

ONLINE USER GUIDE

Welcome to the new Novex Online Ordering System

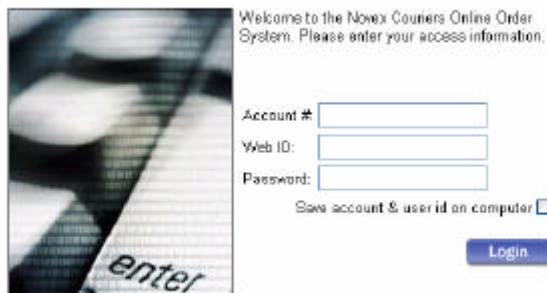
There are 3 things you'll need to know before you begin:

1) **ACCOUNT NUMBER**- In addition to a User ID and Password, your Account Number is required when you login. Your Account Number appears on your invoices and is also the same number used when you call to place your orders. Don't know your Account Number or user id or password? Please call Customer Service at 604.278.1935 and our friendly representatives will be happy to assist you. Or, simply email online@novex.ca.

2) **POSTAL CODES**- Postal Codes are now required for all your online shipments. Why Postal Codes? This ensures 100% address accuracy for your shipments. If you don't know a Postal Code, we've added a link to Canada Post's quick postal code finder. Once you enter a postal code, be sure to save the address so it's always in your Company Address Book.

3) **ADDRESS BOOK**- Our new Address Search feature searches within your Company Address Book. Saving addresses can be done at the time of placing an order. So, once you've entered and saved an address, you'll always have access to it in your Address Book.

GETTING STARTED



Welcome to the Novex Couriers Online Order System. Please enter your access information.

Account #:

Web ID:

Password:

Save account & user id on computer

Login

Your Account Number, a Web ID and Password are required to get started. Please email online@novex.ca or contact us at 604.278.1935 if you require any of the above.

ENTERING A NEW ORDER

1. Your Company Address book appears here. Click on the drop down arrow to view all your addresses. Then select one address.
2. Click on the right or left arrows to move the address to the Pick Up address or a Deliver To address.
3. To **ENTER A NEW ADDRESS**, postal codes are required to place your order. If you do not know a postal code, click on the link to Canada Post's quick postal code finder.
4. To **SAVE AN ADDRESS** to your Address book, select the address book icon. This will automatically add the address to your Address book when the job is placed. See *Using Your Address Book* for more information.
5. Fully complete the Order Information section. Don't forget to select the Service Level, Weight and quantity of packages.

Note: For Downtown to Downtown Envelope deliveries, select Vehicle Type: BIKE

6. Select *Continue* to go to the Confirmation Screen.

To **CANCEL** this order, select the *New Order Tab* at the top of the page. This will clear the screen and will bring up a new *New Order Screen*.

CONFIRMING YOUR ORDER

NEW ORDER

New Order

Order Tracking

Search







Addressbook

Invoices

Admin

Logout

Logged in as ONLINE DEMO USER

PICK UP	TEST ACCOUNT-ONLINE DEMO	DELIVER TO
	3331 VIKING WAY, Unit 2	
	Richmond, BC V6V1X7	
	CAN	
	No Contact Specified	
 P:	ABC COMPANY LTD	 P:
 F:	1112 W PENDER ST, Unit 200	 F:
 E:	Vancouver, BC V6E2S1	 E:
	CAN	
	BOB	

Order Information			
Pick Up Date: 6/27/2005	Ready Time: 10:55	Service: 1-SHT	Vehicle: CAR
Delivery Date: 6/27/2005	Deliver By: 11:55	Insurance: NO	Declared Value: \$0.00
Weight: 1 Lbs	Reference: 1	Waybill #:	COD: \$0.00
Ordered By: ONLINE DEMO USER	Department:		

Packages	Comments:	Charges
ENV 1	<input checked="" type="checkbox"/> Pick Up Inst: PICK UP AT RECEPTION <input checked="" type="checkbox"/> Deliver To Inst: PICKUP AT ACCOUNTING	Subtotal: \$28.47 GST (7%): \$1.99 Total: \$30.46

To **CLEAR** this order, click on **New Order** at the top of this page

To **EDIT** this order, click on **Previous** at the bottom of this page

Previous

Complete

This screen displays the details of your order. At this point, the order has not been placed.

To **EDIT** your order, select *Previous*.

To **CANCEL** this order, select the *New Order Tab* at the top of the page. This will clear the screen and will bring up the *New Order Screen*.

To **COMPLETE** the order, select *Complete* and your order will be submitted. The next screen to appear will display the Job Tracking Number.

SUBMITTING YOUR ORDER

[New Order](#) [Order Tracking](#)

Date: 6/25/2005 10:59:04 AM

Delivery Information ACC#: 999997 FROM: TEST ACCOUNT-ONLINE DEMO 3331 VIKING WAY, Unit 2 Richmond, BC V6V1X7 SHIP TO: ABC COMPANY LTD BOB 1112 W PENDER ST, Unit 200 Vancouver, BC V6E2S1	Tracking Number #3618 		<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin-left: 20px;">1</div>
	Client TEST ACCOUNT-ONLINE DEMO		
	Service 1-SHT	Pick up Date 6/27/2005	
	Delivery Date 6/27/2005	Deliver By 11:55	
	Ordered By ONLINE DEMO USER	Vehicle CAR	
	Packages 1 ENV	Insurance NO	
	Weight 1 Lbs		
Reference 1 			
Instructions			

Your order is now submitted.

1. Use this number to Track your orders. This number will also appear on your invoices.

Though packing slips or waybills aren't required for Novex deliveries, this page can be printed for your own tracking purposes and can even be affixed on the package.

To **ENTER A NEW ORDER**, select *New Order* at the top right of the page.

To **TRACK AN ORDER**, select *Order Tracking* at the top right of the page.

TRACKING YOUR ORDER

The screenshot shows the NOVEX ORDER TRACKING interface. At the top, there is a navigation bar with tabs for 'New Order', 'Order Tracking', 'Search', 'Addressbook', 'Invoices', 'Admin', and 'Logout'. The 'Order Tracking' tab is selected. Below the navigation bar, the user is logged in as 'ONLINE DEMO USER'. A 'Show All Orders' button is visible on the left. On the right, it indicates '2 Records (Page 1 of 1)' and 'Records per page: 10' with a 'Go' button. The main content is a table with the following columns: Order #, Order Date, Ordered By, Service Type, Pick Up From, Deliver To, Status, Reference, Pick Up Time, Delivery Time, POD, and Total. Two orders are listed: Order # 3318 (Open status, \$30.46 total) and Order # 2339 (Picked Up status, \$30.46 total).

Order #	Order Date	Ordered By	Service Type	Pick Up From	Deliver To	Status	Reference	Pick Up Time	Delivery Time	POD	Total
3318	06/25/05 10:59	ONLINE DEMO USER	1-SHT	TEST ACCOUNT-ONLINE DEMO	ABC COMPANY LTD	Open	1				\$30.46
2339	06/22/05 17:31	ONLINE DEMO USER	1-SHT	TEST ACCOUNT-ONLINE DEMO	BANK OF THE NATION	Picked Up	SCC 003456 003456	10:05			\$30.46

Select the *Order Tracking* tab to view previously placed orders. At a glance, you can see the details of each delivery.

There are 7 different status types:

- *Open* — the order has been entered in the system but not assigned
- *Assigned* — the order has been assigned to a driver
- *Dispatched* — the order has been dispatched to a driver
- *Picked Up* — the order has been picked up
- *Delivered* — the order has been delivered
- *Finalized* — the order has been delivered, and your company has been invoiced or will be invoiced
- *Cancelled* — the order has been cancelled

Orders that appear on the Order Tracking tab can have any status except for Finalized.

Orders that appear on the Search tab can have any status.

To **EDIT DETAILS OF THE ORDER** select the Order number. The order can be edited or cancelled as long as it has a status of Open and as long as the order has been entered by a Web User. After the order is edited, be sure to select *Complete* to re-submit the job. The job number will not change.

To **CANCEL AN OPEN ORDER** select the Order Number in the Order Tracking tab. Then, select *Cancel Order* to immediately cancel the job.

SEARCH FOR AN ORDER

ORDER SEARCH

Logged in as ONLINE DEMO USER

[New Order](#)[Order Tracking](#)[Search](#)[Addressbook](#)[Invoices](#)[Admin](#)[Logout](#)

Order Search - (enter 1 or more search fields)

Order Number:

Start Date: 25 / May / 05 End Date: 25 / Jun / 05

Pick Up From:

Deliver To:

Service: Select One

Reference:

Caller (Ordered By):

POD:

You can search for order records by one or more of the following criteria:

- *Order Number* — if you know the number of the order you are searching for, enter it in the **Order Number** field
- *Start and End Dates* — to include orders that occurred between certain dates in your search results, enter the earliest date in the search period in the **Start Date** field, and enter the latest date in the search period in the **End Date** fields
- To enter a date, click the day, month, and/or year drop lists and select the desired value.
- *Pick Up from* — to include orders that were picked up at a specific location in your search results, enter the location name in the **Pick Up From** field
- *Deliver To* — to include orders that were delivered to a specific location in your search results, enter the location name in the **Deliver To** field
- *Service* — to include orders involving a particular service type in your search results, select the desired service type using the **Service** drop list. The Service list includes all service types defined for your company.
- *Reference* — to include orders with a particular reference number in your search results, enter the reference number in the **Reference** field
- *Caller (Ordered By)* — to include orders entered by a particular Web Component user or phoned in by a particular employee, enter the user name for the Web Component user or the name of the caller in the **Caller (Ordered By)** field
- *POD* — to include orders for which a particular person signed for the proof of delivery (POD), enter the signee's initials in the **POD** field

USING YOUR ADDRESS BOOK

ADDRESSBOOK | New Order | Order Tracking | Search | **Addressbook** | Reports | Admin | Logout
 Logged in as ONLINE DEMO USER | Add New Address

[ALL]	#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z		
Name	Alias	Address										City	Province	Postal Code	Last Used														
ABC COMPANY LTD		1112 W PENDER ST, Unit 200										VANCOUVER	BC	V6E2S1	06/22/05														
BANK OF THE NATION		333 SEYMOUR ST, Unit 700										Vancouver	BC	V6B5G9	06/22/05														
TEST ACCOUNT-ONLINE DEMO		3331 VIKING WAY, Unit 2										Richmond	BC	V6V1X7	06/22/05														

ADDRESS DETAILS | New Order | Order Tracking | Search | **Addressbook** | Reports | Admin | Logout
 Logged in as ONLINE DEMO USER

ABC COMPANY LTD
 1112 W PENDER ST Unit 200
 VANCOUVER BC
 V6E2S1
 CAN

Alias:
Close Time: 00:00
Created: 6/14/2005 10:48:38 AM
Last Updated: 6/14/2005 10:48:38 AM
Last Used: 6/22/2005 1:53:34 PM
Last Order: 2699
Special Instructions:
 PICKUP AT ACCOUNTING

[Edit](#) [Delete](#)

Address Contacts
[New](#)
Name: BOB (default)
Email:
Phone:
Fax:
Notification: None
[Edit](#) [Delete](#)

1. The Addressbook tab contains a list of all addresses entered by your company's web users. Here, you can add, delete and edit address details. You can search for an address by viewing All addresses or by selecting the first letter of the Company Name.
2. There are 2 options **TO ADD ADDRESSES** to your Address Book:
 - Save an address from the Order Screen by selecting the address book icon to the bottom right of the delivery or pickup address information. This will automatically add the address to your Address book when the job is placed. See *Entering a New Order*.
 - Go to the *Address Book* tab. Select *Add New Address* on the top right. Complete all fields and *Save*.

To **EDIT AN ADDRESS**, select the Company Name, then select *Edit*. Once the fields are edited, select *Save*.



For more information about Novex Online,
email **online@novex.ca** or contact

Online Helpline
604.278.1935

www.novex.ca