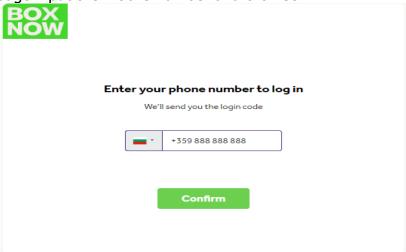


Login to Partner portal

Partner portal is available on: https://partner.boxnow.bg/

Login to Partner portal is available to enabled mobile phone number(s) by OTP (one time password).

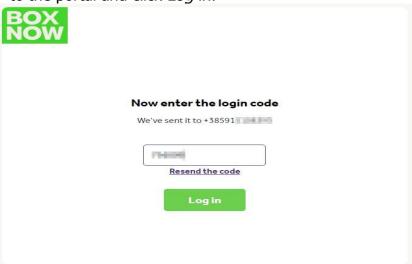
On the login page input the mobile number and click *Confirm*:



An SMS with the OTP will arrive to the mobile shortly:

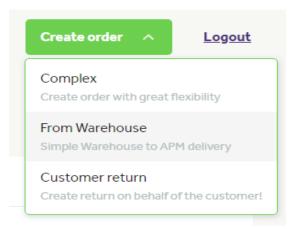
Моля, потвърдете влизането си в системата, като използвате следния еднократен код (6 цифрен код) Екипа на Вохпоw.

Input the OTP to the portal and click *Log in:*



To create a request for delivery in the top right corner click *Create order -> From Warehouse*:



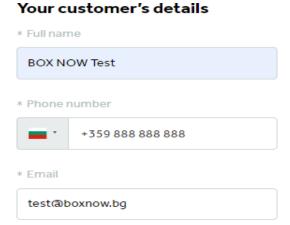


Under *Pick up* select the warehouse from where the parcel is going to be picket up:



If your company has only one pickup location it will be selected by default. If there are any changes to the pickup locations or you need to add some new ones please contact us: integrationsupport@boxnow.bg.

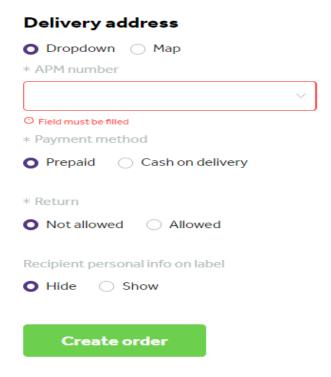
In the *Your customer's details* input the information of the parcel recipient:



This is important as this information will be printed on the shipping label and the contact details will be used by the BOX NOW system to inform the customer that their parcel is delivered to the locker.

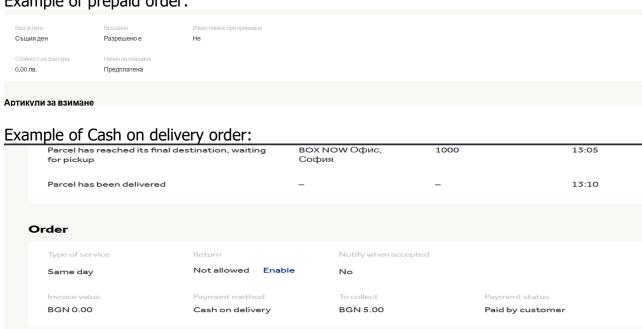


In the *Delivery address* field select the locker the parcel will be shipped to, the payment method and type the total price:



It is important to select 'Hide' for every new order under the last option to conceal the client's personal information on the shipping label. This is required in relation to personal data protection.

Example of prepaid order:



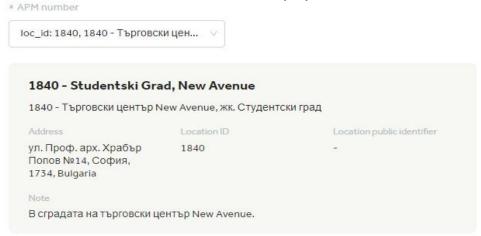
Also, for orders created with a submitted reference number (through your integration that provides such a number), you can track and verify the orders using this reference number as well: **BOX NOW**





You can search and select by typing the locker ID or the locker location name. You can find all the lockers by clicking on this link: https://www.boxnow.bg/locker-finder

Once you select the locker the details will be displayed:



Click *Create order* to finish. After order creation you can download the shipping label in the prompt in the top right corner by clicking *Get parcel labels*:

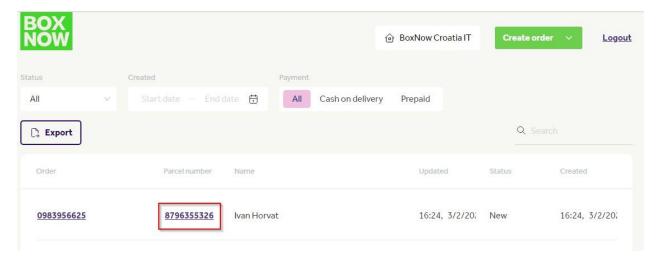


A PDF with the shipping label will be provided for you to download, print etc.



Cancel delivery request

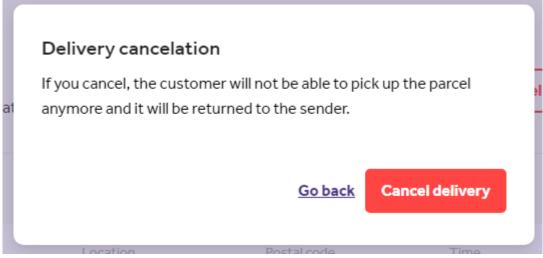
To cancel a delivery request in the portal click on the parcel number in the order list:



and click on the Cancel delivery button:

Cancel delivery

confirm delivery cancelation by clicking the red Cancel delivery button:



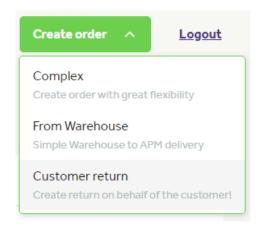
The order status will change to Canceled.



Create Customer return

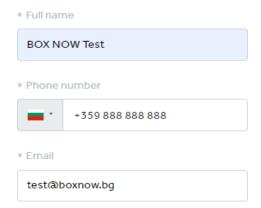
To create a customer return in the top right corner click:

Create order – Customer return

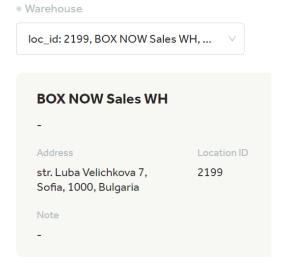


Fill here customer's information:

Your customer's details



Select your warehouse where the return parcel should be delivered to:





Click Create order button.

A return order is created and a shipping label is generated.

The customer will receive an email with the shipping label. The customer should use the number of the shipping label to open the locker and put the returning parcel

inside.



The customer can use any locker for the return with the number of the shipping label to open it.



Here is an example of how to create an HTML button and pass the appropriate parameters url on our web page.

```
<body>
<input type='button' value='Returns with BoxNow' onclick='redirectPage()' />
</body>
<script>
<!--Here are the three values that you need to pass to our URL--->
let redirectPage = () => {
let v1 = '<-- Here goes your Partner ID -->';
let v2 = '<-- Here goes your Warehouse Location ID -->';
let v3 = '<-- Here goes your E-SHOP name -->';

const url = "https://boxnow.bg/returns-step-one/" + v1 + "/" + v2 + "/" + v3;

window.location.href = url;
}
</script>
```

• Alternative implementation 1 It is also possible instead of JS script implementation, the information to be sent via simple href tag.

```
<a href="https://boxnow.bg/returns-step-one/<eShopID>/<eShopWH_ID>/<eShopName>" target="_blank">Return a parcel via BOX NOW</a>
```

• Alternative implementation 2 It is also possible instead of href tag implementation, the information to be sent via simple link.

https://boxnow.bg/returns-step-one/<eShopID>/<eShopWH_ID>/<eShopName>