

Raben

MY ORDER:

USER MANUAL

FOR CUSTOMERS

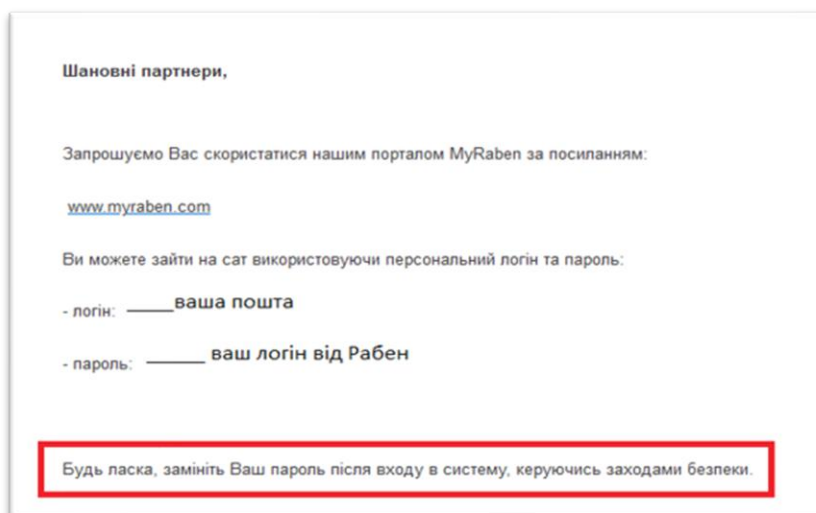


**YOUR PARTNER
IN LOGISTICS**

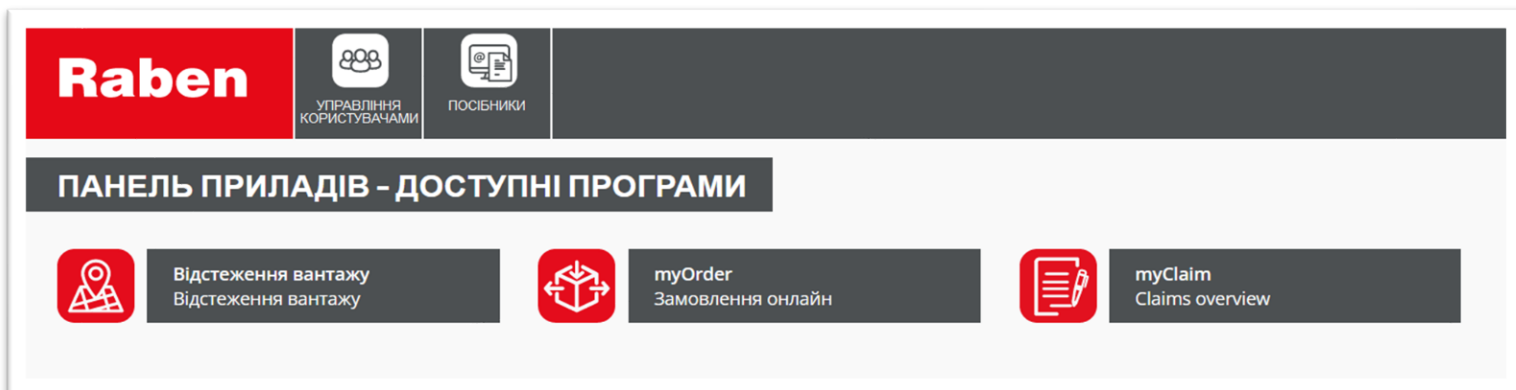
NB! availability of services and their costs differ in all Raben Group countries. For more detailed information, please contact your sales representative or customer service specialist.

LOGIN TO MYRABEN

On **myraben.com** website, using your email and password, log in to your personal account. When you register in your MyRaben account, your login and password will be sent automatically with possibility of changing it later.



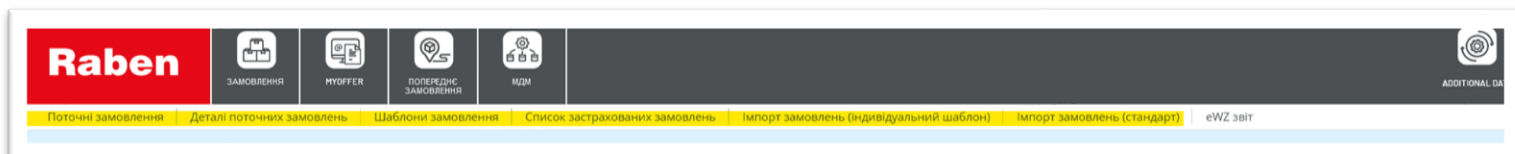
The following dashboard is located in your personal account:



SHIPMENT TRACKING

myOrder – creation of a new order
myClaim – registration of a claim for transport

myOrder has the following attachments:



Current orders – view and work with newly created orders. You can search for orders by any of the criteria. Order data is stored for the last 14 days.

Options when working with created orders:

- Sending to the Raben system (one or several shipments);
- Deleting orders if they have not been sent/transferred to Raben;
- Print transport documents and labelling for orders that have been sent to Raben;
- Editing orders if they have not been sent to Raben;
- Additional features:
 - Create a return order based on an existing one;
 - Create a redirect order based on an existing one;
 - Preview the created orders;
 - Export to xls file.
- Orders in the system can have different statuses:
 - **"Created"** – the order can be edited or deleted before it is sent to Raben. For orders with the status "Created", it is not possible to print transport documents until they are sent to the system;
 - **"Sent"** – orders that have been sent to the Raben system (from this moment on, the order is considered to be actually sent), now you can print transport documents;
 - **"Incorrect date"** – a temporary status assigned to orders with the status "Created" that were intended to be sent to Raben after the agreed time of order submission on a certain day of cargo collection;
 - **"Deleted"** – this status is assigned by the customer service department for an order that has been sent to Raben but cannot be fulfilled and needs to be cancelled at the customer's request. For such cancellations, the system sends a message with the relevant information.

Transport details – store all created orders, generate reports, view information on orders.

Order templates – stores all order templates with the ability to download, view or delete them. It is not possible to edit them. If you need to add any changes, you need to create a new template.

List of insured orders – view all orders with insurance requests with the status (accepted or rejected), create a list of files, and print insurance confirmation.

Import of orders (Custom template) – uploading orders from xls file developed by the client to import their orders. To activate the service, please contact your customer service specialist.

Import orders (standard) – uploading orders from a specially designed xls file. To activate the service, please contact your customer service specialist.

CREATING A NEW ORDER

"New order" - create a new order:

ПОТОЧНІ ЗАМОВЛЕННЯ ?

+ Нове замовлення ! Shipments data is pres

Номер пересилки Д

Статус Назва

Дата завантаження dd.mm.yyyy номер

If you have a saved shipment template, use the Order templates section and select the required one from the list of saved ones.

НОВЕ ЗАМОВЛЕННЯ

Raben Ukraine
Компанія Групи Рабен

Депо

Внести замовлення з шаблону

Adding addresses:

Use already saved addresses from the list

Addresses that are referred to as Raben Central Addresses are marked with the letter "R". It is very important to use the "central addresses" and not to create them by yourself, because the services required for delivery may not be available for the customer's addresses.

CREATING A NEW ADDRESS

Mandatory data to be filled in:

- name (name of the consignee). **The form of ownership of the consignee must be indicated: LLC, PE, sole proprietorship, individual, etc.**
- country
- postal code in the format corresponding to the country
- city (If the postal code and country are entered incorrectly, the system will offer a list of cities/populated areas from the list. If the city/population is missing, you can add it manually).

- address
- contact person, telephone number

Product characteristics
(dependent on the terms of the current contract):

- Небезпечні товари ADR
- Алкоголь та прод.харч. без темп.режиму
- Алкоголь та прод.харч. (+5-+20°C)
- Прод./корм для твар. без темп.режиму
- Прод./корм для твар. (+5-+20°C)
- Хімічні товари
- Хімічні товари, (+5-+20°C)
- Продовольчі товари без температурного режиму
- Продовольчі товари із дотриманням темп. режиму
- Ізотермічний вантаж, IZOT
- Фреш продукція (0-4°C)
- Фреш продукція (2-6°C)
- Фреш продукція (6-8°C)
- Товари без температурного режиму
- Товари з дотриманням темп. режиму, РЕФ

Filling up product lines:

Лінії товару											
Характеристику товару	Тип товару	Кількість транспортних одиниць	Тип упаковки	Захисні матеріали	Загальна вага бруutto	Довжина	Ширина	Висота, см	Об'єм, м3	Кількість місць для піддонів	LQ вага [кг]
Підсумок										0	0,00
<small>КІЛЬКІСТЬ ТРАНСПОРТНИХ ОДИНИЦЬ</small>										<small>0</small>	<small>0,00</small>
<small>ЗАГАЛЬНА ВАГА БРУТТО, КГ</small>										<small>0,00</small>	<small>0,00</small>
<small>ОБ'ЄМ, М3</small>										<small>0,00</small>	<small>0,00</small>
<small>ПАЛЕТОМІСЦЯ</small>										<small>0,00</small>	<small>0,00</small>

Лінії товару											
Характеристику товару	Тип товару	Кількість транспортних одиниць	Тип упаковки	Захисні матеріали	Загальна вага бруutto	Довжина	Ширина	Висота, см	Об'єм, м3	Кількість місць для піддонів	LQ вага [кг]
кава	продукти ха...	2	Європалета, ...	Стрейч плівка	800	120	80	100	1,920	2,00	
шоколад	продукти ха...	1	Напівпалета,...	Стрейч плівка	200	80	60	80	0,384	0,50	
Підсумок										3	2,30
<small>КІЛЬКІСТЬ ТРАНСПОРТНИХ ОДИНИЦЬ</small>										<small>1000</small>	<small>2,50</small>
<small>ЗАГАЛЬНА ВАГА БРУТТО, КГ</small>										<small>0,00</small>	<small>0,00</small>
<small>ОБ'ЄМ, М3</small>										<small>0,00</small>	<small>0,00</small>
<small>ПАЛЕТОМІСЦЯ</small>										<small>0,00</small>	<small>0,00</small>

Нова лінія вантажів

Характеристика товару	Тип товару	Кількість транспортних одиниць	Тип упаковки	Захисні матеріали	Загальна вага бруutto, кг	Довжина	Ширина	Висота, см	Об'єм, м3	Кількість місць для піддонів
кава	продукти харчування без температурного режиму	2	Європалета, ро	Стрейч плівка	800	120	80	100	1,920	2,000

Зберегти
Відмінити

Specify additional services, if necessary. The list of available services depends on the terms of the current agreement.

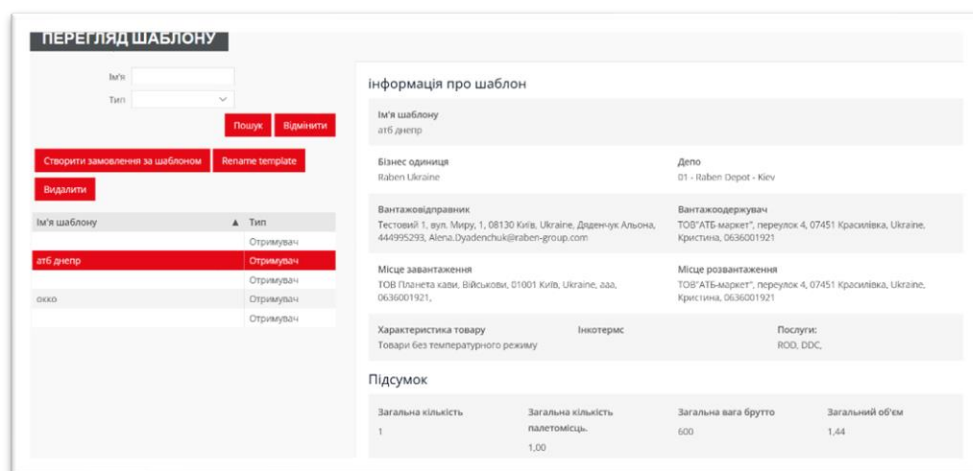
Specify additional information – return document numbers, instructions for loading and unloading the goods, available accompanying documents (some information may be mandatory for recipients from the list of central addresses R)

Save or send the order:

- **Save** – order will be saved in your personal account with the possibility to make changes before sending it to the system;
- **Save and send** – order will be saved in your personal account and sent to the system for processing. This order cannot be edited;
- **Save as a template** – you can create an order and save it as a template to create new shipments of the same type (same recipient, same place of shipment);
- **Cancel** – your order will not be saved;
- **Current orders** – the user can select an existing order to create a new one;

- **Return** – using this service, you can quickly create an order to return the goods to the sender of the previous order;
- **Create a return** – using this service, you can quickly redirect an order to a different unloading location (other than the loading location).

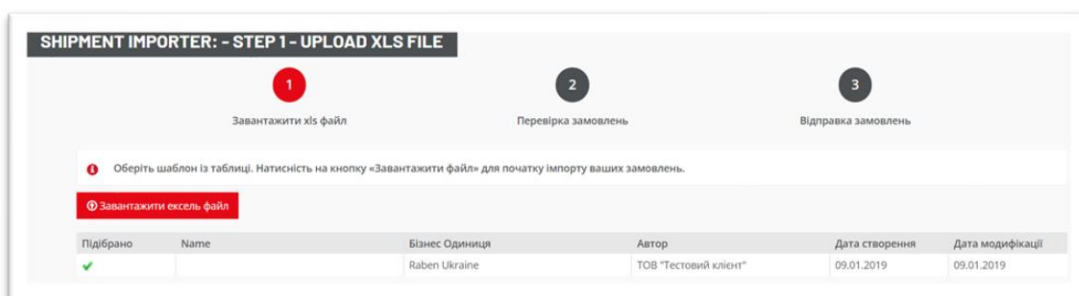
Details of current orders: here the user can filter created orders and view them:



Order templates – in this section, the client can:

- Create an order from a template;
- Rename the template;
- Delete the template;
- Preview the template.

IMPORT OF ORDERS



Import of orders (individual template) – a section for customers who use semi-integration (a separate file template)

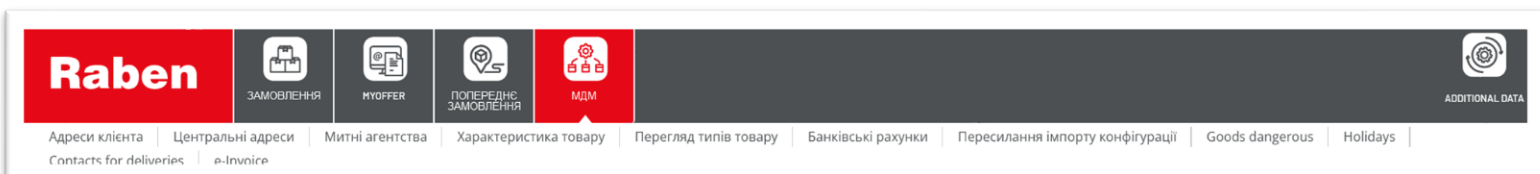
Import of orders (standard) – section for customers who use semi-integration (Raben file template)

MYOFFER

My Offer – a service that allows you to send both international orders and orders within Ukraine. For more information, please refer to the MyOffer customer manual.

DATA MANAGEMENT

Data management – the ability to check and change the information in your saved addresses (some changes can only be made by a Raben Ukraine specialist):



Client addresses – addresses in the personal account with the ability to edit, delete or create new ones;
The Central addresses section is available for viewing only;
Customs agencies – a section for goods that require customs clearance;
Product characteristics – in this section, you can delete product characteristics. You can add a new characteristic when creating an order;
View product types – available for viewing only;
Send import configurations – set up the import of orders by templates;
Holidays – available for viewing only. With this information, you can correctly calculate the delivery time of your shipment;
Contacts for deliveries.

Current version of the manual is available on myRaben website. All printed or downloaded versions of documents are not controlled and are not updated.