

How to send an order acceptance confirmation to a client?

Send an order acceptance confirmation directly from a **Client order** to let your client know that you have accepted their transport order.

The email includes order details and a **Track & Trace** link, allowing the client to follow the shipment's progress. You can also send the transport order document and other shipment documents.

Before you start

- Make sure your email account is configured to send emails from Cloudex TMS.
- Check the client's email address and the order details.
- Check the language selected in the **Client card**. Cloudex TMS uses this language for the order acceptance email, transport order email, and other shipment status notifications.

Send the confirmation

1. Open the relevant **Client order**.
2. Click the **envelope icon** in the toolbar.
3. Select the appropriate email option:

Email option	When to use it
Order acceptance notification to client	To confirm that you have accepted the client's transport order.
Transport order to client	To send the transport order document to the client together with the email.

Client order 9745 Confirmed ▾ SmartCargo Logistics ▾ ROAD

Order details Additional fields Sent e-mails Attachment(s) Price survey Status history

Order date 30.09.2026 Crg.manager Harper Dar

Client 1-Office UAB Juris Stencis

Ready from ☐ Fix 15.09.2026 00:00 | 00:00

Shipper ! Lowlands lowland nam

Load ! Lowlands

☒ Avotu iela 4

LV 10 Rīga

56.951767 / 24.137837

Phone Working hours

Loading remarks

Loading ref. Loading Top

Actual status - Order acceptance notification to client

Order acceptance notification to client

Transport order to client

Package labels (A6)

Package labels (A5)

Package labels (A4)

Transport order to carrier

Trip assignment notification to cargo manager

Trip assignment notification to client

Loading notification to loading contact

Shipment status and tracking update

Planned loading details

Loading confirmation to client

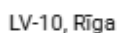
Delivery Top

4. In the email window, review:

- **Attachment(s)** — check which documents are selected for sending.

Attachments can include the shipment's **CMR**, **package labels**, and, when you select **Transport order to client**, the **transport order document**.

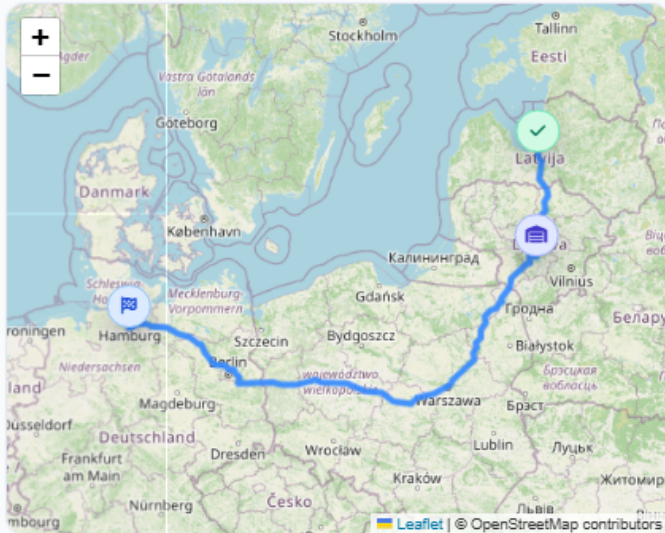
5. Click the **Send icon** in the upper-right corner of the email window.



The email contains a unique **Track & Trace** link for the shipment. The client can open it to view the current shipment status and milestones, such as loading, arrival at a terminal, and delivery.



EN ▾

**Shipment Information**

In terminal

Client order No. —

SmartCargo Logistics order Nr. 9745

Cargo manager: Daniel Harper, Phone: +371 2989925, janis.veldre@cloudex.lv

Cargo description: 5 EPLL L:1.20 W:0.80 H:1.40, 2.00 ldm, 6.720 m3

**1. Loading**

Loaded: 15.09.2026

Lowlands SIA
LV-10, Rīga, Avotu iela 4

Details ▾

**2. Terminal**

Arrived: 15.09.2026 00:00

LT-54463, Kaunas

**3. Delivery**

Scheduled for delivery: 16.09.2026

DHL Freight
DE-21107, Hamburg, Auf der Hohen Schaar 7

Details ▾

Documents

Printouts

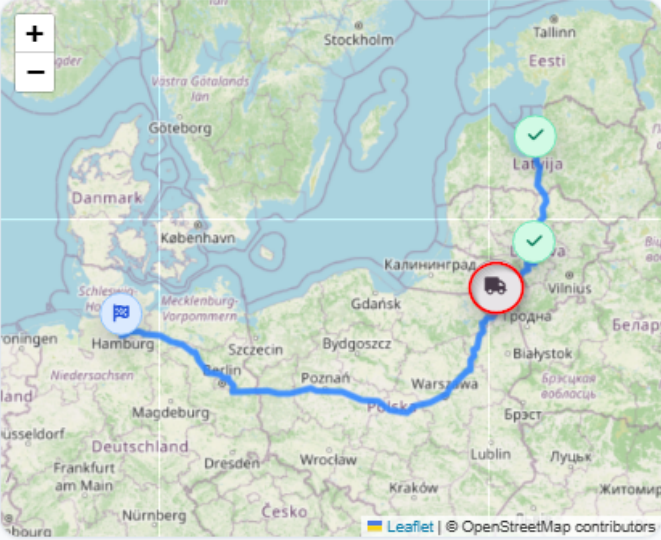
CMR.pdf

LabelA6.pdf

LabelA5.pdf

LabelA5_one.pdf

If the truck's GPS or navigation system is connected to Cloudex TMS and location data is available, the client can also see the truck's location on the map.



Shipment Information

Out for delivery

Client order No.	-
SmartCargo Logistics order Nr.	9745
Cargo manager:	Daniel Harper, Phone: +371 2989925, janis.veldre@clouDEX.lv
Cargo description:	5 EPLL L:1.20 W:0.80 H:1.40, 2.00 Idm, 6.720 m3

1. Loading

Loaded: 15.09.2026

Lowlands SIA
LV-10, Rīga, Avotu iela 4

Details

2. Terminal

Departed: 15.09.2026

LT-54463, Kaunas

3. Delivery

Scheduled for delivery: 16.09.2026

DHL Freight
DE-21107, Hamburg, Auf der Hohen Schaar 7

Details

Consignee:	Lowlands SIA
GPS:	53.49704 9.966
Loading type:	Top
Cargo description:	5 EPLL L:1.20 W:0.80 H:1.40, 2.00 Idm, 6.720 m3
Truck/Trailer No:	EA789/E1

Documents

Printouts

CMR.pdf
LabelA6.pdf
LabelA5.pdf
LabelA5_one.pdf

View all active shipments in the Client portal

To view all their active shipments and statuses in one place, the client can use the **Client portal**.

Clicking a shipment in the portal opens its **Track & Trace** page, where the client can view the shipment's current status and milestones.

The client must first be granted portal access. See [How to give access and rights to the Client and Carrier portal and send an invitation](#).

Common questions

Why is the email generated in the wrong language?

Check the language selected in the **Client card**.

How do I include the transport order document?

Choose **Transport order to client** from the email menu and check the selected attachments before sending.

Why is the truck's location missing from Track & Trace?

Truck location is available only when the truck's GPS or navigation system is connected to Cloudex TMS and provides location data.

Related articles

- [How to set your email password to send emails from Cloudex TMS](#)

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