

ONLINE ORDERING INDEX

Adding New Users	With <i>Web Administrator</i> rights, you can add/delete online users. To add a New User, go to the Admin tab and select Add New User. Complete all fields and Save.
Address Book	There are 2 options to add addresses to your Address Book: 1) 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. 2) Go to the <i>Address Book</i> tab. Select <i>Add New Address</i> on the top right. Complete all fields and Save.
Admin	In the <i>Admin Tab</i> , a <i>Standard User</i> can make changes to their profile. A <i>Web Administrator</i> can make changes to other user profiles.
Cancel Shipment	To cancel a shipment, go to order tracking and find the job number that you need to cancel. If the order status is "open," you will be able to cancel the order. Click on the job number to open the order, and then choose "cancel order". If the order status is not "open," you will need to call us at 604.278.1935 to cancel the order.
Changing Passwords	If you are a <i>Web Administrator</i> , you can change passwords of other users in the <i>Admin Tab</i> . If you are a <i>Standard User</i> , you can change your own password.
Comments in Shipments	In this field, enter any special comments or instructions regarding your delivery. These instructions will be seen by our driver when he arrives at the pick up location.
Confirming an Order	Once <i>Continue</i> is selected in the <i>New Order</i> screen, the next screen will show details of the order. Once you confirm that all details are correct, select <i>Complete</i> and your order will be placed.
Editing an Order	Once <i>Continue</i> is selected in the <i>New Order</i> screen, the next screen will show details of the order. If you would like to edit your order at this point, select <i>Previous</i> .
Invoices	Selecting <i>Reports Tab</i> will show previous invoices. Select an invoice to view it in PDF format.
Order Tracking	Selecting the <i>Order Tracking Tab</i> will show a summary of previously placed orders. At a glance, you will be able to see the status of each order.
Passwords	A <i>User ID</i> and <i>Password</i> -up to 10 characters each are required to use our online system. To set up online access, please email info@novex.ca with a user id and password.
Postal Code	A full 6 character postal code is required in both the pickup and delivery addresses. If you are unsure of the postal code, you may look it up using Canada Post's Postal Code Lookup: http://www.canadapost.ca/tools/pcl/bin/advanced-e.asp

Rate Quotes	To obtain a rate quote, go to the <i>New Order Tab</i> . Once you have completed details of your order, select <i>Continue</i> to obtain a rate quote. Selecting <i>Continue</i> will show details of your order, including the cost. If you are satisfied with your order, select <i>Complete</i> to place your order. If you would like to change your order, select <i>Previous</i> .
Ready Time	In the <i>Order Screen</i> , this will default to the time that you are placing your order. The time may be adjusted by selecting from the drop down menu.
Reference	In the <i>Order Screen</i> , a user can enter a reference for the delivery i.e. Cost Centre, PO Number etc. This is an optional field.
Saving Addresses	See <i>Address Book</i>
Service Levels	See <i>Service Level Link</i>
Standard User	A user with this right only has access to their own profile unlike a <i>Web Administrator</i>
Status	To view the status of an order, go to the <i>Order Tracking</i> tab. This will show a summary of previously placed orders. There are 7 status types: <ul style="list-style-type: none"> • <i>Open</i> — the order has been entered in the system but not assigned • <i>Assigned</i> — the order has been assigned to a driver • <i>Dispatched</i> — the order has been dispatched to a driver • <i>Picked Up</i> — the order has been picked up • <i>Delivered</i> — the order has been delivered • <i>Finalized</i> — the order has been delivered, and your company has been invoiced • <i>Cancelled</i> — the order has been cancelled
Vehicle Type	Please select the most appropriate vehicle for your order.
Waybill	Though waybills aren't required on our packages, the last page of the order can be printed and attached to the package just like a packing slip. This page also shows the Order Control Number for the order.
Web Administrator	A user with this right can add/delete users and/or add/delete passwords.
User IDs	A <i>User ID</i> and <i>Password</i> -up to 10 characters each are required to use our online system. To set up your account, please email info@novex.ca with a user id and password.

For more information about Novex Online,
email info@novex.ca or call **604.278.1935**