

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 info@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. 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 info@novex.ca or contact us at 604.278.1935 if you require any of the above.

ENTERING A NEW ORDER

NEW ORDER **New Order** Order Tracking Search Addressbook Invoices Admin Logout

Logged in as ONLINE DEMO USER

[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

ABC COMPANY LTD ----- 1112 W PENDER ST, Unit 200

PICK UP **DELIVER TO**

LOCATION: TEST ACCOUNT-ONLINE DEMO

NO. STREET UNIT
3331 VIKING WAY 2

CITY PROV. POSTAL
Richmond BC V6V1X7 PC Search

CONTACT PHONE

Order Information

Pick Up: 25 Jun 05 Ready Time: 10:55 Reference:

Service: 1-SHT Vehicle: CAR Weight: (Lbs) 1

Department: Select One

Comments:

Packages (required)

| | |
|---------|---|
| BOX | 0 |
| ENV | 0 |
| OTHER | 0 |
| PACKAGE | 0 |
| ROLL | 0 |
| SKID | 0 |

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 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 **delete** the information you have entered so far for 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

| | |
|---|---|
| <div style="display: flex; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin-right: 5px;">PICK UP</div> <div> <p>TEST ACCOUNT-ONLINE DEMO 3331 VIKING WAY, Unit 2 Richmond, BC V6V1X7 CAN No Contact Specified P: F: E:</p> </div> </div> | <div style="display: flex; align-items: center;"> <div style="writing-mode: vertical-rl; font-weight: bold; margin-right: 5px;">DELIVER TO</div> <div> <p>ABC COMPANY LTD 1112 W PENDER ST, Unit 200 Vancouver, BC V6E2S1 CAN BOB P: F: E:</p> </div> </div> |
|---|---|

| 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 | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Subtotal:</td> <td style="text-align: right; padding: 2px;">\$28.47</td> </tr> <tr> <td style="padding: 2px;">GST (7%):</td> <td style="text-align: right; padding: 2px;">\$1.99</td> </tr> <tr> <td style="padding: 2px;">Total:</td> <td style="text-align: right; padding: 2px;">\$30.46</td> </tr> </table> | Subtotal: | \$28.47 | GST (7%): | \$1.99 | Total: | \$30.46 |
| 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 **DELETE** 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: 20px auto;">1</div>  |
| Client TEST ACCOUNT-ONLINE DEMO | | Service 1-SHT | | |
| Delivery Date 6/27/2005 | | Pick up 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' (which is selected), 'Search', 'Addressbook', 'Invoices', 'Admin', and 'Logout'. Below the navigation bar, it says 'Logged in as ONLINE DEMO USER'. On the right side, it indicates '2 Records (Page 1 of 1)' and 'Records per page: 10' with a 'Go' button. A 'Show All Orders' button is located on the left. 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. There are two rows of data in the table.

| Order # | Order Date | Ordered By | Service Type | Pick Up From | Deliver To | Status | Reference | Pick Up Time | Delivery Time | POD | Total |
|---------|-------------------|---------------------|--------------|-----------------------------|-----------------------|--------------|----------------------|--------------|---------------|-----|---------|
| 3618 | 06/25/05 10:59 | ONLINE DEMO USER | 1-SHT | TEST ACCOUNT-ONLINE DEMO | ABC COMPANY LTD | Open | 1 | | | | \$30.46 |
| 2699 | 06/22/05 17:31 | ONLINE DEMO USER | 1-SHT | TEST ACCOUNT-ONLINE DEMO | BANK OF THE NATION | Picked Up | SCC 003456 003456 | 10:06 | | | \$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 only 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. All other orders must be cancelled with a customer service representative by calling us at 604.278.1935.

SEARCH FOR AN ORDER

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

Logged in as: ONLINE DEMO USER

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:

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

1. The Address book 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 info@novex.ca or contact

Online Helpline
604.278.1935

www.novex.ca