

MyHTG

Discover our exclusive
tracking system

htg-express.com/login/



HANDBOOK

**All your shipments
under control**

Welcome to this short tutorial on how to navigate in **My HTG**. It guides you in a few quick steps on accessing and managing your shipments in our system.

If you are not a My HTG user yet, please sign up. You can do this either at the site <http://www.htg-express.com/registro/> (**CREATE ACCOUNT**) or by just clicking on "Non registered customers: SIGNUP FOR A NEW ACCOUNT" in the **LOG IN** section.

1

CREATE ACCOUNT

User

Choose your username

E-mail

It must be listed on our database

Password

Choose any password

In order to check if you are a customer, please indicate an invoice number, the invoice date (less than 3 months old) and the invoice amount.

It is advisable to use a combination of more than 8 alphanumeric characters.

Invoice no.

Invoice issued by HTG Express.

Invoice date

Invoice amount

Required data for validation.



You will receive a confirmation email.



If you do not have any invoice issued by HTG Express, please ask for a username and a password either at the Contact section or at webteam@htg-express.com.

Select the date on the calendar to populate the field "Invoice Date".

octobe 2015						
L	M	X	J	V	S	D
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Once you have your **username and password**, you will be able to access your private customer zone to view all your shipments.

2

LOG IN TO YOUR ACCOUNT

User

Password

[Login](#)[I forgot my Password](#)[Non registered customers: SIGNUP FOR A NEW ACCOUNT](#)

If you forgot your password, please request a new one here.

If you are at the Login page and you do not have any username/password yet, please click on here and you will be able to create an account.

3

PASSWORD RECOVERY

Enter the email address you used when creating your account

Email

[Send](#)

In this application **you will be able to view your ongoing shipments**, which are arranged in chronological order, the customer contact, the pick-up and delivery points as well as other useful details.

You will also be able to check positions and **key shipment highlights**, as well as relevant explanations and/or alerts.

View your shipments by departure date

				Origen		Destino		Situación Mercancía					
Client	Your Ref.	HTG Ref. Number plate	Contact Name	Date Time	Collection	Date Time	Destination	See details	Date Time	Location	Km to Destination	E.T.A.	Comment
				12/10/2015 12:00	GB-LONDRES	13/10/2015 07:00	F-LYON	+	13/10/2015 06:45	LYON	Downloaded	13/10/2015 07:00	On time
				12/10/2015 14:00	F-PARIS	13/10/2015 08:00	D-BERLIN	-	13/10/2015 08:00	BERLÍN	On site	13/10/2015 08:00	On time
								!	13/10/2015 13:10	HANNOVER	300	13/10/2015 09:00	Delay
									13/10/2015 20:30			13/10/2015 10:00	On time
									13/10/2015 14:15	PARÍS	Transit	13/10/2015 12:10	On time
				13/10/2015 22:00	D-HAMBURG	14/10/2015 10:00	D-MÜNCHEN	+	13/10/2015 22:10	HAMBURG	Transit	14/10/2015 10:00	On time

View details of the whole trip

Check out the shipment highlights

Good morning
Road accident on the A1, we take an alternative route.

Shipment:

Your Ref.:

HTG Ref.:

Filter

Collection:

Destination:

Filter results by criteria

In the **Transport History** section you can consult the different transports organized until the present day, sorted by date or by service.

The total number of transports is shown next to the company name.

Download data in Excel.

SHIPPING HISTORY (20)

				Collection		Destination		
Customer	HTG Ref.	Your Ref.	Vehicle	Date Time ▼	Collection	Date Time	Destination	Price ▼
Demo Client1	108661-315235		T2	12/10/2015 12:00	D-80 MÜNCHEN	13/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235	Several loadings	T2	13/10/2015 12:00	D-80 MÜNCHEN	14/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235		T2	14/10/2015 12:00	D-80 MÜNCHEN	15/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235		T2	15/10/2015 12:00	D-80 MÜNCHEN	16/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235		T2	16/10/2015 12:00	D-80 MÜNCHEN	17/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235	Hide details	T2	17/10/2015 12:00	D-80 MÜNCHEN	18/10/2015 07:00	FR-75 PARÍS	100,00€
	86615		T2	19/10/2015 12:00	D-80 MÜNCHEN	20/10/2015 07:00	FR-75 PARÍS	100,00€
	86619		T2	19/10/2015 12:00	D-80 MÜNCHEN	20/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235		T2	20/10/2015 12:00	D-80 MÜNCHEN	21/10/2015 07:00	FR-75 PARÍS	100,00€
Demo Client1	108661-315235		T2	14/10/2015 12:00	D-80 MÜNCHEN	25/10/2015 07:00	FR-75 PARÍS	100,00€

Your Ref.: HTG Ref.: Shipped between and

Filter results by reference or by date.

To sign out, please click on "Log out" in the top right-hand corner of the screen.

 Log out



For further inquiries, please contact webteam@htg-express.com