

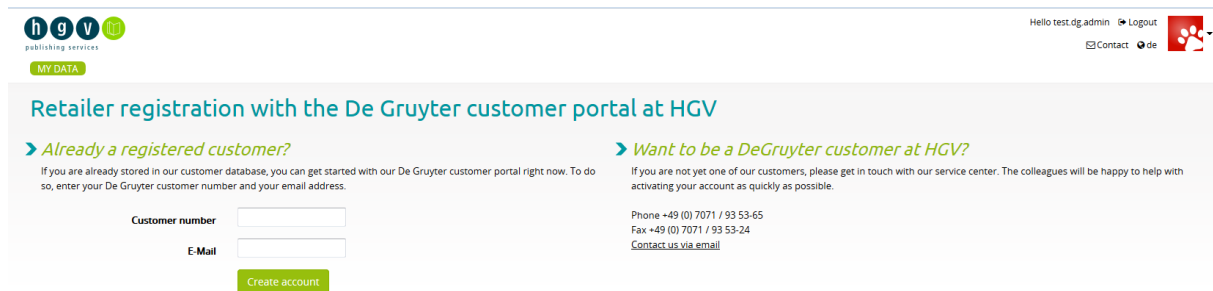
User-guide for customer-portal hgv / De Gruyter

Before you can use the De Gruyter customer-portal, we have to record your E-Mail address in our CRM-Systems. It's possible to record three e-mail addresses for each customer number.

If you want us to record an e-mail address or you have any questions about recorded addresses, please write an e-mail to orders@degruyter.com. Please note, that we need your customer number or the name of your company and your address.

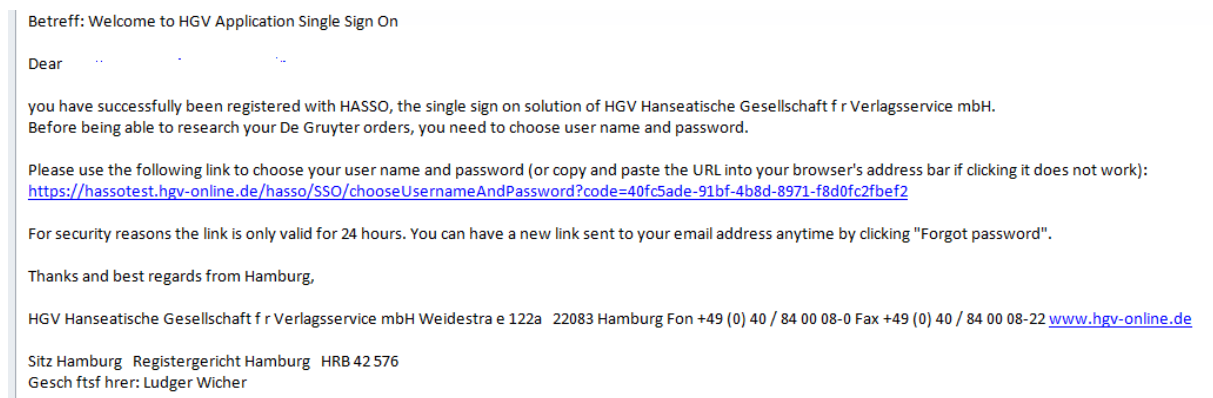
After recording the e-mail address we will inform you about it and you can register with your customer number and e-mail address via the following link.

<https://hasso.hgv-online.de/hasso/registration/dg/>



The screenshot shows the 'Retailer registration with the De Gruyter customer portal at HGV' page. It features two main sections: 'Already a registered customer?' and 'Want to be a DeGruyter customer at HGV?'. The first section includes input fields for 'Customer number' and 'E-Mail', and a 'Create account' button. The second section provides contact information for the service center.

After registration, you will receive an E-Mail. Click on the link to continue the registration procedure, where you will be able to define your username and password. Please note, that the link is only active for 24 hours!



The screenshot shows an email with the subject 'Betreff: Welcome to HGV Application Single Sign On'. The email content includes a greeting, a confirmation of successful registration, and a link to complete the registration: <https://hassotest.hgv-online.de/hasso/SSO/chooseUsernameAndPassword?code=40fc5ade-91bf-4b8d-8971-f8d0fc2fbef2>. It also mentions that the link is valid for 24 hours and provides contact information for HGV Hanseatische Gesellschaft f r Verlagsservice mbH.

Nearly there...

Now please choose user name and password - you will use these to log into the HGV service portal.

User name:

Password:

Confirm password:

Save

✔ User name and password have been created successfully.

Please log in with your username and password.

User name:

Password:

Login [Forgot password?](#)

For further logins, please use the following link:

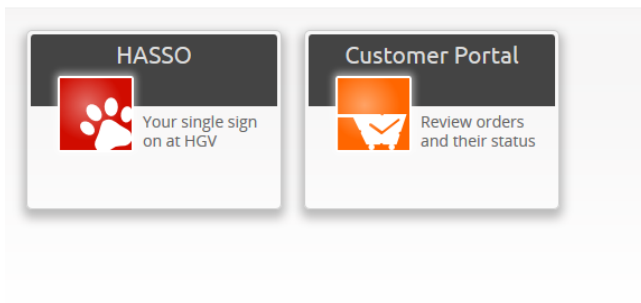
<https://services.hgv-online.de>

Please log in with your username and password.

User name:

Password:

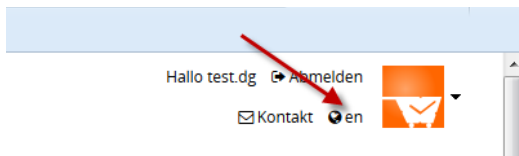
Login [Forgot password?](#)



After clicking on “Dealer-Portal,” all existing book orders relating to your customer number will be displayed.

Look up your book order(s):

Select the desired language:



hgv publishing services Halo test.dg Logout Contact de

My orders

Invoice number: ISBN:
 Order date from: to: Order Reference:
 Status: All

search 198 Orders found

Order number	Order date	Status	Positions
• 928105	17.09.2014	Completed	1
• 908218	23.07.2014	Completed	1
• 900206	27.06.2014	Completed	1
• 899909	27.06.2014	Completed	2
• 898126	23.06.2014	Completed	1
• 884605	13.05.2014	Completed	1
• 875705	14.04.2014	Completed	1
• 870214	28.03.2014	Completed	1
• 861637	05.03.2014	Completed	1
• 851607	07.02.2014	Completed	1
• 818601	11.11.2013	Completed	1
• 776968	19.07.2013	Completed	1
• 764118	05.06.2013	Completed	1

To receive details regarding your book-orders, like ISBN, discount, etc, please click on the arrow positioned next to the Order Number.

1 2 3 4 5 6 7 8 9 10

Order number	Order date	Status	Positions							
928105	17.09.2014	Complete	1							
ISBN	Publisher	Short title	Quantity	Status	Discount	RRP	Order ID	Invoice	Invoice	Delivery Note
11-030273-8	WDG	RENZ_LABORDIAGNOSTIK_2A_DGS	20	Transferred to freight forwarder	37%	EUR34.95	WO 0265032811	1609403	1609403	1609403

Results will be more detailed if you restrict the search entry according to specific criteria (Invoice number, ISBN, etc.). The result(s) will be highlighted in pink.

My orders

Invoice number: 1609403

Order date from: to

Status: All

ISBN: Order Reference:

search

1 Orders found for Invoice number: 1609403

Order number	Order date	Status	Positions							
928105	17.09.2014	Complete	1							
ISBN	Publisher	Short title	Quantity	Status	Discount	RRP	Order ID	Invoice	Invoice	Delivery Note
11-030273-8	WDG	RENZ_LABORDIAGNOSTIK_2A_DGS	20	Transferred to freight forwarder	37%	EUR34.95	WO 0265032811	1609403	1609403	1609403

My orders

Invoice number:

Order date from: to

Status: All

ISBN: 030273

Order Reference:

search

2 Orders found for ISBN: 030273

Order number	Order date	Status	Positions							
928105	17.09.2014	Complete	1							
ISBN	Publisher	Short title	Quantity	Status	Discount	RRP	Order ID	Invoice	Invoice	Delivery Note
11-030273-8	WDG	RENZ_LABORDIAGNOSTIK_2A_DGS	20	Transferred to freight forwarder	37%	EUR34.95	WO 0265032811	1609403	1609403	1609403
899909	27.06.2014	Complete	2							

To get information about the expected arrival date for backordered titles, please click on the information button which is positioned to the right of the title status.

Order number	Order date	Status	Positions							
977356	01.12.2003	In process	1							
ISBN	Publisher	Short title	Quantity	Status	Discount	RRP	Order ID	Invoice	Invoice	Delivery Note
486-45113-9	OWV_AV	Meinecke 5 Weltburgertum 3.A	1	Backordered	32%		AZF			

Shipping information

For each shipment, additional shipping information will be displayed. You can get the information either for the complete order or for a specific order item.

My orders

Invoice number ISBN
Order date from to Order Reference
Status

search

198 Orders found

1 2 3 4 5 6 7 8 9 10

Shipping information

Package no.	Shipping date	Weight	Service provider
012407300561031111	18.09.2014	15.2 kg	Libri
012407300561031111	18.09.2014	8.2 kg	Libri

Order number	Order date	Positions								
598105	17.09.2014									
ESBN	Quantity	RBP	Order ID	Invoice	Invoice	Delivery Note				
11-039273-8	WDG	RENZ: LABORDIAGNOSTIK ZA DGS	20	Transferred to freight forwarder	376	EUR34.95	WO 0285032811	1609403	1609403	
598218	23.07.2014	Complete								1
900206	27.06.2014	Complete								1

Contact

If you would like to contact us, please click on the contact-button:

