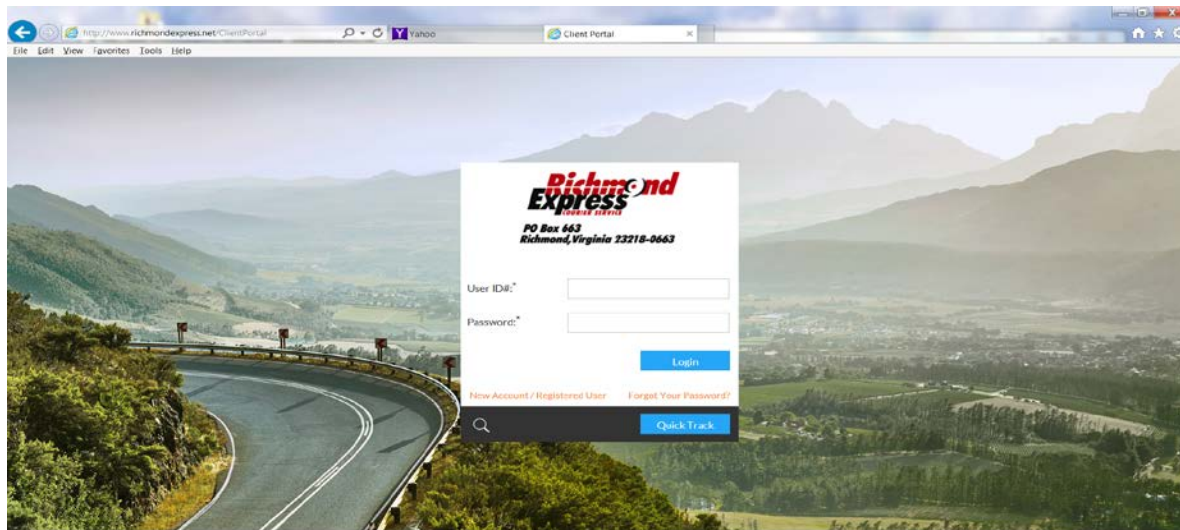
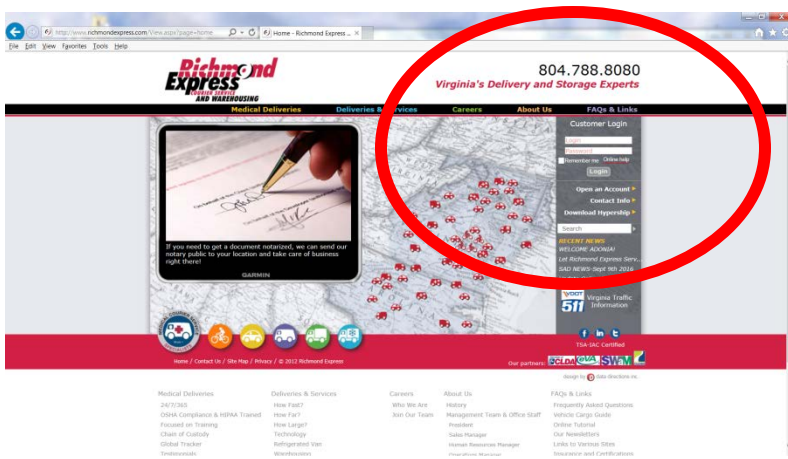


Richmond Express Online Tutorial



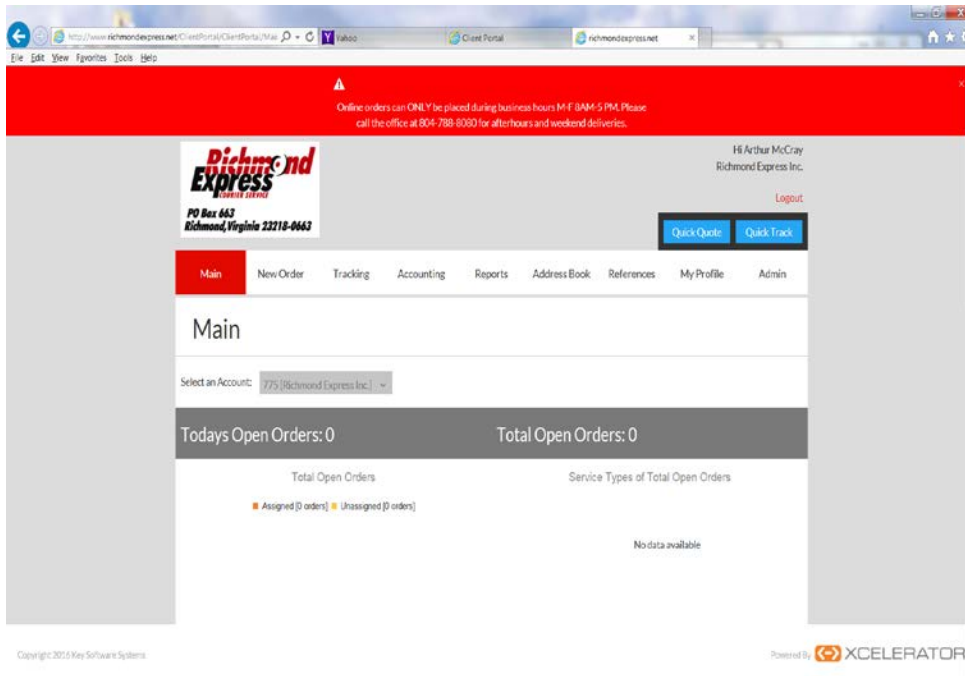


- To log on to the online system go to www.richmondexpress.com
- Enter your user id and password under Customer Login
- Check the remember me box to save your info
- Or Login at <http://www.richmondepress.net/ClientPortal>

Note: A Quick Track box appears on every screen for easy tracking. Just enter the order tracking number and click Track to follow your order from start to finish

The main menu screen allows you to place:

- place a new order
- track an existing or delivered package
- print and/or pay invoices
- run reports
- update user contact/address details.



Note: A Quick Quote box appears on every screen. Just enter the required information for a estimated rate quote between zip codes only.

New Order Tab

Allows you to place an order or simply get a quote. You will need to complete all sections of the new order screen.

Sender information:

- Fill out your name, phone number and email address and any special instructions pertaining to this delivery
- When complete, Click **Next Step**

The screenshot shows the 'New Order' tab in the Richmond Express client portal. The page includes a navigation menu with 'New Order' selected, a 'Sender Information' section with input fields for Name, Phone, Department, Email, and Instructions, and a 'Next Step' button. The page also features a 'Quick Quote' and 'Quick Track' button in the top right corner.

* is a required field

Hint- Completing the user information under the My Profile tab will allow for the sender information to auto populate

Pick Up Information

Default Address
Richmond Express, Inc.: 1804 Dabney Road X Clear

Company*
 Contact
 Street*
 Street2
 City*
 State*
 ZIP Code*
 Phone
 Email
 Instructions

Save This Address

[Add to Book](#)

[Next Step](#)

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New Order Tab


Pickup information:

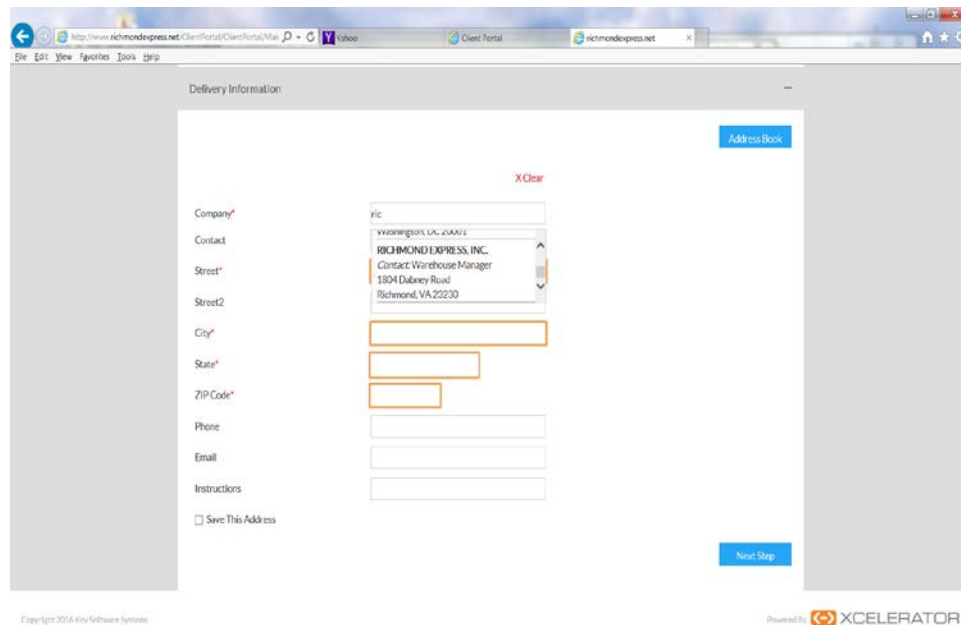
- Enter the company name, contact, physical address, phone number and any special instructions required at the pick up location.
- Click the Save This Address box to update your address book.
- Set a default pickup address under My Profile tab under preferences - the pickup address will auto populate every time.
- When complete, Click [Next Step](#)

* is a required field

New Order Tab

Address Book Drop-down:

- There are several options to access your address book.
- Click on the Address Book tab and all saved address will appear. You can scroll through the list, use the ABC Keys, or search in the find box.
- In the Company box you can start typing the company name and all matches will appear in a scroll down feature. Just click and select the address.
- When complete, Click 



The screenshot shows a web browser window displaying a form titled "Delivery Information". The form includes several input fields: Company*, Contact, Street*, Street2, City*, State*, ZIP Code*, Phone, Email, and Instructions. A red asterisk next to the Company* label indicates it is a required field. A blue "Address Book" button is located to the right of the Company* field. A dropdown menu is open below the Company* field, showing a list of search results for "ric". The first result is "RICHMOND EXPRESS, INC." with contact information: "Contact: Warehouse Manager", "1904 Dubney Road", and "Richmond, VA 23230". A red "X Clear" button is visible above the dropdown. A blue "Next Step" button is located at the bottom right of the form. The footer of the page includes "Copyright 2016 KeySoftware Systems" and "Powered by XCELERATOR".

* is a required field

New Order Tab

Delivery information:

- Enter the company name, contact, physical address, phone number and any special instructions required at the delivery location.
- Click the Save This Address box to update your address book.
- Set a default delivery address under My Profile tab under preferences - the address will auto populate as the delivery address every time.
- When complete, Click **Next Step**

Delivery Information

Company* X Clear

Contact

Street*

Street2

City*

State*

ZIP Code*

Phone

Email

Instructions

Save This Address

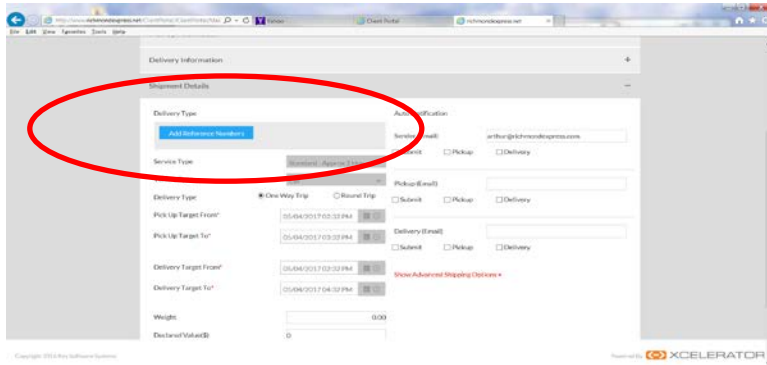
Address Book

Next Step

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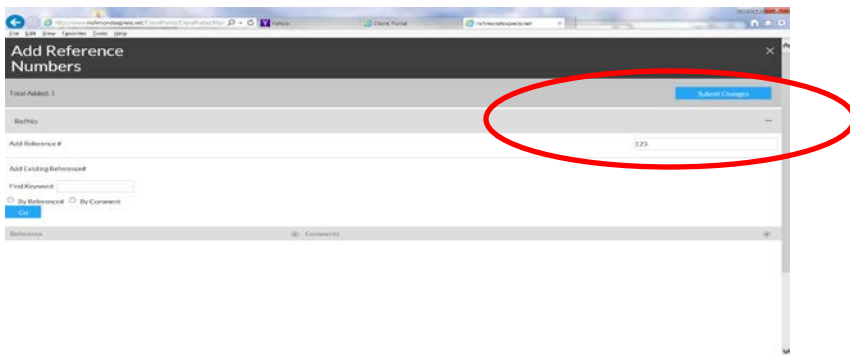
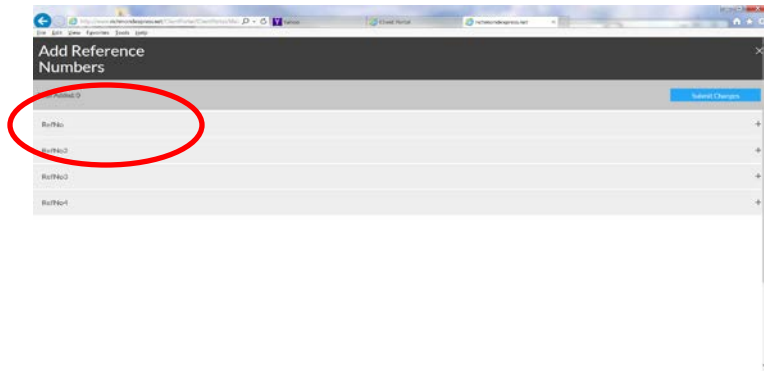
* is a required field



New Order Tab

Shipment Details

- Add a Reference Number
- Click on the **Add Reference Numbers** box
- Click on **RefNo**
- Add your reference number/name to the box to the right of Add Reference #
- Click **Submit Changes**



* is a required field

New Order Tab

Shipment Details

- Add a Service Type- Click on the gray box to adjust the service type
- Add Vehicle Type- click on the gray box to choose your vehicle
- Add Delivery Type- Choose either one way or round trip

The screenshot shows a web browser window displaying a 'Client Portal' for Richmond Express. The main content is a 'Shipment Details' form. A red circle highlights the top section of the form, which includes:

- Service Type:** A dropdown menu showing 'Standard - Approx 2 Hou...' with a gray box to its right.
- Vehicle Type:** A dropdown menu showing 'Car' with a gray box to its right.
- Delivery Type:** Radio buttons for 'One Way Trip' (selected) and 'Round Trip'.

Below these are fields for pickup and delivery dates and times, and a 'Weight' field with the value '0.00'. At the bottom, there is a blue 'Continue' button and a footer that reads 'Copyright 2014 Key Software Systems' and 'Powered By XCELERATOR'.

* is a required field

New Order Tab

Shipment Details

Delivery Information +

Shipment Details -

Delivery Type: Add Reference Numbers

Service Type: Standard - Approx 2 Hrs

Vehicle Type: Car

Delivery Type: One Way Trip Round

Pick Up Target From: 05/04/2017 02:32 PM

Pick Up Target To: 05/04/2017 03:32 PM

Delivery Target From: 05/04/2017 02:32 PM

Delivery Target To: 05/04/2017 04:32 PM

Weight: 0.00

Declared Value(\$):

Auto Notification: Sender (Email): arthur@richmondexpress.com

Submit Pickup Delivery

Submit Pickup Delivery

Submit Pickup Delivery

Submit Pickup Delivery

Show Advanced Shipping Options

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- Adjust Pickup/Delivery Times
- If your package is ready now for pickup, there is NO need to adjust the times.
- If you need to place a delivery for the future – Click on the gray box next to Pick Up Target From – a calendar and clock are there to adjust the date and/or time for the pickup.
- You will need to complete all four date/time combinations.
- Helpful Hint: Pick Up Target From and Delivery Target From should be the same time and Pick Up Target To and Delivery Target To should be the same time. A standard delivery - the time range should be 2 hours and a rush delivery – the time range should be 1 hour.

* is a required field

Service Type: Standard - Approx 2 Hrs...

Vehicle Type: Car

Delivery Type: One Way Trip Round Trip

Pick Up Target From*: 05/04/2017 02:32 PM

Pick Up Target To*: 05/04/2017 03:32 PM

Delivery Target From*: 05/04/2017 02:32 PM

Delivery Target To*: 05/04/2017 04:32 PM

Weight: 0.00

Delivery Address: 0

Add a number of predefined package types

Add / Edit Packages 0 Packages Added

Continue

New Order Tab

Shipment Details

- Add Packages
- Click the **Add/Edit Packages** button
- Click on the appropriate package type
- To set package count – enter the number of packages in the box to the right and click the **Set** button
- Click **Submit Changes**

Add / Edit Packages

Total Added: 1

Bag(s) [1] -

Set Package 1 **Set**

Bank Bag(s) [0] +

Banner (s) [0] +

Binder(s) [0] +

Box(s) [0] +

Box(s)-Misc Amt [0] +

Case(s) [0] +

CD-DVD(s) [0] +

Check(s) [0] +

New Order Tab

Shipment Details

- Auto notifications
- Enter your email under Sender email
- Check the appropriate boxes for notification
- Submit = when you place the order, Pickup = when the item is picked up, Delivery = when the item is delivered
- If you want the pickup or delivery contact to receive notifications as well enter their email below yours
- Click [Continue](#)

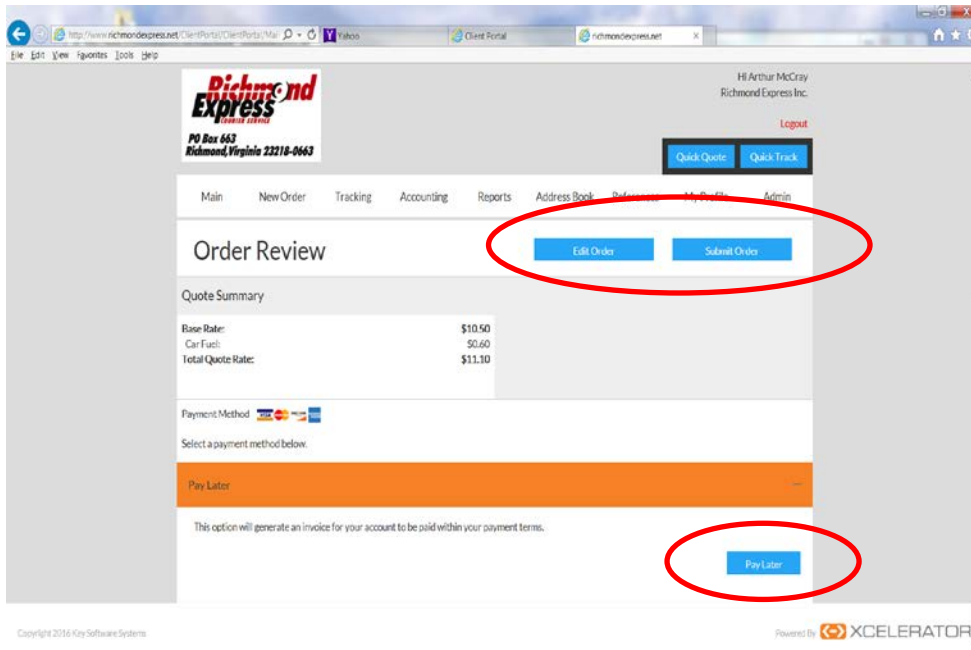
The screenshot shows a web browser window displaying the 'New Order Tab' for 'Shipment Details'. The form is divided into several sections: 'Delivery Information', 'Shipment Details', and 'Auto Notification'. The 'Auto Notification' section is circled in red and contains the following fields and options:

- Sender (Email): arthur@richmondexpress.com
- Submit:
- Pickup:
- Delivery:
- Pickup (Email):
- Submit:
- Pickup:
- Delivery:
- Delivery (Email):
- Submit:
- Pickup:
- Delivery:

Below the 'Auto Notification' section, there is a link: [Show Advanced Shipping Options](#)

The form also includes fields for 'Service Type' (Standard - Approx. 2 Hrs.), 'Vehicle Type' (Car), 'Delivery Type' (One Way Trip), 'Pick Up Target From*', 'Pick Up Target To*', 'Delivery Target From*', 'Delivery Target To*', 'Weight' (0.00), and 'Declared Value(\$)' (0).

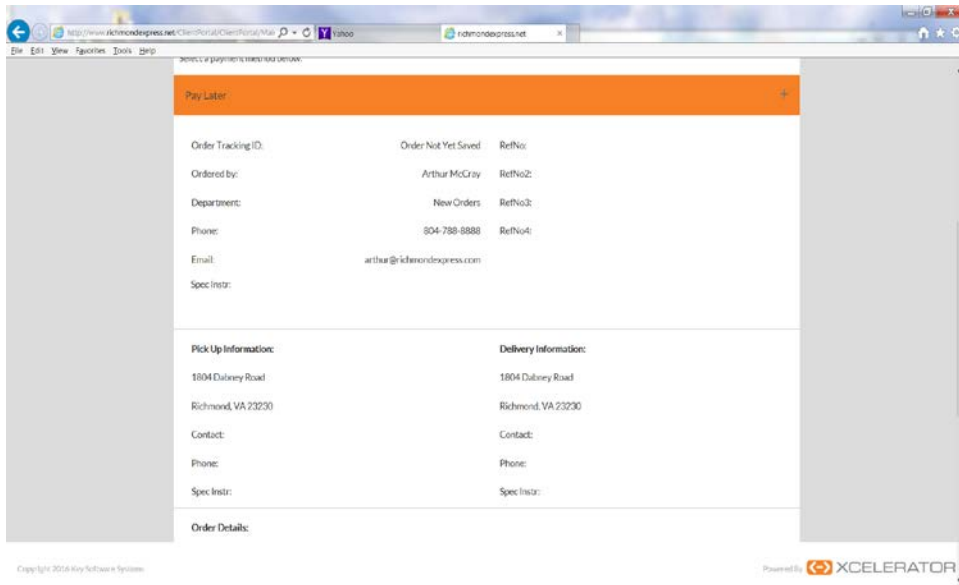
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New Order Tab

Order Review

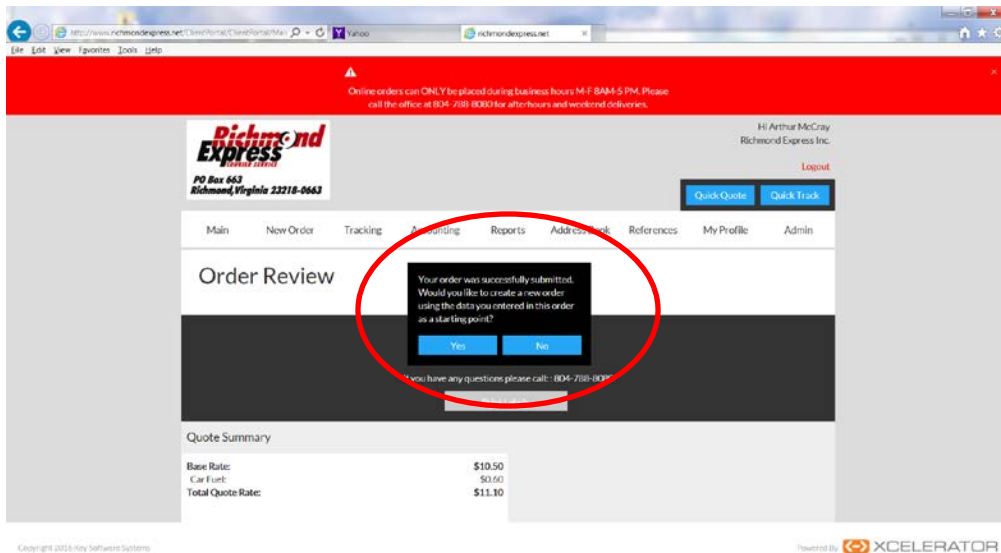
- Review Quote Summary
- Click **Pay Later** - order will appear on next invoice
- You can scroll down and review order details
- Click the **Edit Order** button to make changes OR **Submit Order** button if everything looks correct



New Order Tab

Order Review

- Order was successfully submitted
- You can create a new order from this screen using the same info by clicking **Yes** OR Click **No** to proceed to the next step



New Order Tab

Order Review

- New Order Created
- Please Note your Order Tracking ID # to track the package

The screenshot shows the Richmond Express website interface. At the top, there is a red banner with a warning: "Online orders can ONLY be placed during business hours M-F 8AM-5 PM. Please call the office at 804-788-8080 for after hours and weekend deliveries." Below this, the Richmond Express logo is displayed on the left, and the user's name "Hi Arthur McCray" and company "Richmond Express Inc." are on the right. A "Logout" link is also present. A navigation menu includes "Main", "New Order", "Tracking", "Accounting", "Reports", "Address Book", "References", "My Profile", and "Admin". The main content area is titled "Order Review" and features a dark grey notification box with a red oval around it. The notification text reads: "New Order Created: Order Tracking ID#: 286.050517. If you have any questions please call: 804-788-8080." Below the notification is a "Print Labels" button. At the bottom left, a "Quote Summary" table is shown, and at the bottom right, the "Powered By XCELERATOR" logo is visible.

Richmond Express
PO Box 663
Richmond, Virginia 23218-0663

Hi Arthur McCray
Richmond Express Inc.
Logout

Quick Quote Quick Track

Main New Order Tracking Accounting Reports Address Book References My Profile Admin

Order Review

New Order Created:
Order Tracking ID#: 286.050517
If you have any questions please call: 804-788-8080

Print Labels

Quote Summary

Base Rate:	\$10.50
Car Fuel:	\$0.60
Total Quote Rate:	\$11.10

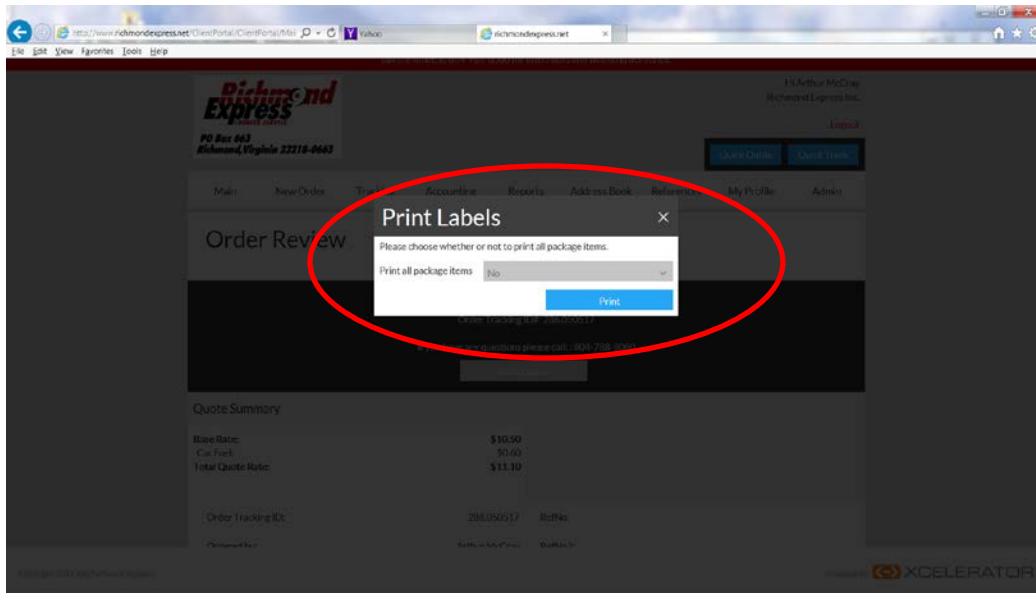
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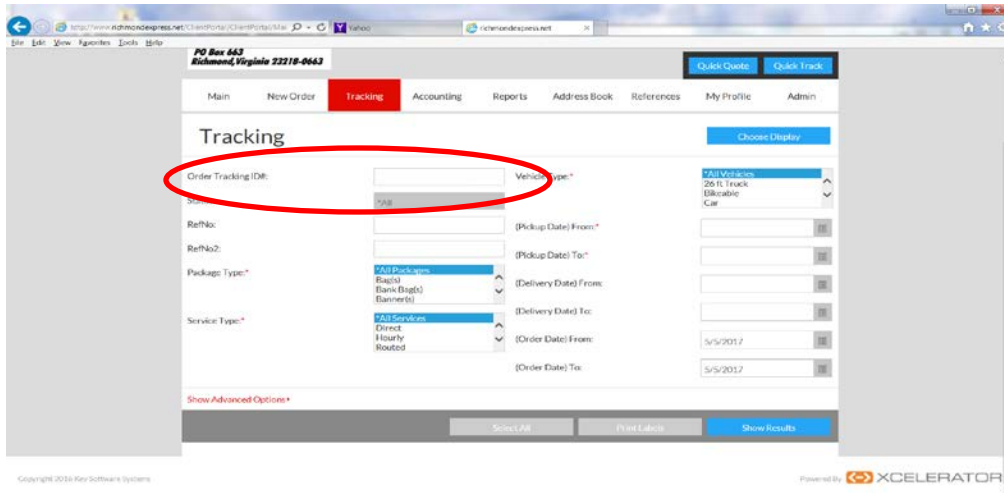
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New Order Tab

Order Review

- If you need to print labels – Click on the Print Labels tab
- A Print Labels window will open – Click **Print**
- Use the Tracking Tab to track the package

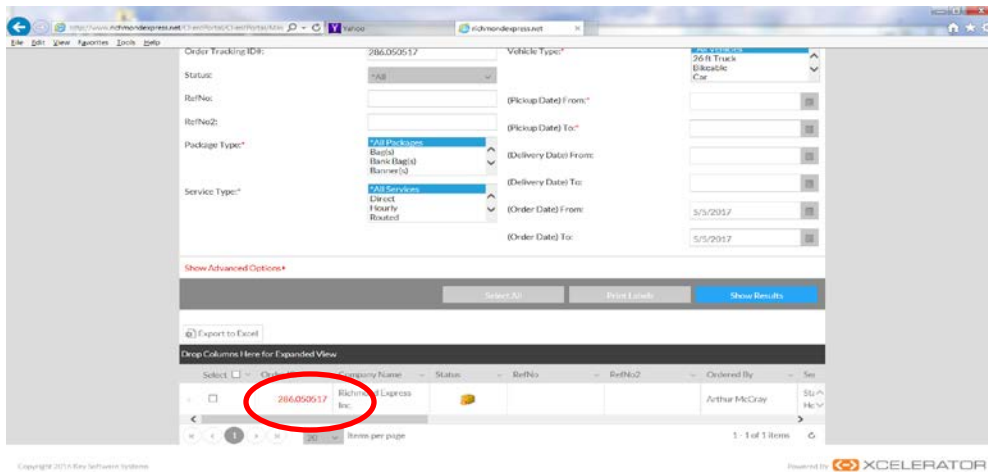


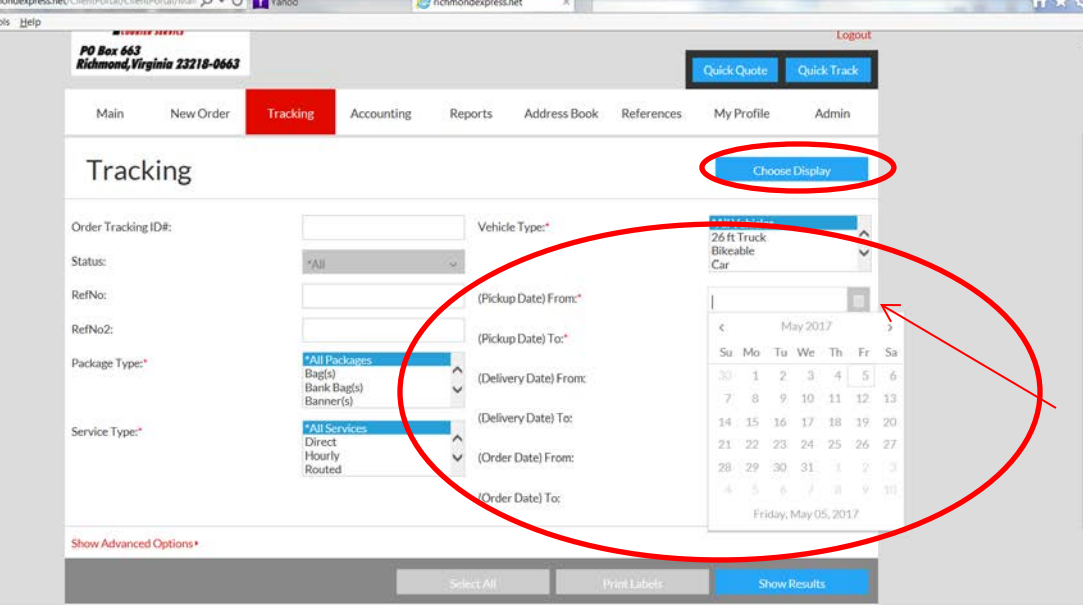


Tracking Tab

Track Packages

- The Tracking Tab allows you to track all your deliveries
- To track your current order enter your Order Tracking ID #
- Click **Show Results**
- Results will list and you can open each individual order for more detail by clicking on the red order id number

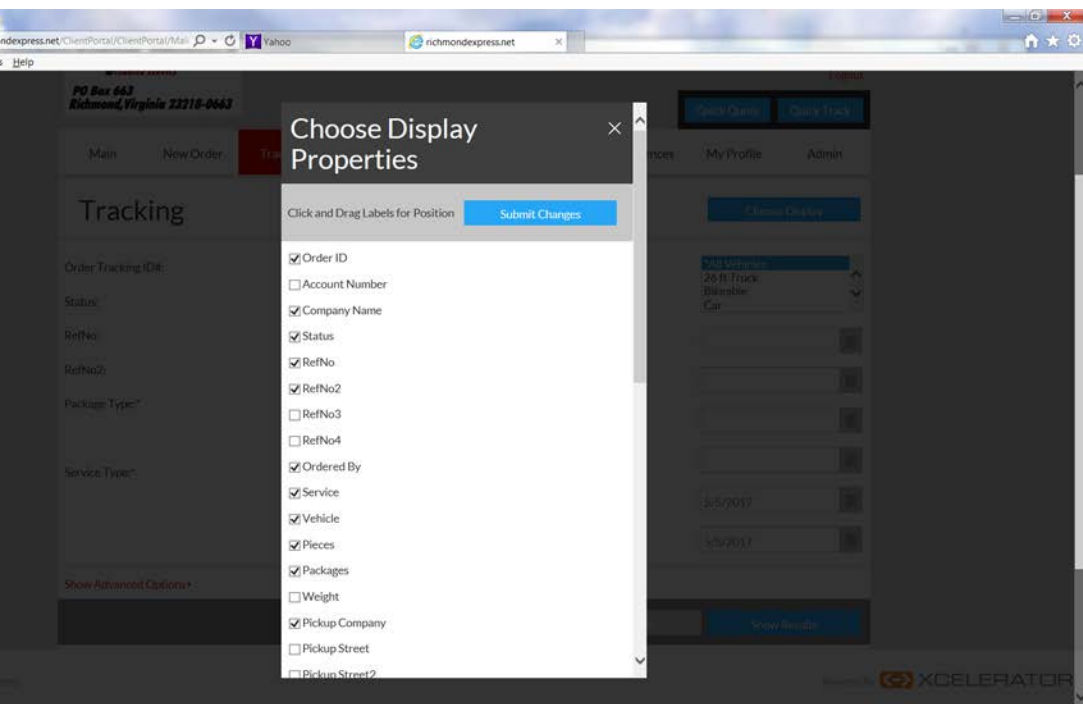




Tracking Tab

Track Package

- There are several options you can use to track your packages
- Examples are Status, Reference Number, Service Type, Package Type, Vehicle Type
- You can also track by date range: just click on the calendar and choose the date you wish to review
- The **Choose Display** option allows you to track specific information on all of your orders and just choose your fields. Click **Submit Changes** and these tracking preferences will be saved on all of your orders



Accounting Tab

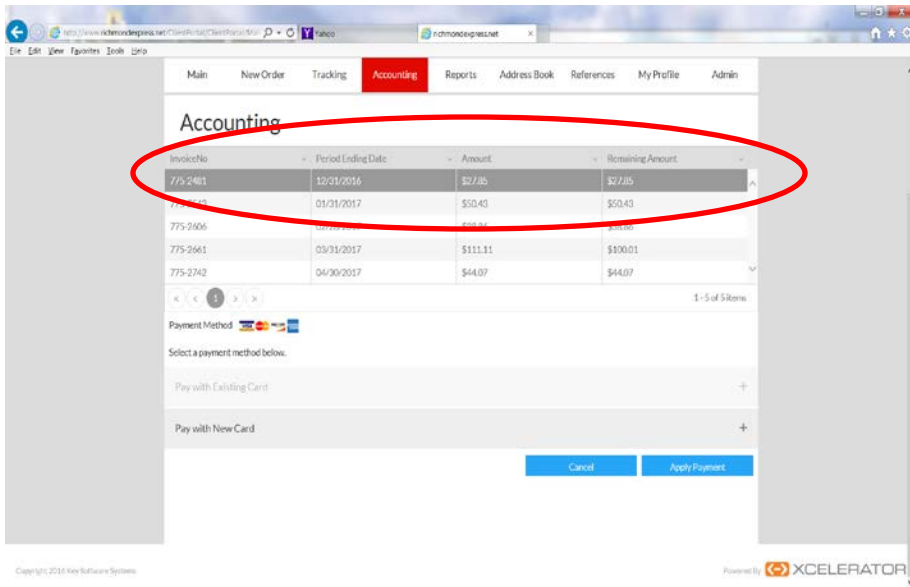
Pay Invoices

- The Accounting Tab allows you to pay your invoices

The screenshot shows the Richmond Express website interface. At the top, there is a red banner with a warning icon and text: "Online orders can ONLY be placed during business hours: M-F 8AM-5 PM. Please call the office at 804-785-8080 for after hours and weekend deliveries." Below this is the Richmond Express logo and contact information: "PO Box 663, Richmond, Virginia 23218-0663". The user is logged in as "Hi Arthur McCray, Richmond Express Inc." with a "Logout" link. A navigation menu includes "Main", "New Order", "Tracking", "Accounting" (highlighted), "Reports", "Address Book", "References", "My Profile", and "Admin". There are also "Quick Order" and "Quick Track" buttons. The "Accounting" section displays a table of invoices:

Invoice No	Period Ending Date	Amount	Remaining Amount
775-2481	12/31/2016	\$27.85	\$27.85
775-2543	01/31/2017	\$50.43	\$50.43
775-2606	02/28/2017	\$38.86	\$38.86
775-2661	03/31/2017	\$111.11	\$100.01
775-2742	04/30/2017	\$44.02	\$44.02

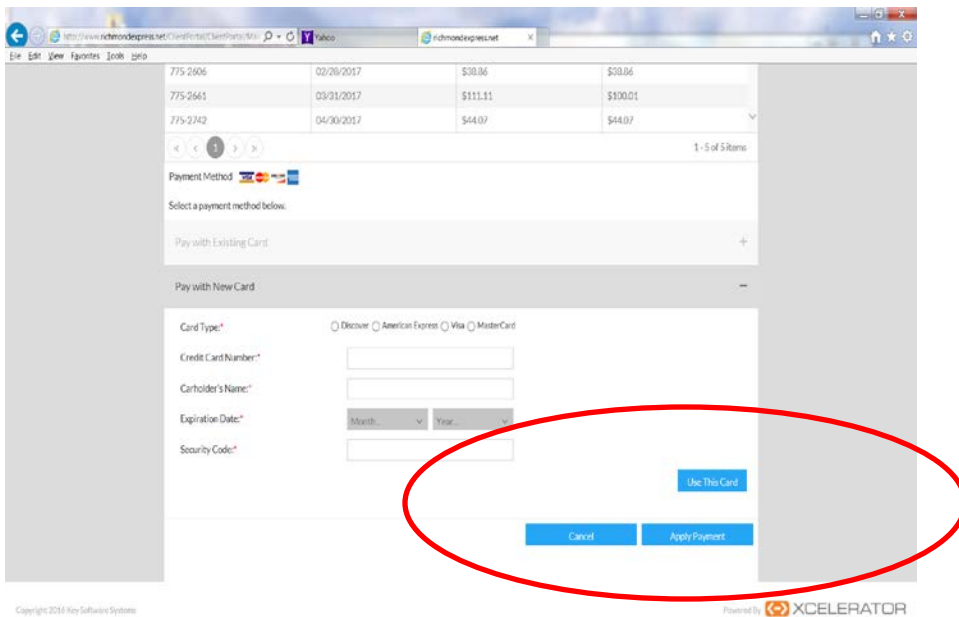
Below the table is a "Payment Method" section with icons for Visa, Mastercard, and American Express, and the text "Select a payment method below." The page footer includes "Copyright © 2014 Key Software Systems" and "Powered By XCELERATOR".



Accounting Tab

Pay Invoices

- Highlight the invoice you wish to pay
- Select **Existing Card** or **New Card** and complete the appropriate fields and click **Use This Card**
- Click **Apply Payment**



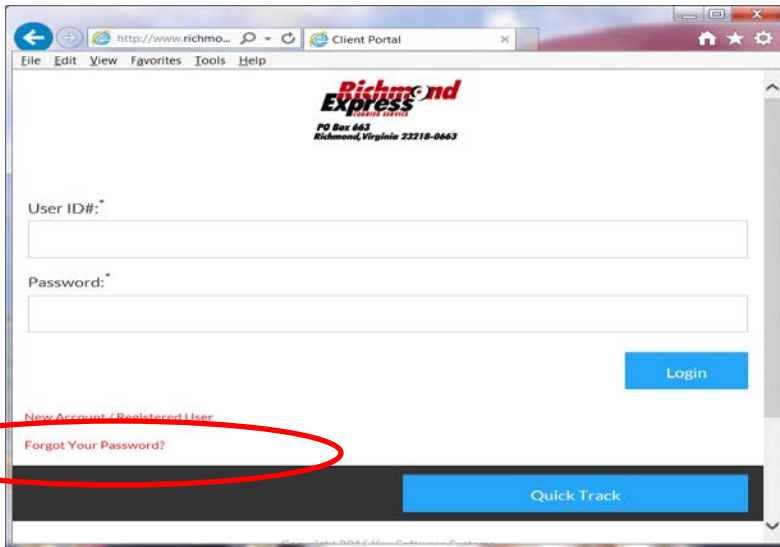
Reports Tab

View Invoices

- Highlight the invoice you wish to review
- Click the **Download Invoice PDF**
- View or print the PDF

The screenshot shows a web browser window with the URL <http://www.ichmondexpress.net/ClientPortal/ClientPortal/Menu>. The navigation menu includes Main, New Order, Tracking, Accounting, Reports (highlighted in red), Address Book, References, My Profile, and Admin. The Reports section has sub-tabs for Invoices, Accounts Info, and General. Below the sub-tabs, there is a list of invoices with columns for Invoice ID, Period Ending, and Amount. The first row is highlighted in blue. A red oval highlights the first row. Below the list, there is a blue button labeled 'Download Invoice PDF', which is also circled in red. The footer of the page includes 'Copyright © 2016 Kiny Software Systems' and 'Powered By XCELERATOR'.

Invoice ID	Period Ending	Amount
775-2247	04/30/2017	Amount [440.71]
775-2661	03/31/2017	Amount [111.11]
775-1568	03/31/2017	Amount [38.86]
775-2543	01/31/2017	Amount [50.43]
775-2481	12/31/2016	Amount [27.85]
775-2294	09/30/2016	Amount [305.53]
775-2273	08/31/1990	Amount [1.00]
775-2217	08/31/2016	Amount [91.71]
775-2153	07/31/2016	Amount [15.44]
775-2091	06/30/2016	Amount [27.63]
775-2027	05/31/2016	Amount [55.85]
775-1967	04/30/2016	Amount [247.86]



Extras

Retrieve Password

- If you have forgotten your password you can now reset it by clicking the **Forgot Your Password** hyperlink
- A new window will open up, just enter your user name and follow the links to reset your password.
- Please note the instructions will be sent to the email address we have on file
- You can always call the office to retrieve your password – 804-788-8080

