

Tips and Tricks

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How to clear browser cache and cookies?

Quick cache clearing in Google Chrome:

1. Press **F12** to open **Developer Tools**.
2. Right-click the **Refresh** icon (usually located in the upper-left area next to the address bar).
3. Select "**Empty Cache and Hard Reload**".

This method clears the cache only for the current page, which is useful for developers and testing purposes.

Clearing Cache and Cookies for the Entire Browser

1. Open the browser menu (the three dots in the upper-right corner).
2. Go to **Settings > Privacy and Security > Clear Browsing Data**.
3. Select "**Cookies and other site data**" and "**Cached images and files**".
4. Click "**Clear Data**".

[WhatsApp.jpeg3](#)

How to replace and delete a partner?

1) Open the “Delete” window

This window appears when you try to delete a company that is used in existing records.

2) Review where the data is used

In the top table, you’ll see all places where the company is linked (e.g., invoices, purchases, shipments, etc.).

3) Find the field “Record ‘Clean R’ data move to”

This is a dropdown list where you must select the target company.

4) Select a company from the list

- Click on the dropdown field
- Start typing the company name (e.g., XXXXX)
- Choose the correct company from the suggestions

5) Double-check your selection

All data will be transferred to this company, and this action cannot be undone.

6) Click “Replace and delete”

Data will be moved to the selected company

The original company will be deleted

[DATAMOVE.png](#)

How to delete duplicate or unused partners?

Purpose

Use this guide when you need to delete an unused partner or remove a duplicate partner in CLOUDEX TMS.

This article explains:

- when a partner can be deleted immediately;
- when partner data must be moved to another duplicate partner before deletion;
- why the replacement partner must have the same VAT code or registration number;
- what to do if no replacement partner is available in the selection list.

If partner is only used as Sender, Consignee or Loading/Delivery company then open partner and press button Delete

If Partner is used as client/customer, carrier/suppliers then **it is possible to delete duplicate partners only if they have the same VAT or Registration numbers.**

Open: Lists → Partners → All partners

Use the search field to search by: partner name; VAT code; registration number; ...

The screenshot shows the CLOUDEX TMS interface. At the top, there is a navigation bar with tabs: New, Operational work, Finances, Reports, Emails, and Lists. The 'Lists' tab is selected and highlighted with a red box and a red circle with the number 1. Below the navigation bar, there is a sub-navigation bar with 'Clients and Suppliers' and 'All partners'. The 'All partners' tab is selected and highlighted with a red box and a red circle with the number 3. To the right of the sub-navigation bar, there is a search field with the text 'DE1234567890' and a red circle with the number 4. Below the search field, there is a table with columns: Code, Name, Registration nu, VAT code, and Phone. The table contains two rows of data. The first row is 'Tests GmbH' with registration number '1234567890' and VAT code 'DE1234567890'. The second row is 'Test GmbH' with registration number '23213213' and VAT code 'DE1234567890'. The VAT code 'DE1234567890' is highlighted in yellow in both rows. A red box and a red circle with the number 5 are placed over the first row of the table. To the right of the table, there is a dropdown menu with the following options: Partners, Contacts, Address book, Drivers, and Vehicles. The 'Partners' option is selected and highlighted with a red box and a red circle with the number 2.

	Code	Name	Registration nu	VAT code	Phone
☐	Tests GmbH	Tests GmbH	1234567890	DE1234567890	
☐	Test GmbH	Test GmbH	23213213	DE1234567890	

Open one of 2 duplicate partners (5)

Press **Delete** button

Partner : Tests GmbH

Basic data

Invoices

Sales

Notification settings

Attachment(s)

Statistics

Route price

Other

Name

Tests GmbH

Code

Tests GmbH

Reg No.

1234567890

Client status

Neutral

Carrier status

Neutral

Send invoices

Reminder email

Reminder email

Notes

Notes

Language

English

VAT code

DE1234567890

EORI number

EORI number

Status info

Status info

Client category

Client category

Invoice email

Invoice email

1

Delete

Save

Cancel

If partner is used in some tables then will appear window where you will be able to choose duplicate Partner with the same VAT or registration number

Select the duplicate partner that will receive the data, then click Replace and delete.

Move data before delete



Record "Tests GmbH" can't be deleted because it is used in:

Table name	Record count
Activities	44
Incoming payments	1
Asset Documents	5
Fixed and Intangible Assets	5
Define bills journal	12
Incoming invoice - content	2
Incoming invoices	2
Outgoing invoice - content	1
Outgoing invoices	2

Choose partner with the same Vat or registration number

1

Record "Tests GmbH" data move to: Test GmbH

Test GmbH used in :

Table name	Record count
Outgoing payments	2
Outgoing invoices	1

WARNING! Data replacement can't be turned back!

2

Replace and delete

Cancel

If you can't choose partner to which move data, then first to duplicate Partner enter the same VAT or registration number

After clicking "Replace and delete":

- data from the deleted partner is moved to the selected replacement partner;
- the duplicate partner is deleted;
- historical records remain connected to the correct partner.

How to reset a form table

1. Press  it will open additional settings.
2. Press  it will reset table columns to default state.

Outgoing invoice No.: LVA02041 - Draft

DEMO

Date* 21.07.2026 Type Invoice Account group* Faktoring

Client* 7 WAYS LOGISTICS Payment terms* 30 days Due date* 20.08.2026

Search.. Show 300 rows Previous 1 Next

	No.	Service type	Quantity	Price	Sum	VAT code	VAT sum	Order No.	Trip/Spedition no.	Truck/Trailer No	St
☐	1	Freight	1 gab.	0	0	EU	0	10721			
☐	2	Freight	1 gab.	0	0	EU	0	10722			

Invoice data Attachment(s)

Total sum 0 EUR

Notes

Manager Demo Date sent DD.MM.YYYY ☒ Send by email only

Saved: 21.07.2026 14:11 demo

Delete Save Cancel

How do I unlock a locked order?

When it is necessary to unlock an order, the following conditions must be met: the user must have the appropriate permissions to do so, and the following steps must be performed: trip must be unlocked, then the order must be saved and reopened. After that, the information in the order can be edited.

1. Click on the trip **number** to open the Trip/Spedition form.
2. Click the **Lock** icon to unlock and open the trip.
3. **Close and reopen the Order.** You can then change the order information.

Client order 9671 **Invoice sent**

Trip/Spedition L25AS4 Delivered

SmartCargo Logistics ROAD

Trip details Attachments Price calculations Finances Route Map Chat

Type Agreement trip Transport mana... Harper Daniel Transport type Road Multi-Trip

Order date 28.04.2025 From 25.04.2025 11:10 till 10.08.2026 10:46 Traffic line Asia

Truck MA123 Trailer Carrier Fast delivery Ltd Expeditor Veldre Jānis Driver Test1 Test1

Spedition comp.

Trailer type Trailer type

Carrier price 437 EUR 21% Term 5 days

Send documents... Transport manager email

Profit:	1918.00 Eur
Markup:	439.00%
Income:	2355.00 Eur

Export ferry Export ferry Import ferry Import ferry

Search..

	Number	Loading address	Delivery address	Cargo description	POD	Income	Costs
☒	9090	LV-5404, Daugavpils; zs Gundegas 25.04-13	PT-2430, Vieira de L... 09.05	4EPLL; 1.00LDM; t*-10*/0*	✓	5.00	48.56
☐	9671	LV-1012, Rīga; Eaton Electric 03.08	DE-67063, Ludwigs... 10.08 +6	5; 2.00LDM; 300 Kg;	✓	2350.00	388.44
						2355.00	437.00

Carrier notes Carrier notes Internal notes Internal notes

Plan from LV-2112; Baloži; Avotz Date 02.04.2025 00:00 Region Region Planner Planner

Confirmed 11.08.2026 10:27 JanisV

Delete Save Cancel

ord	Service	Load.date	Deliv.date	Income	Costs [t	Profit	Order for carrier	POD	Incoming im
☒	0	LV-1012, Rīga -> DE-67063, Ludwigshafen	03.08	10.08 +6	2350.00	388.44	1 L25AS4; Fast delivery Ltd MA123	✓	New Ex
					2350.00	388.44	1961.5		

Saved: 11.08.2026 10:00 JanisV

Delete Save Cancel

Additional:

There is a configuration option that provides additional security. Once the invoice has been generated, all three locking steps are activated.

To make changes, you need to **unlock the invoice, unlock the trip, close and reopen the Order.**