



# JOTRON Customer Portal Software User Guide

[Home](#) » [JOTRON](#) » JOTRON Customer Portal Software User Guide 

## Contents

- [1 JOTRON Customer Portal Software](#)
- [2 Log in to the customer portal](#)
- [3 Lobby Order Management](#)
- [4 List view](#)
- [5 Buy Products](#)
- [6 Shopping Cart](#)
- [7 Product lines](#)
- [8 Orders](#)
- [9 Invoices](#)
- [10 Quotations](#)
- [11 Documents / Resources](#)
  - [11.1 References](#)
- [12 Related Posts](#)



## TECHNICAL BULLETIN TB06-2020

Jotron EPIRBs have been issued new Cospas-Sarsat TAC numbers (Approval numbers) which require new Software to be used when programming.



*Dealers/Distributors: Please download TronLink, EPIRB v.4.2.0 (or newer), available from [our web](#) as soon as possible!*

## Log in to the customer portal

As User you will receive an email from Microsoft ([invites@microsoft.com](mailto:invites@microsoft.com)) on behalf of Jotron B2B. The subject in the mail will be: Jotron B2B invited you to get access to programs in their organization. You need to log on with the same email address that you received the invitation on. After accepting the invitation, save the link as a favourite in your browser (not Internet Explorer).

### How to do

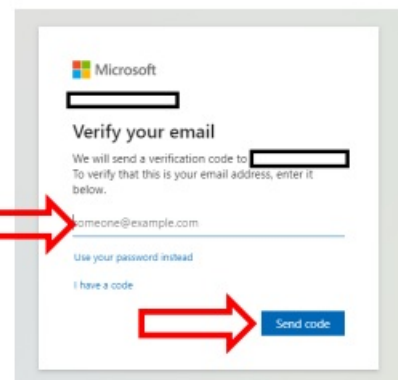
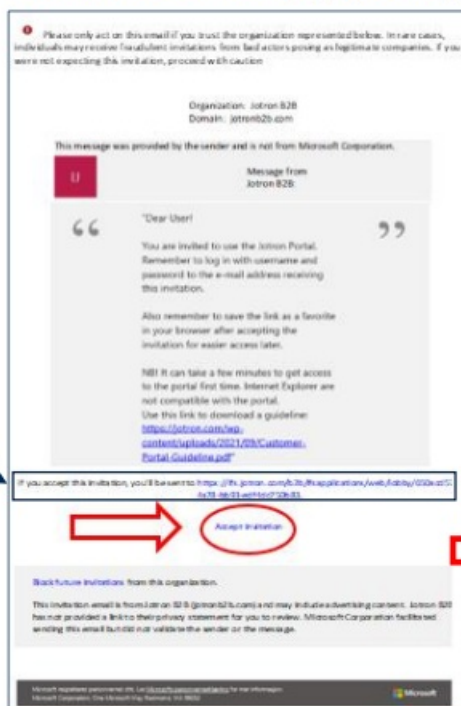
The invitation will look like this (language can vary)

**You need to log on with the same email address that you received the invitation on.**

After accepting the invitation, save the link as a favourite in your browser (not Internet Explorer).

### 1.1 How to do

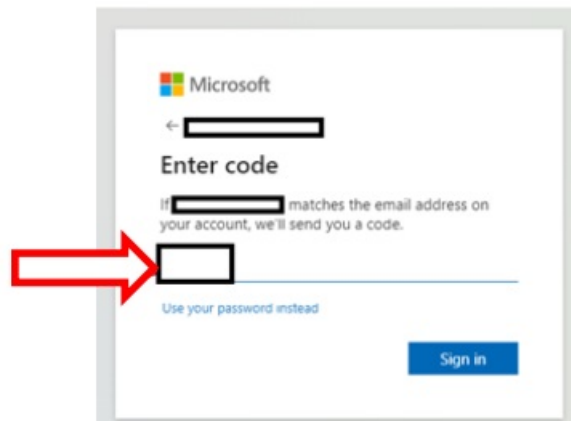
The invitation will look like this (language can vary)



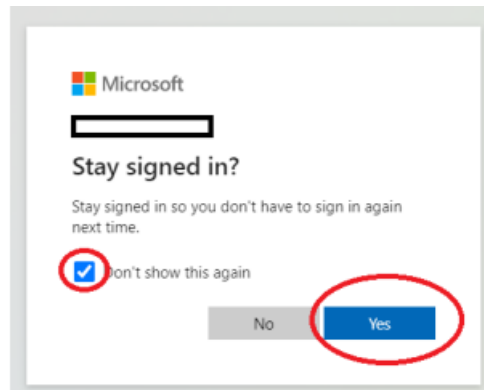
Do not click this link before accepting the invitation.

- Click Accept Invitation and enter your email to confirm – email receiving the invitation!

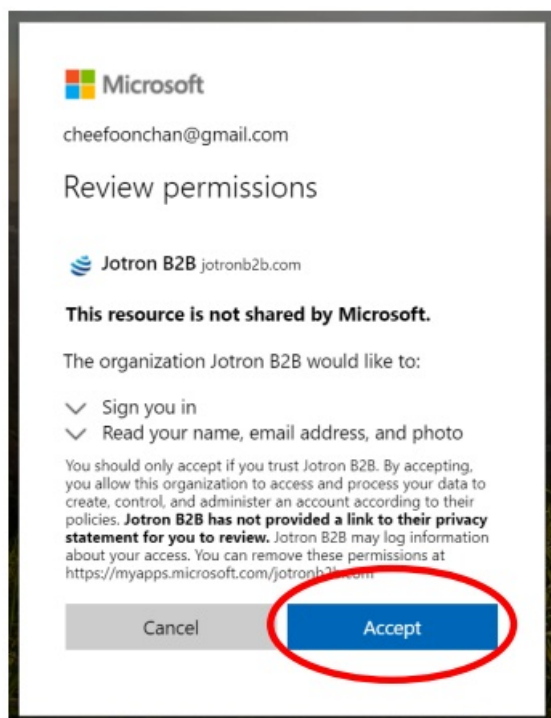
- Click Send code



- You will receive an email from Microsoft Account Team with a one-time code. Enter the code and click Sign In.



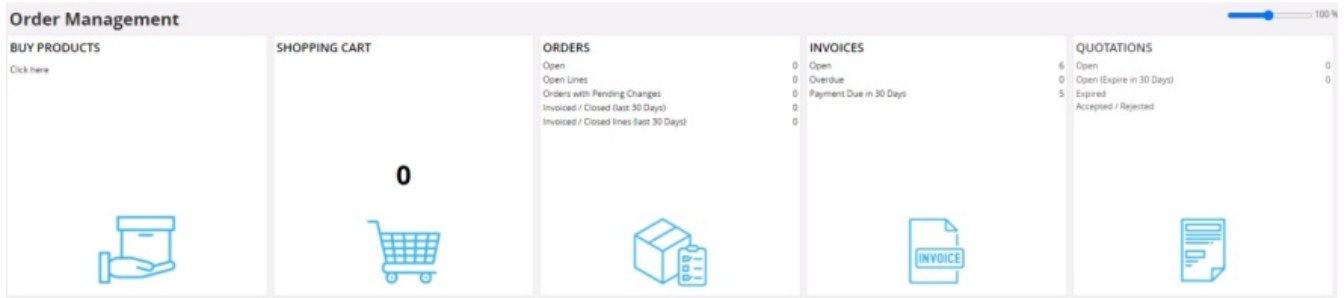
- Click Yes under Stay signed in.



- Click Accept under Review permissions.  
If you must log in later, use the email that received the invitation and the password for the email account.

## Lobby Order Management

User will have access to the lobby below.

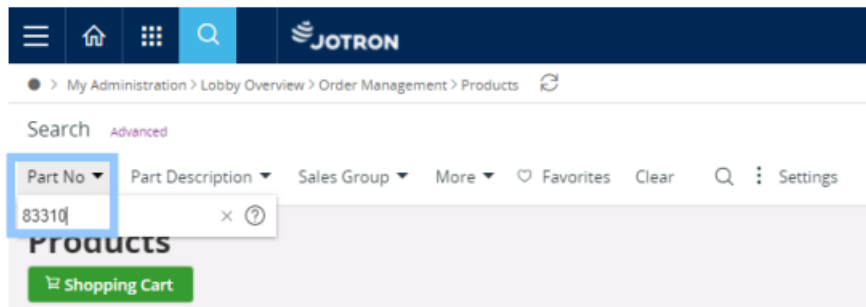


This solution provides a platform for product centric customer collaborations: provide product information, order creation, order information, change request for orders, answering and analysis of sales quotations, invoices follow up and analysis.

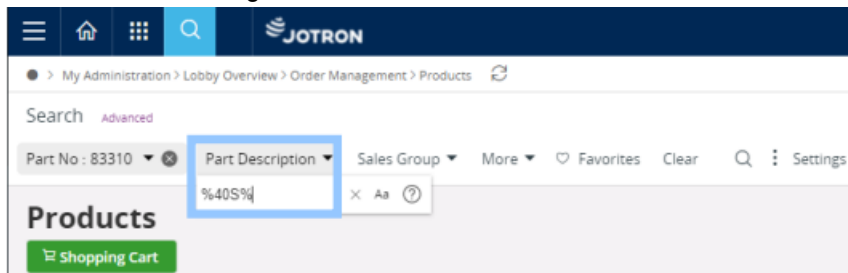
## Shortcuts – Go to

- Home page (lobby): h
- Recent Screens: r
- Search Panel: /

## Use Filter Panel to get access to available columns:



Wildcard % can be used when searching in a field:



Card view is presenting the products by default. Change to list or table view if preferred:


**Products**

[Shopping Cart](#)

Products

Antenna SANAV SA-200 GPS

Part No: 86853



Your Part No:


Sales Group: P107

Available Qty: 102 PCS

1273,00 NOK

Tron AIS TR-8000 MkII GPS Transponder Unit

Part No: 103650



Your Part No:


Sales Group: P107

Available Qty: 0 PCS

17414,00 NOK

Tron AIS TR-8000 MkII Class A complete with ...

Part No: 103660



Your Part No:


Sales Group: P100

Available Qty: 0 PCS

20350,00 NOK

Tron AIS TR-8000 MkII complete IMO pa

Part No: 103670



Your Part No:

Sales Group: P100

Available Qty: 0 PCS

23250,00 NOK

[List View](#)  
[Table View](#)

## List view

**Products**

[Shopping Cart \(3\)](#)

Products

Part No	Part Description	Your Part No	Sales Group	Available Qty	Price	Shopping Cart
85300	TR-8000 Transponder Unit		P107	0 PCS	16585,00 NOK	
85400	TR-8000 Display Unit		P107	29 PCS	10206,00 NOK	
85500	TR-8000 Ais Class A Complete With GPS Antenna		P100	53 PCS	20910,00 NOK	
86853	Antenna SANAV SA-200 GPS		P107	76 PCS	1212,00 NOK	

Lines can be sorted by clicking in column headers in line view.

## Buy Products

“Products” is a presentation of available products from this portal. Click Search or Filter Panel to find a specific product.

**Products**


[Shopping Cart](#)

Products

Part No: 833 Part Description: Tron More Your Part No More Favorites Clear Settings

Tron 60S EPIRB with Float-free Bracket

Part No: 83310



Your Part No:


Sales Group: P101

Available Qty: 55 PCS

6698,00 NOK

Tron 60S EPIRB with Manual Bracket

Part No: 83320



Your Part No:


Sales Group: P101

Available Qty: 44 PCS

5358,00 NOK

Tron 60GPS EPIRB with Float-free Bracket

Part No: 83330



Your Part No:


Sales Group: P101

Available Qty: 120 PCS

8038,00 NOK

Tron 60GPS EPIRB with Manual Bracket

Part No: 83340



Your Part No:

Sales Group: P101

Available Qty: 115 PCS

6698,00 NOK

## List view

**Products**

Shopping Cart (2)

Part No: 833

Part No	Part Description	Your Part No	Sales Group	Available Qty	Price	Shopping Cart
83310	Tron 605 EPIRB with Float-free Bracket		P101	278 PCS	645,00 EUR	
83320	Tron 605 EPIRB with Manual Bracket		P101	89 PCS	515,00 EUR	
	on 60GPS EPIRB with Float-free Bracket		P101	99 PCS	774,00 EUR	
	on 60GPS EPIRB with Manual Bracket		P101	66 PCS	645,00 EUR	
	ummy Tron 605		P107	5 PCS	97,00 EUR	

**Products**

Shopping Cart (1)

Part No	Part Description	Your Part No	Sales Group	Available Qty	Price	Shopping Cart
86041	Release Kit FB-6		P102	0 PCS	33,00 EUR	
86870	Pilot Cable for TR-8000 Display		P102	8 PCS	84,00 EUR	<a href="#">Add to Cart</a>
86559	MB-60 Manual Bracket		P102	96 PCS	32,00 EUR	
87950	Tron TR30 GMDSS and Maritime VHF radio		P104	138 PCS	677,00 EUR	

Available quantity and MSRP price are visible of each part.  
Any discount or agreed prices will be available in the Shopping Cart.

- Navigate to Details to view other information like Weight, Volume and Images (list view).
- Add parts to “Favorites” if required.
- Add to Shopping Cart from the icon.

## Add to Favorites under Products:

**Request Change** Order No: J1037605 1 of 1

Submit Request Cancel Request

**General**

Delivery Address: 02 – Maritime Support Company Ltd Document Address: 01 – Maritime Support Company Ltd Your Reference: Bill Jones Wanted Delivery Date: 9/11/2020

Your Order No: 123440 Note - Used to mark the goods

**Products**

Line No	Del No	Part No	Part Description	Your Part No	Your Part Desc	Order Qty	Wanted Delivery Date
1	1	86041	Release Kit FB-6			3 PCS	9/11/2020

Find the products usually purchased and click “Add to Favorites”.  
A favorite can be cancelled from same view by selecting “Remove from Favorites”. Under Filter, click “Favorites” to find all favorites.

## Comment:

- If an EPIRB is to be programmed by Jotron, remember to add part 99897.  
Under Notes in Shopping Cart, enter programming details like this:  
Vessel: xxx, Country: xxx, MMSI: xxx xxx xxx, Protocol: xxxxxx, Callsign: xxxxx
- For a programable Light, add part 87400.  
Configuration document must be filled out and sent to us by e-mail to [order@jotron.com](mailto:order@jotron.com). Download the

document:

[https://jotron.com/wp-content/uploads/2021/03/TB04-2021-ML-LIGHTS\\_Programming-and-configuration.pdf](https://jotron.com/wp-content/uploads/2021/03/TB04-2021-ML-LIGHTS_Programming-and-configuration.pdf)

### Available Sales Groups can be:

- P100: AIS
- P101: EPIRB
- P102: VDR
- P103: SART
- P104: Radio
- P105: Lights
- P106: Batteries
- P107: Accessories and spares
- P109: Radio Airband
- P110: VDR spares

## Shopping Cart

Navigate to the shopping cart in order to proceed further with order creation.

Open Invoices									
Your P.O.No	Your Purchaser	Invoice No	Invoice Date	Due Date	Gross Amount	Open Amount	Invoice Description	Overdue Invoice	Order No
123440	Annette Schmidt	LTCO 202000282	11/10/2020	1/9/2021	360.63 EUR	360.63 EUR	Customer Order Invoice, Debit		J1037651
123442	Annette Schmidt	LTCO 202000283	11/10/2020	1/9/2021	360.63 EUR	360.63 EUR	Customer Order Invoice, Debit		J1037652
123450	Bill Jones	LTCO 202000280	9/28/2020	11/27/2020	383.13 EUR	383.13 EUR	Customer Order Invoice, Debit		J1037693
123485	Annette Schmidt	LTCO 202000277	8/11/2020	10/10/2020	795.13 EUR	795.13 EUR	Customer Order Invoice, Debit	Overdue	J1037554

## Product lines

Following actions are possible to perform.

- Parts can be deleted from the shopping cart.
- Shopping cart can be cleared.
- Possible to change entered quantity.
- Possible to navigate to product list in order to add more parts to a shopping cart.

## General information

The fields under General show default customer details. Some fields can be changed.

- Delivery Address can be selected in drop down list of predefined addresses.
- If an address is not available, enter text under Notes.
- Delivery information (e.g. Ship Via, Delivery Terms) is displayed, but not allowed to be changed by customer. View details under "Click Card Link". If changes are required, enter text under Notes.

- Your Reference (is user logged in) can be changed from drop down list.
- It is recommended to enter your purchase order number.
- Wanted Delivery Date is mandatory.
- Examples of how to understand this date:
  - FCA Larvik – date when sent from Jotron premises.
  - CIP delivery location – date of expected arrival.

## Submit Order

When order is finished, click “Submit Order”

## Orders

The information is structured as Open Orders, Orders with Pending Changes and Invoiced/Closed Orders.

My Administration > Lobby Overview > Order Management > Open Orders

### Open Orders

Order No	Status	Created Date	Wanted Delivery Date	Net Amount	Gross Amount	Change Approval
J1037513	Released	6/15/2020	6/25/2020	1306.47 EUR	1306.47 EUR	
J1037694	Planned	9/28/2020	10/1/2020	511.13 EUR	511.13 EUR	
Details	Released	6/17/2020	6/25/2020	687.47 EUR	687.47 EUR	
Add to Favorites	Planned	10/2/2020	10/15/2020	491.63 EUR	491.63 EUR	
Request Change	Planned	6/3/2020	5/25/2020	1926.41 EUR	1926.41 EUR	
J1037489	Planned	6/3/2020	5/27/2020	1361.94 EUR	1361.94 EUR	

- Status Planned: Customer order is created.
- Status Released: Customer order is confirmed.
- Status can also be: Reserved, Picked, Partially Delivered, Delivered, Blocked.
- When an order is invoiced, it is not available from this view.

## Order Details

Click the icon to the left of Order No and select ‘Details’ to view order details.



**Order Details** Order No J1037429 1 of 1

[Request Change](#)

---

**General**

Your P.O.No 123440	Wanted Delivery Date 5/4/2020	Your Purchaser Bill Jones	Status <b>Released</b>
Note - Used to mark the goods	Our Coordinator AS Annette Schmidt	Invoice Address 01 – Maritime Support Company Ltd	Payment Terms 30 days net

---

**Delivery**

Delivery Address 02 – Maritime Support Company Ltd	Delivery Information <a href="#">Click Card Link...</a>
-------------------------------------------------------	------------------------------------------------------------

---

**Products**

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Line No	Del No	Part No	Part Description	Your Part No	Order Qty	Planned Delivery Date	Status	Net Amount	Gross Amount
1	1	96978	Battery Tron SART 4 Years maint.kit		2 PCS	5/4/2020	Released	466.50 EUR	466.50 EUR

---

**Charges**

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Charge Group	Charge Type	Connected to Line	Net Amount	Gross Amount
Freight	FREIGHT GMDSS & AIS	1 - 1	39.19 EUR	39.19 EUR

---

**Amount**

Net Amount 505.69 EUR	Gross Amount 505.69 EUR
--------------------------	----------------------------

- If dates with short notice is entered, it might be that dates are automatically changed according to lead time in our data system (quantity, packing, external transport etc). If delivery is urgent, Notes can be used to inform us.
- If Charges are included, freight cost is estimated.

## Request Change

Customers have the possibility to request changes on orders. IT IS ONLY POSSIBLE WHEN STATUS IS PLANNED OR RELEASED.

Click “Request Change” which is available from different views.

**Request Change** Order No: J1037605 1 of 1

[Submit Request](#) [Cancel Request](#)

---

**General**

Delivery Address 02 – Maritime Support Company Ltd	Document Address 01 – Maritime Support Company Ltd	Your Reference Bill Jones	Wanted Delivery Date 9/11/2020
Your Order No 123440	Note - Used to mark the goods		

---

**Products**

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Line No	Del No	Part No	Part Description	Your Part No	Your Part Desc	Order Qty	Wanted Delivery Date
1	1	86041	Release Kit FB-6			3 PCS	9/11/2020

- In order header level, customer can change fields like Delivery Address, Your Reference, Wanted Delivery Date, Your Order No and Note.
- On order line level, customer can change fields like Order Qty and Wanted Delivery Date.
- It is also possible to request cancellation of order lines.
- When changes are pending, the order is not confirmed by Jotron yet.
- If the order got multiple Wanted Delivery Dates when it is confirmed by Jotron, customer can change dates in order to get one shipment, and then submit Request Change.

## Invoices

Invoices provide full visibility of invoices that are not fully paid.

Open Invoices									
Your P.O.No	Your Purchaser	Invoice No	Invoice Date	Due Date	Gross Amount	Open Amount	Invoice Description	Overdue Invoice	Order No
123440	Annette Schmidt	LTCO 202000282	11/10/2020	1/9/2021	360.63 EUR	360.63 EUR	Customer Order Invoice, Debit		J1037651
123442	Annette Schmidt	LTCO 202000283	11/10/2020	1/9/2021	360.63 EUR	360.63 EUR	Customer Order Invoice, Debit		J1037652
123450	Bill Jones	LTCO 202000280	9/28/2020	11/27/2020	383.13 EUR	383.13 EUR	Customer Order Invoice, Debit		J1037693
123485	Annette Schmidt	LTCO 202000277	8/11/2020	10/10/2020	795.13 EUR	795.13 EUR	Customer Order Invoice, Debit	Overdue	J1037554

Overdue invoices show the invoices which contain at least one installment with payment overdue. It is also possible to view the details of invoice lines included in each individual invoice. Additionally, it is possible to view the invoice installment plan.

## Quotations


Customers have the possibility to view quotations presented for them and can answer for open quotations.

Open Invoices									
Your P.O.No	Your Purchaser	Invoice No	Invoice Date	Due Date	Gross Amount	Open Amount	Invoice Description	Overdue Invoice	Order No
123440	Annette Schmidt	LTCO 202000282	11/10/2020	1/9/2021	360.63 EUR	360.63 EUR	Customer Order Invoice, Debit		J1037651
123442	Annette Schmidt	LTCO 202000283	11/10/2020	1/9/2021	360.63 EUR	360.63 EUR	Customer Order Invoice, Debit		J1037652
123450	Bill Jones	LTCO 202000280	9/28/2020	11/27/2020	383.13 EUR	383.13 EUR	Customer Order Invoice, Debit		J1037693
123485	Annette Schmidt	LTCO 202000277	8/11/2020	10/10/2020	795.13 EUR	795.13 EUR	Customer Order Invoice, Debit	Overdue	J1037554

- **Accept Quotation:** When customer accepts a sales quotation, the quotation will become a customer order automatically. Then answer Yes to view customer Order and click "Request Change" to update details like P.O.No, Wanted Delivery Date etc if required.
- **Reject Quotation:** When customer rejects a sales quotation, please enter a rejection reason. After reviewing the reject reason, Jotron may decide to make the quotation lost or do changes on the quotation and resubmit it. It will again be visible to the customer to proceed further.

Expired quotations are unanswered quotations with expiration dates in the past. It is not possible to answer expired quotations.

## Documents / Resources



**JOTRON Customer Portal Software** [pdf] User Guide  
Customer Portal Software, Portal Software, Customer Portal, Portal, Software

## References

- **R Ren Røros**

