



BOX NOW Partner portal manual

BOX NOW PARTNER PORTAL

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

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CLASIFICACION: INTERNAL

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

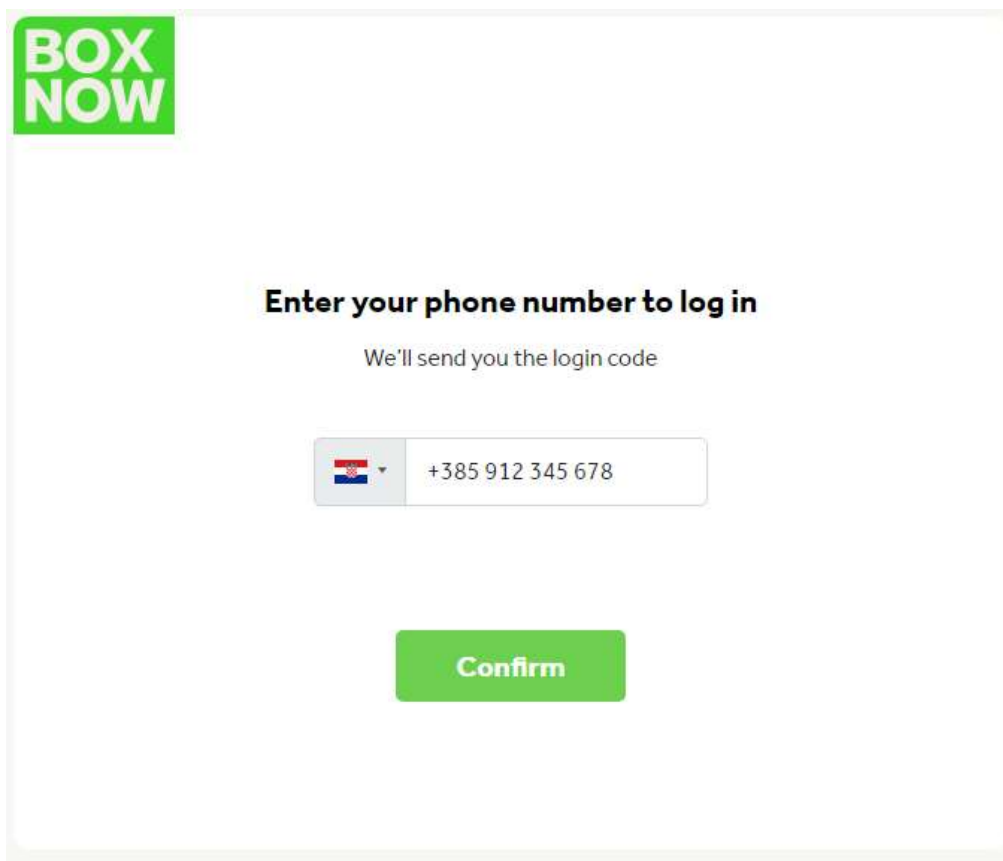
Partner portal is available on:

<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*:

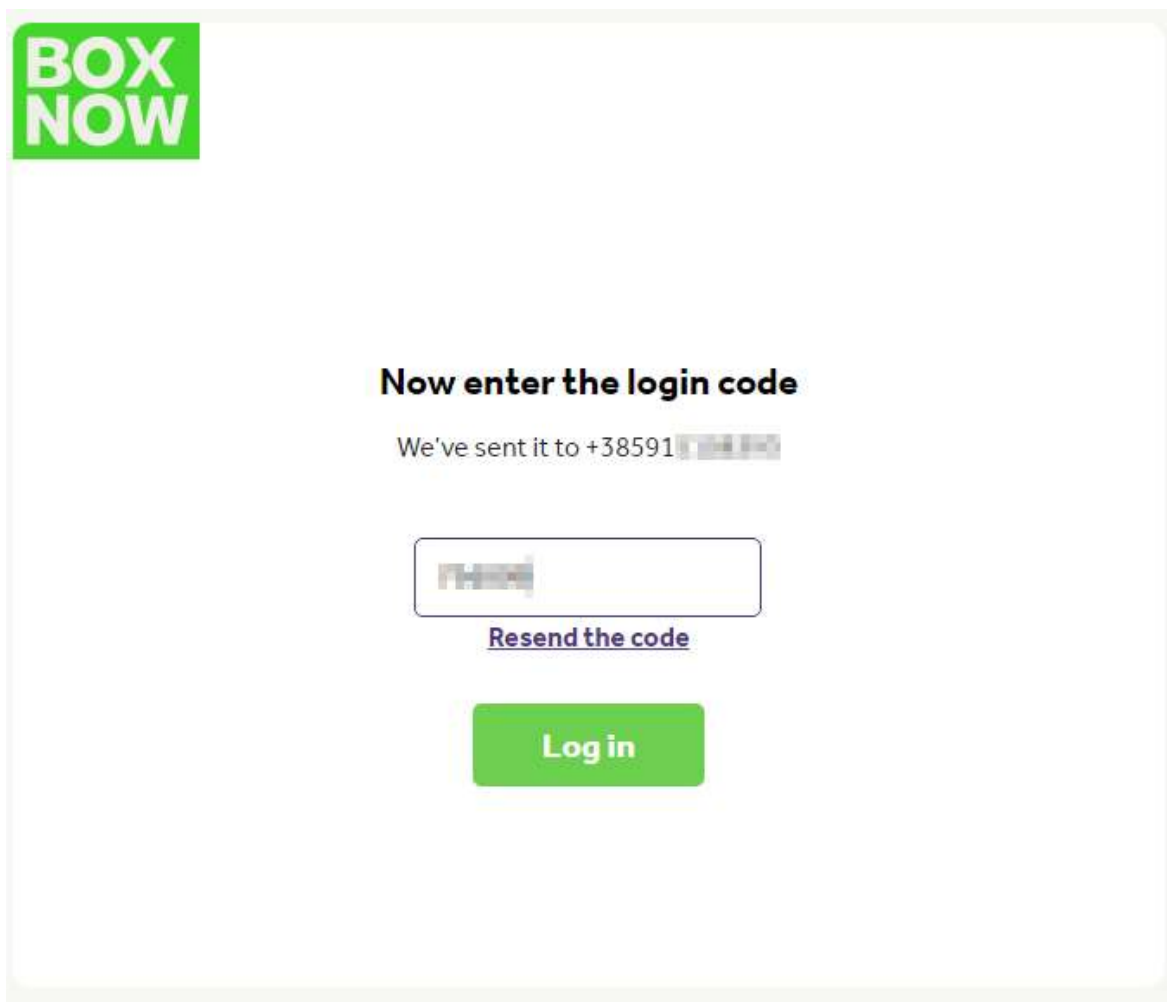


The screenshot shows the login interface for the BOX NOW Partner portal. At the top left is the BOX NOW logo. The main heading is "Enter your phone number to log in", followed by the instruction "We'll send you the login code". Below this is a form field for the phone number, which includes a dropdown menu for the country code (currently set to Croatia) and a text input containing the number "+385 912 345 678". A green "Confirm" button is positioned below the form field.

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

Molimo potvrdi svoju prijavu u sustav putem sljedećeg jednokratnog koda [XXXXXX](#).
Tvoj BoxNow tim.

Input the OTP to the portal and click *Log in*



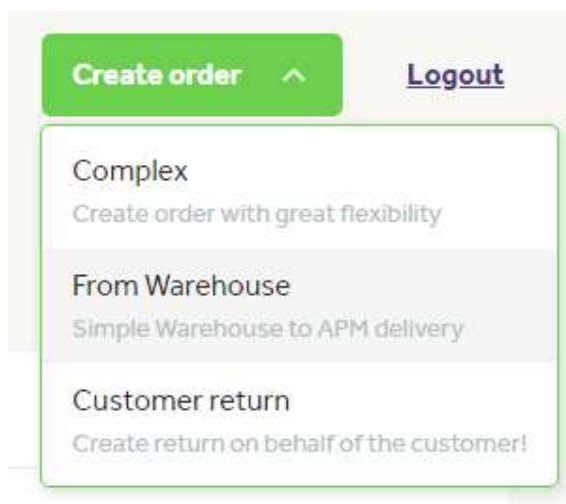
The screenshot shows the BOX NOW login interface. In the top left corner is the BOX NOW logo. The main heading is "Now enter the login code". Below this, it says "We've sent it to +38591 [redacted]". There is a text input field containing the code "XXXXXX". Below the input field is a link that says "Resend the code". At the bottom of the form is a green button labeled "Log in".

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

Create delivery request

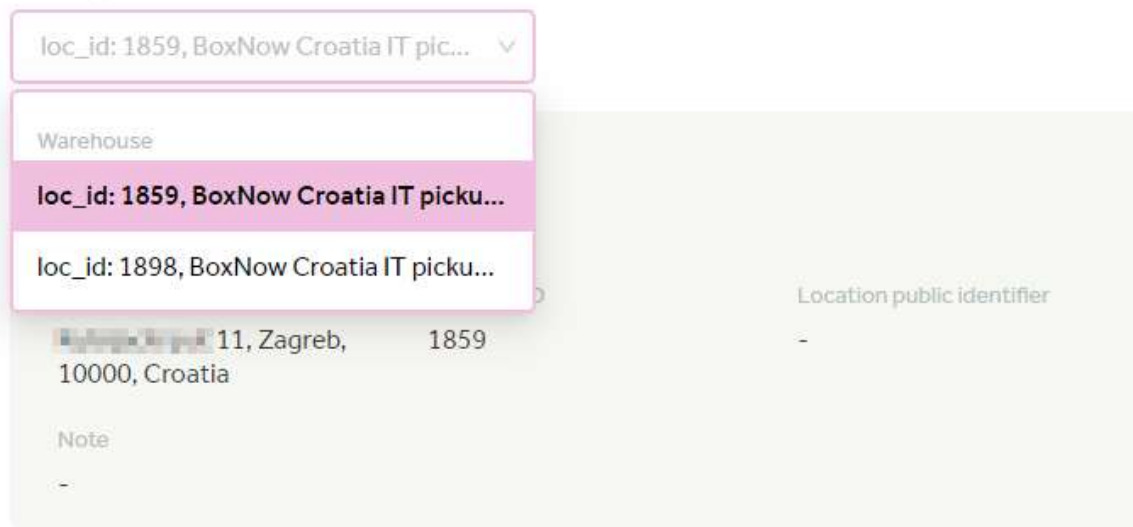
To create a request for delivery in the top right corner click:

Create order – From Warehouse



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

* Pick up

A screenshot of a web form for 'Pick up'. The form has a dropdown menu for 'Warehouse' with the following options: 'loc_id: 1859, BoxNow Croatia IT picu...', 'loc_id: 1859, BoxNow Croatia IT picku...' (highlighted), and 'loc_id: 1898, BoxNow Croatia IT picku...'. Below the dropdown, there is a table with columns for 'Warehouse', 'Location public identifier', and 'Note'. The first row shows 'Warehouse: 11, Zagreb, 10000, Croatia', 'Location public identifier: 1859', and 'Note: -'.

Warehouse	Location public identifier	Note
11, Zagreb, 10000, Croatia	1859	-

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

* Phone number

* Email

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

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

Zagrebačka cesta 194

Rudeš - Zagi Centar

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

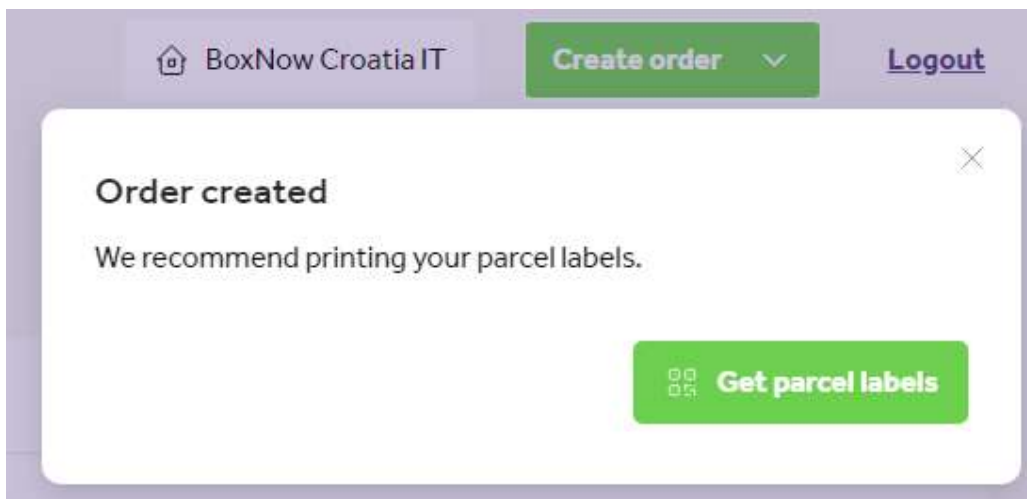
Note

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

Click *Create order* to finish:

Create order

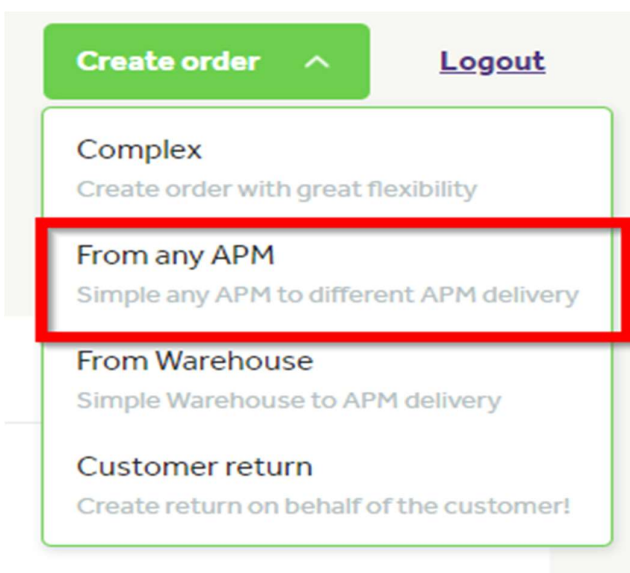
After order creation you can download the shipping label in the prompt in the top right corner by clicking *Get parcel labels*:



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 courier you can manually put it in the locker. You need to create a parcel like this:



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Enter all information in the customer's details.

Your customer's details

* Full name

* Phone number

* 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



CLASIFICATION: INTERNAL

Shipping label

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

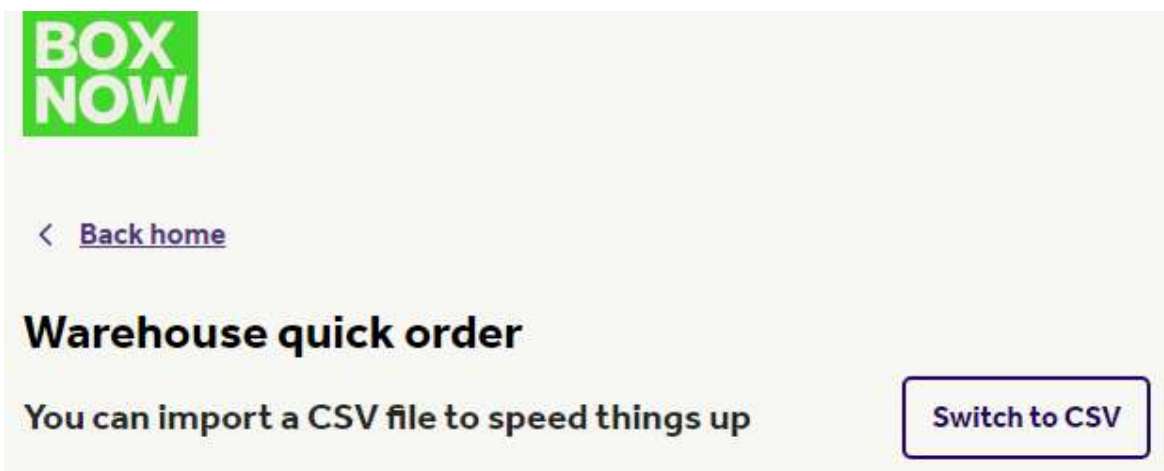
	Vrijede Opći uvjeti i pravila pružanja usluga objavljeni na službenoj internetskoj stranici tvrtke www.boxnow.hr i dostupni su u njezinom sjedištu	
WWW.BOXNOW.HR		
Adresnica		Datum izdavanja: čet 02. 03. 23. 15:42
Pošiljatelj BoxNow Croatia IT XXXXXXXXXX 11 10000, Zagreb BoxNow IT	Primatelj Ivan Horvat +385912345678 ivan.horvat@mail.com	
Adresa dostave Zagrebačka cesta 194 Zagreb, 10000		
Broj paketa 7440658363 1 Prepaid		
Skladište ZAG	Težina 0.00 kg	
Linija HZAG01	Mjesto 10004/4	
 7440658363	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

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:

Warehouse quick order

To use manual form again switch back

You can find [example csv file here](#)

Example also attached here:



from-warehouse-example.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 create the order requests.

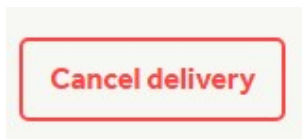
When import is successful the portal will offer download of all parcel shipping labels in one PDF file.

Cancel delivery request

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

The screenshot shows the BOX NOW portal interface. At the top, there is a navigation bar with the BOX NOW logo, a home icon, 'BoxNow Croatia IT', a 'Create order' dropdown menu, and a 'Logout' link. Below the navigation bar, there are filters for 'Status' (set to 'All'), 'Created' (with 'Start date' and 'End date' fields), and 'Payment' (with 'All', 'Cash on delivery', and 'Prepaid' options). An 'Export' button is visible on the left, and a search bar is on the right. The main content is a table with columns: Order, Parcel number, Name, Updated, Status, and Created. The table contains one row with the following data: Order: [0983956625](#), Parcel number: **8796355326** (highlighted with a red box), Name: Ivan Horvat, Updated: 16:24, 3/2/20, Status: New, Created: 16:24, 3/2/20.

and click on the *Cancel delivery* button:



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

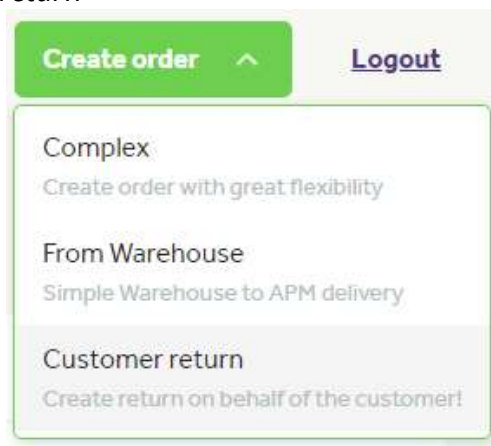
The dialog box has a title 'Delivery cancelation' and a message: 'If you cancel, the customer will not be able to pick up the parcel anymore and it will be returned to the sender.' At the bottom right, there are two buttons: a blue 'Go back' button and a red 'Cancel delivery' button.

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:

Address

🔍 Marice Barić 6 ✕

Input your customers details:

Your customer's details

* Full name

Ivan Horvat

* Phone number



+385 912 345 678

* Email

ivan.horvat@mail.com

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

Delivery address

* Warehouse

loc_id: 1859, BoxNow Croatia IT pic... ▾

BoxNow Croatia IT pickup point

-

Address	Location ID
[REDACTED] 11, Zagreb, 10000, Croatia	1859

Note

-

Create order

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.