



# QUICK GUIDE OUTBOUND ORDER BOOK

Focus on New Car Logistics

Version 1.2 - 28.05.2024

# Contents

1. Intro Outbound Order Book (OOB)
2. Login and System Overview
3. Transport Order Overview
4. Transport Order Confirmation
5. Transport Status Updates
6. FAQs and Contact information

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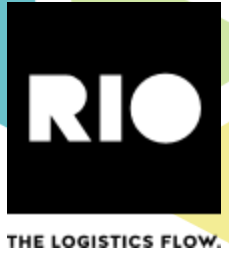
# 1. Intro Outbound Order Book

- The **Outbound Order Book (OOB)** is an advanced **digital platform** that allows shippers of vehicles to **share transport and service orders** with their logistics service providers and to **report order confirmations and status messages** back to the shippers.
- You can access the OOB through following Links:
  1. <https://outbound-order-book.rio.cloud/#/transport-orders>
  2. <https://rio.cloud/>

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2. Go to the **OOB webpage** and **log in using your username and password**. The OOB administrator in your company can create and change accounts or passwords if needed.



### Anmeldung

Nutzername Telefonnummer

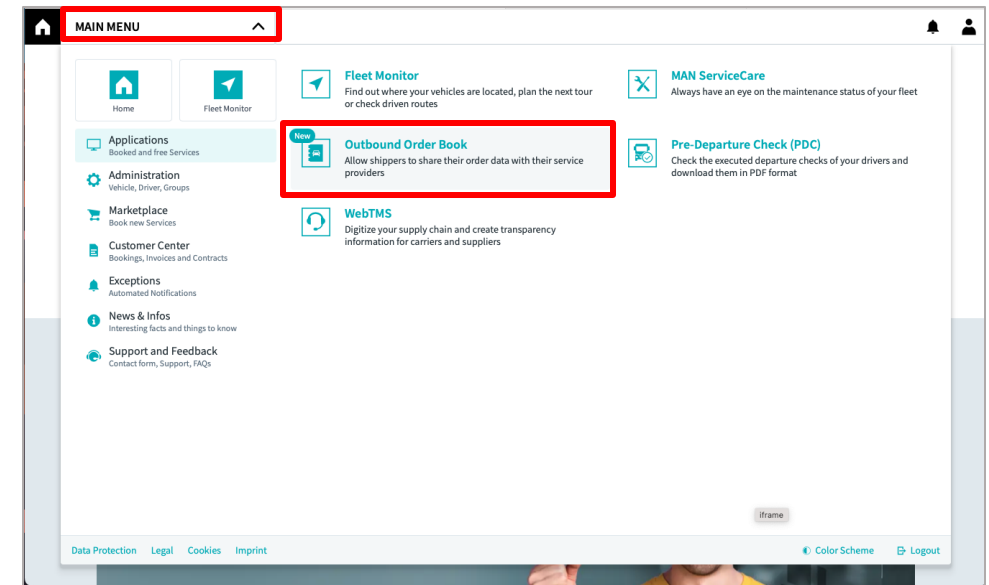
Passwort

[Passwort vergessen](#)









Noch keinen Account?  
[Auf der RIO Plattform registrieren.](#)

[Login](#)

Powered by



2. After logging in to OBB, the user is presented with an overview of transport orders. Each row contains additional attributes related to the respective vehicle, such as delivery location and model.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRANSPORT	
785129	CONFIRMED	 8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-Truck	
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRANSPORT	
652365	CANCELLED	 3 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	NO DATA	
348618	UNCONFIRMED	 8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRANSPORT	

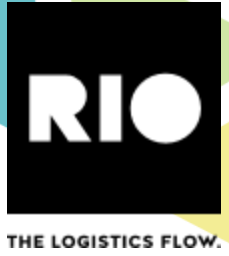
Everything loaded

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3. After logging into the OOB, the user is presented with an **overview of transport bundles or single transport orders**. Each row contains **additional attributes related to the respected vehicle(s)**, such as delivery location and model.



Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓
785129	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-Truck	!
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓
652365	CANCELLED	3 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	NO DATA	✗
348618	UNCONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓

Everything loaded

3. The user can access **further details about each transaction** by clicking on the corresponding row. On the right-hand side, the **detailed view** opens up.



The screenshot displays the 'OUTBOUND ORDER BOOK' interface. At the top, there are navigation tabs: 'WELCOME', 'TRANSPORT ORDERS' (selected), 'SERVICE ORDERS', and 'INCOMING VEHICLES'. Below the tabs, there are filters for 'Inbox' (5), 'En Route', 'Finished' (2), and 'Archived'. A 'Select Status...' dropdown and a 'Filter' button are also present.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bre 275 Bre
785129	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bre 275 Bre
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bre 275 Bre
652365	CANCELLED	3 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bre 275 Bre
348618	UNCONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bre 275 Bre

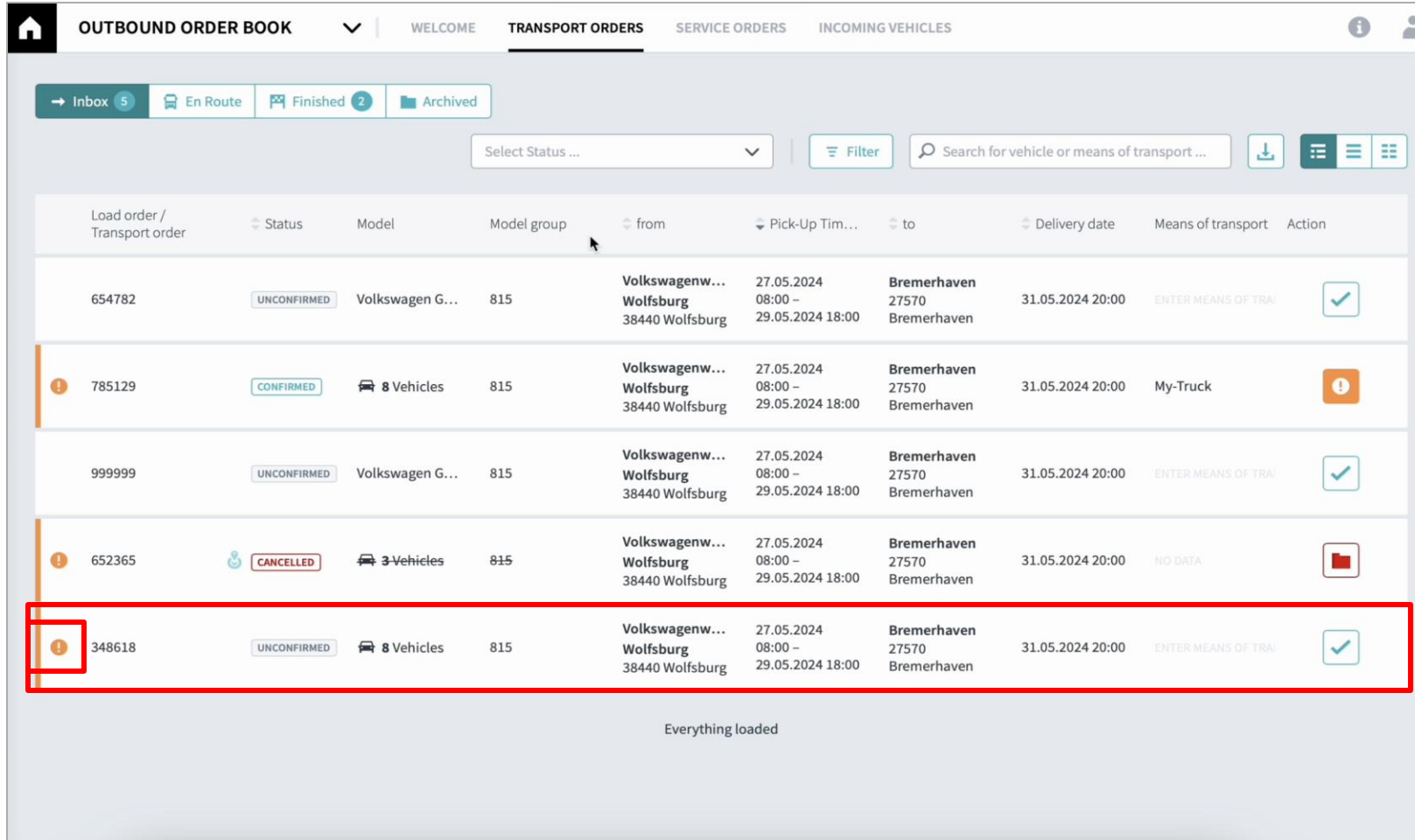
The detailed view for order 348618 is shown on the right. It includes the following information:

- Order ID: 348618
- Status: UNCONFIRMED
- Means of Transport ID: Enter means of transport id (Please add a means of transport)
- Unloading Address: Bremerhaven
- Requested Pick-Up Timeframe (GMT+2): 27.05.2024 08:00 - 29.05.2024 18:00
- Planned Pick-Up Date (GMT+2): Select Date
- Requested Delivery Date (GMT+2): 31.05.2024 20:00
- Planned Delivery Date (GMT+2): Select Date (Please add a Planned Delivery Date)
- Buttons: Report incident, Confirm order

Below the detailed view, there are tabs for 'Transport details' and 'Shipment details'. The 'Transport details' tab is active, showing:

- from: Volkswagenwerk Wolfsburg
- Requested Pick-Up Timeframe: 27.05.2024 08:00 - 29.05.2024 18:00
- Address: Berliner Ring 2, 38440 Wolfsburg, DE
- Vehicle list:
  - Volkswagen Golf V... WMA01716808550241 Not loaded
  - Volkswagen Golf V... WMA01716808562904 Not loaded
  - Volkswagen Golf V... WMA01716808566514 Not loaded
- Buttons: Select Date, Confirm loading

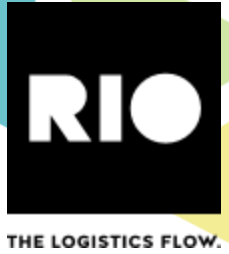
3. The **orange exclamation mark** indicates that the **transport bundle/order** has been **updated by Volkswagen**. This means that some data within the transport bundle/order has been modified.



Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓
785129	CONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-Truck	!
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓
652365	CANCELLED	3 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	NO DATA	✗
348618	UNCONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	!

Everything loaded

### 3. Cancelled orders are marked with a red lightning bolt symbol.



OUTBOUND ORDER BOOK

WELCOME TRANSPORT ORDERS SERVICE ORDERS INCOMING VEHICLES

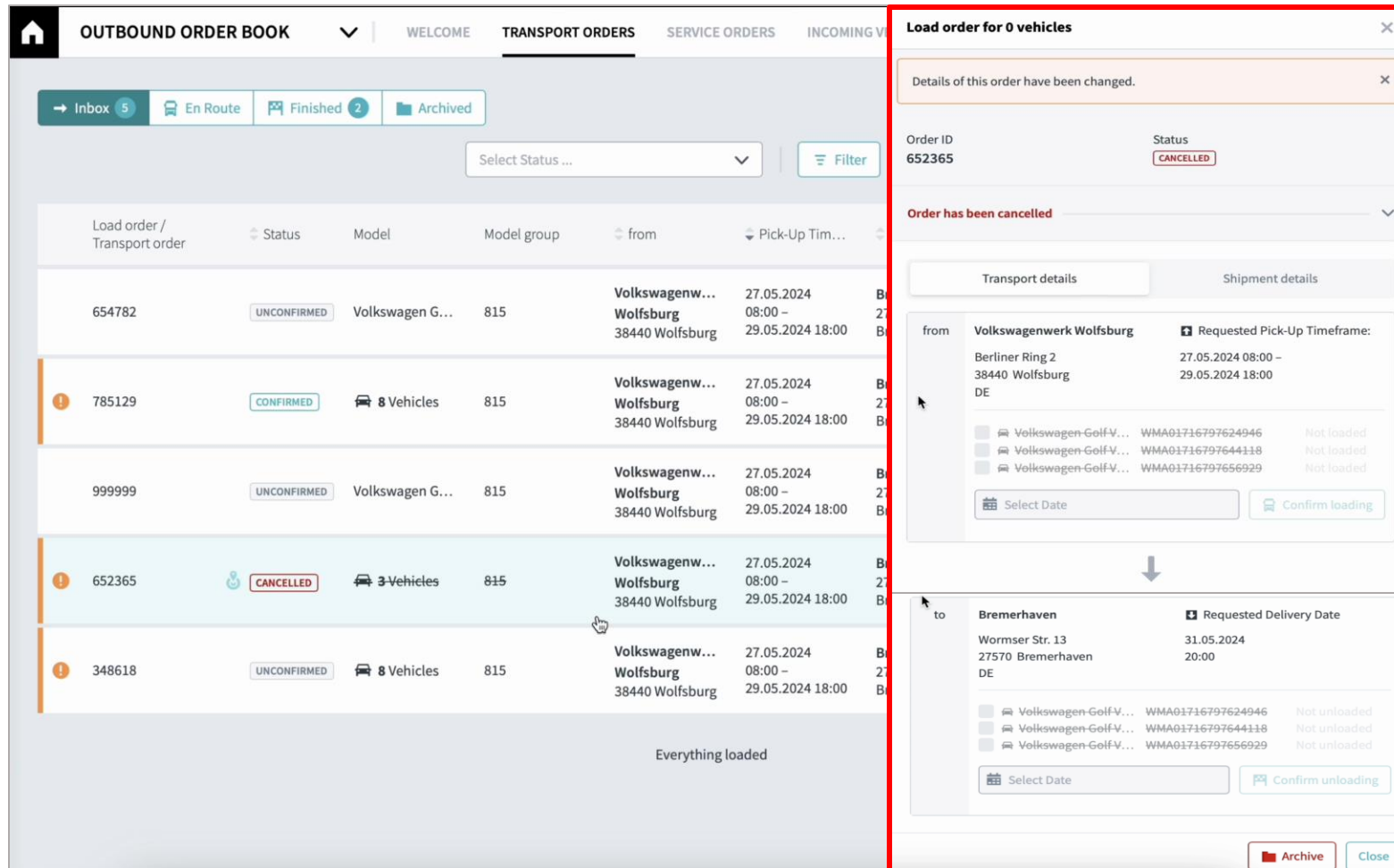
Inbox 5 En Route Finished 2 Archived

Select Status ... Filter Search for vehicle or means of transport ...

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓
785129	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-Truck	⚠
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓
652365	CANCELLED	3 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	NO DATA	⚡
348618	UNCONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA	✓

Everything loaded

3. Once a transport bundle/order has been **cancelled**, it is no longer possible to input any further information.



The screenshot displays the 'OUTBOUND ORDER BOOK' interface. The main table lists transport orders with columns for 'Load order / Transport order', 'Status', 'Model', 'Model group', 'from', and 'Pick-Up Tim...'. The order with ID 652365 is highlighted in light blue and has a 'CANCELLED' status. A red box highlights a detailed view for this order, titled 'Load order for 0 vehicles'. This view shows that the order has been cancelled and provides details for both transport and shipment. The transport details include the origin 'Volkswagenwerk Wolfsburg' and a requested pick-up timeframe from 08:00 to 18:00 on 27.05.2024. The shipment details include the destination 'Bremerhaven' and a requested delivery date of 31.05.2024 at 20:00. Both sections list three Volkswagen Golf vehicles with their respective IDs and a status of 'Not loaded/unloaded'. Buttons for 'Select Date', 'Confirm loading', and 'Confirm unloading' are visible. At the bottom of the detailed view, there are 'Archive' and 'Close' buttons.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
785129	CONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
652365	CANCELLED	3 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
348618	UNCONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00

Everything loaded

**Load order for 0 vehicles**

Details of this order have been changed.

Order ID: 652365 | Status: CANCELLED

**Order has been cancelled**

**Transport details**

from: Volkswagenwerk Wolfsburg  
Berliner Ring 2  
38440 Wolfsburg  
DE

Requested Pick-Up Timeframe: 27.05.2024 08:00 - 29.05.2024 18:00

- Volkswagen-GolfV... WMA01716797624946 Not loaded
- Volkswagen-GolfV... WMA01716797644118 Not loaded
- Volkswagen-GolfV... WMA01716797656929 Not loaded

Select Date | Confirm loading

**to: Bremerhaven**

Requested Delivery Date: 31.05.2024 20:00

Wormser Str. 13  
27570 Bremerhaven  
DE

- Volkswagen-GolfV... WMA01716797624946 Not unloaded
- Volkswagen-GolfV... WMA01716797644118 Not unloaded
- Volkswagen-GolfV... WMA01716797656929 Not unloaded

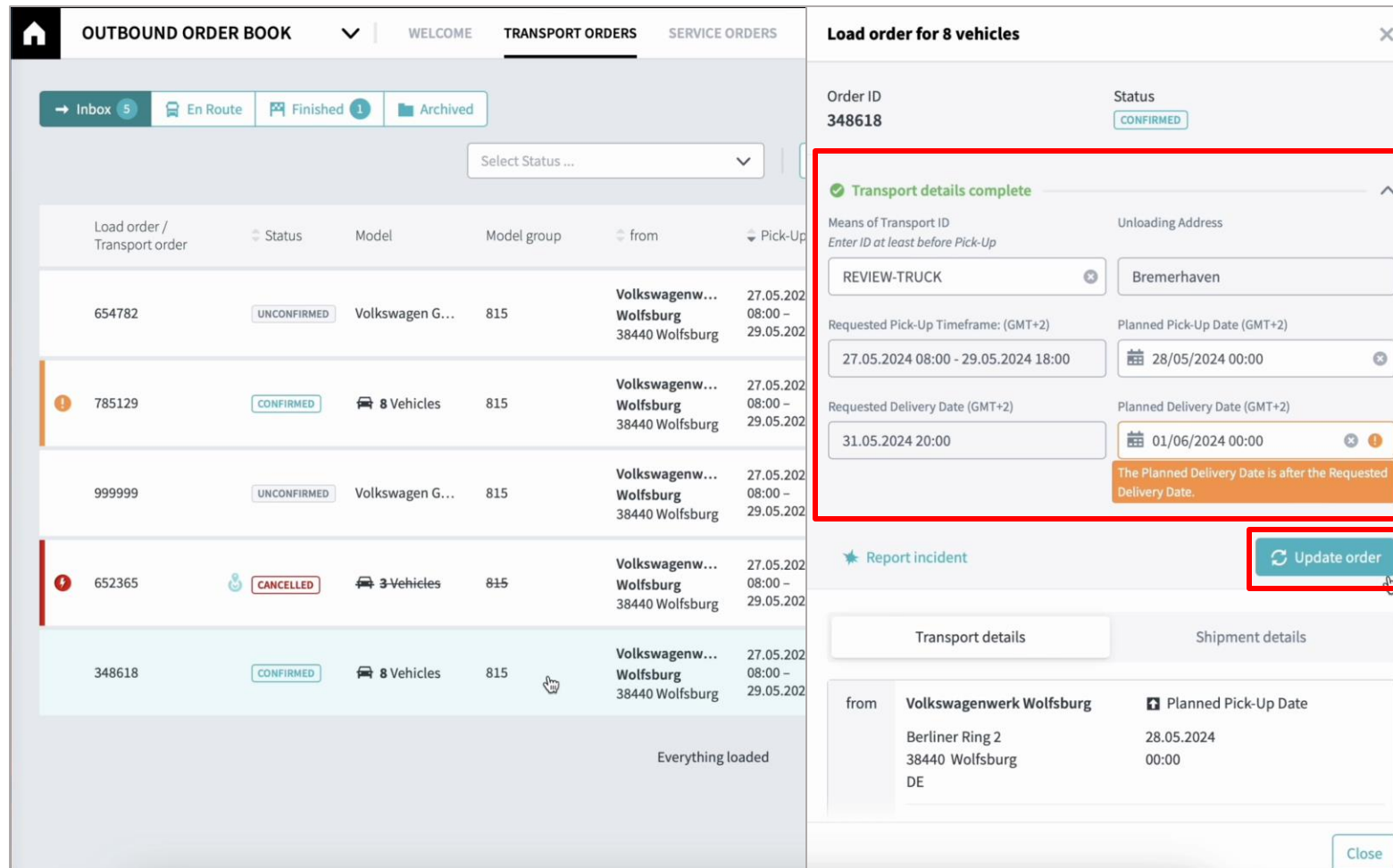
Select Date | Confirm unloading

Archive | Close

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4. By clicking on a row, the input form for **confirming a transport bundle/order** opens up



The screenshot displays the 'OUTBOUND ORDER BOOK' interface. On the left, a table lists transport orders with columns for 'Load order / Transport order', 'Status', 'Model', 'Model group', 'from', and 'Pick-Up'. The order with ID 348618 is highlighted in light blue. On the right, a detailed view for 'Load order for 8 vehicles' (Order ID 348618) is shown. This view includes a 'Transport details complete' section with the following fields:

- Means of Transport ID: REVIEW-TRUCK
- Unloading Address: Bremerhaven
- Requested Pick-Up Timeframe (GMT+2): 27.05.2024 08:00 - 29.05.2024 18:00
- Planned Pick-Up Date (GMT+2): 28/05/2024 00:00
- Requested Delivery Date (GMT+2): 31.05.2024 20:00
- Planned Delivery Date (GMT+2): 01/06/2024 00:00

An orange warning message states: 'The Planned Delivery Date is after the Requested Delivery Date.' Below these fields, there is a 'Report incident' link and an 'Update order' button. At the bottom of the detailed view, there are tabs for 'Transport details' and 'Shipment details', with the 'Transport details' tab active. The 'from' field shows 'Volkswagenwerk Wolfsburg' and the 'Planned Pick-Up Date' is '28.05.2024 00:00'. A 'Close' button is located at the bottom right of the detailed view.

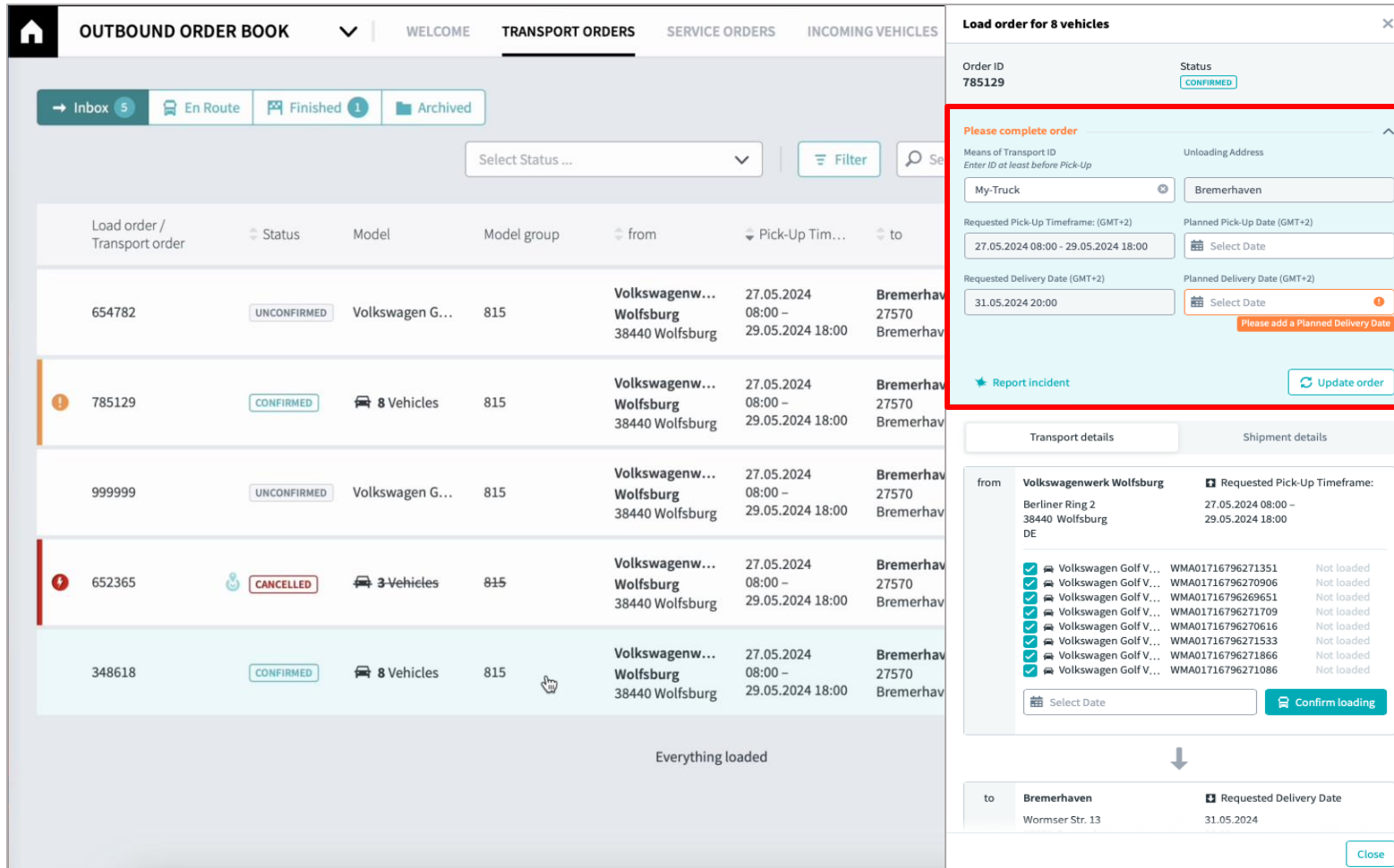
The following fields need to be filled out:

- **Truck License Plate**
- **Pickup Date and Time**
- **Delivery Date and Time**

Once the fields are completed, click on "Update order".



#### 4. After confirming the transport order, the data can be updated any time.



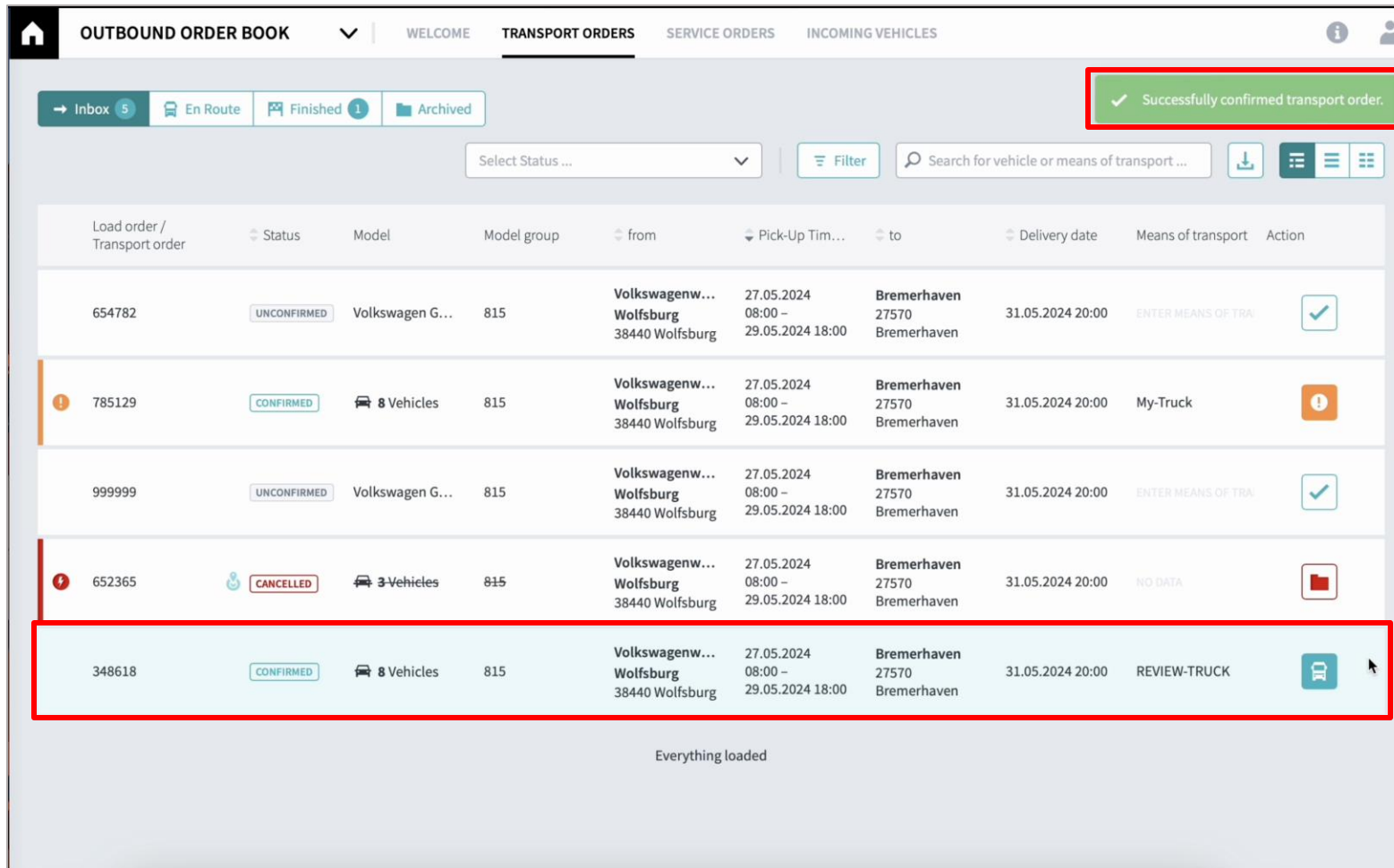
The screenshot displays the 'OUTBOUND ORDER BOOK' interface. The main table lists transport orders with columns for Load order / Transport order, Status, Model, Model group, from, Pick-Up Time, and to. The order with ID 785129 is highlighted in blue and has a status of 'CONFIRMED'. A modal window titled 'Load order for 8 vehicles' is open, showing details for this order. The modal includes fields for Order ID (785129), Status (CONFIRMED), Means of Transport ID (My-Truck), Unloading Address (Bremerhaven), Requested Pick-Up Timeframe (27.05.2024 08:00 - 29.05.2024 18:00), and Requested Delivery Date (31.05.2024 20:00). A red box highlights the 'Please complete order' section, which includes a 'Please add a Planned Delivery Date' warning and an 'Update order' button. Below the modal, there are sections for 'Transport details' and 'Shipment details', including a list of vehicles (Volkswagen Golf V...) and their status (Not loaded).

Load order / Transport order	Status	Model	Model group	from	Pick-Up Time	to
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhav 27570 Bremerhav
785129	CONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhav 27570 Bremerhav
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhav 27570 Bremerhav
652365	CANCELLED	3 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhav 27570 Bremerhav
348618	CONFIRMED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhav 27570 Bremerhav

Everything loaded



4. The transport bundle/order is **complete when all necessary data has been entered**. In this case, it is marked as „Confirmed“ and does not have any special labeling or tag.

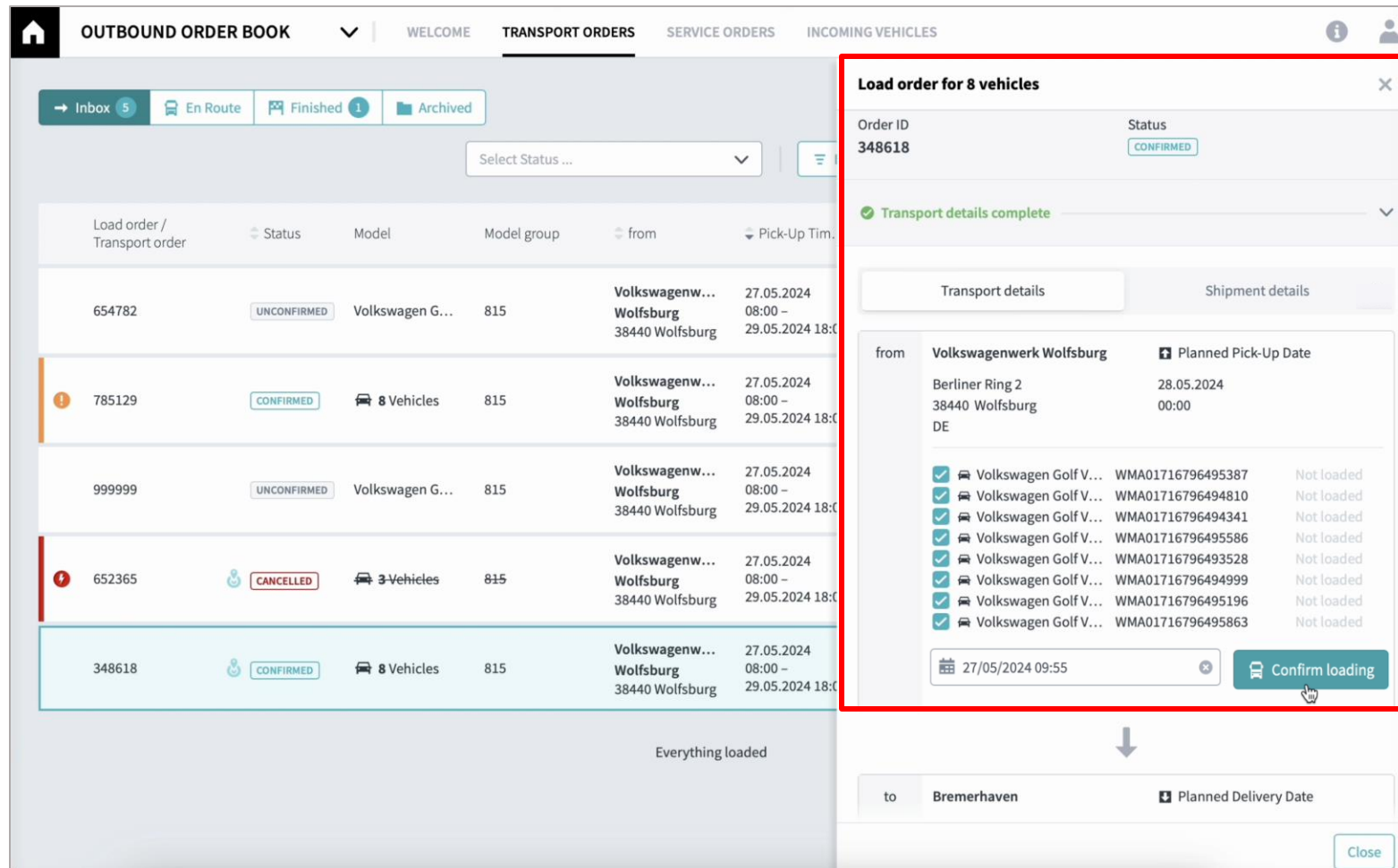


Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA...	✓
785129	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-Truck	!
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	ENTER MEANS OF TRA...	✓
652365	CANCELLED	3 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	NO DATA	✗
348618	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	REVIEW-TRUCK	📄

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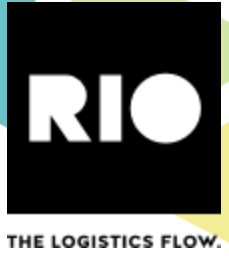
5. To input the loading date and time, click on the desired row, and then click the „Confirm loading“ button. This action opens an input form where you can enter the data. Confirm the input by clicking „Confirm loading“ again.



The screenshot displays the 'OUTBOUND ORDER BOOK' interface. The main table lists transport orders with columns for Order ID, Status, Model, Model group, from, and Pick-Up Time. The order with ID 348618 is highlighted in blue. A modal form titled 'Load order for 8 vehicles' is open, showing details for Order ID 348618, which is confirmed. The modal includes a 'Transport details complete' indicator and tabs for 'Transport details' and 'Shipment details'. Under 'Transport details', the 'from' location is 'Volkswagenwerk Wolfsburg' with a planned pick-up date of 28.05.2024 00:00. A list of 8 vehicles is shown, all marked as 'Not loaded'. A date and time input field is set to 27/05/2024 09:55, and a 'Confirm loading' button is visible. The 'to' location is 'Bremerhaven' and a 'Planned Delivery Date' field is also present.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Time
654782	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
785129	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
999999	UNCONFIRMED	Volkswagen G...	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
652365	CANCELLED	3 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00
348618	CONFIRMED	8 Vehicles	815	Volkswagen... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00

5. After successfully loading the vehicle, the status of the transport bundle/order changes from „Inbox“ to „En route“. Be aware that you find these orders now in a different tab (as shown below).

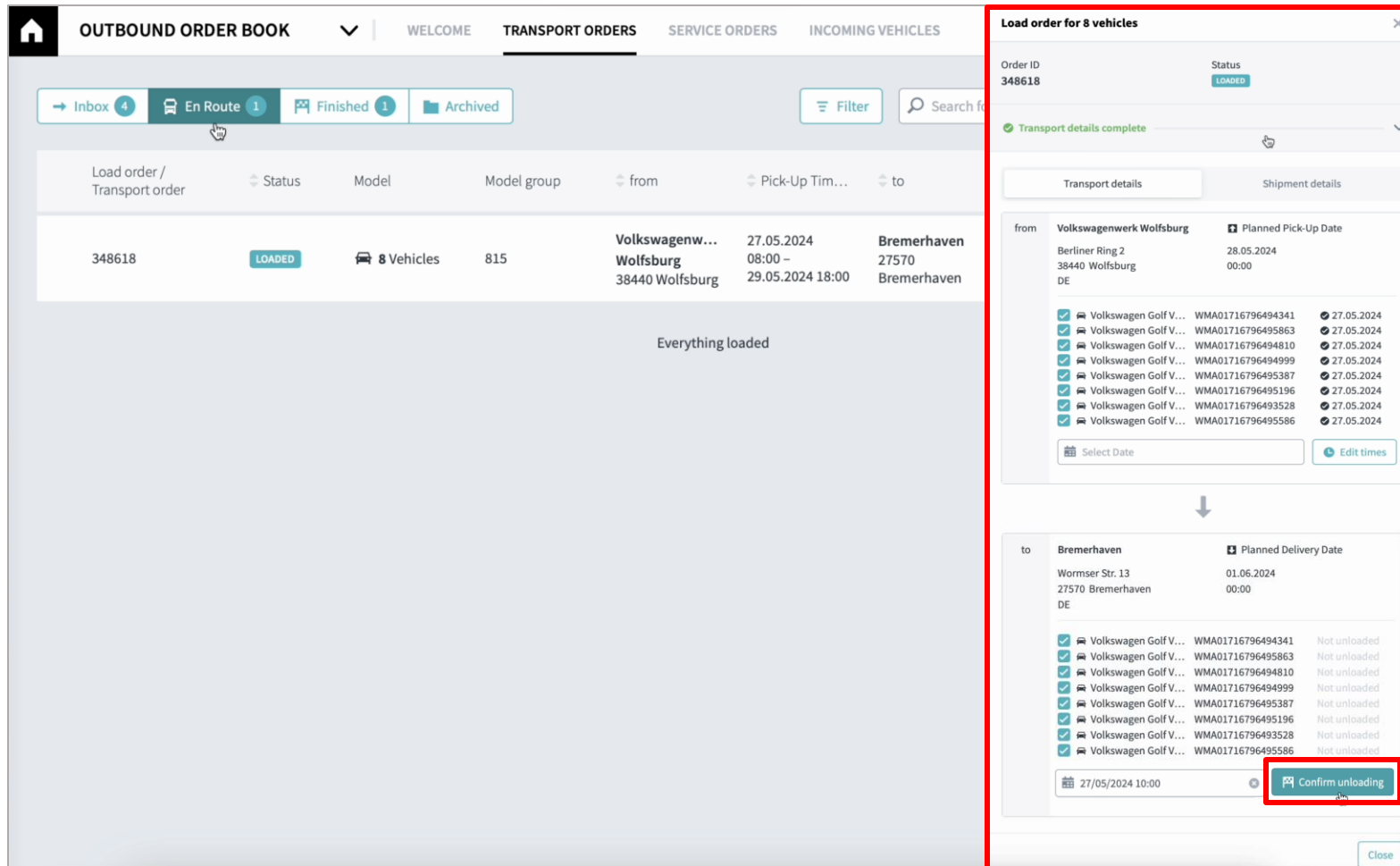


The screenshot shows the 'OUTBOUND ORDER BOOK' interface. The 'TRANSPORT ORDERS' tab is active. The 'En Route' tab is selected and highlighted with a red box. The 'Inbox' tab has a count of 4, 'En Route' has 1, 'Finished' has 1, and 'Archived' has 0. A table below shows a single order with the status 'LOADED'.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
348618	LOADED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	REVIEW-TRUCK	

Everything loaded

5. To **confirm unloading or delivery of a vehicle**, the use of the input form is necessary. Confirmation is done via the „**Confirm unloading**“ button.



The screenshot displays the RIO web application interface. The main view is the 'OUTBOUND ORDER BOOK' under the 'TRANSPORT ORDERS' tab. A table lists transport orders, with one order (ID 348618) highlighted. The status is 'LOADED' and it involves 8 Volkswagen Golf vehicles. A modal window titled 'Load order for 8 vehicles' is open, showing details for the order. The 'from' location is Volkswagenwerk Wolfsburg, and the 'to' location is Bremerhaven. The modal includes a list of 8 vehicles, each with a checked status and a planned pick-up date of 27.05.2024. A 'Confirm unloading' button is highlighted in the bottom right corner of the modal.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to
348618	LOADED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven

Everything loaded

**Load order for 8 vehicles**

Order ID: 348618 | Status: LOADED

Transport details complete

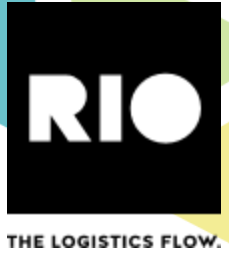
Transport details | Shipment details

from: Volkswagenwerk Wolfsburg | Planned Pick-Up Date: 28.05.2024 00:00

to: Bremerhaven | Planned Delivery Date: 01.06.2024 00:00

Confirm unloading

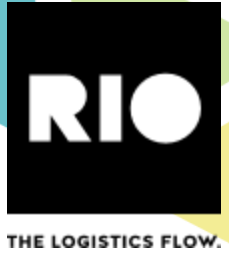
5. After successfully unloading or delivering the vehicle, the status of the transport bundle/order changes from “En route” to „Finished“.



The screenshot shows the 'OUTBOUND ORDER BOOK' interface. At the top, there are navigation tabs: 'WELCOME', 'TRANSPORT ORDERS' (selected), 'SERVICE ORDERS', and 'INCOMING VEHICLES'. Below the tabs, there are filters for 'Inbox 4', 'En Route', 'Finished 2', and 'Archived'. The 'Finished 2' filter is highlighted with a red box. A search bar and a 'Filter' button are also present. The main table displays transport orders with columns for 'Load order / Transport order', 'Status', 'Model', 'Model group', 'from', 'Pick-Up Tim...', 'to', 'Delivery date', 'Means of transport', and 'Action'. Two orders are listed, both with a status of 'UNLOADED'. The first order has a 'REVIEW-TRUCK' action, and the second has a 'My-truck' action. Below the table, it says 'Everything loaded'.

Load order / Transport order	Status	Model	Model group	from	Pick-Up Tim...	to	Delivery date	Means of transport	Action
348618	UNLOADED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	REVIEW-TRUCK	
648327	UNLOADED	8 Vehicles	815	Volkswagenw... Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 - 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-truck	

5. 72 hours after the first “unloaded” status message for a Transport Order has been received, the transport order is **finalized**. After the finalization **no further updates are possible and can be archived**.



The screenshot shows the 'OUTBOUND ORDER BOOK' interface. At the top, there are navigation tabs: 'WELCOME', 'TRANSPORT ORDERS' (selected), 'SERVICE ORDERS', and 'INCOMING VEHICLES'. Below the tabs, there are filters for 'Inbox 4', 'En Route', 'Finished 2', and 'Archived'. A search bar and a 'Filter' button are also present. The main table displays a single transport order with the following details:

Load order / Transport order	Status	Model	Model group	from	Pick-Up Timefr...	to	Delivery date	Means of transport
986425	UNLOADED	3 Vehicles	815	Volkswagenwerk Wolfsburg 38440 Wolfsburg	27.05.2024 08:00 – 29.05.2024 18:00	Bremerhaven 27570 Bremerhaven	31.05.2024 20:00	My-truck

Below the table, the text 'Everything loaded' is displayed.

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2. Login and System Overview
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4. Transport Order Confirmation
5. Transport Status Updates
- 6. FAQs and Contact information**



## 6. FAQs & Contact information

- We recommend that you check our **FAQ documentation** regularly for updates. The documents are always kept up to date on these websites:
  - **RIO:** [Outbound Order Book \(rio.cloud\)](https://rio.cloud)
  - **Volkswagen:** [Outbound Order Book \(vwgroupsupply.com\)](https://vwgroupsupply.com)
- For **technical and procedural** questions/concerns please reach out to:
  - **Volkswagen Support**
  - Website: [Outbound Order Book \(vwgroupsupply.com\)](https://vwgroupsupply.com)
  - VW-Team Outbound Order Book - Email: [outbound.portal.vwag.r.wob@volkswagen.de](mailto:outbound.portal.vwag.r.wob@volkswagen.de)
- For **technical** questions/concerns please reach out to:
  - **RIO Support**
  - Website: <https://rio.cloud/de/>
  - RIO-Team Outbound Order Book – [Contact form](#)
  - RIO Support - Email: [support@rio.cloud](mailto:support@rio.cloud)