

Jetpak Webbook – How to guide

This document provides a step-by-step visual guide on how to make a booking in the new Jetpak Webbook system via the Jetpak website.

Step 1 - Creating an account:

First, click **Create account** in the top right corner of the website.

Select either **Business account** or **Private account**, then click **Continue**.

Follow the on-screen instructions and fill in the required information.

Please note: you must select the correct **country** in the top right corner before completing the registration.

Once the process is completed, you will receive an email containing your login details.

Step 2 – Start page & Booking:

After logging in, you will be directed to the start page, where several options are available:

In the top navigation bar you will find:

- **Send** – for creating bookings
- **Track** – to track your shipments
- **My Jetpak** – to view shipment history, address book, and standard transports

On the right side of the top bar, you can:

- Select the display language
- Access your account menu, where you can change user settings (such as payment reference and notification email), update your password, or sign out

Under the **Send** tab, you can create a new booking by entering the required transport details.

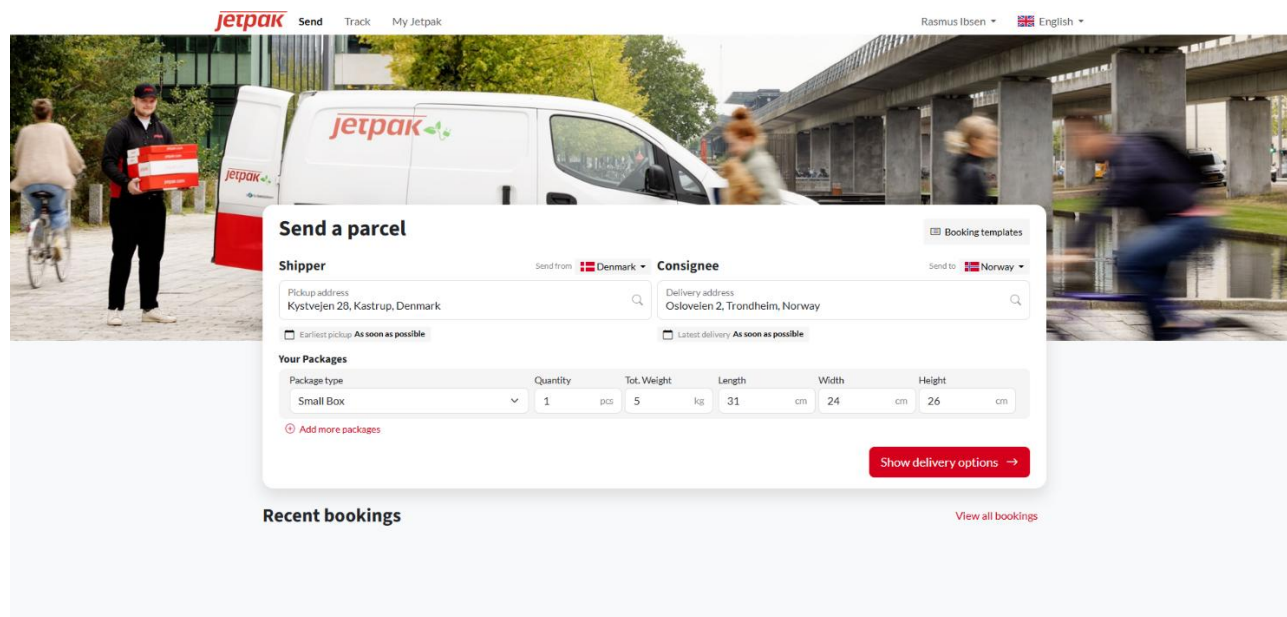
Start by selecting the **from** and **to** countries, followed by pickup and delivery addresses.

Next, choose the **package type** and enter the package details.

If you have more than one package, simply click **Add more packages** below.

Once all information is filled in, click **Show delivery options** to proceed.

The images below are used for illustrative purposes only.



Send a parcel

Booking templates

Shipper: Pickup address: Kystvejen 28, Kastrup, Denmark. Send from: Denmark. Consignee: Delivery address: Osloveien 2, Trondheim, Norway. Send to: Norway.

Earliest pickup: As soon as possible. Latest delivery: As soon as possible.

Package type	Quantity	Tot. Weight	Length	Width	Height	
Small Box	1	5 pcs	31 kg	31 cm	24 cm	26 cm

Add more packages

Show delivery options →

Recent bookings View all bookings

After clicking **Show delivery options**, you will be presented with the available freight solutions and corresponding prices based on the information you have entered.

In this example, the shipment is from **Denmark to Norway**, with the dimensions and weight shown in the image above.

From this overview, you can compare the different transport options and prices.

You also have the option to add **insurance**. If insurance is selected, please enter the declared value of the goods.

Once you have reviewed the options, select the solution that best suits your needs to proceed with the booking.

Jetpak
Send
Track
My Jetpak
Rasmus Ibsen
English

1
2
3
4

Start
Delivery options
Shipment details
Confirmation

Select delivery options
☐ Earliest pickup As soon as possible
☐ Latest delivery As soon as possible

<input type="radio"/>	Pickup time Today 15:31	Delivery time Today 23:40	DK Jetpak Direct DKK 4 523,14 DKK 4 523,14 Inc. VAT
<input type="radio"/>	Pickup time Today 16:59	Delivery time Tomorrow 02:40	DK Jetpak Direct DKK 4 523,14 DKK 4 523,14 Inc. VAT
<input type="radio"/>	Pickup time Today 15:31	Delivery time Tomorrow 09:00	DK Jetpak Direct DKK 3 868,14 DKK 3 868,14 Inc. VAT
<input type="radio"/>	Pickup time Tomorrow 13:00	Delivery time 08 JAN 16:00	DK Jetpak Next day 16:00 DKK 2 323,14 DKK 2 323,14 Inc. VAT

Pickup address
Kystvejen 28
Kastrup, Denmark

Delivery address
Oslovelen 2
Trondheim, Norway

Packages
1 pcs
5kg

Continue

Click **Continue** to proceed to the next step: **Customs**.

Here, you will need to complete the required fields shown below.

In this example, the shipment is to **Norway**, where customs information is mandatory.

Jetpak
Send
Track
My Jetpak
Rasmus Ibsen
English

1
2
3
4
5

Start
Delivery options
Customs
Shipment details
Confirmation

Customs information

Country of origin *
Denmark

Quantity *
0

Customs value

Customs value is based on the suppliers price of the goods. Information about other costs (excluding the cost of the goods) that are included in the customs value can be found at [Import charges](#)

Customs value *

Currency *
EUR

Customs invoice number

An invoice must accompany the shipment. If the content is to be sold in the receiving country, then you should use a commercial invoice. If the product is not to be sold, then use the proforma invoice.

Customs invoice number *

Commodity code

Commodity code decides which customs rate is used for the product and consists of a ten digit number. You can search for the commodity code on the Customs Authorities web page.

Please state the commodity code in the corresponding field on the customs invoice.

Commodity code *

Commodity code 2

Commodity code 3

Commodity code 4

Commodity code 5

Commodity code 6

EORI

Your company must have a EORI number in order to import and export goods (EORI = Economic Operator Registration and Identification).

[Read more about EORI numbers](#)


EORI consignee

EORI shipper

Customs documents



Click or drop file here to upload

Pickup address	→	Delivery address	Pickup time	Delivery time	Packages 
Kystvejen 28 Kastrup, Denmark		Osloveien 2 Trondheim, Norway	Today 15:31	Today 23:40	1 pcs 5kg

 DKK 4 523,14
DKK 4 523,14 ex. VAT

Continue →

Once all required information has been completed, click **Continue**.
You will then be prompted to enter the shipment details for the selected freight option.

The content of the package

Write what your shipment contains

Contents

Specify. Use, for example, 'Headphones', not 'Electronics'

Shipment Id

E.g. order number.

Shipper details

Company name

First name

Last name

Phone

+46

Message to driver

E.g. entry code, floor or other information

Consignee details

Company name

First name

Last name

Phone

+46

Message to driver

E.g. entry code, floor or other information

Booking and delivery confirmation

Notification by email or SMS when the booking is created and when the delivery is completed.

Booking confirmation email

email@example.com

[Add more notifications](#)

Uploaded files



Click or drop file here to upload

Payment

Credit card

Invoice reference

Payer email

email@example.com

Campaign code

Apply

- ☐ I agree to Jetpak's [Terms & Conditions](#)
- ☐ I have read and understood Jetpak's [Privacy Statement](#)
- ☐ I have read and understood the restrictions for [Transporting Dangerous Goods](#)

Once all information has been completed, click **Continue** to proceed to the **payment method** step.

Here, you can choose between **credit card** or **invoicing** as your preferred payment option.

After the payment method has been selected, the order will be confirmed. Shortly thereafter, you will receive an order confirmation including the **AWB** and **shipping labels**.

Once the booking has been successfully completed, you can track the shipment via the top menu under **Track**, where it will appear under **Active shipments**.

For further assistance, please contact your local Jetpak Customer Service team, who will be happy to help you.

You can find the relevant contact details on our website under **Contact us**.