PNQ Customer Portal – Log On or Track your Order

Description	URL	Need Help ?
The PNQ Customer Portal provides customers with access to account information including copy dockets, invoices, statements and orders. It also allows the customer to display or save the items to a local directory of their choice.	http://mypnq.com.au	Customer Support - MyPNQ.Customer.Support@pnq.com.au Maggie Yang - Maggie.Yang@pnq.com.au

Logging In – Account Customers Changing your Password

Your username and password details will be sent to you in a confirmation email.

Enter your username into the Email Address field.

1. Enter your initial password into the Password field.
2. Click the **Log on** button

The first time you log in you will be prompted to change your password.

Logging In – Account Customers Changing your Password

1. Click the Change Password button located on the portal
2. Enter your current password
3. Enter your new password
4. Re-enter your new password
5. Click the Change Password button

An automatically generated email will be sent to you containing your new password.

Forgot Password

1. To reset your password click the **"Forgotten Password"** link located on the initial login screen.
2. In the **Reset Password** screen enter your email address
3. Click **Reset Password**

An email will automatically be sent to you containing your new password.

Portal Navigation

There is a navigation panel located on the left of the screen providing access to **myOrders** or **myFinance** menus. Page tabs will direct you to additional functions such as **Change Password**.

Clicking the myFinance option expands the menu and displays the available options

Clicking the myOrders option expands the menu and displays the available options

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Track your order allows customer to view an order and delivery.	http://mypnq.com.au	Customer Support - MyPNQ.Customer.Support@pnq.com.au Maggie Yang - Maggie.Yang@pnq.com.au

How to Log On

Track your order

Order ID [   ]
Phone [   ]
State [ACT ▼]
Text-> [   ] [↻]
[Go] *PLVQ*

To Log on to Track your order:
1. Enter the **Order number.** (This is the PNQ order number)
2. Enter the **Phone number** associated with the order
3. Select the State
4. Enter the Text in the grey box
5. Click on the Go button

Note: Order number will start with a T, U, or X followed numbers.
Phone number must be in the order and is to have no spaces in between the numbers [↻] button will refresh the text in the grey box.

Orders (search results)

The Track your Order search results screen provides details relating to the order such as the Order number, Ship to Name (delivery address), Material, Delivery time, quantity ordered and progressive qty.

Order status legend:

● Unconfirmed
● Confirmed

| Select All | None | Related Deliveries | Refresh Orders | | | | | | Deliveries Report | Orders Report |

Show [50 ▼] entries   Search: [   ]

☐	Sales Order No ⇕	Ship To Name ⇕	Purchase Order No ⇕	Material ⇕	Delivery Time ⇕	Qty Ordered ⇕	Qty In Progress ⇕	UOM ⇕	Order Status ⇕
☐	U6964579	C GALLO MARREBA QLD 4882	19274	PMP/20/20/80	06:15	80.60	80.60	M3	●

Showing 1 to 1 of 1 entries   First | Previous | 1 | Next | Last

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Related Deliveries Results screen
The delivery results screen provides delivery details including the truck number that will or had delivered the material, the quantity delivered and a range of status times.

Search:

Order No	Delivery No	Truck No	Del Qty	Cum Qty	Rem Qty	Truck Status	Est Ticket Time	Leave Plant Time	Arrive Site Time	Start Unload Time	Leave Site Time	Overlap / Gap (-) Duration (Mins)	On Site Duration (Mins)	Wait To Unload Duration (Mins)
U6964579	86462449	QCC4672	5.60	5.60	75.00	NA	05:04	NA	NA	NA	NA	NA	NA	NA
U6964579	86462464	QCC4384	5.60	11.20	69.40	NA	05:30	NA	NA	NA	NA	NA	NA	NA

Related Deliveries Results screen
Interpreting the information: **NOTE**: All times are hypothetical until actual event occurs.

Order No	Order number for the entire Order	**Delivery No**	Individual number associated with your delivery
Truck No	Truck number connected with the delivery	**Del Qty**	The amount on the current delivery.
Cum Qty	The progressive amount which has been loaded.	**Rem Qty**	Amount remaining on the order (Has not been loaded)
Truck Status	The current truck status of your delivery	**Est Ticket Time**	Estimated delivery arrival times for non metro orders
Leave Plant Time	The time the delivery has left the plant.	**Arrive Site Time**	The time the delivery is on site

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Start Unload Time ⇕	Delivery begins unloading	**Leave Site Time** ⇕	Time the truck leaves site
Overlap / Gap (-) Duration (Mins) ⇕	The Gap is calculated as the time between the previous delivery leaving site and the current delivery arriving onsite. *Times are based on entire order; please check with your TSM for further clarification.*	**On Site Duration (Mins)** ⇕	The total time the delivery arrived onsite to the time the truck has left site.
Wait To Unload Duration (Mins) ⇕	The time that the delivery has arrived site until the time of start unload.	**Unload Duration (Mins)** ⇕	The time that the delivery has started to unload till the time delivery has finished unloading.

Copy View button allows you to copy the displayed information.

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