



**Manual**  
**Web booking Van Duuren**  
[my.vanduuren.com](https://my.vanduuren.com)

Versie 3.0

# 1. Registration and logging in

This is the manual for the Track & Trace and web booking environment of Van Duuren Districenters. On our customer portal, you can easily book and track your consignment.

## Step 1.1

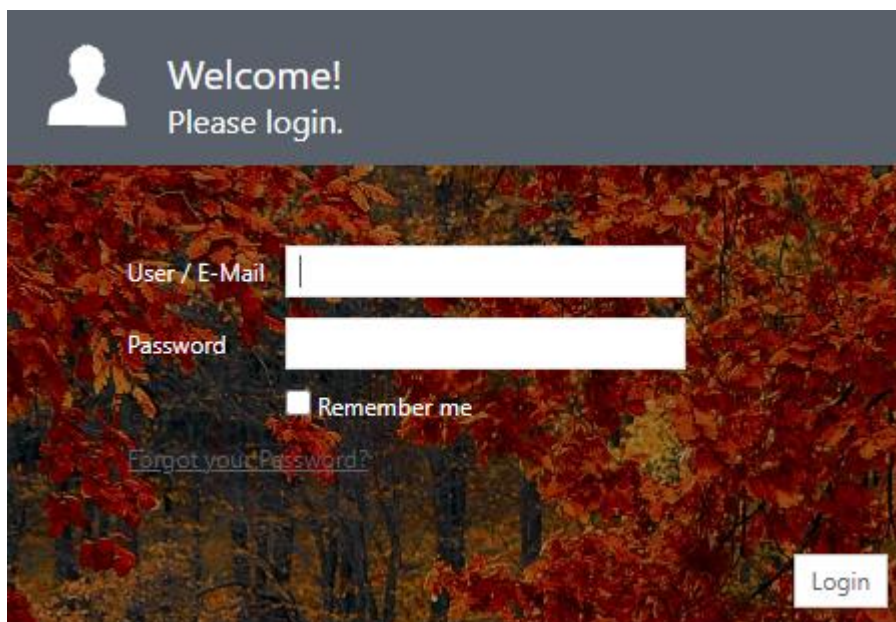
Before you can log in to our client portal, you need an account. Van Duuren will arrange this for you. You will receive three emails:

- Containing your username;
- Confirmation that your account has been activated;
- Confirmation of your personal password;

## Step 1.2

In order to log in, go to the website: <http://my.vanduuren.com/>

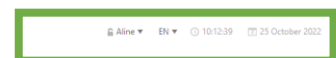
Then, log in with your username or e-mail address and your password.



The screenshot shows a login page with a dark grey header containing a white user icon and the text "Welcome! Please login.". Below the header is a large image of autumn leaves. Overlaid on this image are two white input fields: "User / E-Mail" and "Password". Below the "Password" field is a checkbox labeled "Remember me" and a link "Forgot your Password?". A "Login" button is located in the bottom right corner of the form area.

## Step 1.3

Welcome!



At the top right, the bar shows which account you are logged in under, which language is selected and the current time, day and date.










## 2. Book new assignment

### Step 2.1

The screen below appears automatically after logging in:

# Welcome!

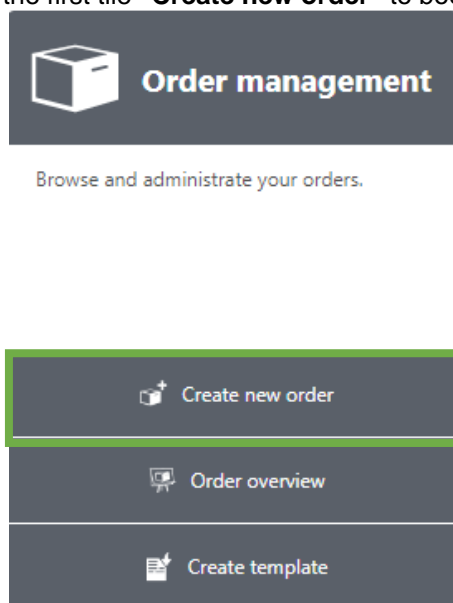



 <b>Track &amp; Trace</b> Track your shipments online.  Track & Trace	 <b>Order management</b> Browse and administrate your orders.  Create new order  Order overview  Create template	 <b>Address management</b> Administrate your addresses.  Address management  Address assignment
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### Step 2.2


After clicking on the **'Order Management'** tile, you will be taken to the screen below.


Here you will see several information blocks that will provide you with the necessary information. Click on the first tile **"Create new order"** to book an order.



**Order management**  
Browse and administrate your orders.

 Create new order

 Order overview

 Create template

### Step 2.3

The screen below will appear. All fields will be briefly explained. The fields marked with an \* are mandatory.

←
Create new order

Customer *	<input type="text" value="NordCap GmbH &amp; Co. KG (29148)"/>				
Loading-ref.	<input type="text"/>		Loading date *	<input type="text"/>	<input type="text"/>
Unloading-ref.	<input type="text"/>	Invoice-ref *	<input type="text"/>	<input type="text"/>	<input type="text"/>
EDI-ref.	<input type="text"/>		Planned / ETA *	<input type="text"/>	<input type="text"/>
Order information	<input type="text"/>				

0 / 255

- |                   |   |
|-------------------|---|
| Customer          | The field will be automatically filled in with your company name      |
| Load-ref          | Fill in your own loading reference                                    |
| Unloading-ref     | Fill in your own unloading reference                                  |
| Invoice-ref       | Fill in the order reference you prefer to be mentioned in our invoice |
| Loading date*     | The date and time your consignment must be collected                  |
| Order information | Any special requirements relating to the order                        |

In the second part of the screen, you will see the first tab **"General"**.

General	Additional demands	Documents
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	Selection	Name	Street	Country / ZIP / City
Sender *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Consignee *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

You can select the sender's address and the recipient's address from your address book here. You can search for the address using the magnifying glass in the first column or by typing the name of the company in the first column. If the recipient and the unloading address are not in your address book, you can enter the address manually. After the lines, tick the box for 'save address' to add the address to your address book.

*\*Please note that the "Name" field is for the name of the company (sender and recipient). You can enter any contact person in the "Order information" field (if necessary)*

To complete the information, click on the +. Please add the content of the shipment.

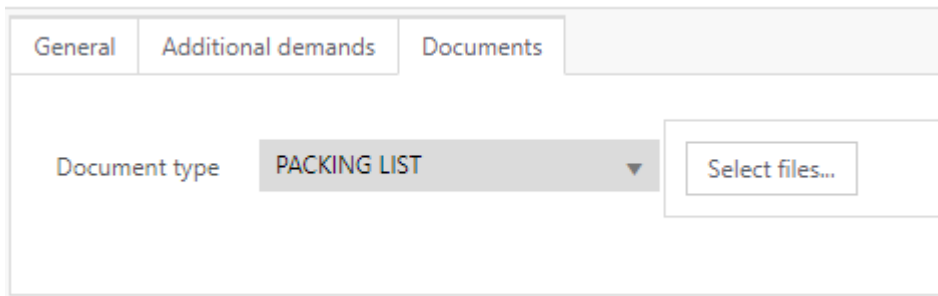
Order details

	Content	Weight (kg)	* Packages	* Package ID	Length (mm)	Width (mm)	Height (mm)	Loading meter
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Explanation of entry fields:

Content	Description of the content
Weight	Kilogram(s)
Packages	The number of packages
Package ID	Kind of packages
Length	The length of the package in millimetres
Width	The width of the package in millimetres
Height	The height of the package in millimetres

On the "**Documents**" tab, you can select and upload documents as you wish.



1. POD;
2. CMR;
4. Packing list;
5. Customs documents.

Click select to select a document in your own files.

### Confirmation of the order

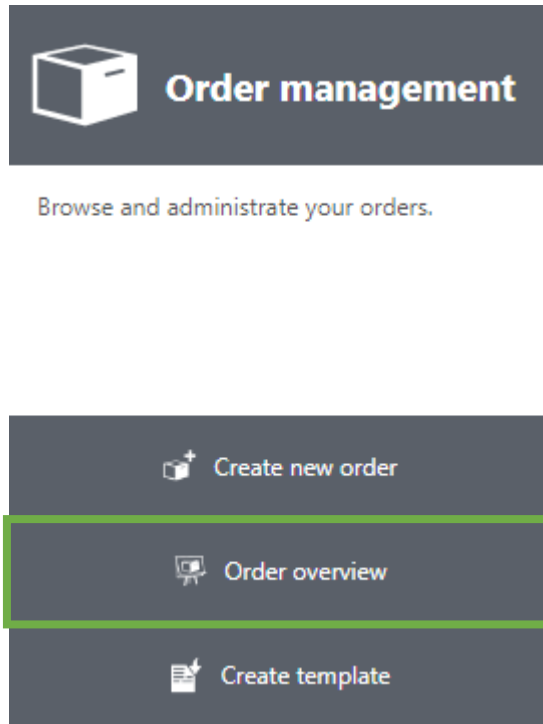
Once you have completed all the fields, you can place the order by clicking 'apply order'. The order has now been placed. If you check the option 'Save as template', the screen you have just completed will be saved as a template and can be used in the future.

\*Please note: after confirming the order, you cannot edit the order. If you need to correct the assignment, please contact [planning@vanduuren.nl](mailto:planning@vanduuren.nl)

save as template

### 3. Order label and CMR

An order label and the CMR, can be found under the "order overview" tile.



The screen below appears, after selecting the "order overview" tile.

Order overview												
	Order no	Reference no	Loading date	Unloading date	Consignee name1	Consignee coun...	Consignee ZIP...	Freight ...	Consignee city	Unl. name1	Weight (kg)	Shipping unit...
<input type="checkbox"/>	12563693	AB 22229550	Tue, 25 Oct 2...	Thu, 27 Oct 2022								
<input type="checkbox"/>	12562320	AB 22232352	Tue, 25 Oct 2...	Tue, 25 Oct 2022								
<input type="checkbox"/>	12562119	AB 22227146	Tue, 25 Oct 2...	Thu, 27 Oct 2022								
<input type="checkbox"/>	12558029	AB 22231955	Tue, 25 Oct 2...	Thu, 27 Oct 2022								



Explanation of icons

1. Magnifier: Detailed information on the shipment
2. Package: CMR download
3. Label: Download label

#### Filter on consignment level

At the top of the bar, you can see different categories in which you can filter in order to look for a particular consignment.

Order no	Reference no	Loading date	Unloading date	Consignee name1	Consignee coun...	Consignee ZIP...
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

In the screenshot below, you can see what happens when you click on the arrow. Complete the filter as desired and then press the white box filled with white text; 'Filter'. You only get the information you requested, within the filter you set.

**Show items with value that:**

Is equal to

And

Is equal to

## 4. Order templates

You can create an order template in advance by using the "order template" tile. Using an order template is useful when, for example, you have regularly similar shipments to the same address.

### Step 3.1 Creating an order template

**Order management**

Browse and administrate your orders.

Create new order

Order overview

Create template

Once you have filled in all the information, click 'apply template' at the bottom right.

Apply template

The screen below appears when you have applied the template. Give the template a recognisable name so that you can easily recognise it, and then click Ok.

Order template
✕

Template name

### Step 3.2 Using the order templates

When you want to book an order, there is the option to load an order template in the top right.

← Create new order 📄 ✎

Customer \*

Loading-ref:       Loading date \*

Unloading-ref:       Invoice-ref \*       Planned / ETA \*

EDI-ref:        Fix       Fix

Order information  0 / 255

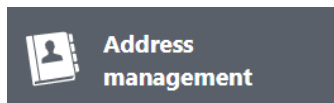
If you select the template in question, all data will be loaded automatically.

## 5. Address management

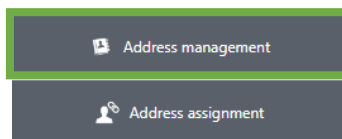
Van Duuren imports your address list into the system beforehand so that you can select the addresses in your address database.

### Address database

Van Duuren reads your address list in advance so that you can select your addresses from your address file.



Administrate your addresses.



The screen beneath appears. You can edit the customer by clicking on the note block or delete the address by clicking on the X.





## Adding an address

If you book an order and the address is not already in the address file, you can enter the address manually and save the address by checking the box for 'save address'.

	Naam	Adres	Land / PC / Plaats	
Laadadres *	test <input type="text"/>	test adres <input type="text"/>	stuartweg 8a <input type="text"/>	NL <input type="text"/> 4131 NJ VIANEN <input type="text"/>
Losadres *	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Adres opslaan  
 Adres opslaan

If you want to add an address in advance, you can create the address through the address manager. Click on the plus sign to create an address.



The screen below will appear, where you can fill in the data. Make sure all yellow fields are filled. Then click on 'create customer'.

← Address management

 Export  View

← Create customer

General Allocations

WinSped customer no

Your number

Name1 \*

Name2

Street \*

Country \*/ZIP \*/City \*

Phone

Fax

Mobile

Contact person

E-Mail

Tax ID

EORI number

Freight term

The marked fields \* are required.

## Contact details

If you have any further questions about this manual or questions about the use of our web booking system, please contact the Inside Sales Department at [info@vanduuren.nl](mailto:info@vanduuren.nl) or by phone: +31347-357000.