

User manual: customer portal












This user manual provides a description of the customer portal which is accessible from a smartphone, tablet, laptop and desktop via the URL: <https://portal.nutricontrol.nl/>



On the customer portal you can access certificates, invoices and credit notes, check your actual results and register new orders.

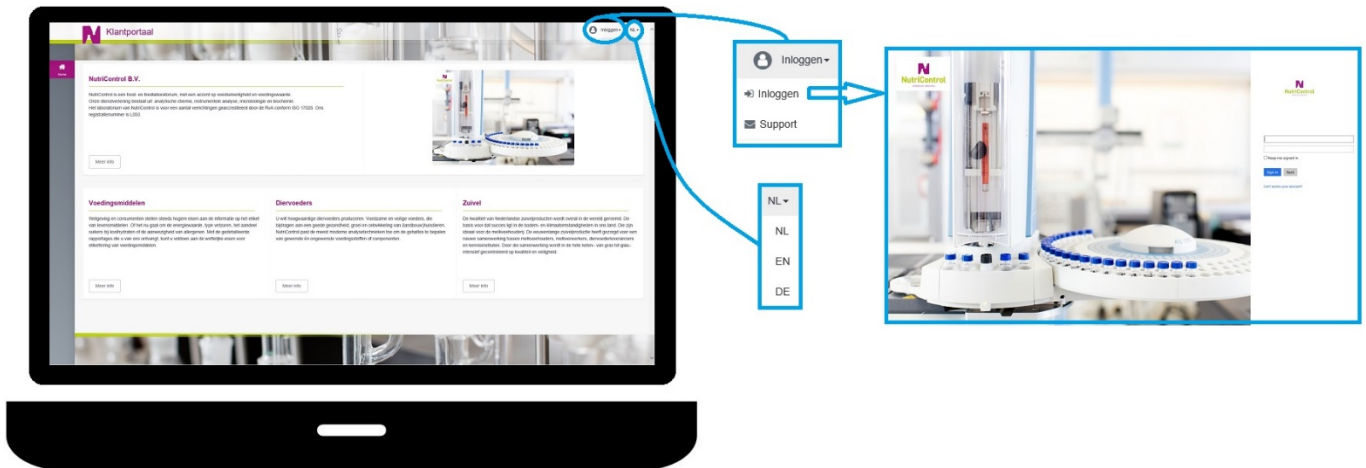
Each account can consist of multiple debtor numbers and for each account one user is appointed as Super User (SU). As SU it is possible to create additional users and grant them access to different debtor numbers and menu options like the menu option 'certificates' or 'invoices'. The user will only see the debtor numbers and features which are linked to the specific user.

Further features are described below

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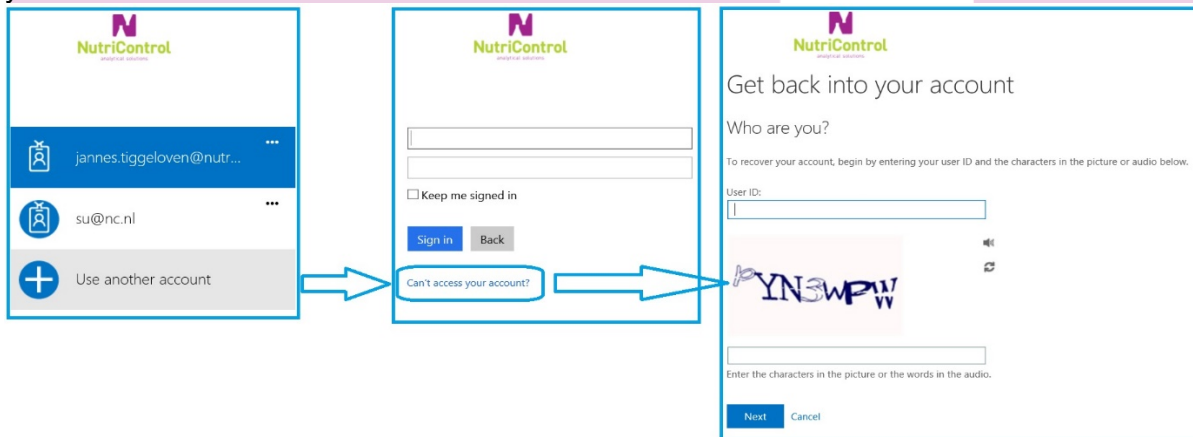
➔ Sign in

The customer portal is accessible via URL: <https://portal.nutricontrol.nl/>



Depending on the preferences of the user you can select the language in the top right corner.

Each user is able to reset their own password. If you forgot your password you can press: “Can’t access your account?”



🏠 Home

You can use the menu bar to navigate through the various functionalities of the customer portal.

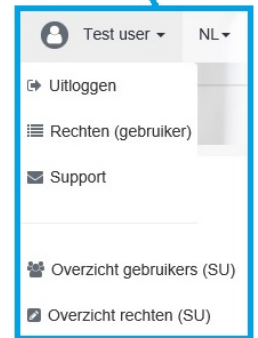
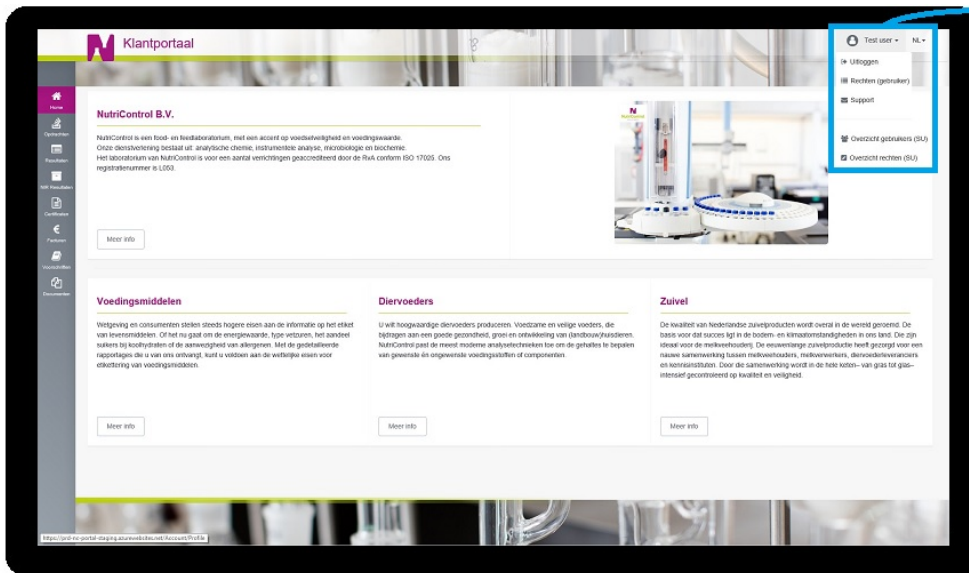
The availability of menu-items can vary between different users.

Recent news articles and other information is shown on the Homepage.

👤 Users and Rights

There are two types of users. The user (U) and the Super User (SU). For each company or group of companies (different debtor numbers) there is one SU. The SU is appointed by the customer and the access is granted by the administrator at NutriControl. The SU can create and manage users. For each user the SU has to grant access to:

- One or more customers/locations (debtor numbers)
- The menu options; results, invoices, certificates and others...*for each* debtor number



User:

Rechten (user)

This overview shows the different rights for each user and super user:

Rechten (gebruiker): SU@NC.nl

Debnr.	Opdrachten	Resultaten	Certificaten	Facturen	Voorschriften	NIR	Documenten
D00909	✓	✓	✓	✓	✓	✓	✓
D05089	✓	✓	✓	✓	✓	✓	✓
D05719	✓	✓	✓	✓	✓	✓	✓

Super User:


Overview users (SU)





Overzicht gebruikers en details : TEST klanten

Voer een zoekterm in + Nieuwe gebruiker aanmaken

Naam	Email	Geslacht	Functie	Afdeling	Locatie	Telefoon1	Telefoon2	Rol in het systeem
jannes	1@1.nl	M						USER
Test account User	U@test.nl	M	QC Manager	Kwaliteit		9876543210		USER

1 tot 2 van 2 resultaten All resultaten weergeven Vorige **1** Volgende

In the overview screen for the SU all users are indicated. Select  to create a new user. Existing users can be managed by selecting on of the following icons:

-  Edit
-  Set password
-  Details
-  Delete user

While creating a new user some few fields are mandatory; name, email address, password and one telephone number.

The password must comply to the following criteria:

8-16 characters consisting of a combination of capital letter(s), small letter(s), number(s) and symbol(s).

Overview rights (SU)

The user rights can be granted or removed by selecting the user in the overview screen.

Overzicht gebruikers en details : TEST klanten

Q Voer een zoekterm in

Gebruikersnaam	Debnr.	Opdrachten	Resultaten	Certificaten	Facturen	Voorschriften	NIR	Documenten
jannes	D00909	✓			✓			
jannes	D05089	✓	✓					
Test account User	D00909		✓		✓			
Test account User	D05089		✓	✓				

1 tot 4 van 4 resultaten resultaten weergeven Vorige 1 Volgende

Debnr.	Opdrachten	Resultaten	Certificaten	Facturen	Voorschriften	NIR	Documenten
D05089	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D00909	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

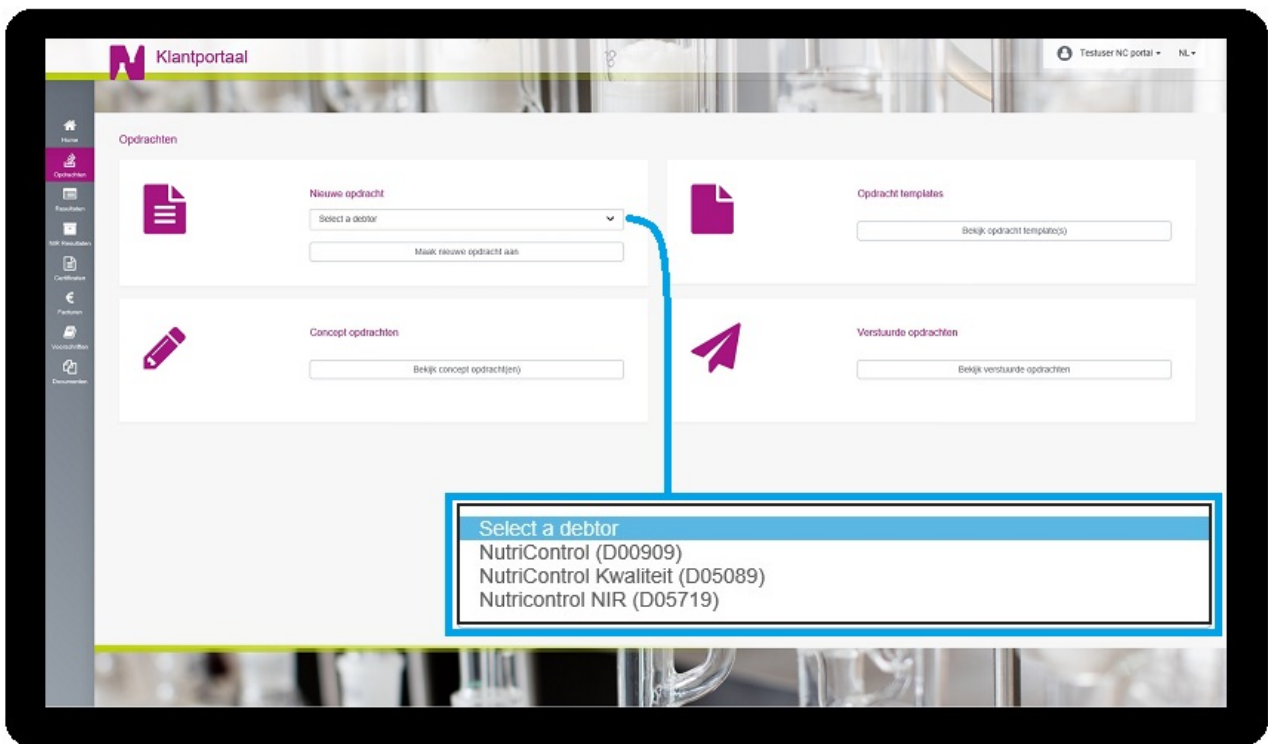
[← Terug naar de lijst](#)

The rights from a Super User are defined by the administrator of NutriControl.

Orders

At orders you can select one of the following options:

1. New order
2. Order template(s)
3. Concept order(s)
4. Sent orders

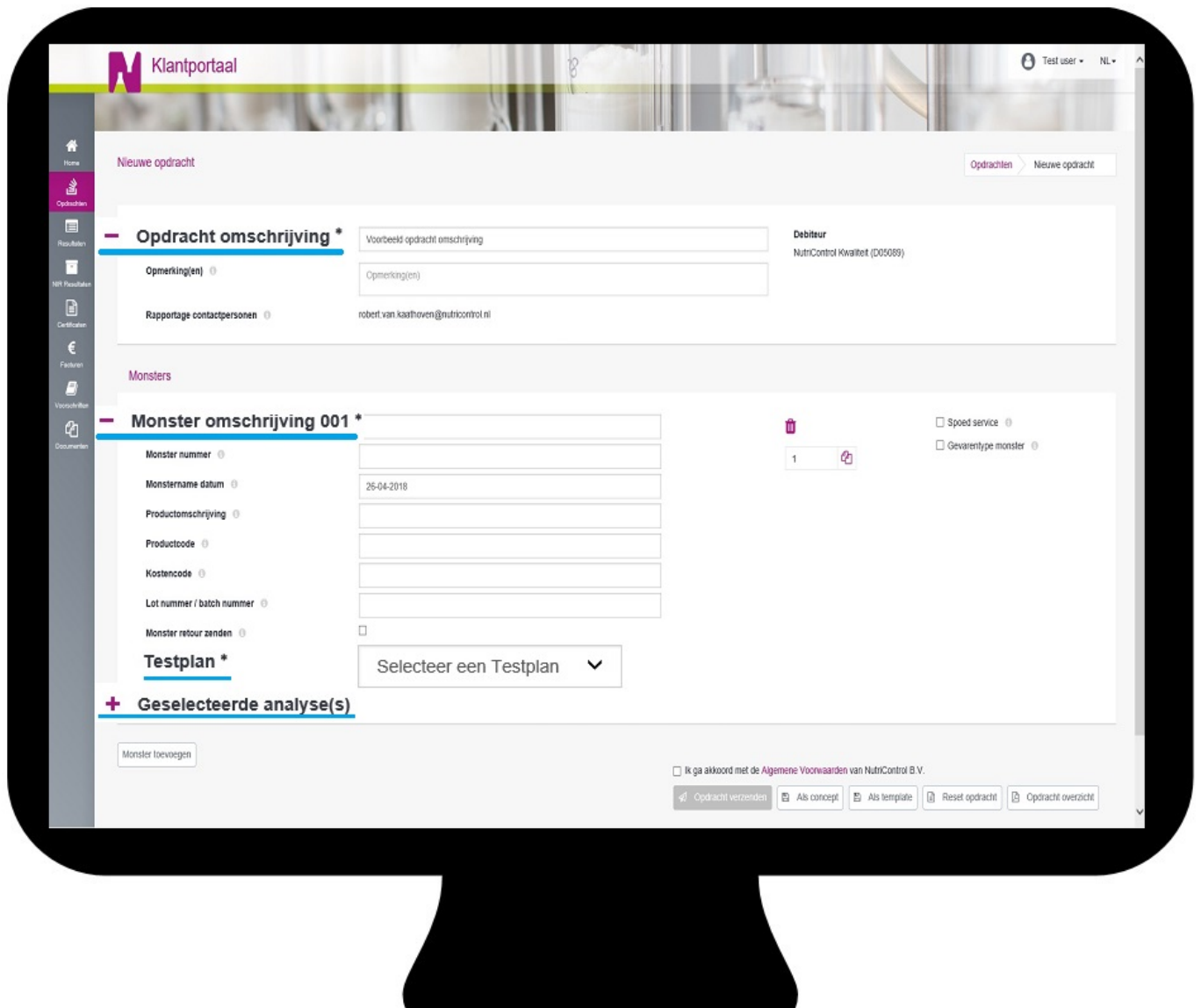


1. New order

In case if there is more than one account number linked to the account then the field 'Select a Debtor' will appear. In this case please first select the right debtor for the new order.

An order can be divided into 2 parts. One description for the complete order and the description fields for the sample(s). For each sample you'll have to select the testing plan with matrix specific determinations. After the selection of the determinations you can enter the target, minimum and maximum values. For some determinations it's not possible to enter target values.

See the following screenshot.



The [order description](#) serves as a reference for the entire job. The default contacts are shown here and additional contacts can be entered in the field for the remarks.

In addition to the [sample description](#), additional sample references can be entered in the various fields. Some fields are variable per customer. You can contact NutriControl to remove or add specific fields. You can mark specific samples for urgent determinations. In those cases the samples are handled outside of the regular flow (please be aware that additional costs will be charged to the customer. In case of hazardous materials we request you to select the checkbox 'Danger type sample' and indicate at the remarks if the sample is for example; toxic, explosive or corrosive.

For each sample, the corresponding [test plan](#) should be selected, and the analysis can be selected at '[Select your analysis](#)'. The test plan is customized. On request we can create specific test plans for certain products / product groups and change the names. These test plans include the appropriate analysis methods for the products concerned.



Selecteer uw analyse(s)

<input type="checkbox"/>	Analyse code	Omschrijving	Accreditatie	Eenheid
<input type="checkbox"/>	152-10032	Vocht 103°C (4 uur, zand)	Q	g/kg
<input type="checkbox"/>	164-10005	Ruw eiwit (Kjeldahl)	Q	g/kg
<input type="checkbox"/>	156-10110	Ruw vet	Q	g/kg
<input type="checkbox"/>	157-10112	Ruw vet (na hydrolyse)	Q	g/kg
<input type="checkbox"/>	399-10250	Vet vlg. S.B.R.		g/kg
<input type="checkbox"/>	160-10061	Ruwe celstof	Q	g/kg
<input type="checkbox"/>	162-10028	Ruw as (550°C)	Q	g/kg
<input type="checkbox"/>	163-10030	Zetmeel (Ewers)	Q	g/kg
<input type="checkbox"/>	283-10138	Totaal suiker (als glucose)	Q	g/kg
<input type="checkbox"/>	264-10343	Suikers kort	Q	g/kg
<input type="checkbox"/>	169-10040	Natrium	Q	g/kg
<input type="checkbox"/>	343-10331	Rund DNA (PCR)	Q	

After the selection of the determinations you can enter the target, minimum and maximum values. For some determinations it's not possible to enter target values. Please enter the target values based on the unit indicated on screen behind the target values.

Testplan * Bij- en brijproducten

Analyse code	Geselecteerde analyses	Accreditatie	Min	Max	Richtwaarde	Eenheid	TAT (dagen)
152-10032	Vocht 103°C (4 uur, zand)	Q	<input type="text"/>	<input type="text"/>	<input type="text"/>	g/kg	5
164-10005	Ruw eiwit (Kjeldahl)	Q	<input type="text"/>	<input type="text"/>	<input type="text"/>	g/kg	4
157-10112	Ruw vet (na hydrolyse)	Q	<input type="text"/>	<input type="text"/>	<input type="text"/>	g/kg	5
343-10331	Rund DNA (PCR)	Q	<input type="text"/>	<input type="text"/>	<input type="text"/>		5

Monster toevoegen Ik ga akkoord met de **Algeme**

Further:

- = Duplicate. Copy the complete sample with all descriptions and determinations. Multiple samples can be copied when you enter the amount of copied next to the copy-icon.
- = Delete. This sample will be removed.
- = expand and collapse.

The order can be sent to NutriControl or saved as a draft or template.

When sending the order, the sample stickers can be printed. The order overview serves as sample submission form to be sent with the samples to check the amount of samples and the remarks. Sample stickers and the order overview can also be printed from the menu option; sent samples

Klantportaal

Uw opdracht is succesvol verstuurd

De opdracht is opgestuurd als NC000021087

Print hier uw monster stickers: [Stickers](#)

Print hier uw opdracht overzicht: [Opdracht overzicht](#)

Het opdracht overzicht aub tezamen met het monster versturen naar NutriControl.

NutriControl B.V.
N.C.B. Iaan 52
5482 GE Veghel

[Ting hier opdracht\(en\)](#)

ID: NC000021087 **001**

Monsternummer: 2018-04-26
 Van: D00909
 Naar: NutriControl
 Omschrijving: Brijvoer locatie 1
 Monster nr: 2018-001
 Productcode:

SPOED GEVAAR

Opdracht overzicht: NC000021087
 SU@NC.nl

DebitEUR: NutriControl
 Adres: NCB-iaan 52
 Plaats: Veghel
 Postcode: 5452 GE
 Land: NL
 Rapportage contactpersonen:
 Telefoon: 0413-382245
 Opdracht omschrijving: Voorbeeld opdracht omschrijving
 Opmerking(en):

In te vullen door NutriControl
 Opdracht ID: NC000021087
 Datum ontvangen:
 Tijdstip:
 Paraaf:

NutriControl
analytical solutions

N.C.B. Iaan 52
5482 GE Veghel
Postbus 100
5480 AD Veghel
t +31 (0) 413 28 26 23
f +31 (0) 413 28 21 41
info@nutricontrol.nl
www.nutricontrol.nl

Monsters		
Monster nr.: 001 NC000021087001 Monster omschrijving: Brijvoer locatie 1	Monster nummer: 2018-001 Kostencode: Productcode: Monster opmerking(en): Monsternummer datum: 2018-04-26 Productomschrijving: Test JT abc01	Monster retour zenden: False Gevarentype monster: True Snel service: True
Monster nr.: 002 NC000021087002 Monster omschrijving: Brijvoer locatie 2	Monster nummer: 2018-002 Kostencode: Productcode: Monster opmerking(en): Monsternummer datum: 2018-04-26 Productomschrijving: Test JT abc01	Monster retour zenden: False Gevarentype monster: True Snel service: True
Monster nr.: 003 NC000021087003 Monster omschrijving: Brijvoer locatie 3	Monster nummer: 2018-003 Kostencode: Productcode: Monster opmerking(en): Monsternummer datum: 2018-04-26 Productomschrijving: Test JT abc01	Monster retour zenden: False Gevarentype monster: True Snel service: True

Analyses						
001 Brijvoer locatie 1: Brij- en brijproducten						
Analyses	Analyses code	Min	Max	Richtwaarde	Eenheid	
Vocht 103°C (4 uur, zand)	152-10032 ✓	300	500	400	g/kg	
Ruw eiwit (rijedahi)	164-10005 ✓	10	15	12,5	g/kg	
Ruw vet (na hydrolyse)	157-10112 ✓			50	g/kg	
Rund DNA (PCR)	143-10331 ✓					
002 Brijvoer locatie 2: Brij- en brijproducten						
Analyses	Analyses code	Min	Max	Richtwaarde	Eenheid	
Vocht 103°C (4 uur, zand)	152-10032 ✓	300	500	400	g/kg	
Ruw eiwit (rijedahi)	164-10005 ✓	10	15	12,5	g/kg	
Ruw vet (na hydrolyse)	157-10112 ✓			50	g/kg	
Rund DNA (PCR)	143-10331 ✓					
003 Brijvoer locatie 3: Brij- en brijproducten						
Analyses	Analyses code	Min	Max	Richtwaarde	Eenheid	
Vocht 103°C (4 uur, zand)	152-10032 ✓	300	500	400	g/kg	
Ruw eiwit (rijedahi)	164-10005 ✓	10	15	12,5	g/kg	
Ruw vet (na hydrolyse)	157-10112 ✓			50	g/kg	
Rund DNA (PCR)	143-10331 ✓					

2. Order template(s)

Bekijk opdracht template(s)

Voer een zoekterm in

User	Template omschrijving	DebitEUR	DebitEUR nummer	Nieuwe opdracht	Bewerken	Verwijderen
SU@NC.nl	Ringtest Foss	Nutricontrol NIR	D05719			
SU@NC.nl	Test Jannes	NutriControl	D00909			
SU@NC.nl	Voorbeeld opdracht: Kwartaal monsters	NutriControl	D00909			

1 tot 3 van 3 resultaten 15 resultaten weergeven

Vorige **1** Volgende

Sample templates can be used when registering recurrent orders. A new order can be created based on a predefined order complete with sample descriptions and analysis by clicking on 'New order' in the order template screen.

Please be aware that some descriptions and the date of the samples has to be amended. These templates can be edited. It is also possible to remove it if the template no longer applies.

3. Concept order(s)

Bekijk concept opdracht(en)

Voer een zoekterm in

Datum	User	Opdracht omschrijving	Debiteur	Debiteur nummer	Opdracht ID	Bewerken	Overzicht	Verwijderen
26-04-2018	SU@NC.nl	Ringtest Foss	Nutricontrol NIR	D05719	NC000021089			
26-04-2018	SU@NC.nl	JT Monsters week 18, 2018	NutriControl	D00909	NC000021088			

1 tot 2 van 2 resultaten resultaten weergeven **1**

During registration you can store the order to continue at any desired time. It's also possible for a different user to continue with the concept.

By clicking on the overview you can check the current status with the different samples, descriptions and analysis.

4. Sent orders

Bekijk verstuorde opdrachten

SU 909

Datum	User	Opdracht omschrijving	#	Debiteur	Debiteur nummer	Opdracht ID	Stickers printen	Overzicht
26-04-2018	SU@NC.nl	Voorbeeld opdracht omschrijving	3	NutriControl	D00909	NC000021087		

1 tot 1 van 1 resultaten (gefilterd uit 165 resultaten) resultaten weergeven **1**

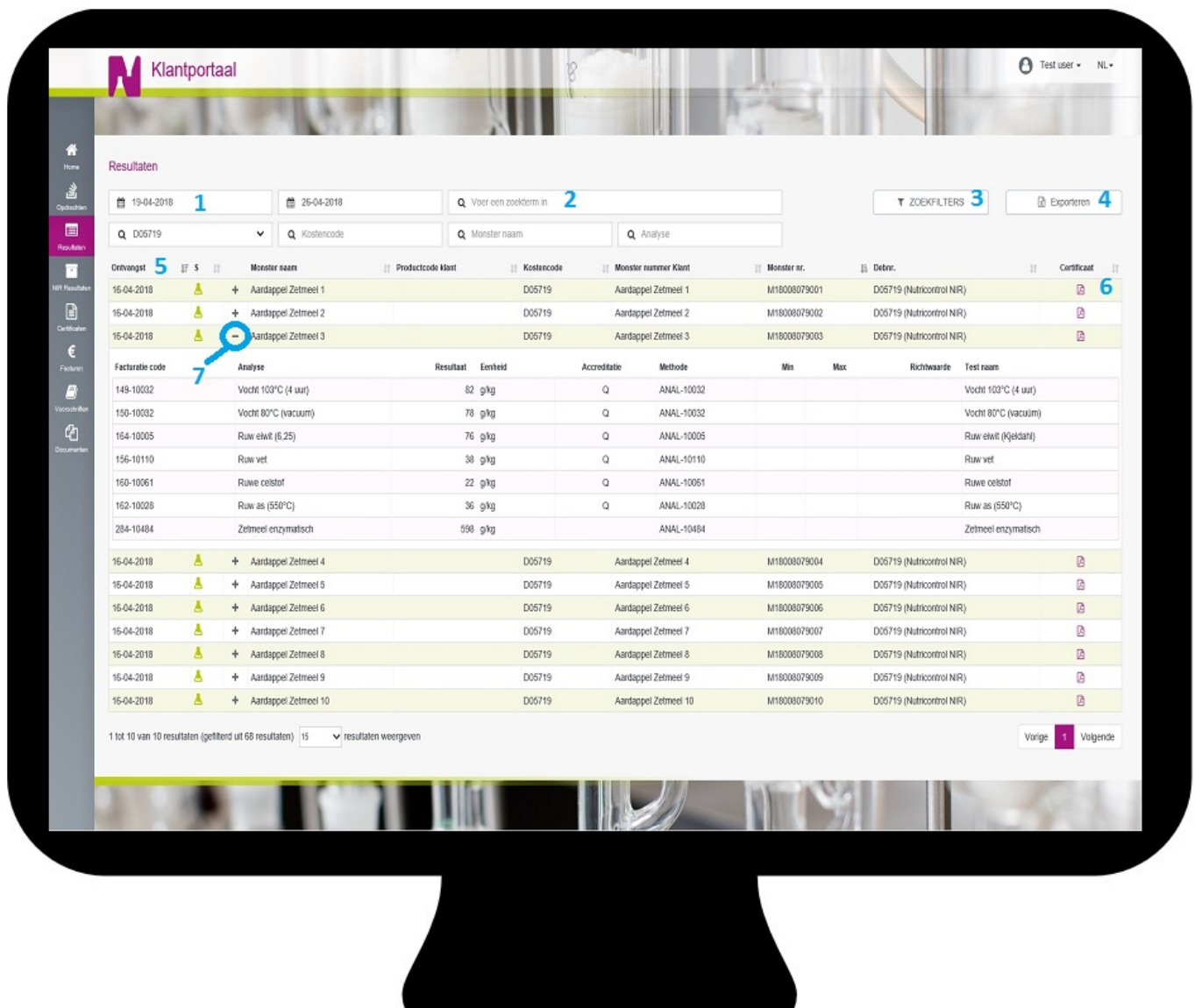
This overview shows all orders which are sent to NutriControl. The samples can be found at the menu option 'Results' when they are scanned at arrival at NutriControl.




Furthermore, it is possible to print additional stickers from this screen or check/print the order overview.

Results

Results which are validated by the analyst are visible on the customer portal. *The search function at results is the most extensive one on the customer portal.* It's possible to search in all the different sample description fields and analysis.

If the sample has not yet been reported than the expected date is displayed in the last column. Some fields are described below the screenshot.



- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Date selection 2. Search function 3. Search filters 4. Export 5. Sorting 6. Certificate / Expected date 7. Analysis | <p>Standard setting: finished in the last 7 days + all unfinished samples.</p> <p>'GOOGLE-like search': separate search entries with a space</p> <p>The search can be refined using the different filters</p> <p>The export files contains all samples within the selected period and filtered based on the search functions.</p> <p>The results are sorted based on the date and sample. You can amend the sorting by selecting another \updownarrow icon.</p> <p>Click on the  icon to open the certificate. The expected date is shown in case the order has not been finished.</p> <p>The analysis, and the results (in case finished), are shown if you click on the  icon. You can fold the expanded data set by clicking on the  icon.</p> |
|--|---|

NIR Results

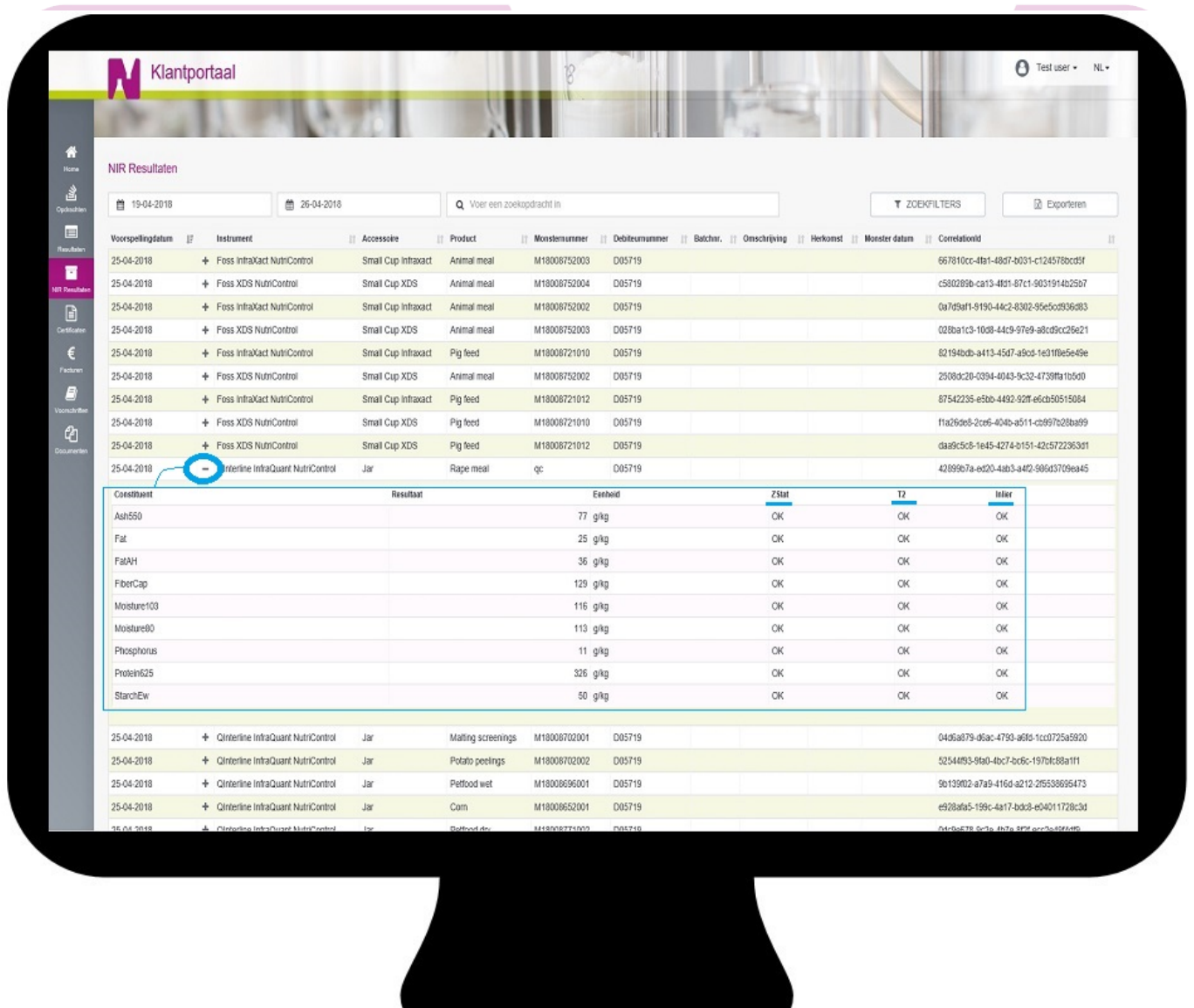
All results from the NIR measurements performed on the NutriControl NIR Portal are accessible on the customer portal and can be exported to Excel.
All functionalities are similar to the menu option 'Results' as indicated above.

The results are shown by pressing the plus-icon. 3 different statistical tests are performed to validate if the measurement provided accurate data. Hereby a short description:

Zstat: Check if the result meets the expectation.

T2: This is a comparison test between the sample and the selected calibration curve. Example: does a wheat sample match the calibration curve for wheat?

Inlier: Check if there is a comparable sample in the calibration curve. Example: Does the wheat sample result correspond to a sub-group like Hungarian wheat?



Certificates

Certificates are shown in a scroll-table wherein the following filter and sorting options can be used:

- 📅 Date selection from/to
- ⬆️ Sorting per column. Wherein: ⬆️ = descending and ⬆️ = ascending.
- 🔍 Enter a search criteria. 'GOOGLE-like search': different entries separated by a space.
- ⚙️ Search filters. An additional line will be shown with additional search options/fields.

Datum CoA || CoA-nummer || Debr. || Kostencode || Productcode || Monster naam || # || pdf ||

26-04-2018 || 2018032102 V01 || D05090 (NutriControl Kwaliteit) || Niet beklad



Klantportaal

26-04-2018

Factuur datum	Factuurnummer	Factuur adres	Debituren	Opdrachtgever	Bedrag	Openstaand	pdf	download
25-04-2018	VF010-00000	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00009	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00016	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00018	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00017	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00047	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00014	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00008	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00014	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00009	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>



Q Kostencode Q Monster naam Q CoA-nummer Q Debiteurnummer

The certificate can be opened by selecting the icon.
Multiple certificates can be downloaded simultaneously by selecting the checkbox followed by selecting the icon.

€ Invoices

Invoices are sorted on the columns 'Invoice date' and 'Outstanding' (). This can be changed manually. Using this sorting it's clear for the customer what bills have been paid and which are still open, including the amount of days.
The portal provides the ability to link various debtor numbers to one account. For example; at '▼ Search Filters' the client can be selected to show the desired results.

Facturen

25-01-2018 25-04-2018 Voer een zoekterm in

Factuur datum factuurnummer Factuur debiteur Opdrachtgever Bedrag Openstaand pdf

Klantportaal

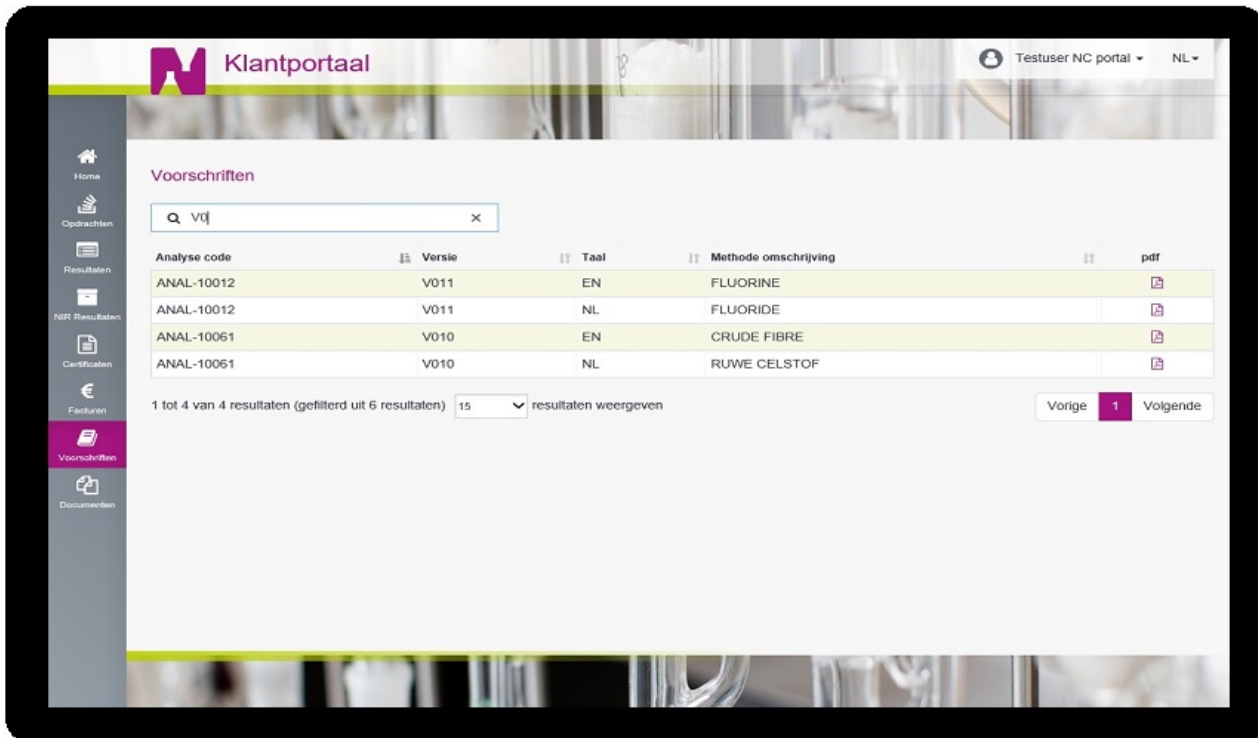
25-04-2018

Factuur datum	Factuurnummer	Factuur adres	Debituren	Opdrachtgever	Bedrag	Openstaand	pdf	download
25-04-2018	VF010-00000	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00009	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00016	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00018	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00017	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00047	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00014	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00008	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00014	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>
25-04-2018	VF010-00009	D05090	NutriControl	NutriControl	€ 0,00	Neel	<input type="checkbox"/>	<input type="checkbox"/>





The invoice can be opened by selecting the icon.
Multiple invoice can be downloaded simultaneously by selecting the corresponding checkboxes followed by clicking on the icon.

Method descriptions

For some determinations a method information-sheet can be downloaded on the portal.



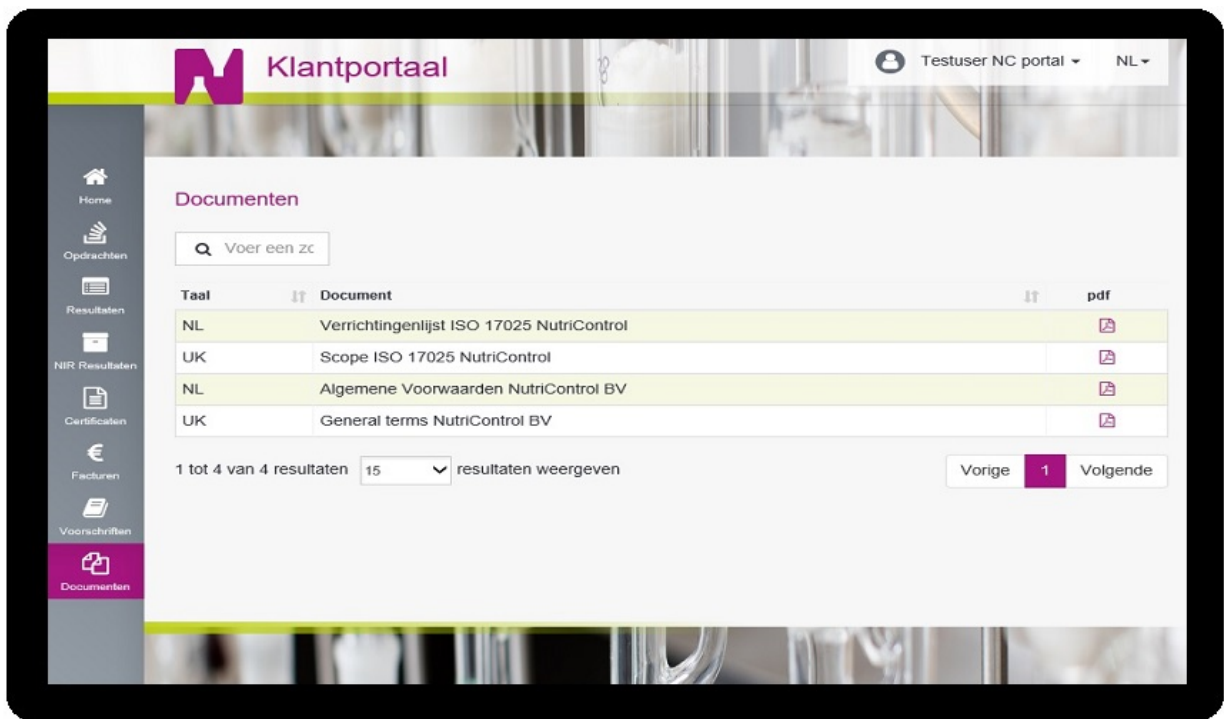
The screenshot shows the 'Klantportaal' (Customer Portal) interface. The main content area is titled 'Voorschriften' (Methods) and features a search bar with the text 'vq'. Below the search bar is a table with the following data:

Analyse code	Versie	Taal	Methode omschrijving	pdf
ANAL-10012	V011	EN	FLUORINE	
ANAL-10012	V011	NL	FLUORIDE	
ANAL-10061	V010	EN	CRUDE FIBRE	
ANAL-10061	V010	NL	RUWE CELSTOF	

Below the table, there is a pagination control showing '1 tot 4 van 4 resultaten (gefilterd uit 6 resultaten)' and a dropdown menu set to '15'. To the right are buttons for 'Vorige', '1', and 'Volgende'. The left sidebar contains navigation options: Home, Opdrachten, Resultaten, NMR Resultaten, Certificaten, Facturen, Voorschriften (highlighted), and Documenten.

Documents

Documents like the scope with accredited determinations, the general terms of NutriControl and the user manual can be downloaded.



[Sign out](#)

If you have any further questions, we will be happy to assist you.