



Handbook

For using Pactic logistic platform



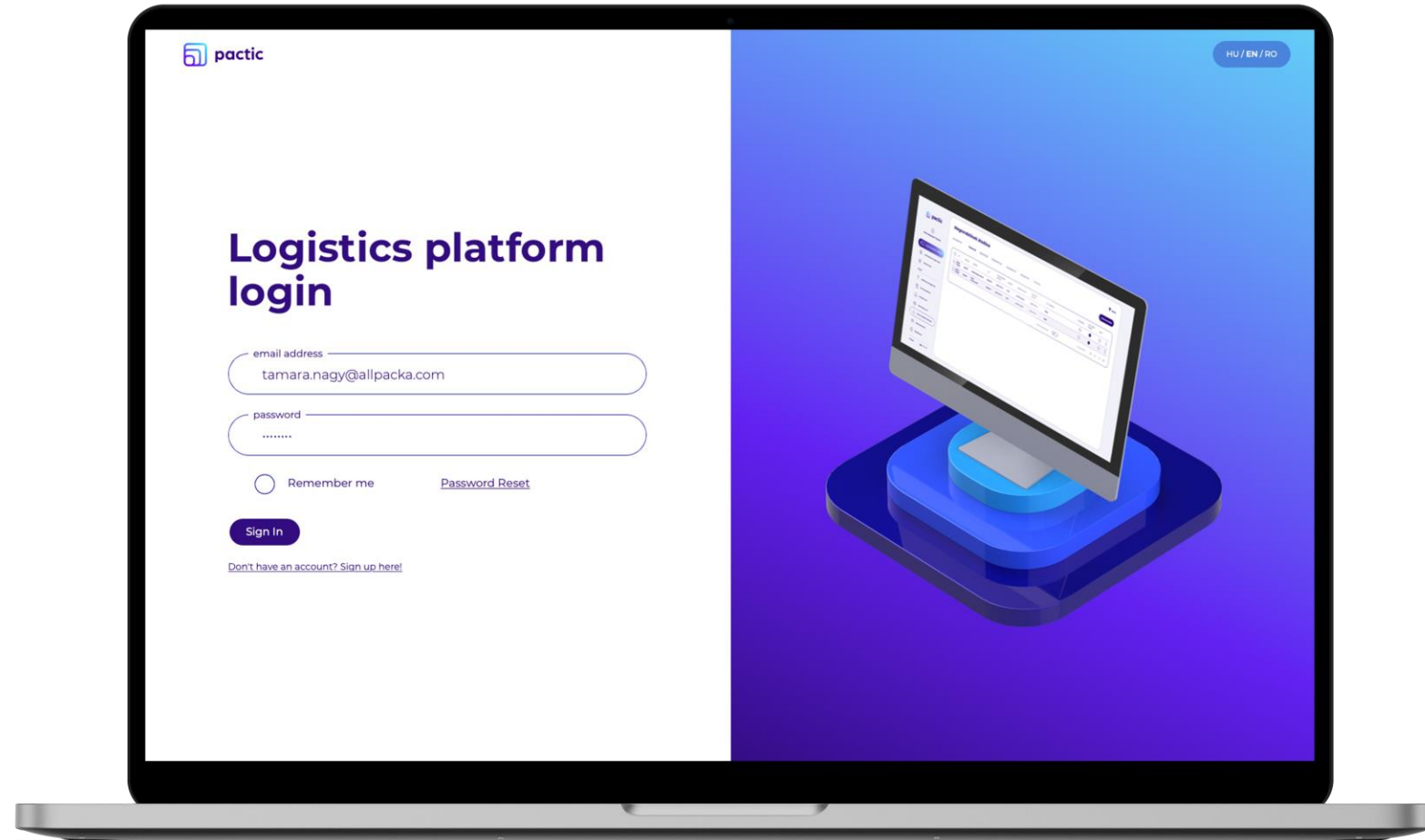
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Log in

After signing the contract, you can log in to our logistics platform on <https://dashboard.pactic.com/en/login>, with the registered e-mail address and password.



Setting up main data

You can select the language at the bottom right of the menu bar on the left of the home screen.

The most important data can be set by selecting from the menu bar on the left: Package data, Pick up address and Webshop integrations. **Please set up Package data first!**

Booking Delivery

Actions: All (8) Open (7) Prepared (1) Rejected (0) Sent (0) Cancelled (0) Sync Orders

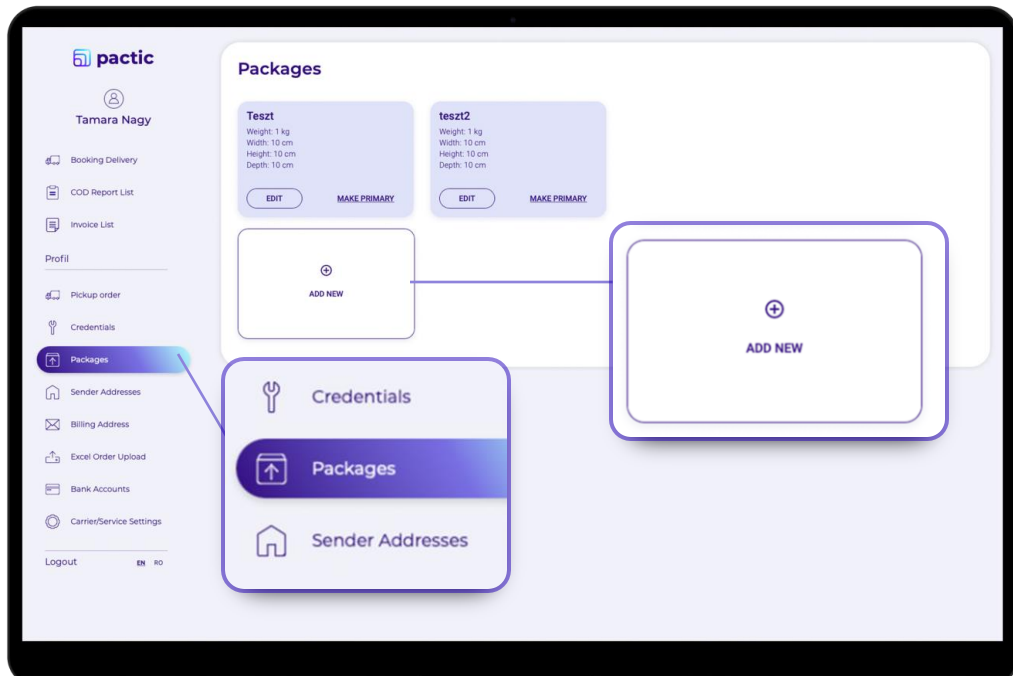
| ID | Status | Customer | Cost | Order Date | Carrier | Carrier Status | Pickup Date | AWB Downloaded | INS | COD | SMS |
|--------------|----------|------------|---------------|--------------|---------|----------------|--------------|----------------|-----|-----|-----|
| 90159-897034 | Prepared | Test Tiber | HUF 6,160.00 | Jul 27, 2020 | TST1 | | Jul 28, 2020 | No | ⊗ | ⊗ | ⊗ |
| 90159-897034 | Open | Test Tiber | HUF 6,160.00 | Jul 27, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-22348 | Open | Tezst Réka | HUF 3,810.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-22348 | Open | Tezst Réka | HUF 3,810.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-443977 | Open | Tezst Réka | HUF 12,065.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-443977 | Open | Tezst Réka | HUF 12,065.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-788974 | Open | Tezst Réka | HUF 13,970.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-788974 | Open | Tezst Réka | HUF 13,970.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |

Items per page: 20 1 - 8 of 8

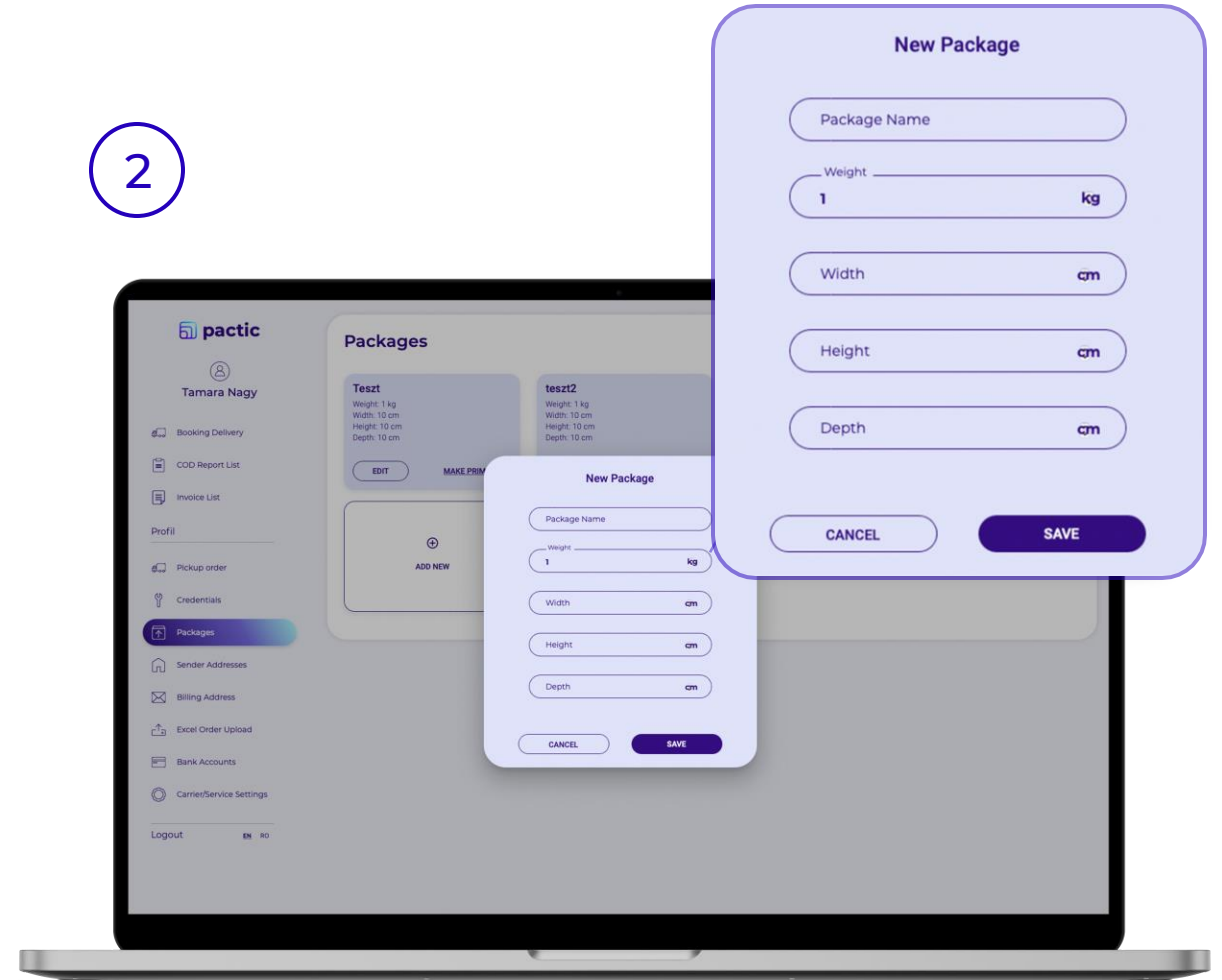
Setting up default package details

It is possible to set several package parameters under the Packages menu, by clicking the „Add New” button.

1

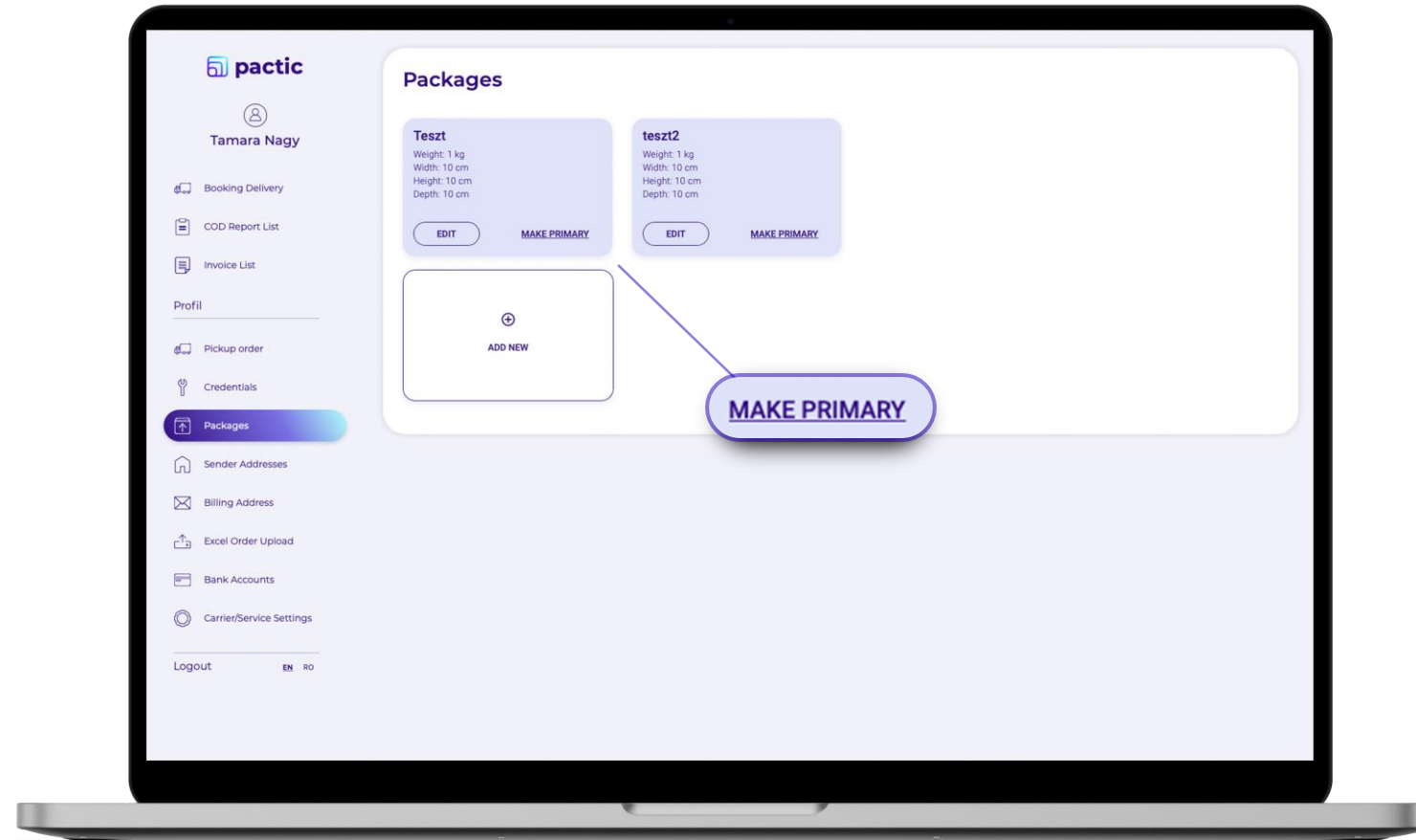


2



Set primary package type

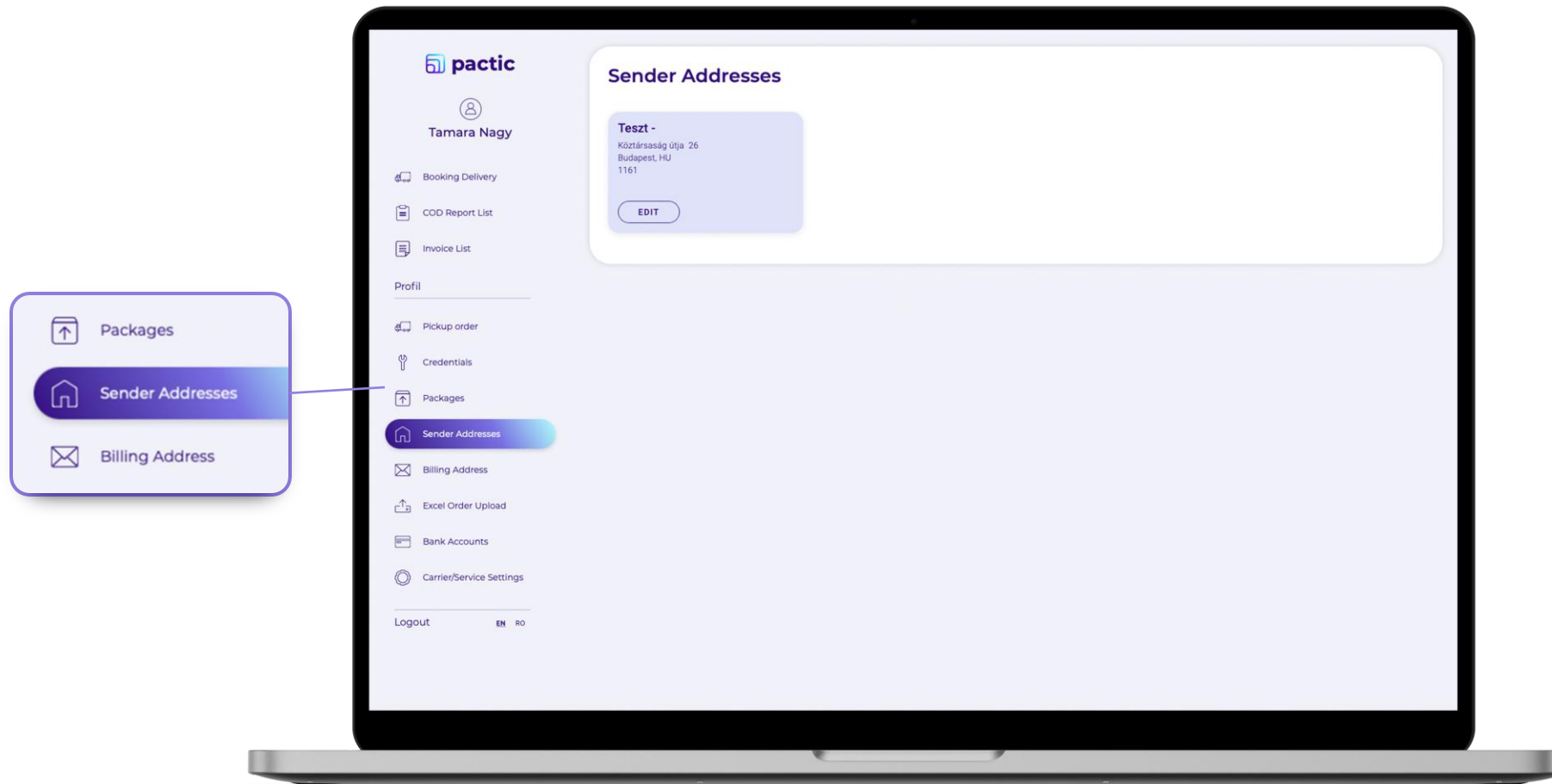
You can set the most used package type to default by pressing the „Make Primary” button, so orders will be created automatically with this data.



Setting up main data 2

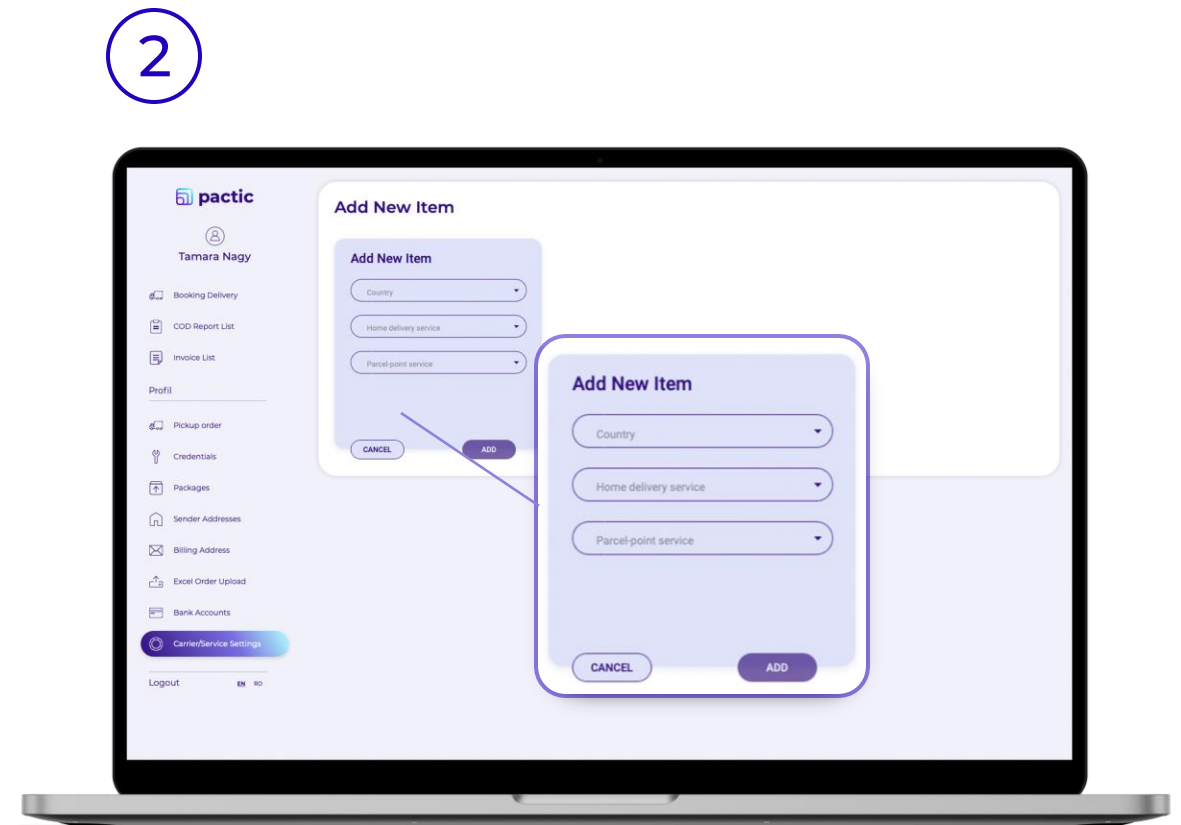
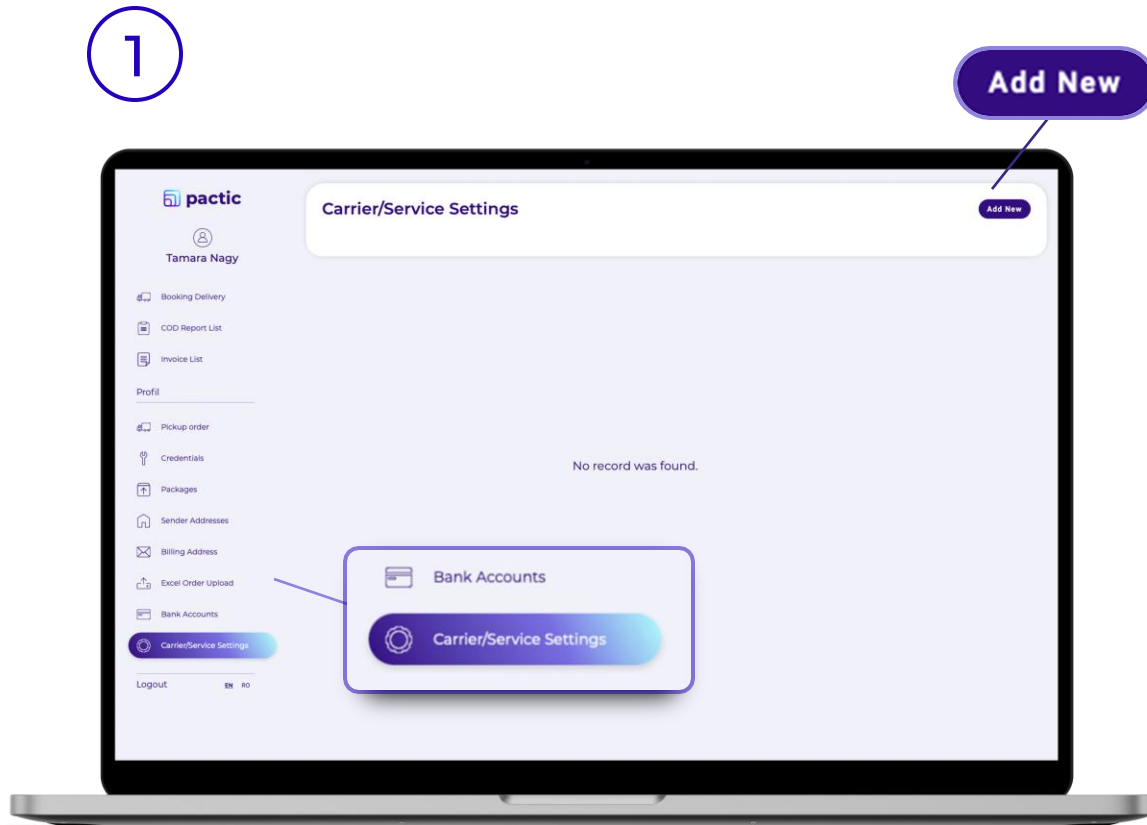
For orders to be synced successfully, you need to enter a default Pickup Address.

The Billing Address is loaded automatically, it is not possible to change it on the logistics platform.



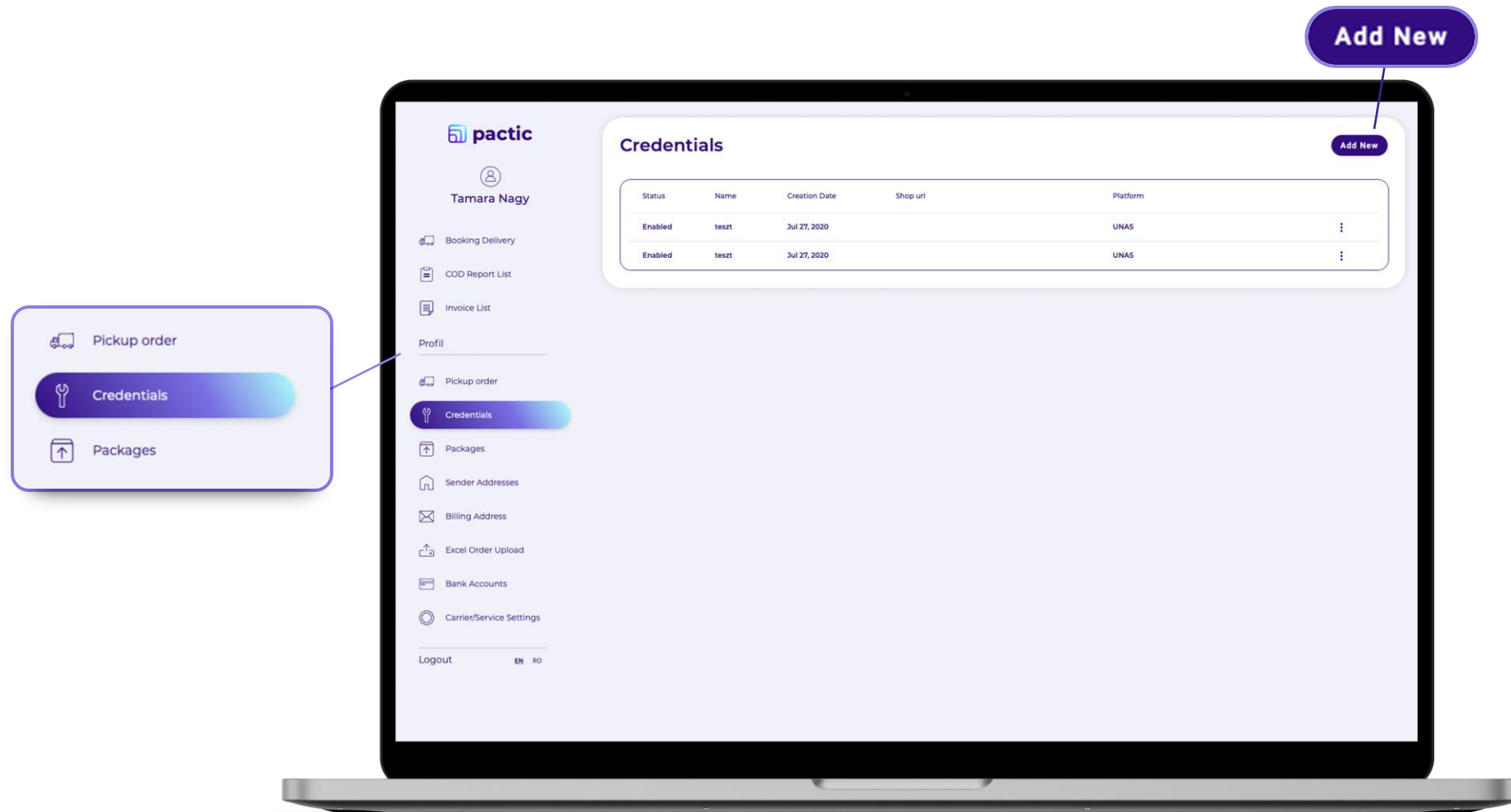
Set default carrier

Under the **Settings** menu, you can use the „Add New” button to set default carrier by country (eg GLS Express Business, etc.) according to your price offer.



Webshop integration 1

Your webshop can be easily integrated under Webshop integrations by clicking the „Add New” button.



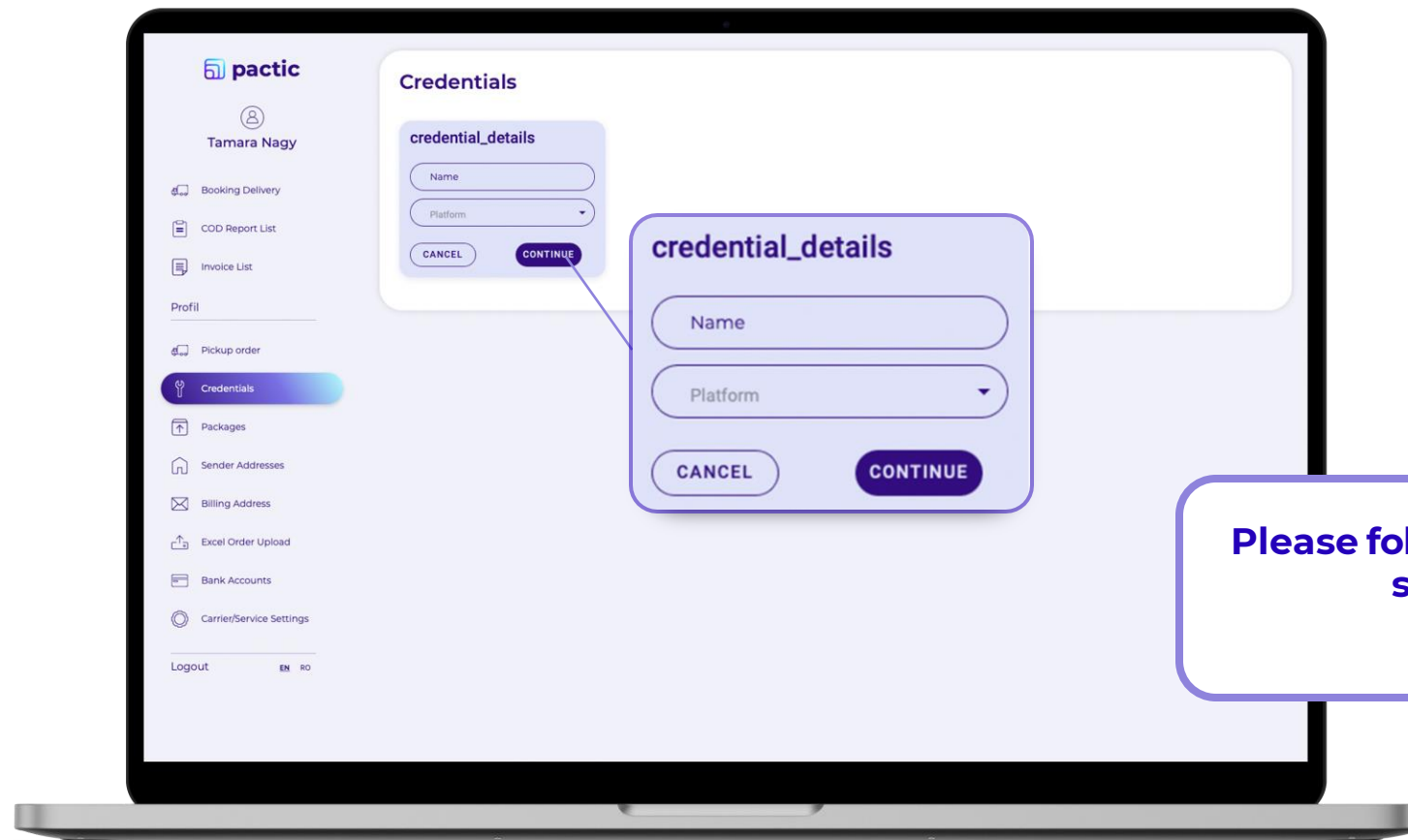
The screenshot displays the Pactic web application interface. On the left, a sidebar menu lists various settings: Booking Delivery, COD Report List, Invoice List, Profil, Pickup order, **Credentials** (highlighted), Packages, Sender Addresses, Billing Address, Excel Order Upload, Bank Accounts, and Carrier/Service Settings. The main content area is titled 'Credentials' and features a table with the following data:

| Status | Name | Creation Date | Shop url | Platform | |
|---------|-------|---------------|----------|----------|---|
| Enabled | teszt | Jul 27, 2020 | | UNAS | ⋮ |
| Enabled | teszt | Jul 27, 2020 | | UNAS | ⋮ |

Two callout boxes are present: one on the left pointing to the 'Credentials' menu item, and one on the top right pointing to the 'Add New' button in the 'Credentials' section header.

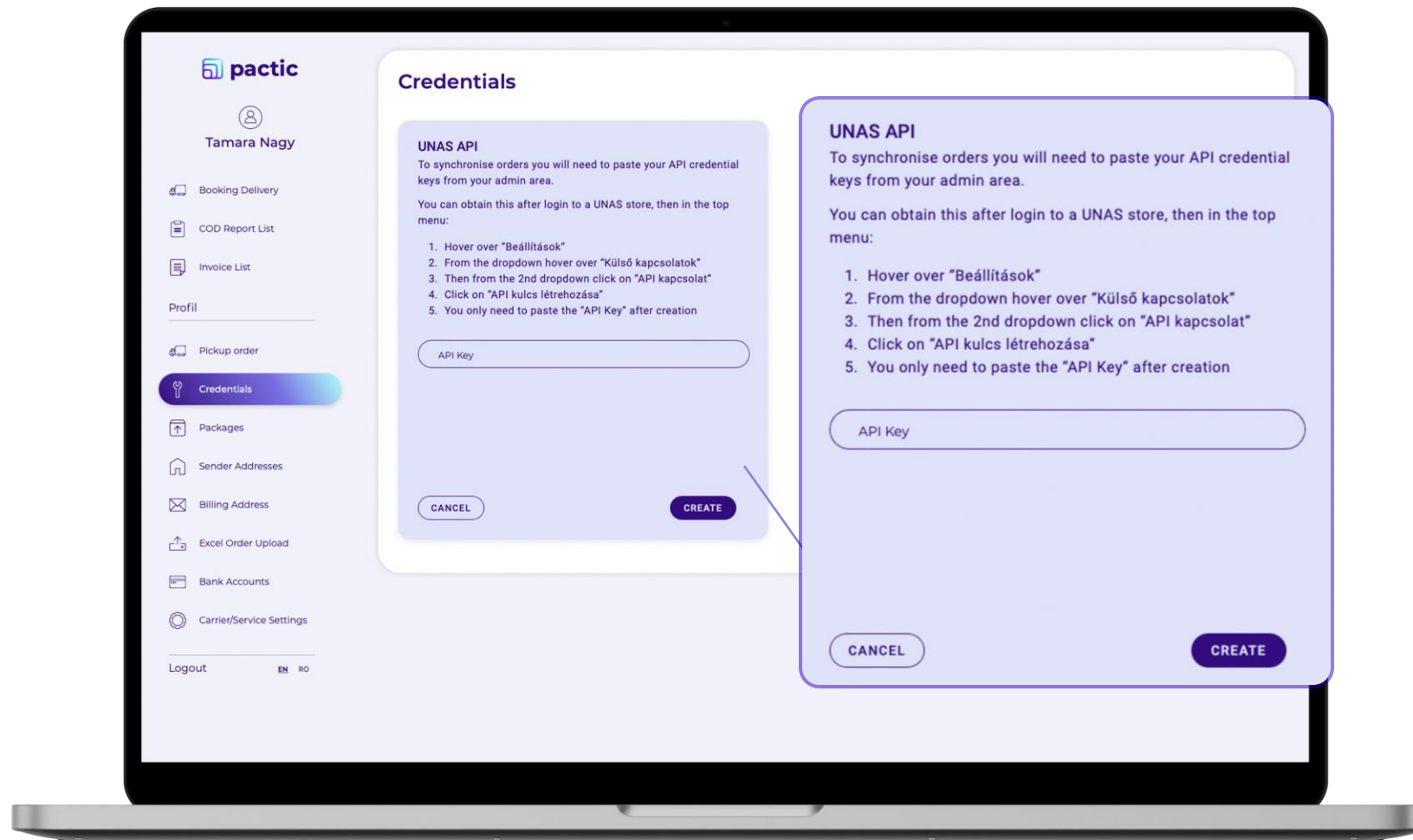
Webshop integration 2

- Any name can be freely entered for "Name" (eg Csaba's shop).
- In the „Platform" it is necessary to select the webshop engine (eg Shopify, UNAS, etc.)
- Clicking the „Next" button will display a detailed description of how to connect to the given webshop platform with Pactic dashboard



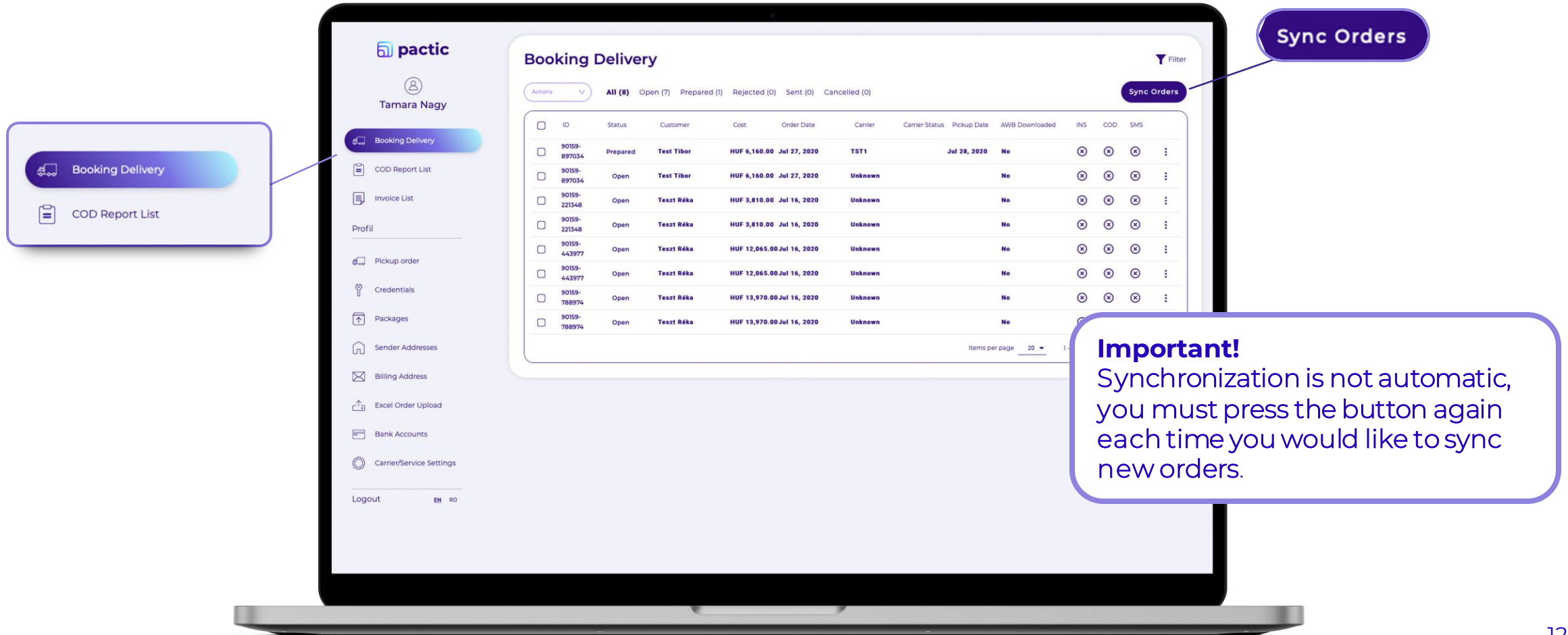
Webshop integration 3

An example of choosing UNAS webshop engine::



Webshop integration 4

For orders to appear in the system after the integration, you need to click the „Sync” button under Booking delivery. Synchronization may take up to 1-2 minutes.



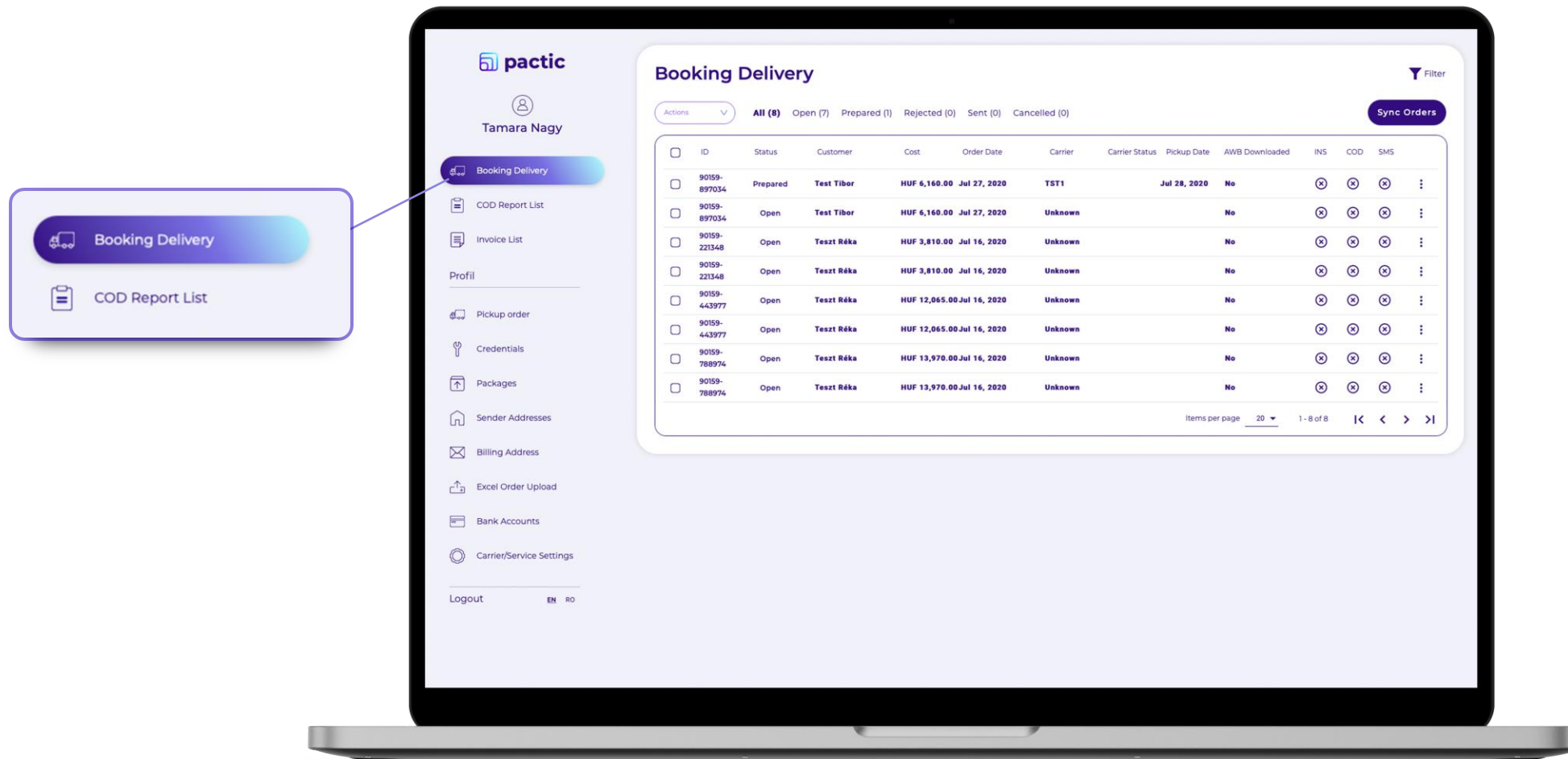
The screenshot displays the Pactic web application interface. The left sidebar shows the user profile 'Tamara Nagy' and a menu with 'Booking Delivery' and 'COD Report List'. The main content area is titled 'Booking Delivery' and features a table of orders. A 'Sync Orders' button is located in the top right corner of the table area. A callout box points to this button, and another callout box points to the 'Booking Delivery' menu item. A third callout box contains the following text:

Important!
Synchronization is not automatic, you must press the button again each time you would like to sync new orders.

| ID | Status | Customer | Cost | Order Date | Carrier | Carrier Status | Pickup Date | AWB Downloaded | INS | COD | SMS |
|--------------|----------|------------|---------------|--------------|---------|----------------|--------------|----------------|-----|-----|-----|
| 90159-897034 | Prepared | Test Tibor | HUF 6,160.00 | Jul 27, 2020 | TST1 | | Jul 28, 2020 | No | ⊗ | ⊗ | ⊗ |
| 90159-897034 | Open | Test Tibor | HUF 6,160.00 | Jul 27, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-221348 | Open | Test Réka | HUF 3,810.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-221348 | Open | Test Réka | HUF 3,810.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-443977 | Open | Test Réka | HUF 12,065.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-443977 | Open | Test Réka | HUF 12,065.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-788974 | Open | Test Réka | HUF 13,970.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |
| 90159-788974 | Open | Test Réka | HUF 13,970.00 | Jul 16, 2020 | Unknown | | | No | ⊗ | ⊗ | ⊗ |

Booking delivery 1

Orders placed in the webshop can be tracked after synchronization under the menu „Booking delivery”. Data for specific orders can be modified after opening the orders.



The screenshot displays the Pactic web application interface. On the left, a sidebar menu is visible with the user profile 'Tamara Nagy' and various navigation options. The 'Booking Delivery' option is highlighted with a callout box. The main content area shows the 'Booking Delivery' page with a table of orders. The table includes columns for ID, Status, Customer, Cost, Order Date, Carrier, Carrier Status, Pickup Date, AWB Downloaded, and tracking options (INS, COD, SMS). The table contains 8 rows of data, with the first row being 'Prepared' and the others 'Open'. A 'Sync Orders' button is located in the top right corner of the table area.

| ID | Status | Customer | Cost | Order Date | Carrier | Carrier Status | Pickup Date | AWB Downloaded | INS | COD | SMS |
|--------------|----------|------------|---------------|--------------|---------|----------------|--------------|----------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 90159-897034 | Prepared | Test Tibor | HUF 6,160.00 | Jul 27, 2020 | TST1 | | Jul 28, 2020 | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-897034 | Open | Test Tibor | HUF 6,160.00 | Jul 27, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-221348 | Open | Testz Réka | HUF 3,810.00 | Jul 16, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-221348 | Open | Testz Réka | HUF 3,810.00 | Jul 16, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-443977 | Open | Testz Réka | HUF 12,065.00 | Jul 16, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-443977 | Open | Testz Réka | HUF 12,065.00 | Jul 16, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-788974 | Open | Testz Réka | HUF 13,970.00 | Jul 16, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 90159-788974 | Open | Testz Réka | HUF 13,970.00 | Jul 16, 2020 | Unknown | | | No | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Booking delivery 2

You can select multiple orders by tick the square. After you select the orders you can do bulk actions if you click on **Actions** e.g, Change Pickup date.

You can filter the orders if you click **Filter** button on the top of the right side e.g Waybill number, Product name. After you filter the orders, you can export them in an Excel file by click the icon next to Synchronise button (it will only be available after you filter the orders)

The screenshot shows the Pactic Booking Delivery interface. On the left is a sidebar with a user profile for Tamara Nagy and a menu of options including Booking Delivery, COD Report List, Invoice List, and various settings. The main area displays a table of orders with columns for Status, Customer, Cost, Order Date, Carrier, Carrier Status, Pickup Date, AWB Downloaded, and tracking options (INS, COD, SMS). A 'Filter' button is located at the top right of the table area. A callout box on the right highlights the 'Sync Orders' button and the 'Filter' button. Another callout box on the left highlights the 'Actions' dropdown menu, which contains options like 'Change Pickup D...', 'Add Package', 'Manage SMS Ser...', 'Manage Insurance', and 'Manage COD'. A third callout box on the right shows the 'Filters' panel with search fields for 'Search...', 'ID / Webshop Order ID', 'Search Products', 'Product name', 'Multiple Waybill Search', 'Waybill Number', and 'Status'.

Package sending 1

You can send orders if you change their status to PREPARED.

There are two options to do that: 1. Select the order and click on Actions button and select „Change Status”.

The screenshot displays the Pactic web application interface. On the left, a sidebar menu is visible with various navigation options. The main content area shows the 'Booking Delivery' page, which includes a table of orders and a dropdown menu for actions.

Actions Menu:

- Change Pickup D...
- Add Package
- Manage SMS Ser...
- Manage Insurance
- Manage COD
- Submit Orders
- Change Status**
- Print Labels

Order Table:

| Status | Customer | Cost | Order Date | Carrier | Carrier Status | Pickup Date | AWB Downloaded | INS | COD | SMS |
|--------|--------------------|----------------|--------------|---------|----------------|-------------|----------------|-----|-----|-----|
| Open | Krisztina La-Torre | HUF 35,417.00 | Jul 27, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Krisztina La-Torre | HUF 35,417.00 | Jul 27, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 107,680.00 | Jul 26, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 107,680.00 | Jul 26, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 31,210.00 | Jul 26, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 31,210.00 | Jul 26, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 27,353.00 | Jul 23, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 27,353.00 | Jul 23, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Tamara Szabó-Nagy | HUF 42,275.00 | Jul 23, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Tamara Szabó-Nagy | HUF 42,275.00 | Jul 23, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 10,017.00 | Jul 23, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | La-Torre Krisztina | HUF 10,017.00 | Jul 23, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Teszt Csomaggpont | HUF 8,001.00 | Jul 5, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Teszt Csomaggpont | HUF 8,001.00 | Jul 5, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Teszt Zsuzsa | HUF 4,890.00 | Jul 5, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Teszt Zsuzsa | HUF 4,890.00 | Jul 5, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| Open | Tamara Szabó-Nagy | HUF 9,017.00 | Jul 5, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |

Package sending 2

2. Open your order and change status

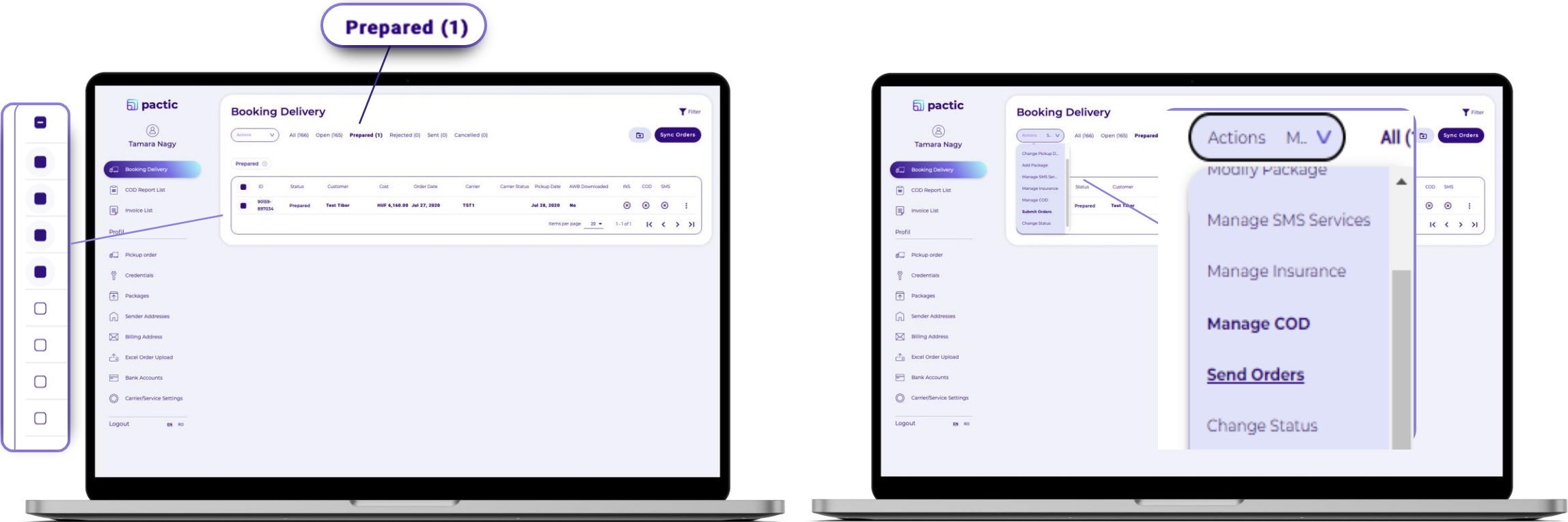
The screenshot displays the Pactic Booking Delivery interface. On the left is a sidebar with the user's name 'Tamara Nagy' and various navigation options like 'Booking Delivery', 'COD Report List', 'Invoice List', and 'Pickup order'. The main area is titled 'Booking Delivery' and shows a table of orders. Two orders are listed, both with ID '90159-735598' and status 'Open'. A dropdown menu is open over the first order, showing status options: 'Cancelled', 'Open', 'Prepared', and 'Sent'. Below the table, there are sections for 'Order' details (Webshop Order ID, Source, waybill_number), 'Billing' (Customer name and address), 'Shipping' (Shipping address and Edit Shipping Number), 'Email' (Email address and Edit Email Address), and 'Phone' (Phone number and Edit Phone Number). At the bottom, there is a table of items with columns for Item, Cost, Qty, and Total. The items listed are 'Szállítási költség', 'Scitec Nutrition - Ultra Amino 1000 db', and 'ASUS EAH5670'. A 'SEND ORDER' button is visible at the bottom right.

| ID | Status | Customer | Cost | Order Date | Carrier | Carrier Status | Pickup Date | AWB Downloaded | INS | COD | SMS |
|--------------|--------|--------------------|---------------|--------------|---------|----------------|-------------|----------------|-----|-----|-----|
| 90159-735598 | Open | Krisztina La-Torre | HUF 35,417.00 | Jul 27, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |
| 90159-735598 | Open | Krisztina La-Torre | HUF 35,417.00 | Jul 27, 2021 | Unknown | | | No | ⊗ | ✓ | ⊗ |

| Item | Cost | Qty | Total |
|----------------------------------------|---------------|-----|---------------|
| Szállítási költség | HUF 1,000.00 | 1 | HUF 1,000.00 |
| Scitec Nutrition - Ultra Amino 1000 db | HUF 9,017.00 | 1 | HUF 9,017.00 |
| ASUS EAH5670 | HUF 25,400.00 | 1 | HUF 25,400.00 |

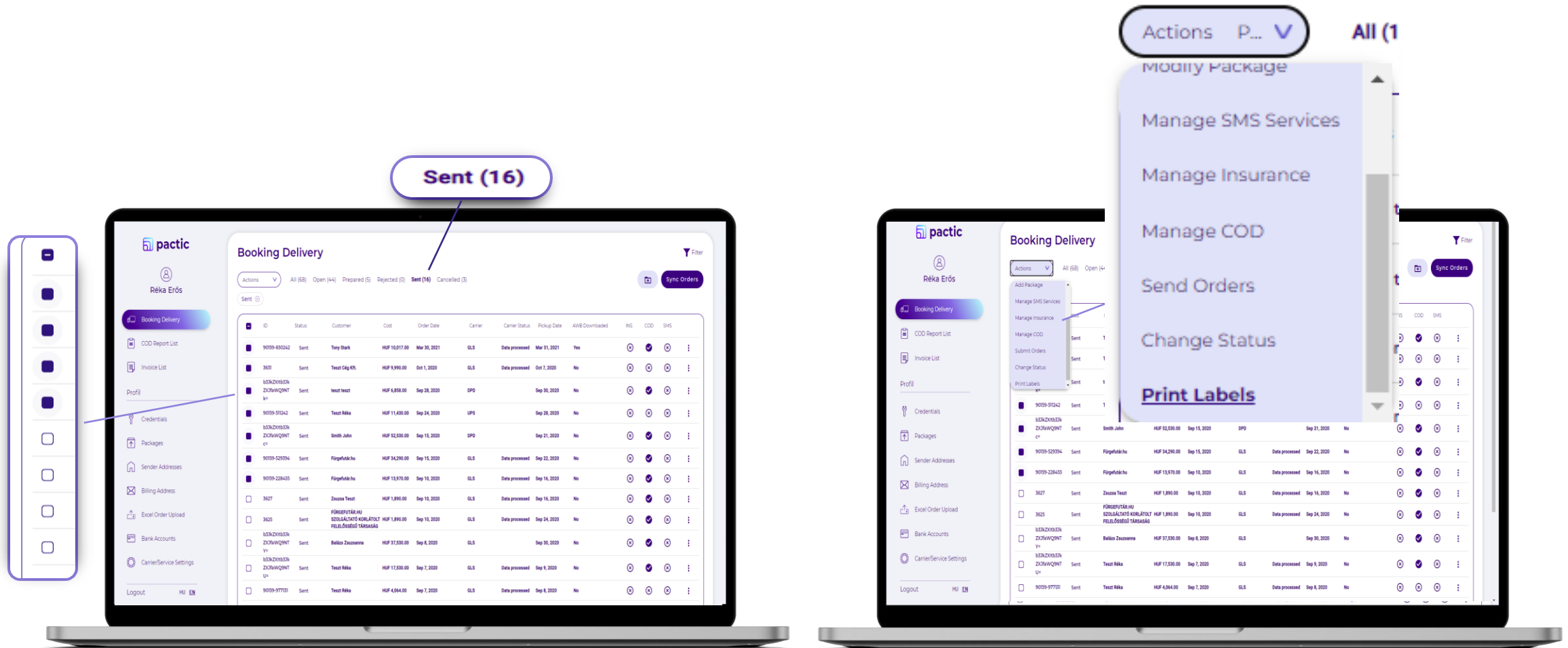
Package sending 3

You can select Prepared orders if you click on Prepared in the menu. You can submit orders if you select them and from the Actions menu click Send orders.



Waybill/Label download

You can filter Sent orders if you click Sent from the menu. You can download waybills if you select the orders and from the Actions menu click Print Labels.

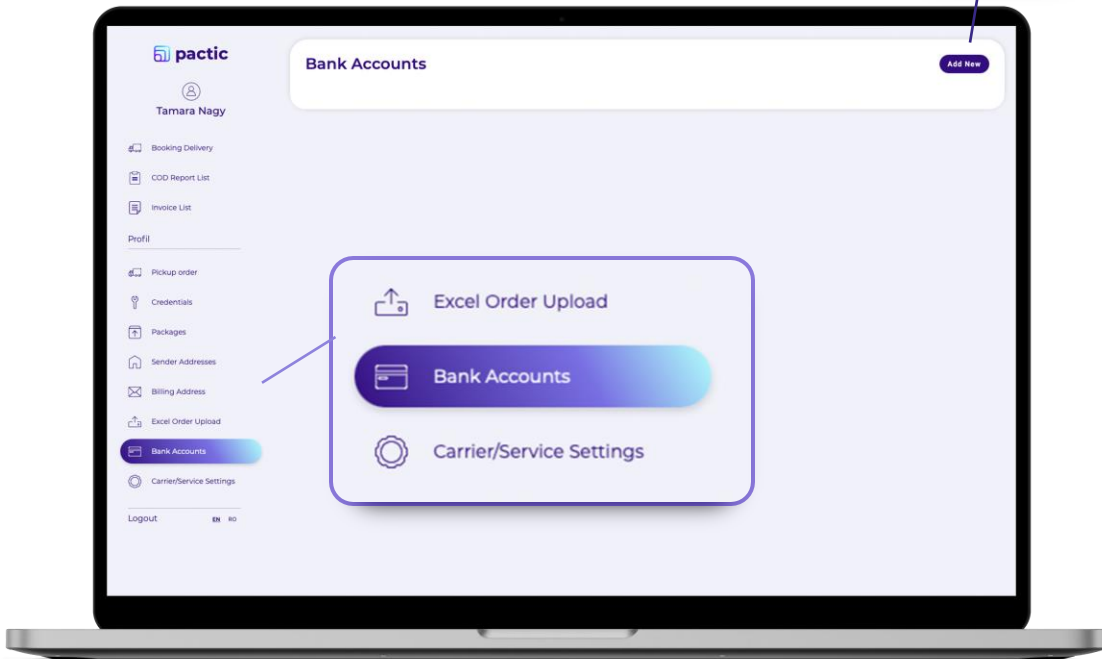


Handling packages with COD

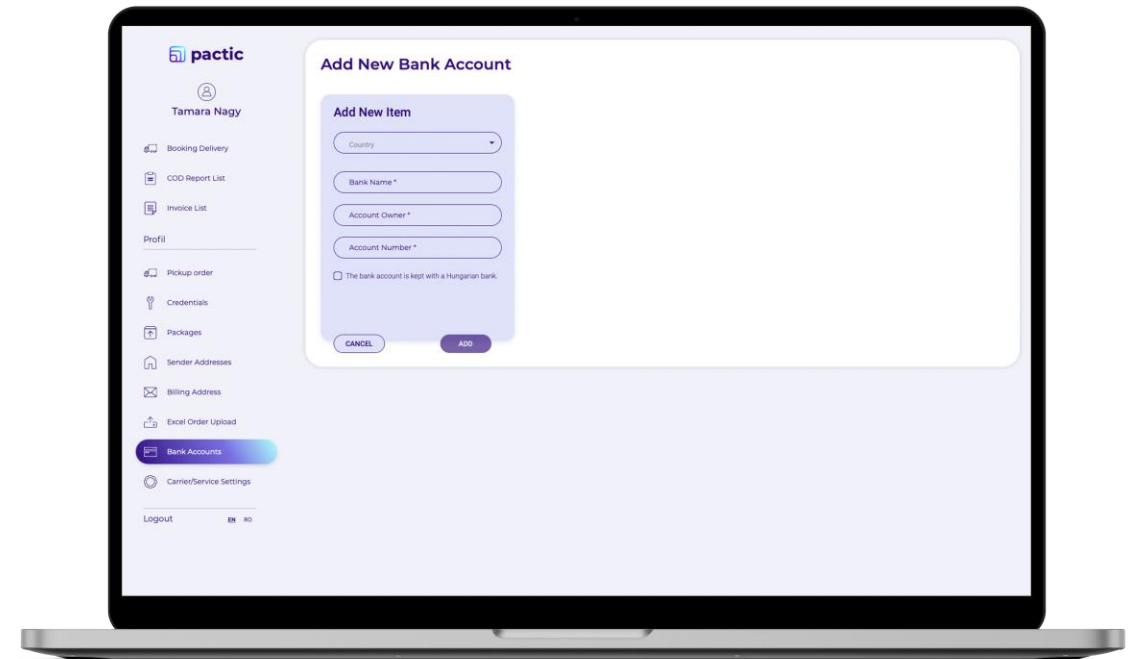
You can enter your bank details for your COD orders in the **Bank Accounts** menu. You can give different bank accounts for different countries. (1/country)

1

Add New

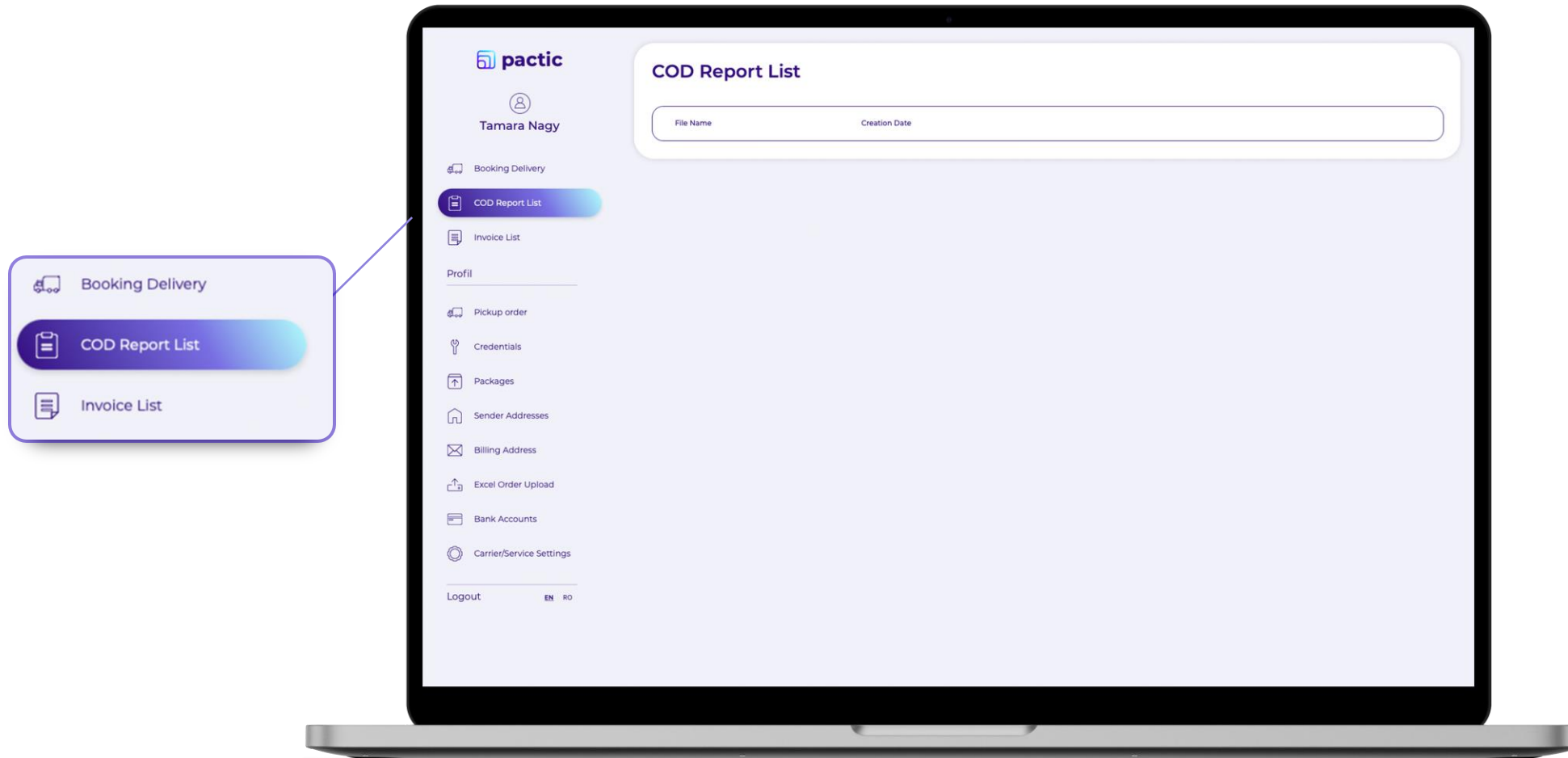


2



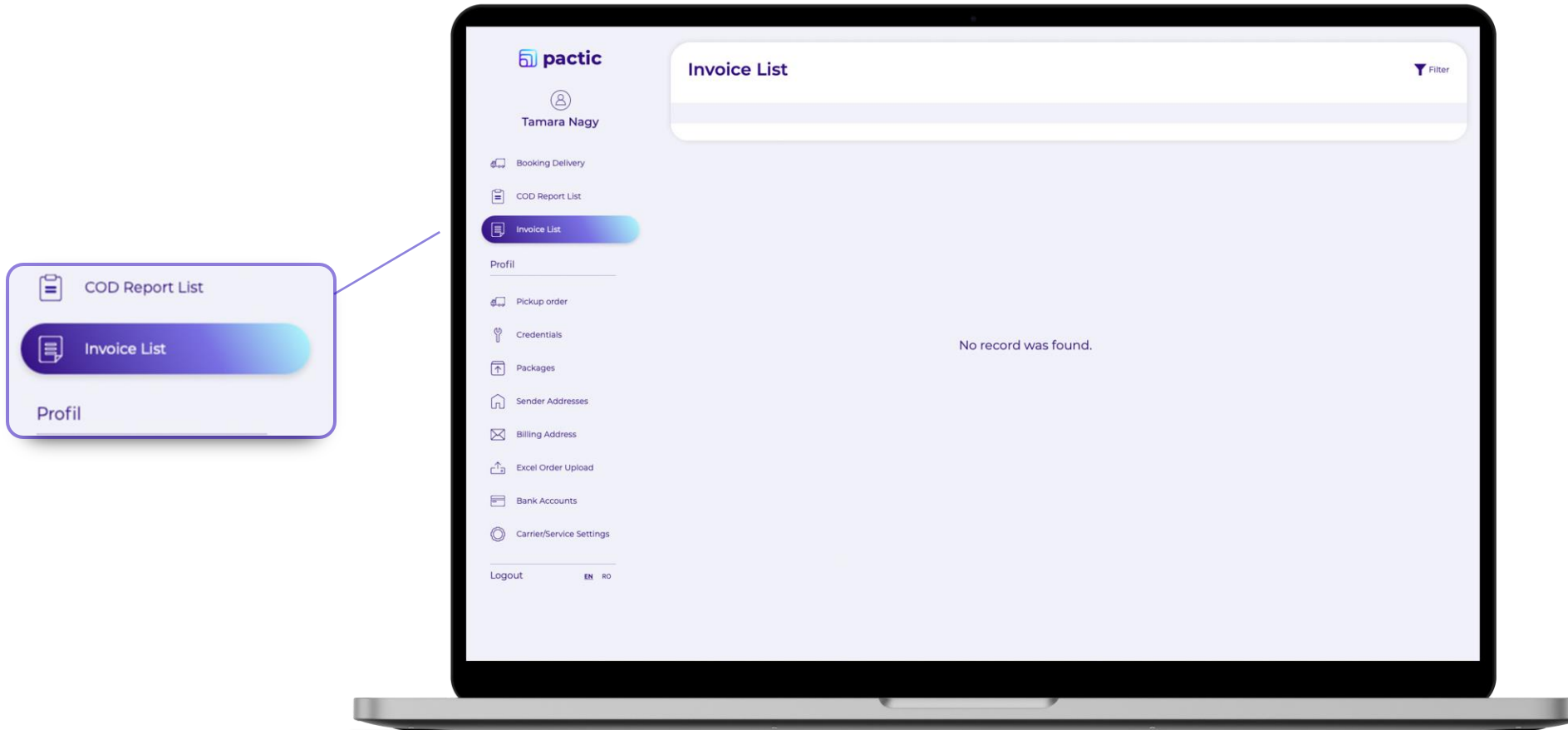
Handling packages with COD

You can see your COD report in the COD report list menu.



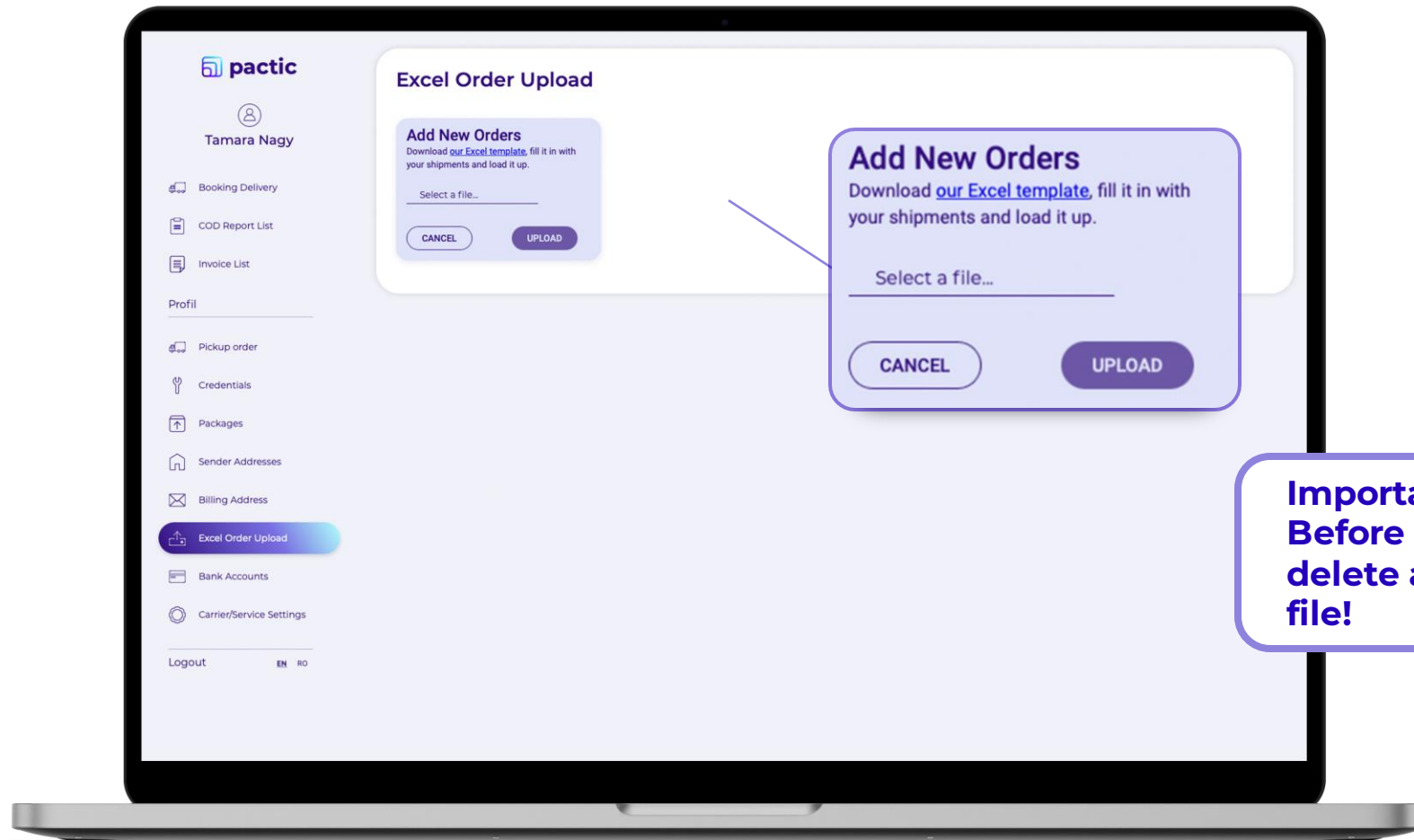
Handling invoices

You can see your invoices – if you have permission – in the **Invoice list** menu.



One time bulk upload from Excel

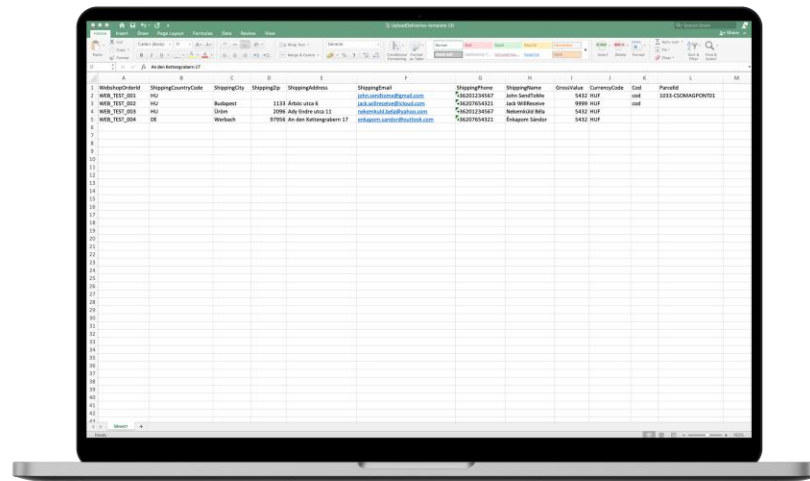
If you want to send one or two times high volume shipments you can use Excel file. Click on **Excel Order Upload** and download the sample and fill it up. To be able to fill it up correctly please follow the guideline from the next slide.



One time bulk upload from excel 2

Guideline:

1. In column A you can give your webshop order ID. Please note, one order ID can only be used once!
2. If you want to add COD please type **one** of these words: cod, COD, true, True, TRUE, yes, Yes, YES in column L and type the amount in Gross Value, column J
3. If you want to ship to Parcelshop type the ParcelpointID in column M
4. Column J, Gross Value is mandatory field without COD service too. Please type an amount there!
5. ShippingProvince (column C) field is only relevant for Romanian and Bulgarian orders. Not mandatory field!



Important!

Valid e-mail address and telephone number are mandatory fields. Without them, orders can not be shipped.

Contact

If you have any question, you can contact us on sales_hu@pactic.com.

Kind regards,
Pactic Team

