



Manual Portal NVMP Operations **Transport companies and Recyclers**

Version 1 - 23 June 2010

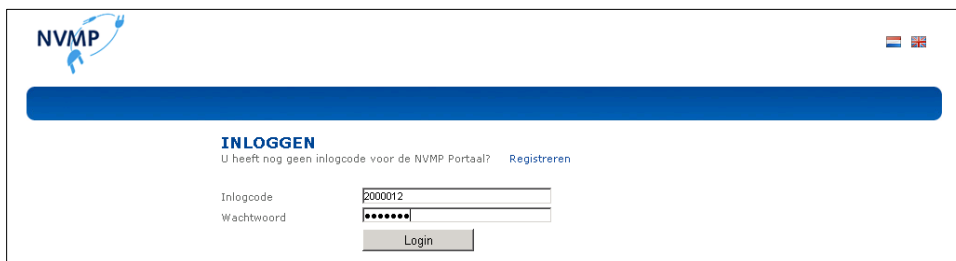
Valid from 1 July 2010

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1 Log in

Go to www.nvmp.nl and click on link Portal in the blue bar. Then click on the big button Enter Portal (Toegang Portaal). You then enter the login screen.



The screenshot shows the NVMP login page. At the top left is the NVMP logo, and at the top right are flags for Dutch and English. A blue navigation bar is present. Below it, the heading 'INLOGGEN' is followed by the text 'U heeft nog geen inlogcode voor de NVMP Portaal?' and a link 'Registreren'. There are two input fields: 'Inlogcode' containing '2000012' and 'Wachtwoord' with masked characters. A 'Login' button is positioned below the password field.

- Fill in your login code.
- Fill in your password.
- Click on button Login.

1.1 Internet browser

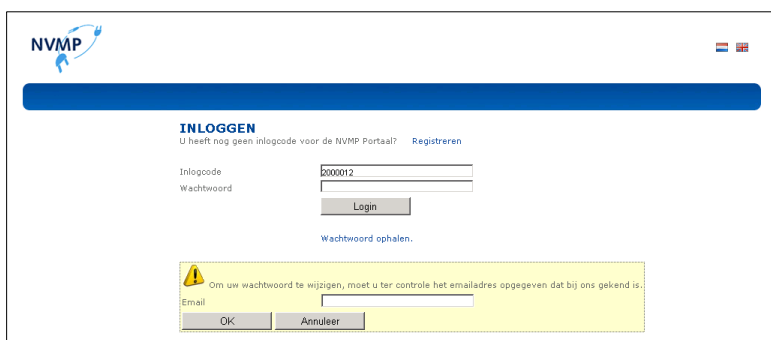
The Portal has been tested using Internet Explorer. Other browsers have not been tested and could cause problems.

1.2 Language

You can choose Dutch or English. Therefore click on the flag of your country/language

1.3 Password forgotten?

Go to www.nvmp.nl and click on the link Portal in the blue bar, Then click on the big button Enter Portal (Toegang Portaal)± You then enter the login screen.



The screenshot shows the password recovery section of the NVMP login page. It includes the 'INLOGGEN' heading and the same text as the previous screenshot. Below the password field is a 'Wachtwoord ophalen.' link. A yellow warning box contains a triangle icon and the text: 'Om uw wachtwoord te wijzigen, moet u ter controle het e-mailadres opgegeven dat bij ons gekend is:'. Below this is an 'Email' input field and 'OK' and 'Annuleer' buttons.

- Fill in your login code.
- Click on link Wachtwoord ophalen.
- Fill in your email address.
- Click on OK.
- Your new password will be sent to you by email.

2 Transport Companies

2.1 Order search

- Open Order Overview (Overzicht orders).
- You will see a list with all your outstanding order requests.
- A red flag in the column %memo+means there is a memo filled in by the %Aanbieder+.
- Choose New (Nieuw) in the menu Status.
- Click on Search (Zoek).
- You will then see all orders with the status New (Nieuw).

This way you can search in all fields under Order Overview (Order Overzicht). You can search on Order number, Order status, Period, etc.

2.2 Order planning

- Open Order Overview (Overzicht orders).
- Choose at the bottom of the screen for Status=New (Nieuw). You will see all new orders.
- Click on Search (Zoek). You will then see the new (not yet planned) orders.
- Open the order by clicking on the Order Number
- You will see all order details .At the bottom you will see an overview with the opening hours of the collection address (if available)
- Fill in the Planning Date (Plandatum) using the menu
- Click on Confirm Change (Bevestigen Wijziging)
- The system then validates the planning date and asks if you are sure of changing.
- Click on Yes (Ja) if you are sure. If the planning date is later than the ultimate collection date then you are obliged to fill in a reason.
- You will return to the Order Overview
- The order now has the status Planned (Ingepland). The date of planning is visible in the column Plandatum.

2.3 Collected Orders

Administration by trailer transport company

- Open the Order Overview (Overzicht orders).
- Search for the order using order number.
- Click on order number.
- Choose Collection Date (**Ophaaldatum**) and Delivery Date (**Afleverdatum**) using the menus.
- Go to column Collected (**Opgehaald**) and fill in the right amount.
- The column Received (Ontvangen) will be filled in by the system.

Fraction collected which was not registered in system

- In case you collected a fraction which was not registered in the system, please click on the button Add non-registered fraction (Voeg niet-aangemelde fractie toe).
- Then go to column Collected (Opgehaald) and complete the number at the correct fraction. Click on OK.

Less material collected (with same serial number) than was registered?

- As soon as you fill in a number in the column Collected (Opgehaald) that is lower than the number registered in the column Registered (Aangemeld) a button appears above the overview with serial numbers: Delete selected serial numbers (Verwijder geselecteerde serienummers).
 - Click on the line you wish to delete and click on the button Delete Selected Serial Numbers (Verwijder geselecteerde serienummers)
- Click on Confirm Change (Bevestig wijziging)
 - Click on Yes (Ja)
 - The order now has the status Done (Uitgevoerd)

2.3.1 Ineffective rides Ë Trailer transport

- Open the Order Overview (Overzicht orders).
- Search for the order using order number..
- Click on order number.
- Choose Collection Date (**Ophaaldatum**) and Delivery Date (**Afleverdatum**) using the menus.
- Tick box Ineffetive Ride (**Vergeefse rit**). The systems automatically fills in % at Collected (Opgehaald), Received (Ontvangen) en Weight (Gewicht).
- Click on Confirm Change (Bevestig wijziging).
- Click on Yes (Ja).
- The order now has the status Done (Uitgevoerd).

2.4 Administration Collected Order **Ë** bulk transport companies

- Open the Order Overview (Overzicht orders).
- Search for the order using order number.
- Click on order number.
- Choose Collection Date (**Ophaaldatum**) and Delivery Date (**Afleverdatum**) using the menus.
- Click on Confirm Change (Bevestig wijziging)
- Click on Yes (Ja).
- The order now has the status Done (Uitgevoerd).

2.4.1 Ineffective rides **Ë** bulk transport companies

In case of an ineffective ride for a bulk order, please contact NMVP Operations for registration.

2.5 Change Orders

You are able to change orders with status New (Nieuw), Planned (Ingepland) or Collected (Opgehaald). As long as an order with the status Done (Uitgevoerd) is not handled by the NVMP you will be able to change that order as well.

- Search in the Order Overview (Overzicht orders) (zie 2.1) the order that needs to be changed.
- Open the order by clicking on the order number.
- Change the order.
- Click op Confirm Change (Bevestig wijziging).
- Click op Yes (Ja).
- You will return to the Order Overview automatically.

2.6 Columns in Order Overview

The Order Overview can be changed as per your specifications. You will be able to show all relevant information and hide less relevant information and change the sequence. Your adjustments will be remembered.

2.6.1 Sequence

Click with left mouse button on the column heading and drag the column to the desired position.

2.6.2 Hide

Click with right mouse button on the column heading and choose Hide (name column heading) (Verberg).

2.6.3 Show

Click with right Mouse button on a random column heading and choose Display (column heading) (Toon). These adjustments are remembered..

Recycling companies

2.7 Order search

- Open Order Overview (Overzicht orders).
- You will now see a list of order requests.
- Fill in the order number in box Order nr.
- Click on Search (Zoek).

This way you can search in all fields under Order Overview (Order Overzicht). You can search on Order number, Order status, Period, etc.

2.8 Order administration

- Open the Order Overview (Overzicht orders).
- You will see a list with all your outstanding order requests.
- Search the specific order op (see paragrph 2.7).
- Click on Order Number.
- You will see all details of your order.
- As soon as the Planning Date (Plandatum) has been filled in the by the transport company, you will be able to fill in the columns Received (Ontvangen) and Incoming Weight (Inkomend gewicht).
- Fill in the columns Received (**Ontvangen**) and Incoming Weight (**Inkomend gewicht**).
- Click on Confirm Change (Bevestig wijziging).
- Click on Yes (Ja).
- The order now has the status Done (Uitgevoerd).

2.9 Columns in Order Overview

The Order Overview can be changed as per your specifications. You will be able to show all relevant information and hide less relevant information and change the sequence. Your adjustments will be remembered.

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3 Complaints

3.1 New complaint

You will be able to file a complaint via the Portal. An assistant of NVMP Operations receives a report thereof and will deal with the complaint as soon as possible. Check the Portal to see the status and details of your complaint

- Click on Overview Complaints (Overzicht klachten).
- Click on New Complaint (Nieuwe klacht).
- Choose the date on which the complaint developed
- Fill in the name of the originator.
- Choose the type of the complaint using the menu.
- In case your complaint involves an order, fill in the order number.
- Fill in the subject.
- Give a detailed description of your complaint.
- It is possible to send in an attachment (for instance a photograph). In that case click on Browse and browse to the file you wish to enclose.
- Click on Confirm (Bevestig).
- You will get a message that your complaint has been registered. Then click on OK to close the screen.
- You will re-enter the Overview Complaints. You will see your complaint in the overview.

3.2 Change existing complaint

- Click on Overview Complaints (Overzicht klachten)
- You will see your list of complaints.
- Click on the number of the complaint. You will then see all details.
- In case you wish to send a message to NVMP about the complaint check paragraph 3.2.1.

3.2.1 Add new message to existing complaint

- Search the complaint in the Overview Complaints.
- Click on the number of the complaint.
- Click on New Message (Nieuw bericht).
- Fill in subject.
- Fill in description .
- Add an attachment if necessary..
- Click on Send (Verstuur).

4 Log out

Click on link Log out (Uitloggen) on the top right of the page.