which your customer relationship has listed under «My company» and «Non-NLP locations».

9. The «Order ref.» and «Delivery note» are optional but recommended.
10. The «Comment» field can be used if needed.

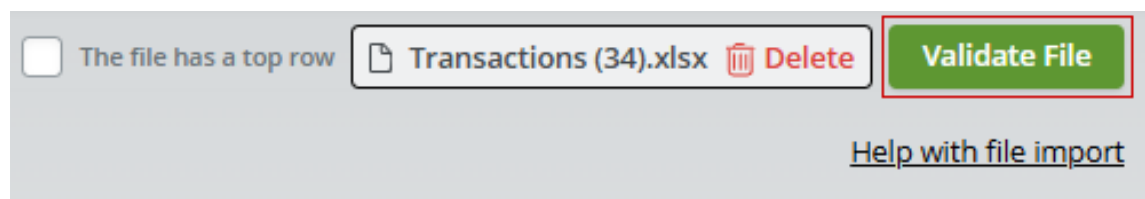
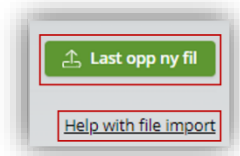
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11. On the right-hand side, you have an overview of all agreed products you can use for delivery.
12. The balance is not transferred to the recipient, since the recipient is not part of NLP, so NLP strongly recommends using only wooden pallets.
13. Enter the quantity directly into the field for the current carrier on the delivery.
14. When the delivery of goods is complete, click «Send».
15. The delivery is displayed under the area «Delivery» and «Non-NLP».
16. When these load carriers are returned:
Enter a corresponding delivery, but with a minus sign of quantity. That way, you will have an overview of outstanding load carriers at all time.
17. A complete overview can be found under the menu items «Reports», «Leveransekontroll» and «Leveranser til IKKE NLP-lokasjoner».

FILE IMPORT

HOW TO IMPORT FILES FRA EXCEL

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 import.
3. When the file is ready, click the green button in the upper right corner, marked «Upload new file».
4. If the file has a header row, this is checked in the «File has header row» field.
5. Once the file is selected, click the green button labeled «Validate file».



6. If there are any errors, this will appear. This needs to be corrected, and the file reloaded.

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Import transactions from Excel Upload new file

Ok Error Warning Help with file import

File status:
The file is not valid and therefore cannot be imported. See error below. You must correct these and re-upload the file.

Line	Transaction type	From location	To location	RTI	Sent	Quantity	Order ref.	Delivery note	Notifications
2	Transfer LC (OV)	7080000560394 Liljeborg Profesjonal	708000002414 RBM Transchem Østerruggen Norge AS	TP Europal	2019-11-09	3	222	3333	The following errors were found 1. Fra-ikkasjon tilhører en annen kunde: 'Liljeborg Profesjonal' 2. Dato kan ikke settes tilbake i tid: '2019-11-09' (43778)
3	Transfer LC (OV)	7080000560394 Liljeborg Profesjonal	7080000048587 Ola City Syd Aust 231	PP Parspal	2019-11-09	4	555	6666	The following errors were found 1. Fra-ikkasjon tilhører en annen kunde: 'Liljeborg Profesjonal' 2. Dato kan ikke settes tilbake i tid: '2019-11-09' (43778)

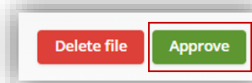
Import transactions from Excel Upload new file

Ok Error Warning Help with file import

File status:
The file is valid and can be imported. Check that all lines from the Excel import are listed here before you approve, even if the content has been validated as okay.

Line	Transaction type	From location	To location	RTI	Sent	Quantity	Order ref.	Delivery note	Notifications
2	Transfer LC (OV)	708000332644 Aas Industri AS Lager	7080000429141 Ama Spik AS	TP Europal	2025-08-06	3	222	3333	
3	Transfer LC (OV)	708000332644 Aas Industri AS Lager	7080000429141 Ama Spik AS	PP Parspal	2025-08-06	4	555	6666	
4	Transfer LC (OV)	708000332644 Aas Industri AS Lager	7080000429141 Ama Spik AS	P2 Helspal	2025-08-06	5	777	888888	

- When the file is valid, it can be imported by clicking the green button in the lower right, marked «Approve».
- Always check that all lines from the Excel import are listed before approving the file.

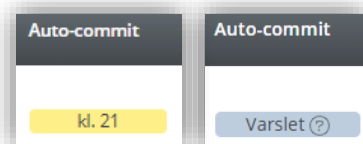


4 - RECEPTION

REGISTERED RECEPTIONS

HOW TO RECEIVE A DELIVERY

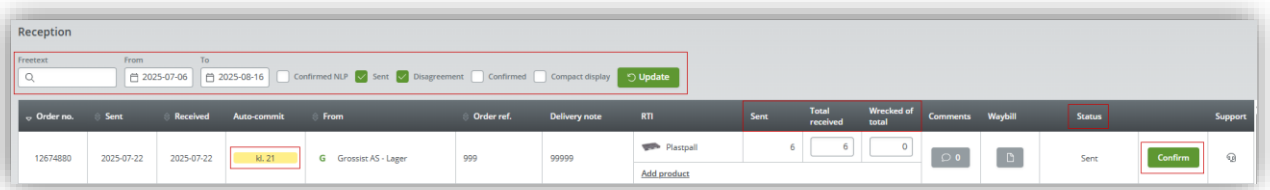
- Under the menu on the left side, select the desired category, «Reception» and «Registered receptions».
- If you do not actively confirm receipt, after 72 hours the system will confirm the delivery. This is visible in the column labeled auto-commit. Info will appear as «kl. 21».
- If «Varslet» appears in the Auto-commit field, it means that you have reported a missing registration. This has been followed up by the sender. Hover over «?» to see number of pieces and type of notification.



- Upon physical receipt of a delivery, the quantity and type of load carrier received is matched against the registered delivery in NLP.

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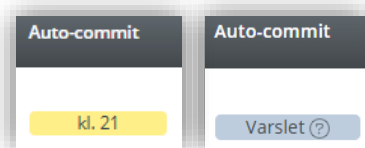
5. Check «Total received». This will always be the same as what the sender has registered as sent.
6. If any of the carriers are damaged, this is entered under «Wrecks of total».
7. If you as a recipient agree to a delivery, confirm receipt by clicking on «Confirm». The status will change to «Received».



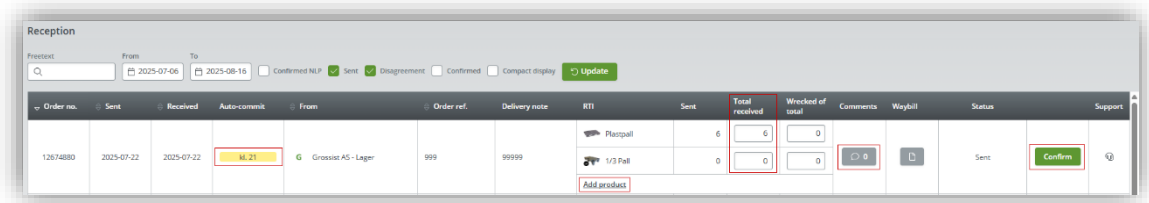
8. At the top bar there are some filtering options.
9. Start typing 3 characters in the «free text» field and the filtering will start.
10. It is also possible to sort by date range (from/to) and the different statuses on a delivery.
11. Check the box «Confirmed» to see if the delivery has already been registered.
12. «Compact display», will put all products on the same line per delivery.

HOW TO TREAT DISAGREEMENT UPON RECEIPT

1. Under the menu on the left side, select the desired category, «Reception» and «Registered receipts».
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», info will appear as «kl. 21».
3. If «Varslet» appears in the Auto-commit field, it means that you have reported a missing registration. This has been followed up by the sender. Hover over «?» to see number of pieces and type of notification.

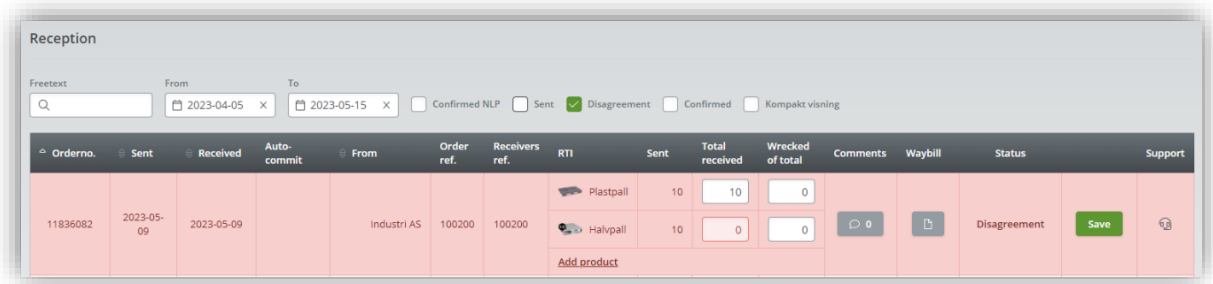


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4. If you do not agree to a delivery, or it has not arrived, you must actively enter nonconformities and click confirm.
 - a. If a delivery has not arrived, enter 0 pcs. in the «Total Received».
 - b. If a delivery has a different quantity, enter the actual quantity received in the «Total Received».
 - c. If a delivery has a different type of load carrier, click «Add Product» and enter the actual quantity in «Total Received».
 - d. If a delivery has other errors (e.g. order number, etc.), enter 0 pcs. in «Total received».
5. Always remember to post a comment on the delivery and always click «Confirm».
6. The status will change to «Disagreement», and the disagreement must be followed up by the sender/recipient.
7. The delivery remains under «Registered receipts», marked with a red background.
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. It is not possible to change a delivery that has a status of «Received».
11. If a correction is needed for a delivery that has already been received, the sender must place a corresponding order, but with a minus sign on the quantity. The balance and fees will then be refunded.

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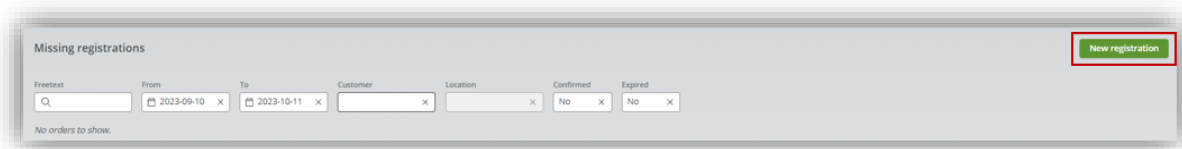


12. At the top bar there are some filtering options.
13. Start typing 3 characters in the field «Free text» and the filtering will start.
14. It is also possible to sort by date range (from/to) and the different statuses of a delivery.
15. Check «Received» to check that the delivery has not already been registered.
16. «Compact view», will put all products on the same line per shipment.

MISSING REGISTRATION

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 «Registered receptions», the sender must be notified of this.
3. Under the menu on the left side, select the desired category, «Reception» and «Missing registrations».
4. At the top right corner click on the green button, marked «New registration».



5. You will be directed to the «Missing registration» window.

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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 locations who are part of NLP. Start typing to bring up the desired location.
8. The «Order ref.» field is required, and the «Delivery note» is optional.
9. The «Comment» field can be used if needed.
10. On the right-hand 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».
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
B4490	2023-10-10	Line Nygård	Industri AS	Industri AS	5544332		Plastpall	3		Not confirmed
B4488	2023-10-06	Line Nygård	Industri AS	Industri AS	99887766554433221	99887766554433221	Plastpall	150		Confirmed
B4486	2023-10-06	Line Nygård	Industri AS	Norsk Industriarbeidermuseum	998877	998877	Plastpall	10		Confirmed
B4485	2023-10-06	Line Nygård	Industri AS	Industri AS	998877	998877	Plastpall	10		Confirmed
B4489	2023-10-06	Line Nygård	Industri AS	Industri AS	6655447788993	6655447788993	Plastpall	200		Confirmed

14. Incorrectly registered unprocessed notifications can be deleted by clicking «Delete» on the right of the line.
15. Comments can only be entered when creating the notice. The field also shows contact information for the creator of the notice.
16. At the top bar there are some filtering options.

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17. Start typing 3 characters in the field «Free text» and the filtering will start.
18. It is also possible to sort by date range (from/to).
19. The field «Confirmed» provides filtering on whether an alert has been processed or not.
20. The field «Expired» provides filtering option on whether the deadline for registering a notice has expired.
21. The column «Deadline» is shown for sender and shows number of days remaining.
22. When the deadline has expired, notifiers can refuse a post-registration (ref. NLP's regulations).

5 - PICKUPS AND RETURNS NLP

PICKUP ORDER

HOW TO CREATE UP PICKUP/RETURN NLP

1. Under the menu on the left-hand side, select the desired category, «Pickups and Returns NLP», and «Pickup».
2. You will be directed to the area, «Registered pickup orders».

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

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7. The field «Pickup address» shows where the registration is being collected.
8. If you have an alternative pickup address, this is selected from the drop-down menu.
9. If necessary, voluntary fields for «Order ref.» and «Delivery note».
10. On the right-hand side, you have an overview of all agreed products you can add to your pickup.

11. By clicking on the % numbers, you can select whole truck or half truck.
12. Enter the desired quantity directly into the field (added to the nearest full TPU) or use the arrow keys to enter the next full TPU. The minimum collected quantity is 6 TPU.
13. It is possible to combine different products, both pallets and crates.

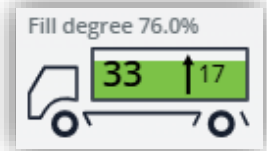
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14. Any changes that need to be made for the retrieval to take place, will be shown in the red field at the bottom of the page.

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

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 truck is shown in the drawing.



17. When the registration is complete, click «Save».

18. The registration falls under the area «Registered pickup orders».

19. If an alternative pickup address is desired, see guidance for «My Company».

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

Order no.	Pickup date	Transporter	Receiver	RTI	Ordered volume	Picked volume	Extra RTI	Received volume	Comments	Waybill	Status	Support
12674887	2025-07-24	DB Schenker AS	NLP Driftssasjon Fugleåsen Fugleåsen 7 1405 Langhus	Plastpall Halvpall	85 96	100 48		100 48			Confirmed	

In total: 1 Siste Displays 50 per page

21. When a pickup order has been processed by NLP, it moves from the menu item «Registered pickup order» to the menu item «Expedition».

22. Registered pickup orders can be changed as long as they have the status "Ordered".

After this, NLP must be contacted if adjustments are needed.

EXPEDITION

HOW TO CHANGE / DISPATCH PICK-UP ORDER

1. When a pickup order has been processed by NLP, it moves from the menu item «Registered pickup order» to the menu item «Expedition».
2. Under the menu on the left-hand side, select the desired category, «Pickups and Returns NLP» and menu item «Expedition».

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3. You will be sent to the area, «Expedition».

Expedition

Confirmed NLP
 Picked
 Sent
 Disagreement
 Confirmed
 Compact display

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

5. Start typing 3 characters in the field «Free text» 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 display», will put all products on the same line per pickup order.

Orderno.	Pickup date	Transporter	Receiver	RTI	Ordered volume	Picked volume	Extra RTI	Received volume	Comments	Waybill	Status	Support
11837844	2023-10-05		NLP Driftsstasjon Fugleåsen	Plastpall	561	0			0		Sent	Save
11837848	2023-10-05		NLP Driftsstasjon Fugleåsen	Plastpall	561	298			0		Sent	Save
11837850	2023-10-05		NLP Driftsstasjon Fugleåsen	Europall	561	561			0		Sent	Save
11837851	2023-10-05		NLP Driftsstasjon Fugleåsen	Plastpall	34	0			0		Sent	Save
				Halvpall	64	0						
				Halvpall	64	0						
				185 Grønn	1936	0						
				Plastpall			0					
Europall			0									
11837853	2023-10-05		NLP Driftsstasjon Fugleåsen	Plastpall	561	540			0		Sent	Save
11837854	2023-10-05		NLP Driftsstasjon Fugleåsen	Halvpall	544	0			0		Confirmed NLP	Confirm
				Europall	34	0						
11837855	2023-10-05		NLP Driftsstasjon Fugleåsen	360 Rød	2376	0			0		Confirmed NLP	Confirm
				Plastpall			0					
				Europall			0					

8. The status of the pickup order is now "Confirmed NLP". "Picked Volume" is 0 pcs. pending actual shipped quantity.

9. The carriers are still part of your stock.

10. On the pickup date, the order must be dispatched by the sender.

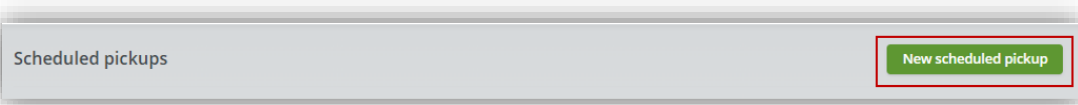
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11. Enter the actual quantity of load carriers sent in the column for «Picked volume». This may differ from the original pickup order.
12. Click «Confirm» when all correct changes have been made.
13. The pickup order will now have the status "Sent", and the balance will be added to your outgoing volume.
14. Then click the button «Waybill» to print the consignment note for the pickup order.
15. If there is a discrepancy on the pickup order with status «Sent», contact support at NLP.

SCHEDULED PICKUPS

HOW CREATE SCHEDULED PICKUPS

1. Under the menu on the left-hand side, select «Pickups and Returns NLP» and menu item «Scheduled pickups».

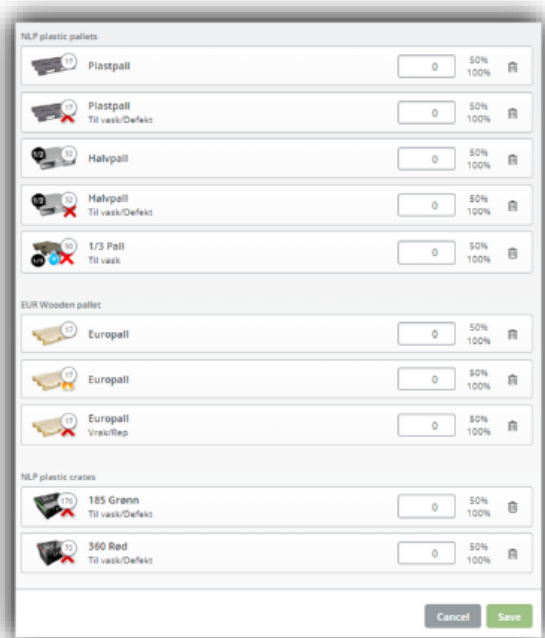


2. At the top right corner click the green button, marked «New scheduled pickup».
3. You will be directed to the «Scheduled Pickup» booking window.
4. The first field at the top left side is the desired pickup day or days.

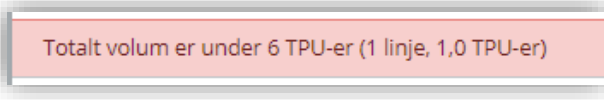
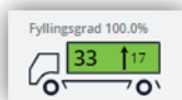
5. The «Interval» can be changed under the drop-down menu.
6. The field «Start date» indicates the day of first pickup.

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- The field «Pickup address» shows where the order will be collected.
- If you as a customer have an alternative pickup address, this is selected from the drop-down menu.



- On the right-hand side, you have an overview of all agrees products you can add for collection.
- By clicking on the % numbers, you can select whole truck or half truck.
- Type the desired quantity right into the field (added to the nearest full TPU) or use the arrow keys to enter the next full TPU.
- Any changes that must be made for the collection to be carries out, will be shown in the red field at the bottom of the page.
- The filling rate of the truck is shown in the drawing.



- When the registration is complete, click «Save».

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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
2023-05-19		✓		✓		2	Plastpall	306	100.0%	Line Nygård

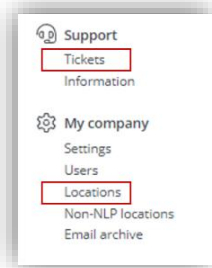
15. The registration falls under the «Scheduled pickups» area.

16. Here you can see an overview of everything that is registered of scheduled pickups.

17. 2 weeks before the scheduled collection date, it will appear under the «Pickup» tab.

18. If there is a desire for an alternative pick-up address, see the guide «My Company» and «Locations».

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



6 - INVENTORY

NLP PERIODS AND REQUIREMENTS FOR COUNTING

2 times a year, all NLP customers are required to complete a «Main inventory count» to ensure the correct balance. The «Customer admin» is responsible for implementation, but the task can be delegated to the «Location admin». Everyone who holds the counting level «Main inventory count» is responsible for familiarizing themselves with the rules and deadlines that apply to counting and correction.

COUNT	TRANSACTION PERIOD	COUNTING MUST BE CARRIED OUT	DEADLINE FOR CORRECTION OF DEVIATIONS
T1	1. September - 28./29. February	28./29. February	30. April
T2	1. March - 31. August	31. August	31. October

1. NLP is divided into 2 periods.

a. T1 – From 1 September to 28/29. February.

b. T2 – From 1 March to 31 August.

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2. In connection with the end of the period, it is required that all NLP plastic load carriers are counted and registered as «Main inventory count».
 - a. T1 – Count must be carried out as close as possible to 28/29. February.
 - b. T2 - Count must be carried out as close as possible to 30 April.

3. If errors and missing registrations are discovered, all corrections in connection with the «Main inventory count» must be carried out under «Corrections».
 - a. T1 – Deadline for reporting claims, 30 April.
 - b. T2 – Deadline for reporting claims, 31 October.

4. The remaining difference in stock for the period forms the basis for correcting the balance and invoicing lost pallets/crates.
 - a. T1 – The period closes on 30 April.
 - b. T2 – The period closes on 31 October.

5. Count that is carried out and registered outside the end of the period (T1/T2 – «Mail inventory count») must be registered as a «Control inventory count».

CONTROL INVENTORY COUNT

1. «Control inventory count» can be registered by any user, who have been assigned the right.
2. Counting of NLP plastic load carriers is carried out to ensure correct physical inventory against the system balance.
3. The function can be used as often as wanted and does not entail any automatic adjustment of the balance from NLP.
4. At the end of every period (28/29 February and 31 August), the count must be registered as «Main inventory count».

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5. Under the menu on the left-hand side, select the desired category, «Counting» and «Control Inventory Count».
6. You will be directed to the area, «Control inventory count».
7. At the top right corner click on the green button, marked with «New count».
8. You will be directed to the «New count» window.

9. On the left-hand side is information for correct completion of the count, as well as a comment field for the count.
10. There is a voluntary field to enter comments at the same time as the count.
11. See also separate counting instructions in advance, to ensure correct implementation.
12. When filtering, click «Search».

13. On the right side you have an overview of all NLP plastic load carriers to be counted.
14. Tick off to the left of the product being counted, then enter the actual count.
Several can be entered at the same time.
15. All «Agreed Products» must be counted.
If you have 0 pcs. of an agreed product, 0 pcs. must be entered on the quantity.
16. If you have inventory on «Not agreed products», this must also be registered.
17. When registrations are complete, click «Save».
18. The count falls under the «Control Count» area.
19. «Preliminary difference» will appear and should be followed up continuously.
20. Before the result is read by NLP, it is possible to delete the count.
21. Once NLP has read the result, the count is locked.
22. Any comments will appear in a green box under "comment".
23. If you want NLP to process the counting result, please contact us at «support@nlpool.no».
24. NLP will then contact you for further progress to uncover the discrepancy.

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New count ×







Counting should be done after all the day's transactions have been registered, to ensure a correct count result.

All incoming cargo carriers that have arrived physically **MUST** be declared received, and must be counted.
All outgoing cargo carriers that have been confirmed as "Sent" are not to be counted if they are still at your location.







In case of discrepancy in the stock:
If you want NLP to process the counting results, contact us (support@nlpool.no). We will then contact you for further progress to uncover the discrepancy.







Your comment

NLP plastic pallets

<input type="checkbox"/>		Plastpall	<input type="text" value="0"/>	
<input type="checkbox"/>		Halvpall	<input type="text" value="0"/>	
<input type="checkbox"/>		1/3 Pall	<input type="text" value="0"/>	

NLP plastic crates

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

Date	Product	Incoming volume	Balance	Outgoing volume	Counted volume	Preliminary difference	Registered by	Read NLP	Comment
2021-04-23 11:50	 360 Rød	0	-47	0	0	47	NLP Administrator	Yes	 1
2021-04-23 11:19	 106 Blå	0	-47	0	0	47	NLP Administrator	Yes	 1
2021-04-23 11:19	 185 Grønn	0	-178	0	0	178	NLP Administrator	Yes	 1

MAIN INVENTORY 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 February 28/29th and August 31st.
4. All 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 to claim corrections toward the receiving part.
8. All corrections/post registrations belonging to the period, must be registered under «Corrections», for «Replacement value» to be adjusted based on approved claims.

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

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

11. On the top there are boxes with information:

- End of period – Show 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 – Show 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, sender 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 remaining deficiency – Remaining deficiency in NOK.

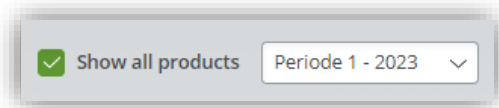
RTI	Count result						Agreed counting result						Justering NLP	
	Inc. count	Stock	Outg. count	Physical stock	Date	Counted	Deviation	Deviation NOK	Approved correction orders		Remaining deviations			Open correction orders
									Quantity	NOK	Quantity	NOK		Quantity
PP	5	61	5	56		0	0,-	0	0,-	0	0,-	0	0	
P2	0	-56	0	-56		0	0,-	0	0,-	0	0,-	0	0	
106	0	-5	0	-5		0	0,-	0	0,-	0	0,-	0	0	
185	0	3	0	3		0	0,-	0	0,-	0	0,-	0	0	
360	0	-29	0	-29		0	0,-	0	0,-	0	0,-	0	0	

12. Explanation:

- RTI – Plastic products must be counted.
- Incoming count – RTI's «sent» to you, not yet confirmed.

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- c. Stock – All confirmed transactions in/out since start up and until today.
 - d. Outgoing count – RTI's «sent» from you, not yet confirmed by the receiver.
 - e. Physical stock – Stock minus outgoing volume.
 - f. Date - Time of registration.
 - g. Counted – Count result to be registered.
 - h. Deviation – Difference between counted and physical stock.
 - i. Deviation NOK – Replacement value based on registered deviation.
 - j. Approved correction orders – Confirmed volume and NOK.
 - k. Remaining deviations – Deviations where no correction order has been registered.
 - l. Open correction orders – Remaining volume and NOK, still awaiting approval.
 - m. Adjustment NLP – Final correction of NLP after the end of the period.
13. Physically counted quantity is registered under "Counted " per type of load carrier, click "Save" at the bottom right.
14. Main inventory count is now locked.
15. If you have 0 pcs. of an agreed product, then register «0» in counted.
16. If You have a stock on «not agreed products» this will be shown, and a count must be registered.



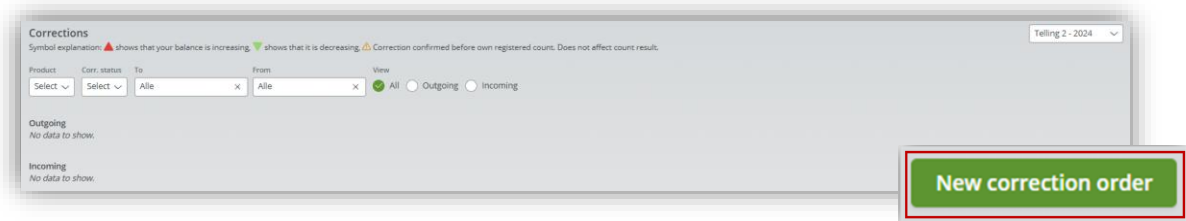
17. If you have stock on other plastic products, please choose «show all products» to get an overview.
The physical stock must be registered under «counted», click «Save».
18. The balance being adjusted is marked with a red/green triangle to show whether the balance is increasing or decreasing.

Symbol explanation: ▲ shows that your balance is increasing ▼ shows that it is decreasing

CORRECTIONS – MAIN INVENTORY COUNT

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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 «Main inventory count» in connection with the end of the period.
3. If you after a main inventory count have a deviation between stock and physical stock, this must be mapped and handled to register corrections/post registrations within the deadline.
4. Corrections/post registrations of outgoing claims can only be added after a «Main inventory count» is completed and registered.
5. Incoming claims must be treated independently, regardless of whether «Main inventory count» has been carried out or not at your location.
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.



Outgoing corrections:

7. On the menu left side, choose «Inventory count» and «Corrections».
8. You are directed to «Corrections».
9. Click on green button «New correction order».
10. You will be sent to the «New correction order» window.
11. «Sent» will always show today's 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
14. «Delivery note» shows automatic the period for correction.
15. The «Comment» field can be used if necessary.

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16. On the right-hand side you will see all the counted products that you can apply to the correction.
17. Enter in the correct quantity for the relevant load carrier on the delivery.
18. Any NLP fees will be shown under the drop-down menu at the bottom of the page.
19. When the delivery is complete, click «Save», «Send and Close» or «Send and Create New».
20. If you select «Save»: The delivery is only saved as a draft under the main screen on «Corrections». Must be manually sent later.
21. If you select «Send and Close»: The delivery is sent and can be found under «Corrections». You are sent back to the main screen «Corrections».
22. If you select «Send and Create New»: The delivery is sent and can be found under «Corrections». You are sent directly to the creation of «New correction order».
23. If the option «Save» was used, the delivery must be selected under the «Corrections» tab.
24. Check the boxes on the left and click the green button «Send» at the bottom of the page.
25. Sent order is shown in the overview for «Corrections» and documentation for the claim can be attached under «comments».
26. Once a correction order has been sent to the recipient, the recipient have a response deadline of 14 days.
27. An outgoing correction order can only change the order ref. and tracking number after the status "Sent".

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28. If the recipient disagrees, the delivery will appear marked with a red background with the status «Disagreement».
29. In case of disagreements, it is possible to update the order number, tracking number and quantity of the delivery.
30. If other changes are needed, the correction must be deleted and re-posted.

Corrections

Symbol explanation: ▲ shows that your balance is increasing, ▼ shows that it is decreasing, △ Correction confirmed before own registered count. Does not affect count result.

Product: Corr. status To From View
 Select Select All All All Outgoing Incoming

Outgoing

Order no.	Sent	Period	Corr. status	Processed within	To	From	Order ref.	Delivery note	RTI	Sent	Received	Comments	Status	Support
12674940	2025-08-11	T2-2025	Draft	2025-08-25	G Grossist AS - Lager	I Industri AS - Lager	9977	T2-2025	Platzpall	1	0		Draft	Send Delete
									Halspall	10	0			
12674943	2025-08-11	T2-2025	Own correction	2025-08-25	All Aaa-Industri AS Lager	I Industri AS - Lager	00666	T2-2025	1/3 Pall	20	0		Disagreement	Save Delete
12674941	2025-08-11	T2-2025	Own correction	2025-08-25	All A-Industri AS Lager	I Industri AS - Lager	99555	T2-2025	Platzpall	20	0		Sent	Delete
12674942	2025-08-11	T2-2025	Own correction	2025-08-25	G Grossist AS - Lager	I Industri AS - Lager	220000	T2-2025	Halspall	10	10		Confirmed	

Incoming corrections:

31. Regardless of whether the main inventory count has been carried out by you, your location may receive incoming correction orders in connection with the end of the period.
32. No correction orders are auto-committed. They must be processed manually.
33. The response deadline for incoming correction orders is 14 days. If an extended deadline is needed, the date must be updated under "Processed within".

Incoming

Order no.	Sent	Period	Corr. status	Processed within	To
12674945	2025-08-11	T2-2025	Open	2025-08-25	I
12674944	2025-08-11	T2-2025	Not counted, Open	2025-08-25	I

34. If you as the recipient, agree with the correction, confirm receipt by clicking "Confirm". The status will then change to "Confirmed".
35. The red/yellow/green symbol, beside the quantity received, shows whether/how your main inventory count is affected by the incoming correction.

Symbol explanation: ▲ shows that your balance is increasing, ▼ shows that it is decreasing, △ Correction confirmed before own registered count. Does not affect count result.

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36. If you do not agree with a correction order, you must actively enter a discrepancy and click confirm.

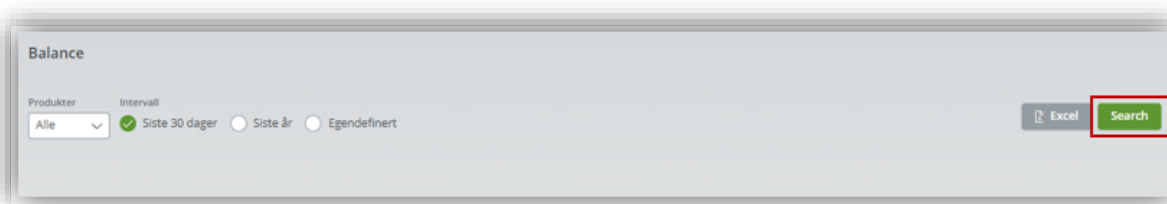
37. Always enter a comment about the reason for the disagreement.

Order no.	Sent	Period	Corr. status	Processed within	To	From	Order ref.	Delivery note	RTI	Sent	Received	Comments	Status	Support
12674945	2025-08-11	T2-2025	Open	2025-08-25	I Industri AS - Lager	G Grossist AS - Lager	0243957	T2-2025	Plastpall	3	1	0	Disagreement	Save
12674944	2025-08-11	T2-2025	Not counted, Open	2025-08-25	I Industri AS - Lager	G Grossist AS - Lager	3904285029	T2-2025	Plastpall 106 Blå	20 200	20 200	0	Sent	Confirm
12674946	2025-08-11	T2-2025	Not counted, Confirmed	2025-08-25	I Industri AS - Lager	G Grossist AS - Lager	057	T2-2025	Halvpall 185 Grønn	1 20	1 20	0	Confirmed	

7 - REPORTS

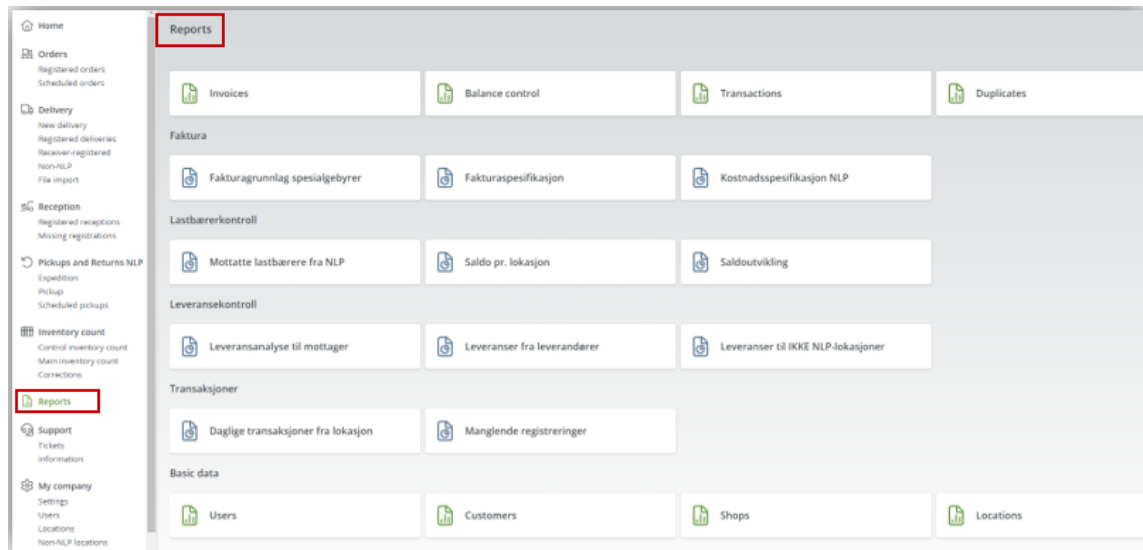
OVERVIEW OF YOUR BALANCE AND NLP IN GENERAL

- 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) This is assigned by the customer admin or location admin under «My company» and «Users».
- 4) Click the desired Report button and you will be directed to the appropriate report.
- 5) Select the relevant filtering at the top of the report
- 6) Click green button at the top right marked «Search», and data will appear.



- 7) If you want Excel, click on the gray button marked with «Excel».
- 8) If you need guidance, contact NLP.

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8 - 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 bar there are some filtering options.
4. Start typing 3 characters in the field «Free text» and the filtering will start.
5. It is possible to sort by date range (from/to), and the different statuses on a support case.



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

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The screenshot shows a web form titled "New support ticket". It has two dropdown menus: "Main category" with the placeholder text "Velg hovedkategori" and "Category" with the placeholder text "Velg kategori". At the bottom right of the form, there is a green button labeled "Next" which is highlighted with a red rectangular box.

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 field «Topic» is required. Enter as briefly and concisely as possible.
12. The field «Description», enter supplementary information.
13. If the case concerns a specific product, select this in the drop-down menu labeled «Product».
14. It is possible to upload attachments/documents.
This is done by clicking on the green button marked «Attach files».
15. When the case is ready, click the green button at the bottom of the page, marked «Create».

The screenshot shows the "New support ticket" form with the following fields: "Topic" (a required field with an asterisk), "Description", and "Product" (a dropdown menu). Below the "Product" field is a green button with an upload icon and the text "Legg ved filer". At the bottom right of the form, there are two buttons: a grey "Previous" button and a green "Create" button, both of which are highlighted with red rectangular boxes.

16. You will be directed to the overview screen for active support tickets.

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17. The status on the right side shows progress on the ticket.

18. Click directly on the ticket, for further processing.

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

ID	Topic	Created	Last activity	User	Location	Agent	Status
21275	kort	2023-05-02 15:04	2023-05-02 15:06	Engros Bruker	Norsk Engros	Line Nygård	Pending
21348	Må alt telles?	2023-09-28 14:48	2023-09-28 14:48	Engros Bruker	Norsk Engros		New
21304	Er alle leveringsdager...	2023-05-10 13:43	2023-05-10 13:43	Engros Bruker	Norsk Engros		New

9 - 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».

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USERS

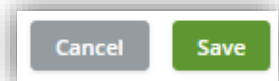
1. Only the customer admin and location admin have access to the «My Company» category.
2. If you wish to change your customer admin, NLP must be contacted.
3. There are three user levels, and each role has different access in NLP web:
 - a. Customer admin – The role can only be assigned to one user per customer relationship. All rights.
 - b. Location admin – The role can only be assigned to one user per location.
 - c. User – As many as needed.
4. Under the menu on the left side, select the desired category, «My Company» and «Users».
5. Changes to existing users are made by clicking on the user.

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	

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6. At the top right corner click on the green button, marked with «New user».
You will be directed to the «New User» window.
7. Fields marked with «*» must be filled in.
8. Work area and Location: Choose from drop-down menu.
9. Under language you can choose between Norwegian or English display.
10. Location manager: Can only be set to 1 user per location.
11. When the fields are complete, click the green button labelled «Create».
12. An overview of accesses and messages is displayed. Here you can make changes if necessary.

13. Secondary locations:
Should a user have access to several locations, contact NLP.
14. 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.
15. Report access:
Here you select which report level the user should be entitled to.
16. When everything is filled in, click «Save» at the bottom right.
17. The new user receives information and password by e-mail.



18. You will be sent back to an overview of all Users.
19. You can search in the field «Free text».

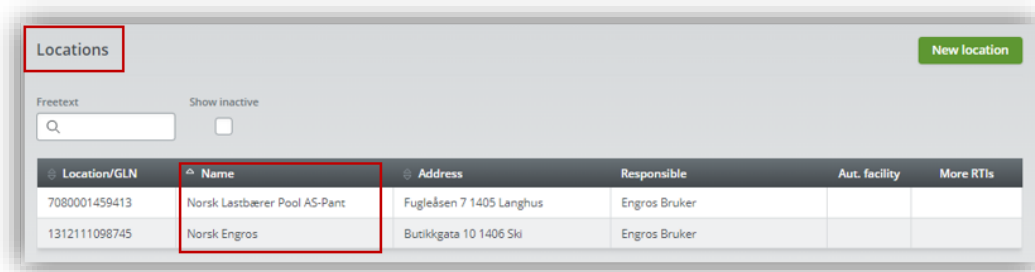
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20. The field «Show inactive»: No users are deleted but are added to the field for inactive users.

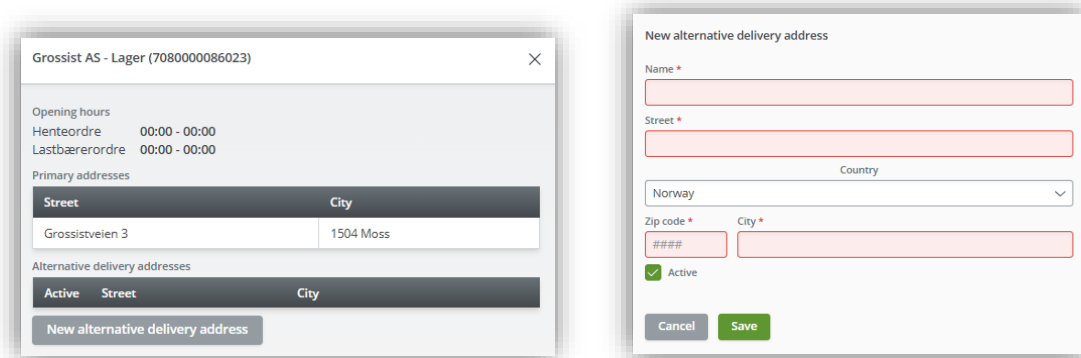
LOCATIONS

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 delivery- and pickup address.



3. Click on the gray button «New alternate delivery address» and fill in the fields, click «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 «New location».
2. You will be directed to the «Add location» page.

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3. To add a new location, there must be an active GLN number at GS1.
4. Search for your location under «Step 1» and select the correct location by clicking directly.
5. Click the green button in the bottom right corner, labeled «Add» to add location.
6. Contact support at NLP, to get the desired products added.

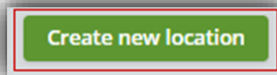
NOT-NLP LOCATIONS

HOW TO CREATE NOT-NLP LOCATION

1. Upon initial registration, 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».

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- At the top right, click the green button, marked «Create new location».
- You will be directed to the «New Non-NLP Location» window.



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

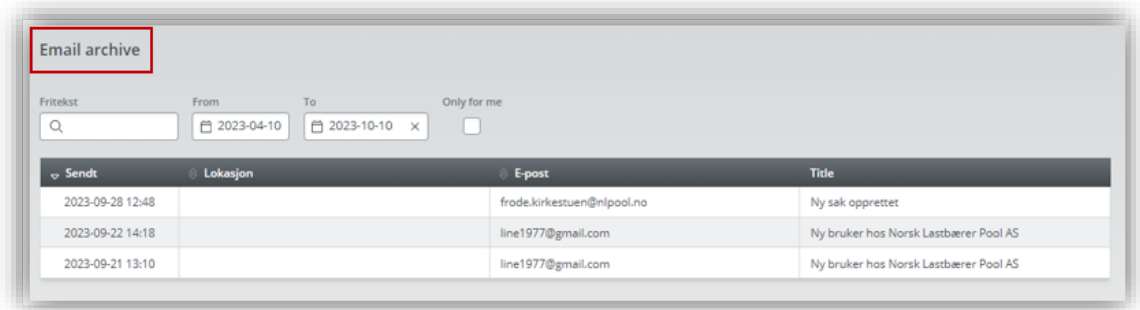
EMAIL ARCHIVE

GENERALLY

- Under «Email archive» you will get an overview of all emails the system has generated.

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- Here you can use the fields «Free text», date range and «Only for me» to search.
- Click on the desired email to bring up details.



WORD EXPLANATION

BRIEF EXPLANATION OF WORDS AND PHRASES

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