

2) Confirmation of order to client

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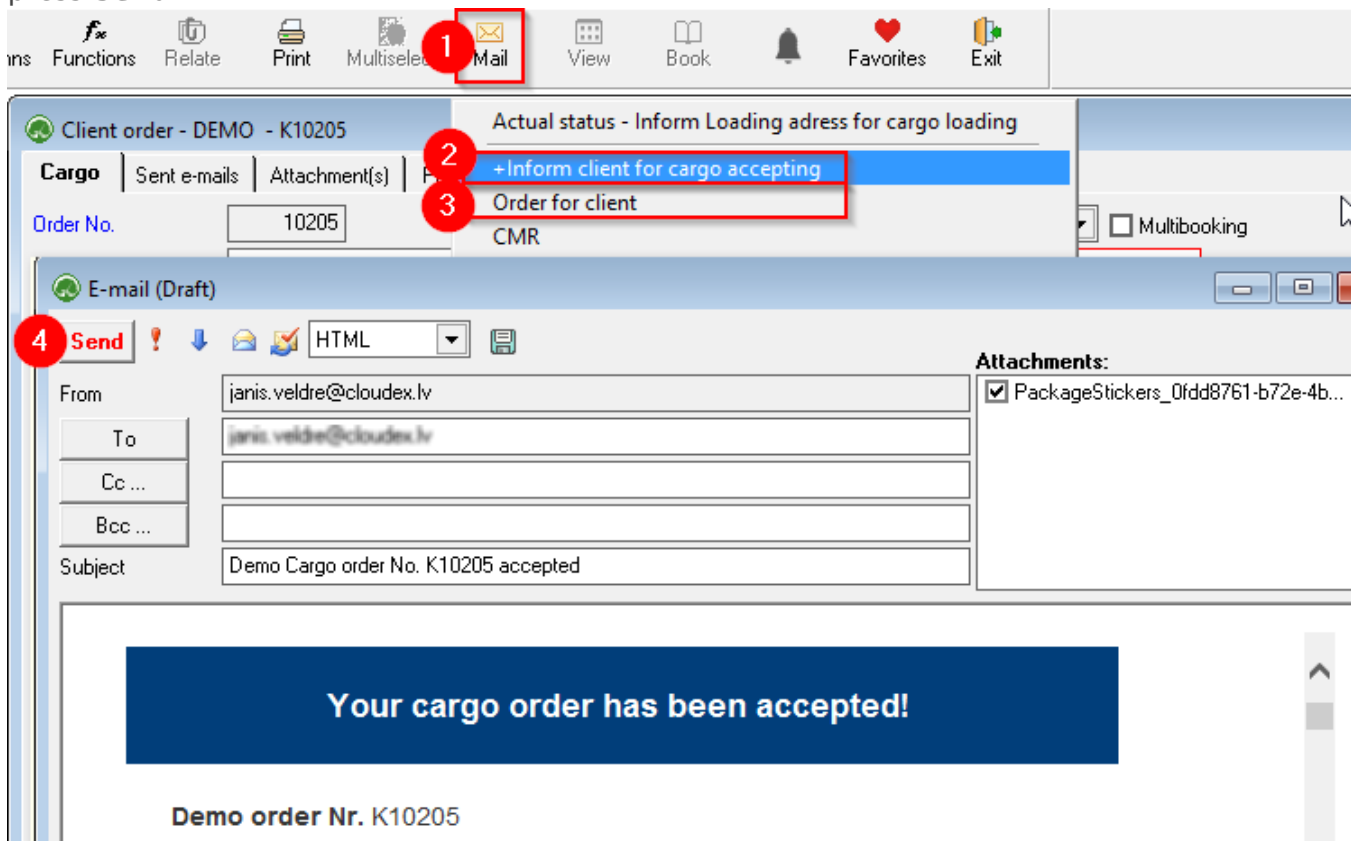
Info to Client - order accepted

Once the order is registered in OZOLS TMS, you must send the Client a Shipping Order Confirmation or a TRANSPORT ORDER - AGREEMENT confirming that the order has been accepted.

OZOLS TMS prepares these documents automatically, based on the information entered in the order and the information defined by your company. It is possible to add your signature and company seal to the contract ([instructions here](#)).

To send confirmation, open the specific customer's order, then:

1. **press Mail**  on the toolbar
2. **Order to client or**
3. **Inform Client for cargo acceptance**
4. Make sure that the automatically generated e-mail contains the desired information and press **Send**.



The screenshot displays the OZOLS TMS interface with several steps highlighted by red circles and boxes:

- Step 1:** The **Mail** icon (envelope) on the top toolbar is highlighted with a red circle.
- Step 2:** The **+Inform client for cargo accepting** option in the **Actual status - Inform Loading adress for cargo loading** dropdown menu is highlighted with a red box.
- Step 3:** The **Order for client** option in the same dropdown menu is highlighted with a red box.
- Step 4:** The **Send** button in the **E-mail (Draft)** window is highlighted with a red circle.

The **E-mail (Draft)** window shows the following details:

- From:** janis.veldre@cloudex.lv
- To:** janis.veldre@cloudex.lv
- Cc ...**
- Bcc ...**
- Subject:** Demo Cargo order No. K10205 accepted
- Attachments:** ☒ PackageStickers_0fdd8761-b72e-4b...

At the bottom of the interface, a large blue banner reads: **Your cargo order has been accepted!**

Below the banner, it says: **Demo order Nr. K10205**

The sender's signature and stamp can be automatically added to the customer's order - contract. Instructions for adding a signature and seal [here](#).

Informal order confirmation to the client

If the customer has sent the order informally (Whatsapp, Skype, e-mail, phone call), you can prepare and place the client's order on the client's behalf. To do this, you must first enter the **Client's order** you have received in OZOLS and then you can send it to the Client:

1. **Print**  [Print] > **Order to Client**. A pdf document will open in your computer's internet browser (eg Chrome):
 1. Follow the instructions in your web browser to send it to the **printer**
 2. To send this document via **Whatsapp** or **Skype**, copy the link of the created pdf document in the Internet browser and send this link to the desired recipient.
2. Send as an **e-mail** _with attached pdf > **Order for Client** or **Inform client for cargo accepting**

The sender's signature and stamp can be automatically added to the client's order - contract . Instructions for adding a signature and stamp are [here](#) .