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Partner Portal is the online management platform that allows you to organize your shipments easily and quickly with the BOX NOW delivery network. Here you'll find everything you need to manage your orders efficiently.

What you can do through the Partner Portal:

- **Track shipments:** View all your BOX NOW shipments in one place.
- **View order details:** Get all the details like customer name, order type, locker size, and more.
- **Print Voucher:** Download and print the voucher (the label placed on the package) with just a few clicks.
- **Create new orders:** Create new orders and new vouchers easily and instantly.
- **Cancel orders:** Manage your orders with the option to cancel when needed.

The Partner Portal helps you to make your shipment management simple, fast, and efficient 🎉

Links [🔗](#)

The link to the management website is: [Box Now - Partner Portal](#)

Login [🔗](#)

To log in to the BOX NOW management system, enter your mobile phone number (as declared in the contract) and click "Confirm." You will immediately receive a code on your phone to access the Partner Portal.

⚠️ If you didn't get the 6-digit code, contact your mobile provider. If you still can't access the Partner Portal, email us with your TAX number to add new phone numbers.



Enter your phone number to log in

We'll send you the login code

 +30

Confirm

Once logged in, you can instantly view all vouchers issued through your e-shop using BOX NOW shipping.

Order	Parcel number	Name	Updated	Status	Created
7792064715	6259769963	CraftBox	14:29, 12/19/2024	In transit	14:27, 12/19/2024
7912179753	8636062695	WorldOfVision	15:42, 12/19/2024	In transit	14:11, 12/19/2024
5840329842	2125868462	Nok-Shop	15:42, 12/19/2024	In transit	13:53, 12/19/2024

Order Search Filters [↗](#)

Partner Portal allows you to easily search and sort all your parcels. All options are in the top bar of the page, as shown in the image below.

Status	Created	Payment	Export
All	Start date End date	All Cash on delivery Prepaid	Export

You can search for a voucher by entering the order number, voucher number, or customer details (phone and surname) in the search bar, as shown in the image below.

Order	Parcel number	Name	Updated	Status	Created
7792064715	6259769963	CraftBox	14:29, 12/19/2024	In transit	14:27, 12/19/2024

Apart from the search bar, the Partner Portal allows you to filter your vouchers based on their status. For example, you can quickly see all the vouchers that are canceled, as shown in the image below.

Order	Parcel number	Name	Updated	Status	Created
5535440352	7070424948	Iakovina Ragkavi	17:31, 12/17/2024	Canceled	10:05, 12/17/2024
9262642615	3880568783	Iakovina Ragkavi	11:28, 12/18/2024	Canceled	10:45, 12/16/2024

You can also filter vouchers by status:

- **All** – All vouchers
- **New** – Only new vouchers
- **In Transit** – Parcels in transit
- **In Final Destination** – Parcels placed in the customer's locker
- **Delivered** – Delivered parcels
- **Returned** – Returned parcels
- **Expired Returned** – Returned due to non-collection
- **Cancel** – Cancelled vouchers
- **Lost / Missing** – Lost parcels

Lastly, you can search all your vouchers with the BOX NOW shipping method, created within a specific date range, and filter between paid orders and cash on delivery orders.

Created

Payment

Start date – End date

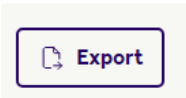
All Cash on delivery Prepaid

< Dec 2024 Jan 2025 >

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7	29	30	31	1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8

Data Export

By clicking the button in the Partner Portal, you can export all your vouchers in **CSV** format.



We recommend applying specific filters so that the file size isn't too large.

Parcel Information

From the main screen with the parcel list, click on the **order number** to view more details.

- **Print Voucher:** Click the large purple button to download and print the voucher.
- **Multiple Vouchers:** If the order includes multiple vouchers, print each one individually using the white button.
- **Order Details:** View all relevant details like addresses, phones, emails, weight, locker size, total price, and more.

< Back

Order summary

17676429173a952_1

Get parcel labels

Type of service
Same day

Return
Allowed

Notify when accepted
No

Invoice value
€49.42

Payment method
Cash on delivery

To collect
€49.42

Payment status
Waiting for payment

Items to pick up

Parcel number
0144519888

Name	Value	Compartment size	Weight	Your reference number
Hummingbird printed t-shirt (Size: S - Color: White)	€47.42	Small	0.6kg	1

Get parcel label

Pick up address

Address

Location ID
2

Location public identifier
-

Note
-

Delivery address

klapas klapas
+30690000000, test@test.com

Address
G.Papandreou 141

Location ID
4

Location public identifier
-

Note
-

All information in the Partner Portal comes from your E-Shop and can't be changed for security reasons. If the connection isn't set up, data won't transfer automatically.

Create Order [🔗](#)

Through the Partner Portal, you can easily create several types of orders. The voucher issuance process is fast, making it ideal for situations where you *don't have an E-shop* or when an *error occurs and you need to quickly serve your customers*.

 Depending on your contract category, the following information may vary in your Partner Portal.

Order types:

- **From any APM** – Send from locker to locker
- **From any APM to same APM** – Send and receive from the same locker
- **From Warehouse** – Send from your warehouse to a locker
- **From Warehouse to Warehouse** – Transfer between your warehouses
- **Customer Returns** – Customer returns to your warehouse only.
- **Complex** – Large order split into multiple parcels

From any APM [🔗](#)

It's the most common option for creating a voucher, as it allows you to send your parcel from Locker to Locker.

You need to fill in the fields that appear on your screen and click the green **Create Order** button to print the voucher.

Any APM quick order

You can import a CSV file to speed things up

[Switch to CSV](#)

Your customer's details

* Full name

* Phone number

 +30

* Email

Delivery

* Compartment size

* Payment method

☒ Prepaid ☐ Cash on delivery

* Return

☒ Not allowed ☐ Allowed

Recipient personal info on label

☐ Hide ☒ Show

[Create order](#)

From any APM to same APM [🔗](#)

This type of order allows you to create an order where the product is placed in a **specific** Locker. The final customer can only pick up their order from that **same Locker**.

From Warehouse [🔗](#)

If your contract is type **Warehouse**, and the BOX NOW **driver** picks up products from your store or warehouse, you can create an order for shipment to a Locker.

1. Select the warehouse from the drop-down menu.
2. Follow the order creation process as usual.

* Pick up

loc_id: 8, HO PARTNER - Warehous... ▾

TEST1

HO PARTNER - Warehouse 1

Address

Solonos 53, Athens,
10672, Greece

Location ID

8

Location public identifier

-

Note

-

From Warehouse to Warehouse [🔗](#)

If your contract includes multiple **Warehouses** and you want to move products from one warehouse to another, follow these steps

1. Select the warehouse from the drop-down menu.
2. Follow the order creation process as usual.

Warehouse to warehouse quick order

* Pick up

loc_id: 8, HO PARTNER - Warehous... ▾

TEST1

HO PARTNER - Warehouse 1

Address	Location ID	Location public identifier
Solonos 53, Athens, 10672, Greece	8	-
Note		
-		

Your customer's details

* Full name

Test Test

* Phone number

 +30

* Email

test@test.gr

Delivery address

* Warehouse number

loc_id: 3984, HAPPYONLINE - Ware... ▾

HAPPYONLINE - Warehouse

-		
Address	Location ID	Location public identifier
ΘΕΣΣΑΛΟΝΙΚΗΣ 129, ΜΟΣΧΑΤΟ, 18346, Greece	3984	-
Note		
-		

Customer Return [🔗](#)

If your contract includes a Warehouse and you want the **final customer to return a product** to your warehouse, follow these steps:

Fill in all the fields that appear and don't forget to select your warehouse.

* Compartment size
Small

GR CY

Αναζήτηση

- 3Α ΑΡΑΠΗΣ μάρκετ Αγ. Αλέξιος
Αγ. Σωφίας 56-58, Πάτρα, 26223
Προσέλευση
- Γαλαξίας - Πάτρα
Πανεπιστημίου 74 & Αιωνίου, Πάτρα, 26224
Προσέλευση
- 3Α ΑΡΑΠΗΣ μάρκετ 56ο Δημ. Σχ. Πατρών
Ζακύνθου 33 & Κύπρου, Πάτρα, 26441
Προσέλευση
- ΚΔΑΠ Κοσμοποταμεία - Σκαριοπούλειο
Κορινθίου 463, Πάτρα, 26222
Προσέλευση
- Γαλαξίας - Πάτρα (Δοιράνης)
Δοιράνης & Λευκωσίας, Πάτρα, 26441
Προσέλευση
- ΕΛΙΝ Σκαριοπούλειο
Βορείου Ηπείρου & Μαυροκορδάτου 40-46, Πάτρα, 26222
Προσέλευση

Your customer's details

* Full name
Test Test

* Phone number
+30 691 234 567 8

* Email
test@test.gr

Delivery address

* Warehouse
loc_id: 8, HO PARTNER - Warehouse...

TEST1
HO PARTNER - Warehouse 1

Address	Location ID	Location public identifier
Solonos 53, Athens, 10672, Greece	8	-

Note
+

Create order

Complex [🔗](#)

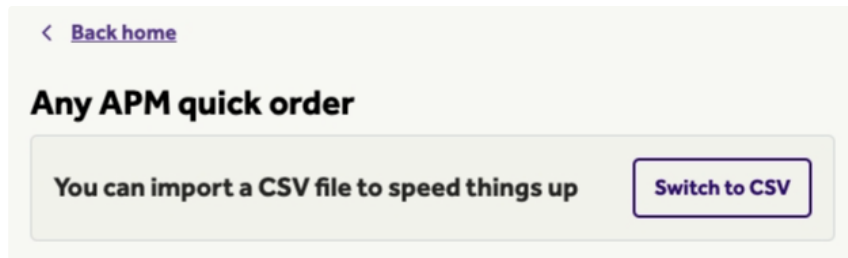
With the **complex** type, you can create multiple vouchers for one order, which is useful for large orders. The process includes the following steps:

- Shipping Point Selection**
 - Choose where your products will be shipped from. (Options depend on your contract.)
- Customer and Delivery Details**
 - Fill in the customer's details and where they will receive the products.
- Parcel Information**
 - Specify what each parcel contains (e.g., 5 pairs of shoes).
- Amount and Payment Method**
 - State the total amount of the order and whether the payment will be prepaid or cash on delivery.

When you fill in all the fields, click the green **Create Order** button to create the order with multiple packages.


CSV Upload [🔗](#)

If you want to create multiple vouchers at once, you can use the CSV Upload option, which will appear at the top of the screen. This feature allows you to upload a CSV file to our system, enabling you to create multiple vouchers with the click of a button.



We recommend downloading the CSV template and replacing the demo data with your actual order data. Then, upload the file to the system to create multiple vouchers with one click!

Below is the explanation of the data:

 If the payment_mode is only prepaid, the **amount_to_be_collected** column should be removed and **not** included in the file you upload to our system.

- **from_location**: The Warehouse ID from where your parcel will be sent.
- **destination_location**: The locker ID of the locker chosen by your customer.
- **customer_phone_number**: Customer's phone number (e.g., +30 69 0 000 0000).
- **customer_email**: Customer's email address (e.g., someone@example.com).
- **customer_full_name**: Customer's full name (e.g., Test Test).
- **number_of_parcels**: Number of parcels (e.g., 2).
- **payment_mode**: Payment method.
 - **cod** for cash on delivery
 - **prepaid** for prepaid
- **amount_to_be_collected**: Amount to be collected (e.g., 2.00 or 0.00) (Required if the payment method is cod).
- **price_currency**: Transaction currency (e.g., EUR) (Required if the payment method is cod).

If you contract is Any-APM:

- **parcel_size**: Specifies the size of the parcel:
 - 1 for small
 - 2 for medium
 - 3 for large

Any APM quick order

To use manual form again switch back

Switch to form

Firstly, [download a CSV template](#) to fill. If you need any help, [see examples here](#).



Drag and drop your file here or
[upload from your computer](#)

Used CSV delimiter

Comma (,)


Return for all parcels

☐ Not allowed ☒ Allowed

Recipient personal info on label

☐ Hide ☒ Show

Create order

 Be advised:

1. Set the correct delimiter comma (,) or greek semicolon (;) so our system reads the file correctly.
2. Set returns to **Not allowed** if you don't want customers to be able to return items.
3. Choose **Hide** if you don't want the **customer's details** to appear on the voucher.

How can I find the Locker ID ?

- Find all Locker IDs in **Greece** using this [link](#).
- Find all Locker IDs in **Cyprus** using this [link](#).
- Find all Locker IDs in **Bulgaria** using this [link](#).
- Find all Locker IDs in **Croatia** using this [link](#).

What is the locker size ?

The following picture shows the sizes of the Locker compartments. Some Lockers, due to their size and installation location, **do not** have all three sizes.



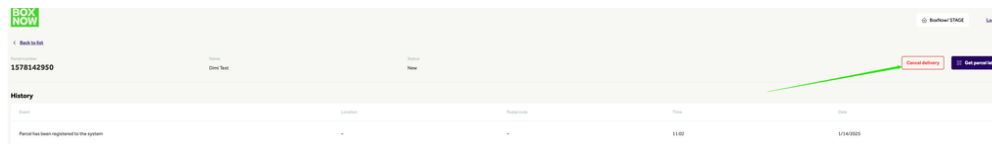
How do I cancel an order ? [?](#)

To cancel an order:

1. From your order list, click the voucher number.



2. Click the red **Cancel Delivery** button.



Still have questions ? [?](#)

Feel free to read our [FAQ](#). If you need support, please let us now from our [contact page](#).