

# Log On or Track your Order

Description	URL	Need Help ?				
<p>The Hanson 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.</p>	<p><a href="http://myhanson.com.au">http://myhanson.com.au</a></p>	<p>NSW – Sonja Rennie <a href="mailto:sonja.ennie@hanson.com.au">sonja.ennie@hanson.com.au</a>            QLD/NT – Amber Anderson-Goodwin <a href="mailto:amber.andersongoodwin@hanson.com.au">amber.andersongoodwin@hanson.com.au</a>            VIC/TAS – Kathy McNab <a href="mailto:kathy.mcnaab@hanson.com.au">kathy.mcnaab@hanson.com.au</a>            SA/WA – Jane Matthews <a href="mailto:jane.matthews@hanson.com.au">jane.matthews@hanson.com.au</a></p>				
Logging In – Account Customers		Changing your Password				
<p>Your username and password details will be sent to you in a confirmation email.</p> <div data-bbox="80 440 622 783" data-label="Image"> </div> <p>Enter your username into the Email Address field.</p> <ol style="list-style-type: none"> <li>1. Enter your initial password into the Password field.</li> <li>2. Click the Log on button</li> </ol> <p>The first time you log in you will be prompted to change your password.</p>	<div data-bbox="1099 389 1610 767" data-label="Image"> </div> <ol style="list-style-type: none"> <li>1. Click the Change Password button located on the portal</li> <li>2. Enter your current password</li> <li>3. Enter your new password</li> <li>4. Re-enter your new password</li> <li>5. Click the Change Password button</li> </ol> <p>An automatically generated email will be sent to you containing your new password.</p>					
Forgot Password	Portal Navigation					
<div data-bbox="125 927 745 1198" data-label="Image"> </div> <ol style="list-style-type: none"> <li>1. To reset your password click the “<b><i>Forgotten Password</i></b>” link located on the initial login screen.</li> <li>2. In the <b><i>Reset Password</i></b> screen enter your email address</li> <li>3. Click <b><i>Reset Password</i></b></li> </ol> <p>An email will automatically be sent to you containing your new password.</p>	<p>There is a navigation panel located on the left of the screen providing access to <b><i>My Orders</i></b> or <b><i>My Finance</i></b> menus. Page tabs will direct you to additional functions such as <b><i>Change Password</i></b>.</p> <div data-bbox="835 1011 2163 1158" data-label="Image"> </div> <table border="1" data-bbox="835 1203 2112 1444"> <tr> <td data-bbox="835 1203 1155 1444"> <p><b>MyFinance</b></p> <ul style="list-style-type: none"> <li>Dockets by Invoice</li> <li>Invoices by date</li> <li>Invoices by Numbers</li> <li>Statements</li> </ul> </td> <td data-bbox="1155 1203 1482 1444"> <p>Clicking the <b><i>My Finance</i></b> option expands the menu and displays the available options</p> </td> <td data-bbox="1482 1203 1809 1444"> <p><b>MyOrders</b></p> <ul style="list-style-type: none"> <li>Dockets by date</li> <li>Dockets by numbers</li> <li>Orders</li> </ul> </td> <td data-bbox="1809 1203 2112 1444"> <p>Clicking the <b><i>My Orders</i></b> option expands the menu and displays the available options</p> </td> </tr> </table>		<p><b>MyFinance</b></p> <ul style="list-style-type: none"> <li>Dockets by Invoice</li> <li>Invoices by date</li> <li>Invoices by Numbers</li> <li>Statements</li> </ul>	<p>Clicking the <b><i>My Finance</i></b> option expands the menu and displays the available options</p>	<p><b>MyOrders</b></p> <ul style="list-style-type: none"> <li>Dockets by date</li> <li>Dockets by numbers</li> <li>Orders</li> </ul>	<p>Clicking the <b><i>My Orders</i></b> option expands the menu and displays the available options</p>
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# Log On or Track your Order

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Track your order allows customer to view an order and delivery.	<a href="http://myhanson.com.au">http://myhanson.com.au</a>	NSW – Sonja Rennie <a href="mailto:sonja.rennie@hanson.com.au">sonja.rennie@hanson.com.au</a> QLD/NT – Patricia Crooks <a href="mailto:patricia.crooks@hanson.com.au">patricia.crooks@hanson.com.au</a> VIC/TAS – Kathy McNab <a href="mailto:kathy.mcnab@hanson.com.au">kathy.mcnab@hanson.com.au</a> SA/WA – Jane Matthews <a href="mailto:jane.matthews@hanson.com.au">jane.matthews@hanson.com.au</a>

## How to Log on

### To Log on to Track your order:

1. Enter the **Order number**. (This is the Hanson 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.

**Orders Details**

Order status legend:

- Unconfirmed
- Confirmed

Select All | None    View Related Deliveries

Show  entries    Search:

Sales Order No	Ship To Name	Purchase Order No	Material	Delivery Time	Qty Ordered	Qty In Progress	UOM	Order Status
<input type="checkbox"/> T3696100	CASH D & P STAMPED 23 BUNDABERG ST DECEP	C/C	PMP 20/20/080	07:00	14.00	14.00	M3	<span style="color: green;">●</span>

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

# Log On or Track your Order

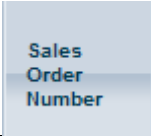
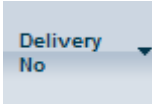

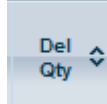
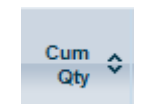



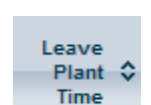
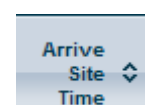
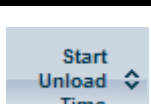
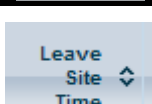
## Related Deliveries Results screen

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: <input type="text"/>													
Delivery No	Truck No	Del Qty	Cum Qty	Rem Qty	Est Arrive Site (non-metro orders)	Leave Plant Time	Arrive Site Time	Start Unload Time	Leave Site Time	Overlap / Gap Duration In Minutes	On Site Duration In Minutes	Wait To Unload Duration In Minutes	Unload Duration In Minutes
0054062884	PCC2496	4.00	4.00	0.00	NA	10:17	10:37	10:40	11:06	NA	29	3	26
Total:		4.00											

## Related Deliveries Results screen

Interpreting the information: *NOTE: All times are hypothetical until actual event occurs.*

	Order number for the entire Order		Individual number associated with your delivery
	Truck number connected with the delivery		The amount on the current delivery.
	The progressive amount which has been loaded.		Amount remaining on the order (Has not been loaded)
	The current truck status of your delivery		Estimated delivery arrival times for non metro orders.
	The time the delivery has left the plant.		The time the delivery is on site
	Delivery begins unloading.		Time the truck leaves site.

## Log On or Track your Order

<p>Overlap / Gap(-) Duration In Minutes</p>	<p>The Gap is calculated as the time between the previous delivery leaving site and the current delivery arriving onsite. <i>Times are based on entire order; please check with your CSM for further clarification.</i></p>	<p>On Site Duration In Minutes</p>	<p>The total time the delivery arrived onsite to the time the truck has left site.</p>
<p>Wait To Unload Duration In Minutes</p>	<p>The time that the delivery has arrived site until the time of start unload.</p>	<p>Unload Duration In Minutes</p>	<p>The time that the delivery has started to unload till the time delivery has finished unloading.</p>

Copy View

button allows you to copy the displayed information.