Frequently Asked Questions

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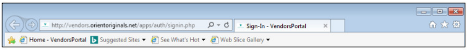
Q-01: What is VendorsPortal?

VendorsPortal is a web application for Orient Originals, Inc. vendors. The whole VendorsPortal exercise is with objective to enter shipment details and upload other shipment documents. You can also track your open and closed orders etc.

Q-02: How can I access VendorsPortal?

- To access VendorsPortal user should open their web browser (IE, Firefox, Chrome, Opera etc.), once the browser opens, enter the following URL http://vendors.orientoriginals.net/apps/auth/SignIn.php in the browsers address bar as shown in below figure.


http://vendors.orientoriginals.net/apps/auth/signin.php
Sign-In - VendorsPortal
Home - VendorsPortal
Suggested Sites
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Web Slice Gallery

Figure 2.1 - Internet Explorer address bar

- After entering URL hit enter or click on Go euro key, the below Sign In screen will appear. Enter your login details provided by Orient Originals, Inc. and on Sign-In button as shown in below figure.

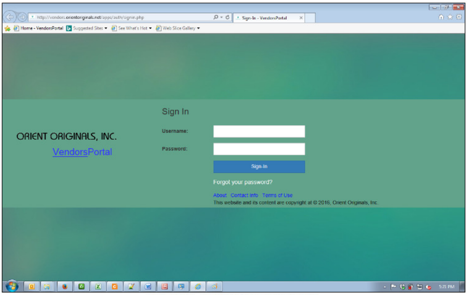
http://vendors.orientoriginals.net/apps/auth/signin.php
Sign-In - VendorsPortal
Home - VendorsPortal
Sign In
ORIENT ORIGINALS, INC.
VendorsPortal
Username:
Password:
Sign-In
Forgot your password?
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Figure 2.2 - VendorsPortal Sign In page

- **Note:** Username must in uppercase as it is provided by Orient Originals, Inc.

Q-03: How do I get my login details?

Only authorized vendors would get login details on their email id along with username and password.

Q-04: What if I forget login password?

If you forget your password please follow steps below:

- Go to http://vendors.orientoriginals.net/apps/auth/SignIn.php
- Click on Forgot your password? on Sign-In page. It will direct you to the Password Recovery page. Enter your primary email address and click on Recover button as shown in below figure 4.2.

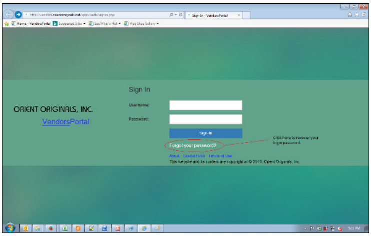
Sign In
ORIENT ORIGINALS, INC.
VendorsPortal
Username:
Password:
Sign-In
Forgot your password?
Click here to recover your login password.
About Contact Info Terms of Use

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Figure 4.1 - Forget password link sign in page

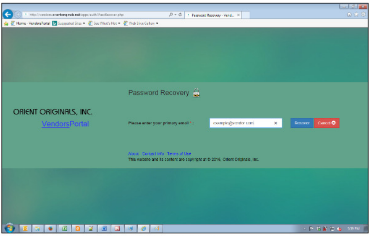
Password Recovery
ORIENT ORIGINALS, INC.
VendorsPortal
Please enter your primary email * :
example@vendor.com
Recover
Cancel
About Contact Info Terms of Use

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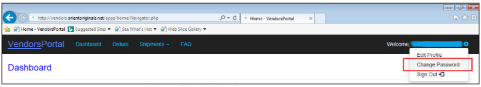
Figure 4.2 - Forget password link sign in page

- If you are an existing vendor and entered correct email we will send you a new password on your entered email. You can login with this new password but it is highly recommended that you change your password.

Q-05: Can I reset or change my password?

Yes, Click on the company name on the top right corner of the page then click on Change Password as shown in below figure.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
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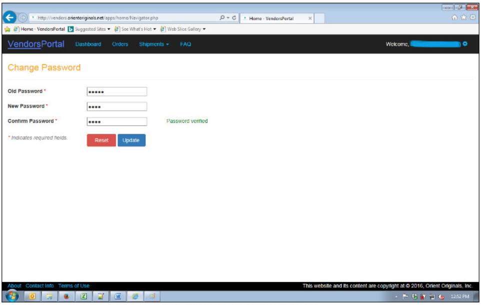
VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Edit Profile
Change Password
Sign Out
Dashboard

Figure 5.1 - Link to change password page

Once password change page is opens, eneter required details and click on Update button as shown in below figure.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Reset
Update
About
Contact Info
Terms of Use
12:52 PM

Change Password

Old Password * •••••

New Password * ••••

Confirm Password * •••• Password verified

* Indicates required fields.

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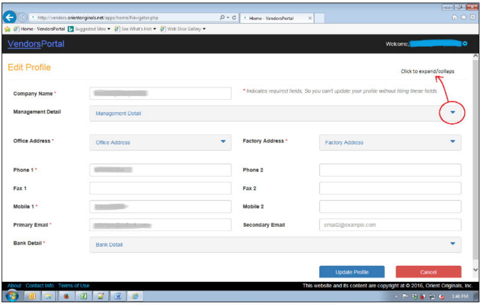
Figure 5.2 - Change Password Page

Q-06: Is it mandatory to update my profile on VendorsPortal?

Yes. On your first successful login you will be redirected to update your profile and this is a mandatory step.
Enter all required details and click on Update Profile button. After successful update a pop up window with success message will appear, click **ok** and press `F5` key from your keyboard to refresh/reload.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
VendorsPortal
Welcome, [redacted]
Click to expand/collaps
Update Profile
Cancel
About
Contact Info
Terms of Use
1:46 PM

Edit Profile

* Indicates required fields, So you can't update your profile without filling these fields.

Company Name * [redacted]

Management Detail: Management Detail

Office Address *: Office Address

Factory Address *: Factory Address

Phone 1 * [redacted]

Phone 2

Fax 1

Fax 2

Mobile 1 * [redacted]

Mobile 2

Primary Email * [redacted]

Secondary Email: email2@example.com

Bank Detail *: Bank Detail

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Figure 6.1 - Update profile page on first login

*For more information on **How to update your profile** please refer FAQ Q-08*

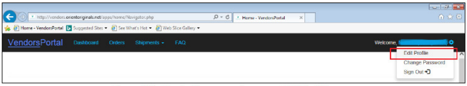
Q-07: Can I use VendorsPortal without updating my profile?

No. Updating profile is a manadatory step.

*For more information on **How to update your profile** please refer FAQ Q-08*

Q-08: How can I update my profile on VendorsPortal?

- Click on the company name on top-right corner of the page then click on Edit Profile as shown in below figure.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
Suggested Sites
See What's Hot
Web Slice Gallery
VendorsPortal
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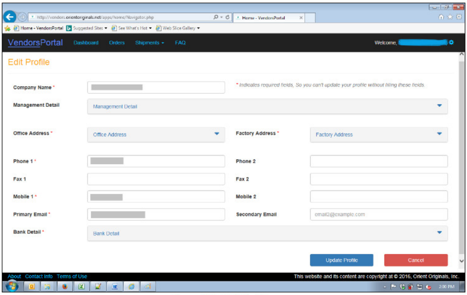
Orders
Shipments
FAQ
Welcome, [redacted]
Edit Profile
Change Password
Sign Out

Figure 8.1 - Navigation menu to access Edit Profile page

- Once the Edit Profile page opens, enter all the required details and click on Update Profile button.
- **Note:** Please do not enter any special charachters in any field. Like ', ", %, !, #, ^, $, ~, ` etc.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
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VendorsPortal
Dashboard
Orders
Shipments
FAQ
Update Profile
Cancel
About
Contact Info
Terms of Use
2:00 PM

Welcome, [redacted]

Edit Profile

* Indicates required fields, So you can't update your profile without filling these fields.

Company Name * [redacted]
Management Detail: Management Detail
Office Address *: Office Address
Factory Address *: Factory Address
Phone 1 * [redacted]
Phone 2
Fax 1
Fax 2
Mobile 1 * [redacted]
Mobile 2
Primary Email * [redacted]
Secondary Email: email2@example.com
Bank Detail *: Bank Detail

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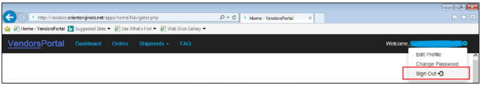
Figure 8.2 - Edit Profile page

Q-09: How can I sign out from VendorsPortal?

To sign out click on the company link on top-right corner of page then click on Sign Out as shown in below figure.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
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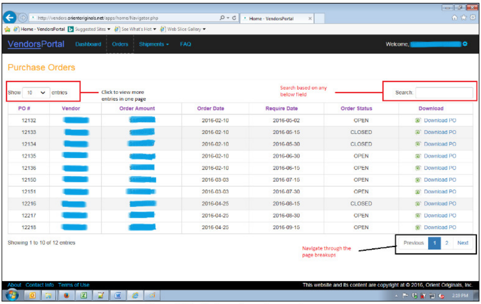
VendorsPortal
Dashboard
Orders
Shipments
FAQ
Edit Profile
Change Password
Sign Out

Welcome, [redacted]

Figure 9.1 - Sign Out

Q-10: Can I view all open and closed orders?

Yes. Please click on **Orders** tab on navigation menu, further details are self explanatory as per below figure.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
Suggested Sites
See What's Hot
Web Slice Gallery
VendorsPortal
Dashboard
Orders
Shipments
FAQ
Show 10 entries
Click to view more entries in one page
Search based on any below field
Search:
Previous
1
2
Next
Navigate through the page breakups
About
Contact Info
Terms of Use
2:19 PM

Welcome, [redacted]

Purchase Orders

PO #	Vendor	Order Amount	Order Date	Require Date	Order Status	Download
12132	[redacted]	[redacted]	2016-02-10	2016-05-02	OPEN	Download PO
12133	[redacted]	[redacted]	2016-02-10	2016-05-15	CLOSED	Download PO
12134	[redacted]	[redacted]	2016-02-10	2016-05-30	CLOSED	Download PO
12135	[redacted]	[redacted]	2016-02-10	2016-06-30	OPEN	Download PO
12136	[redacted]	[redacted]	2016-02-10	2016-06-15	OPEN	Download PO
12150	[redacted]	[redacted]	2016-03-03	2016-07-15	OPEN	Download PO
12151	[redacted]	[redacted]	2016-03-03	2016-07-30	OPEN	Download PO
12216	[redacted]	[redacted]	2016-04-25	2016-08-15	CLOSED	Download PO
12217	[redacted]	[redacted]	2016-04-25	2016-08-30	OPEN	Download PO
12218	[redacted]	[redacted]	2016-04-25	2016-09-15	OPEN	Download PO

Showing 1 to 10 of 12 entries

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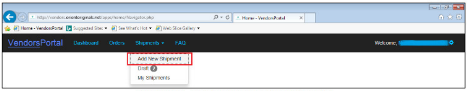
Figure 10.1 - A view of purchase order page

Q-11: Can I download purchase orders?

No

Q-12: How can I add new shipment details?

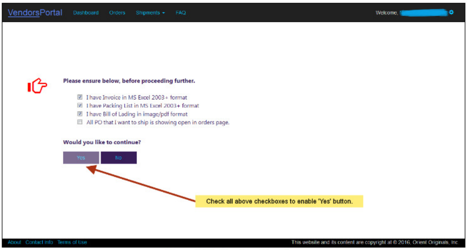
1. Please click on **Shipments** tab on navigation menu, please select **Add New Shipment** from dropdown menu there.


http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
Suggested Sites
See What's Hot
Web Slice Gallery
VendorsPortal
Dashboard
Orders
Shipments
FAQ
Add New Shipment
Draft 2
My Shipments

Welcome, [redacted]

Figure 12.1 - Navigation to add new shipment

2. A confirmation page will be displayed, please ensure the requirement to add new shipment by checking the checkboxes and then click on **Yes** button to continue as shown in below figure.


VendorsPortal
Dashboard
Orders
Shipments ▾
FAQ
Welcome, [redacted]

Please ensure below, before proceeding further.

- ☑ I have Invoice in MS Excel 2003+ format
- ☑ I have Packing List in MS Excel 2003+ format
- ☑ I have Bill of Lading in image/pdf format
- ☐ All PO that I want to ship is showing open in orders page.

Would you like to continue?

Yes
No

Check all above checkboxes to enable 'Yes' button.

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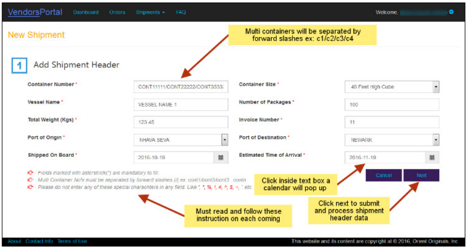
Figure 12.2 - Confirmation Page

3. On Add shipment header page, fill all the required details and follow the onscreen instruction and click on **Next** button as shown in below figure


VendorsPortal
Dashboard
Orders
Shipments ▾
FAQ
Welcome, [redacted]

New Shipment

Multi containers will be separated by forward slashes ex: c1/c2/c3/c4

1 Add Shipment Header

Container Number * CONT11111/CONT22222/CONT3333:

Container Size * 40 Feet High Cube

Vessel Name * VESSEL NAME 1

Number of Packages * 100

Total Weight (Kgs) * 123.45

Invoice Number * 11

Port of Origin * NHAVA SEVA

Port of Destination * NEWARK

Shipped On Board * 2016-10-19

Estimated Time of Arrival * 2016-11-19

- Fields marked with asterstrick(*) are mandatory to fill.
- Multi Container No's must be separated by forward slashes (/) ex: cont1/cont2/cont3 ...contn
- Please do not enter any of these special charachters in any field. Like ', ", %, !, #, ^, $, ~, ` etc.

Cancel
Next

Click inside text box a calendar will pop up

Must read and follow these instruction on each coming

Click next to submit and process shipment header data

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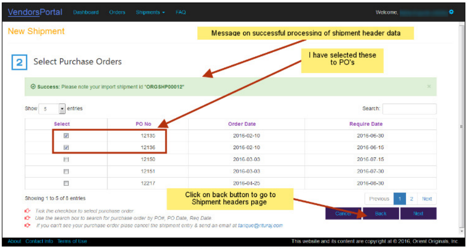
Figure 12.3 - Add Shipment Header

4. Select purchase order shipped in this shipment and click on **Next** button as shown in below figure


VendorsPortal
Dashboard
Orders
Shipments ▾
FAQ
Welcome, [redacted]

New Shipment

Message on successful processing of shipment header data

2 Select Purchase Orders

I have selected these to PO's

Success: Please note your import shipment id "ORGSHP00012"

Show 5 entries

Search:

Select	PO No	Order Date	Require Date
☑	12135	2016-02-10	2016-06-30
☑	12136	2016-02-10	2016-06-15
☐	12150	2016-03-03	2016-07-15
☐	12151	2016-03-03	2016-07-30
☐	12217	2016-04-25	2016-08-30

Showing 1 to 5 of 8 entries

Previous 1 2 Next

Click on back button to go to Shipment headers page

- Tick the checkbox to select purchase order.
- Use the search box to search for purchase order by PO#, PO Date, Req Date.
- If you can't see your purchase order plase cancel the shipment entry & send an email at tarique@nturaj.com

Cancel
Back
Next
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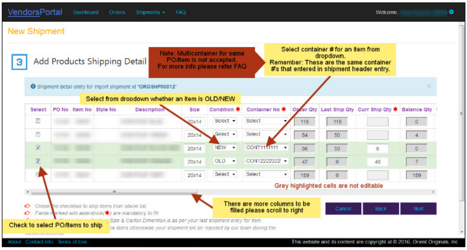
Figure 12.4 - Select Purchase Order to ship

5. Please select PO/Item by checking the checkbox and enter the required shipping details then click on **Next** button as shown in below figure.


VendorsPortal
Dashboard
Orders
Shipments ▾
FAQ
Welcome, [redacted]

New Shipment

3 Add Products Shipping Detail

Note: Multicontainer for same PO/Item is not accepted. For more info please refer FAQ

Select container # for an item from dropdown. Remember: These are the same container #'s that entered in shipment header entry.

Shipment detail entry for import shipment id "ORGSHP00012"

Select from dropdown whether an item is OLD/NEW

Select	PO No	Item No	Style No	Description	Size	Condition ✱	Container No ✱	Order Qty	Last Ship Qty	Curr Ship Qty ✱	Balance Qty
☐	[redacted]	[redacted]		[redacted]	20x14	Select	Select	118	118		0
☐	[redacted]	[redacted]		[redacted]	20x14	Select	Select	54	50		4
☑	[redacted]	[redacted]		[redacted]	20x14	NEW	CONT1111111	56	50	6	0
☑	[redacted]	[redacted]		[redacted]	20x14	OLD	CONT2222222	47	0	40	7
☐	[redacted]	[redacted]		[redacted]	20x14	Select	Select	189	0		189

Grey highlighted cells are not editable

There are more columns to be filled please scroll to right

- Check the checkbox to ship items from above list.
- Fields marked with asterstrick(✱) are mandatory to fill.
- Size & Carton Dimention is as per your last shipment entry for item.
- w items otherwise your shipment will be rejected by our team during the

Check to select PO/Items to ship

Cancel
Back
Next
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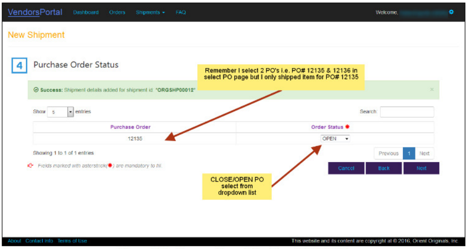
Figure 12.5 - Enter PO/Item details to ship

6. Change the purchase order status OPEN/CLOSE and click on **Next** button as shown in below figure.


VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Cancel
Back
Next
Previous
1
Next
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New Shipment

4 Purchase Order Status

Success: Shipment details added for shipment id: "ORGSHP00012"

Show 5 entries

Search:

Purchase Order	Order Status *
12135	OPEN

Showing 1 to 1 of 1 entries

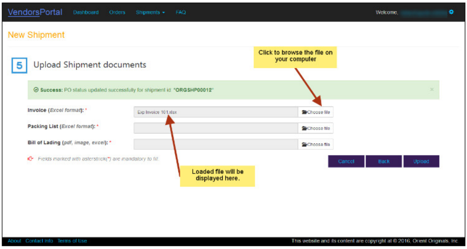
Fields marked with asterstrick(*) are mandatory to fill.

Remember I select 2 PO's i.e. PO# 12135 & 12136 in select PO page but I only shipped item for PO# 12135

CLOSE/OPEN PO select from dropdown list

Figure 12.6 - Change shipped PO status OPEN/CLOSE

7. Upload required shipment documents that was asked in confirmation page and click on **Upload** button to upload documents as shown in below figure.


VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Choose file
Choose file
Choose file
Cancel
Back
Upload
About
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New Shipment

5 Upload Shipment documents

Success: PO status updated successfully for shipment id: "ORGSHP00012"

Invoice (*Excel format*): * Exp Invoice 101.xlsx

Packing List (*Excel format*): *

Bill of Lading (*pdf, image, excel*): *

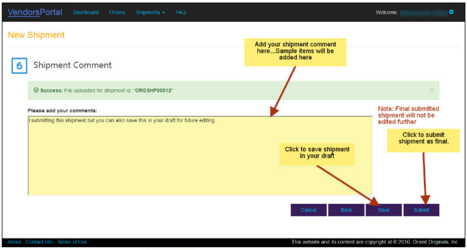
Fields marked with asterstrick(*) are mandatory to fill.

Click to browse the file on your computer

Loaded file will be displayed here.

Figure 12.7 - Upload Shipment Documents

8. Add Shipment comment and click on **Submit** button to submit the shipment as final or you can also save all of your entries in draft for future editing and submit as shown in below figure.


VendorsPortal
Dashboard
Orders
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FAQ
Welcome, [redacted]
Cancel
Back
Save
Submit
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New Shipment

6 Shipment Comment

Success: File uploaded for shipment id: "ORGSHP00012"

Please add your comments:

I submitting this shipment but you can also save this in your draft for future editing.

Add your shipment comment here...Sample items will be added here

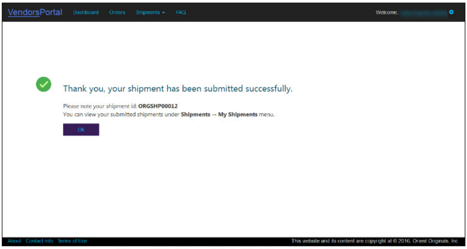
Note: Final submitted shipment will not be edited further

Click to submit shipment as final.

Click to save shipment in your draft

Figure 12.8 - Shipment Comment & Submit

9. Message on successful submit of shipment as shown in below figure.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Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Ok
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Thank you, your shipment has been submitted successfully.

Please note your shipment id: **ORGSHP00012**
You can view your submitted shipments under **Shipments → My Shipments** menu.

Figure 12.1 - Shipment Submitted Successful as Final

⊖ Q-13: What document do I need to upload during shipment entry process?

In the coming steps Invoice (Excel), Packing List (Excel) & Bill of lading (pdf/image) required to be uploaded and it is a mandatory process. Without this document you wouldn't be able to submit the shipment. So please keep them ready before proceeding further.

⊖ Q-14: What is shipment id?

This is unique number automatically generated on save or final submission of new shipment.

⊖ Q-15: Can I ship same PO/Item in multi containers for one shipment?

No, please follow the below examples-
Example for incorrect way: PO#11111 Item#12345 can not be shipped as 20 Pcs in Cont1 and 30 Pcs in Cont2, currently there is no option in system to accept such scenario.
Example for correct way: PO#11111 Item#12345 you can either ship 50 Pcs in Cont1 or either in Cont2.

⊖ Q-16: Is there any tolerance percentages to ship quantity?

+3% only.

⊖ Q-17: Can I ship more than tolerance quantity?

No

⊖ Q-18: Where do I add sample items detail in shipment entry?

All sample/non PO items/goods to be added in comments step.

⊖ Q-19: My internet connection failed/lost during shipment entry process - What can I do?

Press `F5` to refresh your browser's window and go to draft section from navigation menu your shipment is automatically saved in draft with whatever the entry you did so far. You can edit your shipment from there.

⊖ Q-20: My open purchase order is not visible/available on VendorsPortal - what should I do?

To contact technical support.

⊖ Q-21: Can I change or delete submitted shipment?

No

⊖ Q-22: What is draft section? How can I access draft section and make changes to the shipments?

All your saved shipments can be visible in draft section. Shipments in draft can be edited, deleted &/or submitted as final.

- **Accessing draft section :** Click or hover over the Shipments tab on the navigation menu, a dropmenu will appear, then click on Draft as shown in below figure.

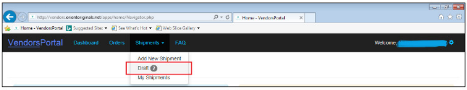
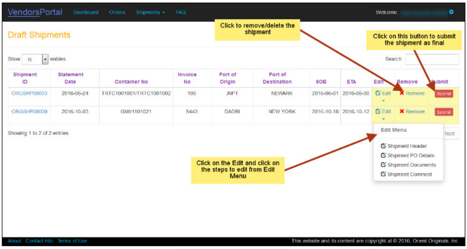

http://vendors.orientoriginals.net/apps/home/Navigator.php
Home - VendorsPortal
Home - VendorsPortal
Suggested Sites
See What's Hot
Web Slice Gallery
VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Add New Shipment
Draft 2
My Shipments

Figure 22.1 - Access Draft

- **Edit, Remove & Submit** your shipment as instructed in below figure.


VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]
Draft Shipments
Show 10 entries
Search:

Click to remove/delete the shipment

Click on this button to submit the shipment as final

Shipment ID	Statement Date	Container No	Invoice No	Port of Origin	Port of Destination	SOB	ETA	Edit	Remove	Submit
ORGSHP00003	2016-06-24	TRTC1001001/TRTC1001002	106	JNPT	NEWARK	2016-06-01	2016-06-30	Edit	✖ Remove	Submit
ORGSHP00009	2016-10-03	GMtr1101021	5443	DADRI	NEW YORK	2016-10-18	2016-10-12	Edit	✖ Remove	Submit

Showing 1 to 2 of 2 entries

Next
Edit Menu
Shipment Header
Shipment PO Details
Shipment Documents
Shipment Comment

Click on the Edit and click on the steps to edit from Edit Menu

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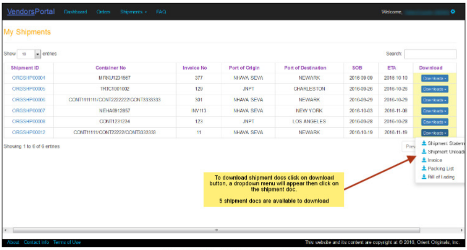
Figure 22.2 - Draft Page

⊖ Q-23: Where do I find my final submitted shipments? How can I download shipment docs?

- Please click/hover on **Shipments** tab on navigation menu, then please click on **My Shipments** from dropdown menu there. All of your submitted shipments are availbale to view/download for the future reference.
- To download shipment docs click on Downloads button, then click on the document you want to download from dropdown menu as shwon in below figure.
- **Note:** Once submitted further editing is not allowed and becomes the data property of Orient Originals.


VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]

My Shipments

Show 10 entries
Search:

Shipment ID	Container No	Invoice No	Port of Origin	Port of Destination	SOB	ETA	Download
ORGSHP00004	MRKU1234567	377	NHAVA SEVA	NEWARK	2016 09 09	2016 10 10	Downloads
ORGSHP00005	TRTC1001002	129	JNPT	CHARLESTON	2016-09-26	2016-10-26	Downloads
ORGSHP00006	CONT1111111/CONT2222222/CONT3333333	301	NHAVA SEVA	NEWARK	2016-09-29	2016-10-29	Downloads
ORGSHP00007	NEHA0912857	INV113	NHAVA SEVA	NEW YORK	2016-10-03	2016-11-08	Downloads
ORGSHP00008	CONT1231234	123	JNPT	LOS ANGELES	2016-09-28	2016-10-28	Downloads
ORGSHP00012	CONT11111/CONT22222/CONT3333333	11	NHAVA SEVA	NEWARK	2016-10-19	2016-11-19	Downloads

Showing 1 to 6 of 6 entries

Prev
Shipment Statem
Shipment Unload
Invoice
Packing List
Bill of Lading

To download shipment docs click on download button, a dropdown menu will appear then click on the shipment doc.

5 shipment docs are available to download

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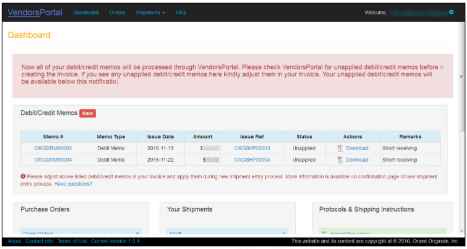
Figure 23.1 - My Shipments Page

⊖ Q-24: Should I email downloaded shipment statement to Orient originals?

No.

⊖ Q-25: What are the process to adjust & apply debit/credit memos through VendorsPortal?

- Now all of your debit/credit memos will be processed through VendorsPortal.
- You can view your new unapplied debit/credit memos in VendorsPortal dashboard and on confirmation page of new shipment entry process.
- Before creating new invoices you must check VendorsPortal for any unapplied debit/credit memos and kindly asjust them in your invoice with debit memo no and select those debit/credit memos to apply during shipment entry process.


VendorsPortal
Dashboard
Orders
Shipments
FAQ
Welcome, [redacted]

Dashboard

Now all of your debit/credit memos will be processed through VendorsPortal. Please check VendorsPortal for unapplied debit/credit memos before creating the invoice. If you see any unapplied debit/credit memos here kindly adjust them in your invoice. Your unapplied debit/credit memos will be available below this notificatio|

Debit/Credit Memos New

Memo #	Memo Type	Issue Date	Amount	Issue Ref	Status	Actions	Remarks
ORGDRM00003	Debit Memo	2016-11-15	$[redacted]	ORGSHP00003	Unapplied	Download	Short receiving
ORGDRM00004	Debit Memo	2016-11-22	$[redacted]	ORGSHP00004	Unapplied	Download	Short receiving

Please adjust above listed debit/credit memos in your invoice and apply them during new shipment entry process. More information is avalable on confirmation page of new shipment entry process. Have questions?

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Protocols & Shipping Instructions
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Contact Info
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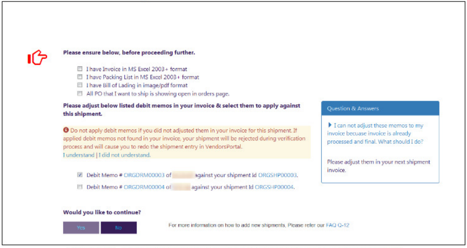
Figure 25.1 - Debit/Credit Memos in dashboard


Please ensure below, before proceeding further.

☐ I have Invoice in MS Excel 2003+ format
☐ I have Packing List in MS Excel 2003+ format
☐ I have Bill of Lading in image/pdf format
☐ All PO that I want to ship is showing open in orders page.

Please adjust below listed debit memos in your invoice & select them to apply against this shipment.

Do not apply debit memos if you did not adjusted them in your invoice for this shipment. If applied debit memos not found in your invoice, your shipment will be rejected during verification process and will cause you to redo the shipment entry in VendorsPortal.
I understand | I did not understand.

☑ Debit Memo # ORGDRM00003 of [redacted] against your shipment Id ORGSHP00003.
☐ Debit Memo # ORGDRM00004 of [redacted] against your shipment Id ORGSHP00004.

Question & Answers

I can not adjust these memos to my invoice becuase invoice is already processed and final. What should I do?

Please adjust them in your next shipment invoice.

Would you like to continue?

For more information on how to add new shipments, Please refer our FAQ Q-12

Figure 26.1 - Debit/Credit Memos in confirmation page of new shipment entry

⊖ Q-26: What is container booking?

In order to process your shipment you need to make request to book the container via VendorsPortal.

⊖ Q-27: Can I request container booking via email?

No, Container booking via email will no longer be responded and will considered as invalid request.

⊖ Q-28: How can I request container booking?

In order to request container booking you need to enter your shipments detail by following below steps:

- Login to VendorsPortal using your username and password provided by Orient Originals, Inc.
- Go to **Shipments → Add New Shipment**.
- In Add New Shipment's page select Container Booking Request. Then click on Yes button to proceed further.
- Then you need to go through step by step shipment entry process. **Note:** Step-6 (Document Upload) is not available when you go through request container booking.
- In Step-6 click on Save & Request Booking button. This action will submit your booking request and will save your shipment in draft.

Q-29: How can I follow-up with my booking requests?

Go to **Shipments → Booking Requests.** There you can see all your booking requests with its booking status.

Q-30: Ho do I get my Booking Receipt/Delivery Order(DO)?

You will get an automatic email with attached Booking Receipt on your registered email ids on VendorsPortal. Alternattively you can follow below steps:

- Go to **Shipments → Booking Requests.**
- Check Booking status. Once your booking process completed you will see a Download button. Click on this button in order to download the booking receipt or DO.

Note: If you did not get automatic email check your juk/span folder or update your email on VendorsPortal profile page.

Q-31: Where do I upload my shipment documents?

Once you get your bill of lading go to **Shipment→Draft** click on **Edit** link and select **Shipment Documents** this will take you to the document upload page. There you can upload your Invoice, Packing List & Bill of Lading.
There you will see your all debit/credit memos that you have applied during booking request entry process.

Q-32: Do I need any further action on shipments that are saved in my draft?

Yes, Once you get Bill of Lading, you need to submit the shipment from draft as final shipment by updating all the required details including shipment documents and it is a mandatory process.

Q-33: Contact detail for technical support/queries/errors?

Name: Muhammad Tarique
Email: tarique@rituraj.com

Q-34: Contact details for queries other than technical support?

Name: Rajiv Sharma
Email: rajiv@orientoriginals.com

Q-35: Contact details for queries related to shipments?

Name: Suresh Kumar
Email: suresh@rituraj.com