

## User-Guide for hgv / De Gruyter Customer Portal

To use the De Gruyter customer-portal, please 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 registration page for the De Gruyter customer portal. At the top left is the hgv logo with 'publishing services' below it. At the top right, it says 'Hello test.dg.admin' with 'Logout', 'Contact', and a language selector 'de'. Below the logo is a 'MY DATA' button. The main heading is 'Retailer registration with the De Gruyter customer portal at HGV'. There are two columns of text. The left column is titled '> Already a registered customer?' and says: 'If you are already stored in our customer database, you can get started with our De Gruyter customer portal right now. To do so, enter your De Gruyter customer number and your email address.' Below this are two input fields: 'Customer number' and 'E-Mail', followed by a green 'Create account' button. The right column is titled '> Want to be a DeGruyter customer at HGV?' and says: 'If you are not yet one of our customers, please get in touch with our service center. The colleagues will be happy to help with activating your account as quickly as possible.' Below this are contact details: 'Phone +49 (0) 7071 / 93 53-65', 'Fax +49 (0) 7071 / 93 53-24', and a link 'Contact us via email'.

After registration, you will receive an e-mail. Click on the link to continue the registration process, during which you will be able to define your username and password. Please note, that the link is only active for 2 hours!

The screenshot shows an email notification. The subject is 'Betreff: Welcome to HGV Application Single Sign On'. The salutation is 'Dear ...'. The main text says: 'you have successfully been registered with HASSO, the single sign on solution of HGV Hanseatische Gesellschaft f r Verlagsservice mbH. Before being able to research your De Gruyter orders, you need to choose user name and password.' Below this is a link: 'Please use the following link to choose your user name and password (or copy and paste the URL into your browser's address bar if clicking it does not work): <https://hassotest.hgv-online.de/hasso/SSO/chooseUsernameAndPassword?code=40fc5ade-91bf-4b8d-8971-f8d0fc2fbef2>'. Below the link is a note: 'For security reasons the link is only valid for 24 hours. You can have a new link sent to your email address anytime by clicking "Forgot password".' The closing is 'Thanks and best regards from Hamburg,'. At the bottom, it provides contact information: 'HGV Hanseatische Gesellschaft f r Verlagsservice mbH Weidestra e 122a 22083 Hamburg Fon +49 (0) 40 / 84 00 08-0 Fax +49 (0) 40 / 84 00 08-22 [www.hgv-online.de](http://www.hgv-online.de)' and 'Sitz Hamburg Registergericht Hamburg HRB 42 576 Gesch ftsf hrer: Ludger Wicher'.

### 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?](#)

You can log in at any time using following link:

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

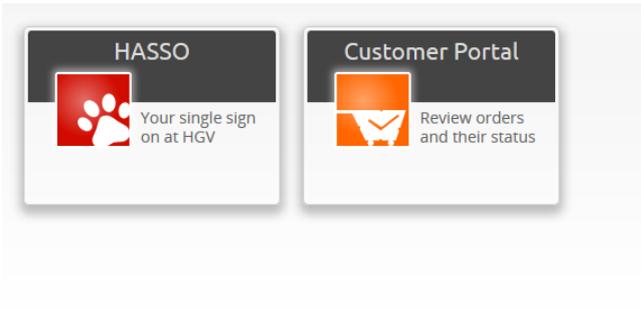
Please log in with your username and password.

User name:

Password:

Login

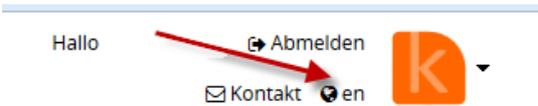
[Forgot password?](#)



After clicking on “Customer-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 Hello test.dg Logout Contact de

### My orders

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

search 198 Orders found

1 2 3 4 5 6 7 8 9 10 >

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, such as ISBN, discount, etc., please click on the arrow 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 DIS	20	Transferred to freight forwarder	37%	EUR34.95	WO 0265032811	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:  ISBN:

Order date from:  to:  Order Reference:

Status: All

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 DIS	20	Transferred to freight forwarder	37%	EUR34.95	WO 0265032811	1609403	1609403	

**My orders**

Invoice number:  ISBN:

Order date from:  to:  Order Reference:

Status: All

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 DIS	20	Transferred to freight forwarder	37%	EUR34.95	WO 0265032811	1609403	1609403	
899909	27.06.2014	Complete	2							

To get information about the expected delivery 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.

The screenshot shows the 'My orders' page with search filters for Invoice number, Order date, Status, and Order Reference. A table lists orders with columns for Order number, Order date, Quantity, RRP, Order ID, Invoice, and Delivery Note. A 'Shipping information' popup is open over the first order, showing package details.

Order number	Order date	Quantity	RRP	Order ID	Invoice	Delivery Note
528105	17.09.2014	20	EUR34.95	WO 0285022811	1609403	1609403
988218	23.07.2014					
900206	27.06.2014					

## Download your documents:

Select „Documents“

The screenshot shows the 'Documents' search page. A red arrow points to the 'DOCUMENTS' link in the top navigation bar. The search filters include Category (Journals), Document type (Invoice), Document date (2015-01-01), and Document no. There are also fields for Order Reference, ISSN, and Title.

Please first select the category (Journals or Orders) and the Document type.

This close-up shows the search filters for 'Documents'. Red arrows point to the 'Category' dropdown (set to 'Journals') and the 'Document type' dropdown (set to 'Invoice'). Other filters include 'Document date' (2015-01-01) and 'Document no.'.

You can restrict your search with more selection parameters, such as order reference, ISSN / ISBN, title, etc.

To download the document, please click on the “PDF Download” icon:

**Documents**

Category: Orders  
Document type: Invoice  
Document date: 2015-01-01 until  
Document no.

Order Reference  
ISBN  
Title

search

1 2 3 4 5 >

Document date	Document type	Document no.
2015-12-02	Invoice	
2015-12-02	Invoice	
2015-11-30	Invoice	
2015-11-25	Invoice	
2015-11-25	Invoice	
2015-11-18	Invoice	
2015-11-18	Invoice	

Download voucher as a PDF

Voucher download has been started

Depending on the browser settings, your voucher might be instantly stored in your downloads folder. You can use e.g. the free Acrobat Reader from Adobe for correct display of PDF files.

## Contact

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

Hello

Logout

Contact de

