BOX NOW Partner portal manual

BOX NOW PARTNER PORTAL

Igor Tomšić

BOX NOW D.O.O. | UL. MARICE BARIĆ 6, ZAGREB

Version	Date	Description	Author
1,0	2023-03-02	Initial document	Igor Tomšić
1,1	2023-07-17	Update – any APM	Gašpar Kodić

Contents

Introduction

If you are reading this manual your company is created in the BOX NOW system and you are able to create new delivery requests, create customer returns, review pending and completed deliveries and perform similar actions related to cooperation with BOX NOW.

In this manual basic tasks done through the Partner portal are described.

For any additional questions feel free to contact your BOX NOW Key Account Manager.
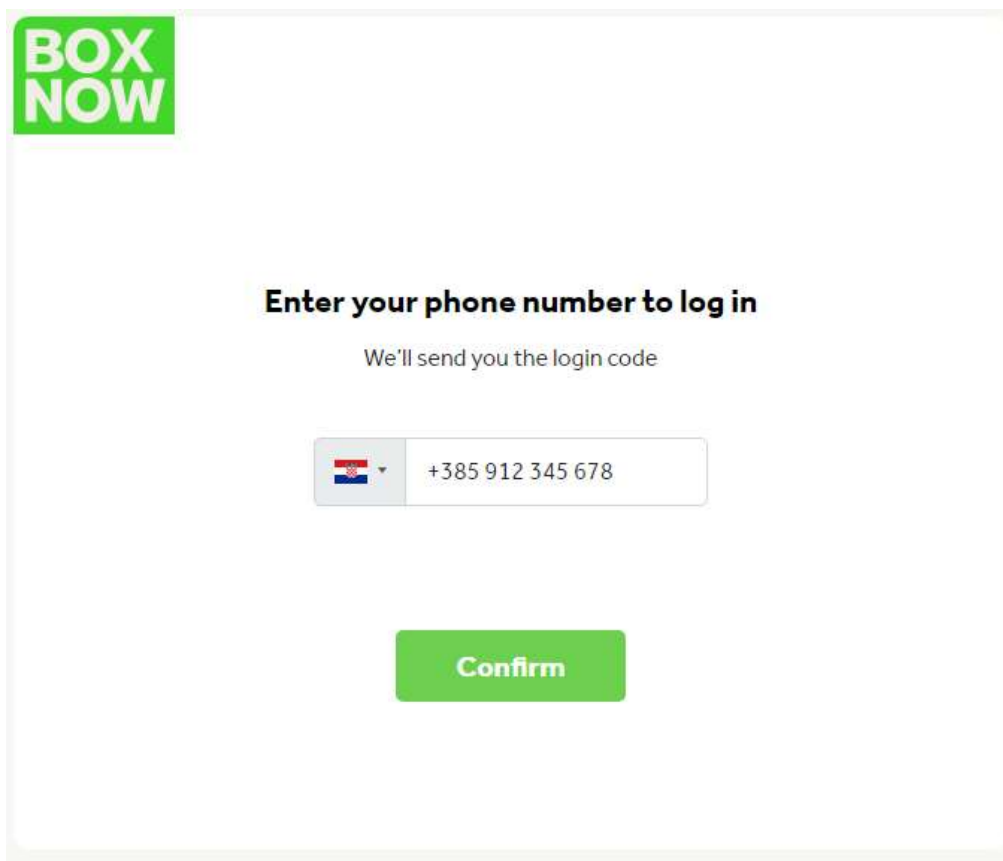
Login to Partner portal

Partner portal is available on:
https://partner.boxnow.hr/

Login to Partner portal is available to enabled mobile phone number(s) by OTP (one time password).

Enabled mobile phone numbers are the ones you dedicated for this purpose in arrangement with your BOX NOW Key Account Manager (MAX 2 numbers).

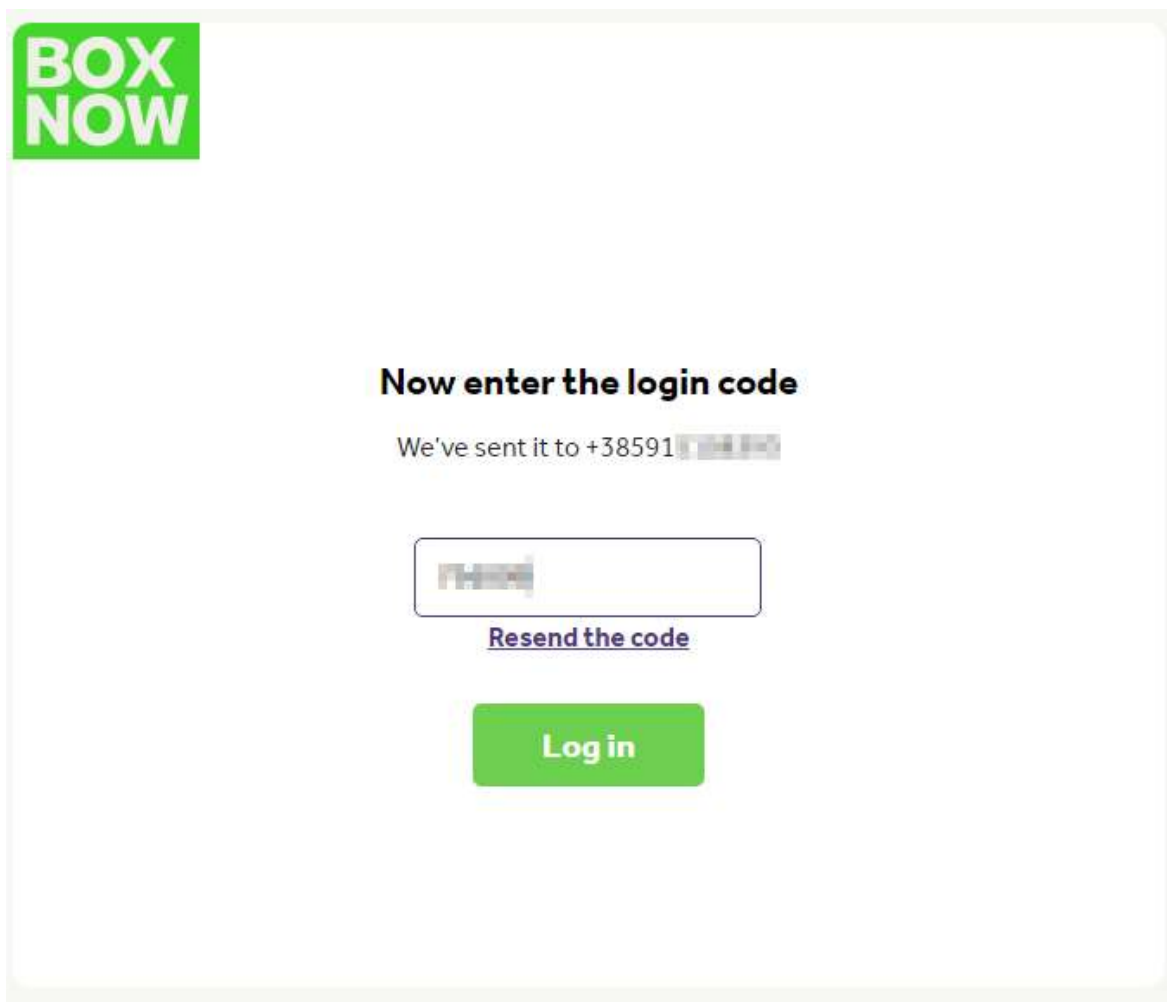On the login page input the mobile number and click *Confirm*:

An SMS with the OTP will arrive to the mobile shortly:

Molimo potvrdi svoju prijavu u sustav putem sljedećeg jednokratnog koda ▓▓▓▓▓. Tvoj BoxNow tim.
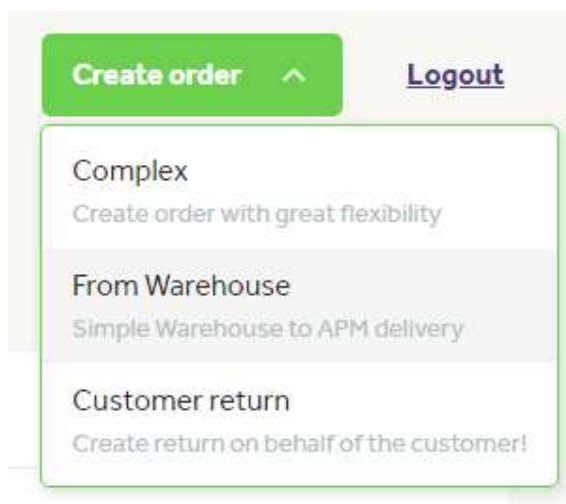
Input the OTP to the portal and click *Log in*

Now enter the login code

We've sent it to +38591 ▓▓▓▓

Resend the code

Log in

You are now logged in to the BOX NOW Partner portal.
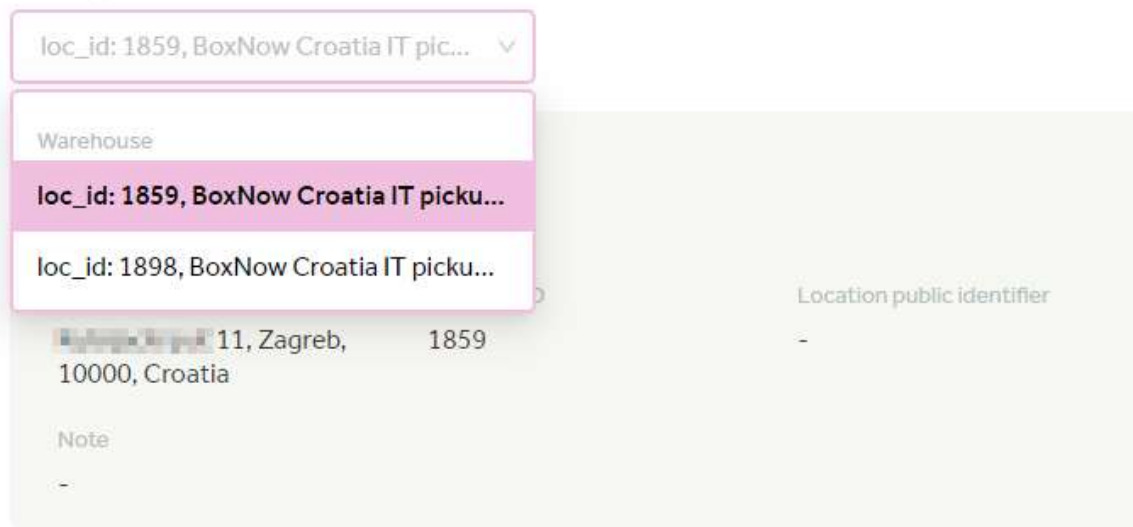
Create delivery request

To create a request for delivery in the top right corner click:

Create order – From Warehouse

Under *Pick up* select the warehouse from where the parcel is going to be picket up:

If your company has only one pickup location it will be selected by default.

The options are added to the system in arrangement with your BOX NOW Key Account Manager so if there are any changes to the pickup locations or you need to add some new ones please contact your BOX NOW Key Account Manager.

In the *Your customer's details* input the information of the parcel recipient:

Your customer's details

* Full name

Ivan Horvat

* Phone number

🇭🇷 ▾   +385 912 345 678

* Email

ivan.horvat@mail.com

This is important as this information will be printed on the shipping label and the contact details will be used by the BOX NOW system to inform the customer that their parcel is delivered to the locker.

In the *Delivery address* field select the locker the parcel will be shipped to:

Delivery address

* APM number

1688

loc_id: 1688, Rudeš - Zagi Centar, 10000

You can search and select by typing the locker ID or the locker location name.

Once you select the locker the details will be displayed:

* APM number

loc_id: 1688, Rudeš - Zagi Centar, 1... ∨

Zagrebačka cesta 194

Rudeš - Zagi Centar

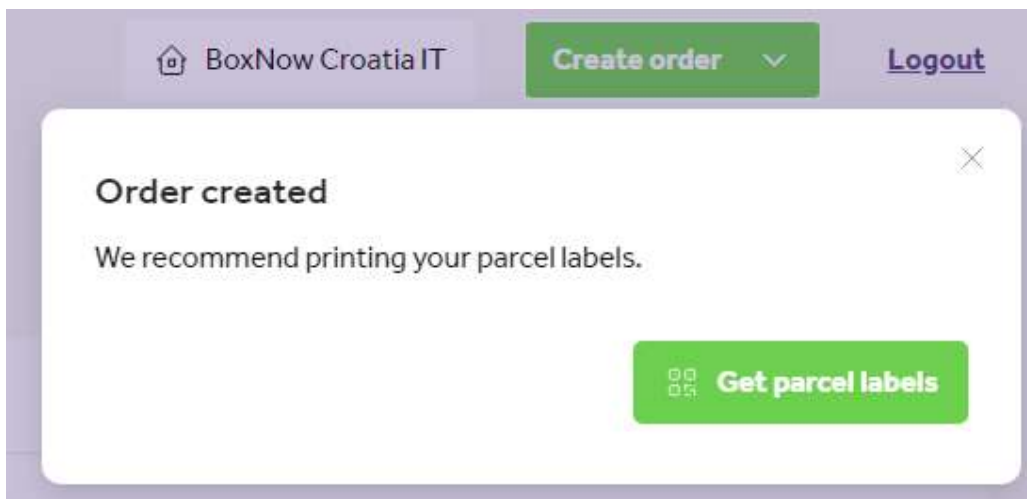| Address	Location ID	Location public identifier
Zagrebačka cesta 194, Zagreb, 10000, Croatia	1688	-

Note

Paketomat se nalazi na parkingu Zagi centra, prvi sat parkiranja je besplatan

Click *Create order* to finish:

Create order

After order creation you can download the shipping label in the prompt in the top right corner by clicking *Get parcel labels*:

A PDF with the shipping label will be provided for you to download, print etc.

Send from any APM

In case you want to send a parcel without waiting for our currier you can manually put it in the locker. You need to create a parcel like this:

BOX NOW d.o.o.   Ul. Marice Barić 6, Zagreb 10000, Hrvatska
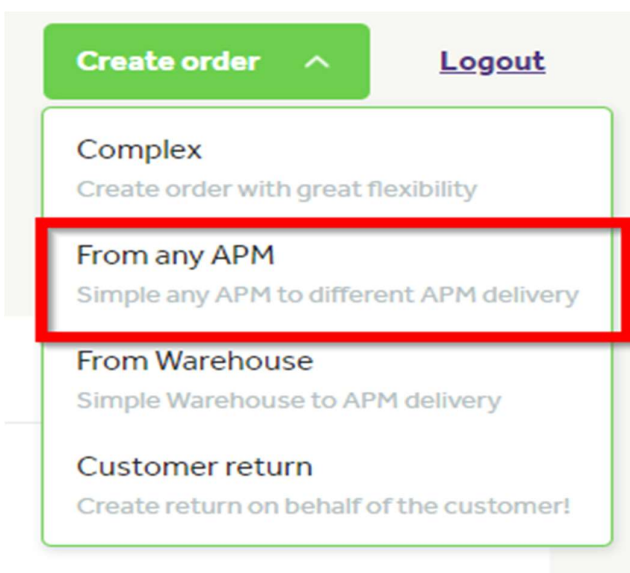
Enter all information in the customer's details.

Your customer's details

* Full name

* Phone number

🇭🇷 ▾   +385

* Email

Then insert delivery information APM number and parcel size.

Delivery

* Compartment size

* APM number

* Payment method

After creating parcel label, you can go to nearest APM and put in the parcel with entering parcel number and you can find it here.

BOX NOW

Vrijede Opći uvjeti i pravila pružanja usluga objavljeni na službenoj internetskoj stranici tvrtke www.boxnow.hr i dostupni su u njezinom sjedištu

WWW.BOXNOW.HR

Adresnica	Datum izdavanja: pon 17. 07. 23. 13:57

Pošiljatelj
BoxNow Croatia IT

Primatelj

Adresa dostave
Vrisnička ulica 8-14
Zagreb, 10000

Broj paketa
9960234302 1 | Prepaid

Skladište
ZAG

Težina
0.00 kg

Linija
HZAG03

Mjesto
10007/2

9960234302

BOX NOW d.o.o.

Ulica Marice Barić 6
Zagreb 10 000
Hrvatska
MBS: 081435310
OIB: 02844526916

Kontakt telefon:
01 7000 300
podrska@boxnow.hr

BOX NOW d.o.o.   Ul. Marice Barić 6, Zagreb 10000, Hrvatska

Shipping label

Shipping label is provided in PDF format so you can print it to your preference:

We recommend printing on A6 size stickers. Please do not use anything smaller. Any format where the QR code and barcode are clear and readable will do fine but if the label is too small to scan the codes BOX NOW will not be able to carry out the pickup.

Create multiple delivery requests by importing CSV

You can import a CSV file formatted in specific way to create multiple orders at once.
To do so in the Partner portal go to *Create order – From Warehouse* and click on the *Switch to CSV* button:
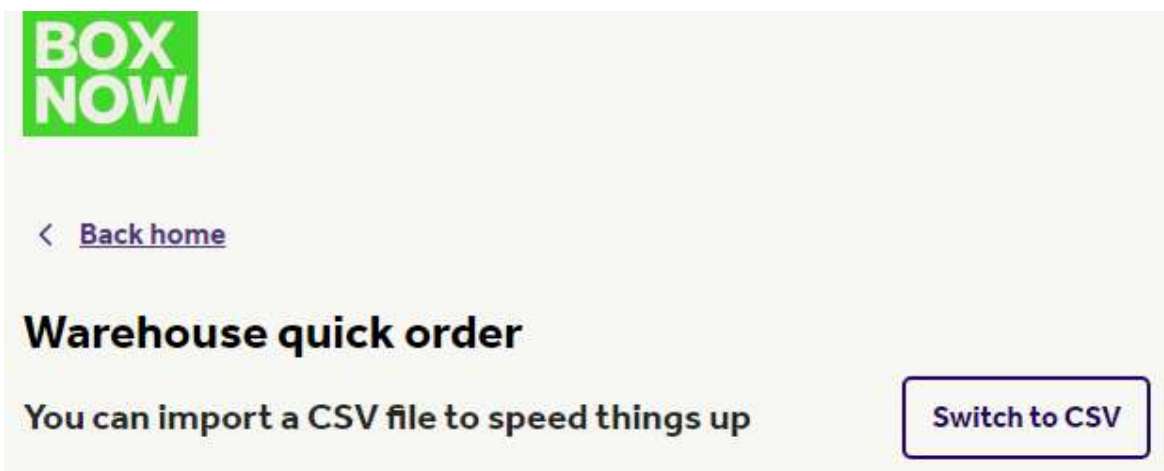
Now on this page you can download an example file in the link:

Example also attached here:

from-warehouse-ex
ample.csv

This example will generate 4 orders, where each order is from one line with required data separated by commas.
Note that the first non-empty line in the file will be ignored so keep the explanations in the first line as is.

Data from example file:

A
1 from_location,destination_location,customer_phone_number,customer_email,customer_full_name
2 1898,1690,+385911234567,name.surname1@gmail.com,Name Surname1
3 1898,1690,+385911234567,name.surname2@gmail.com,Name Surname2
4 1898,1690,+385911234567,name.surname3@gmail.com,Name Surname3
5 1898,1690,+385911234567,name.surname4@gmail.com,Name Surname4

1898 is location_id of partner pickup location (warehouse)
-    if partner has only one pickup point this will be fixed for all orders
1690 is location_ID of destination APM (locker)
-    in this example this is the one in Vrisnička ulica 8-14, Zagreb, 10000, Croatia
Other data in the lines are customer mobile nr., email, full name
-    in that exact order

So in this example line 2 will create order for one parcel:
from warehouse_id=*1898*
to locker_id=*1690*
for customer with:
        mobile phone number: *+385911234567*
        email: *name.surname1@gmail.com*
        full name: *Name Surname1*

Line 3 will create order for one parcel:
from warehouse_id=*1898*
to locker_id=*1690*
for customer with:
        mobile phone number: *+385911234567*
        email: *name.surname2@gmail.com*
        full name: *Name Surname2*

and so on…

Portal will return error in cases with other formats or data structure in the import CSV file and will not cerate the order requests.
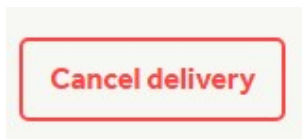
When import is successful the portal will offer download of all parcel shipping labels in one PDF file.

Cancel delivery request

To cancel a delivery request in the portal click on the parcel number in the order list:

and click on the *Cancel delivery* button:

confirm delivery cancelation by clicking the red *Cancel delivery* button:

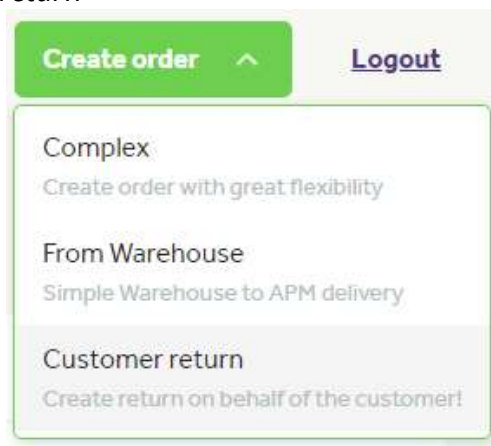The order status will change to *Canceled*.

Create customer return

To create a customer return in the top right corner click:

Create order – Customer return

In the Address field type in the customer's address so the system can suggest the nearest lockers for the customer to put the returning parcel in:

Input your customers details:

Select your warehouse where the return parcel should be delivered to:

Click *Create order* button.

A return order is created and a shipping label is generated.
You need to provide the customer with this shipping label to put on the returning parcel.
The customer will get an SMS with a PIN to open the locker and put the returning parcel inside.
The customer can use any locker for the return with this PIN.