OneClickPallet – Partner handbook

Information for prospective partners

How to introduce the project, approach shippers and carriers, record results and agree remuneration. This handbook explains the partner programme and the practical workflow.

What is OneClickPallet?

OneClickPallet is a logistics platform connecting customers who need goods transported with carriers that have available capacity. Customers submit transport requests; carriers offer capacity or respond to a request. The platform is operated by Hogar s.r.o. OneClickPallet acts as an intermediary; the carrier performs the transport.

The project focuses mainly on palletised goods and road freight. Partners help build a network of customers and carriers in their assigned markets, using their language skills and business contacts.

Our ambition

Our ambition is to make OneClickPallet **Europe's leading freight transport intermediary**. Partners can help us achieve this by acquiring customers, building a carrier network and developing cooperation in their markets. We are looking for people who want to join a growing project and build a portfolio of active clients.

How we work

Agreement duration: The partnership agreement runs for 6 months. By mutual agreement between the partner and the operator of OneClickPallet, it may be extended for a further 6 months. Each market has one partner.

Email comes first. Partners approach customers and carriers from their company mailbox. They provide a telephone number only when the customer or carrier requests telephone communication. Calling is not part of routine outreach.

What partners should explain

• Customers can look for a suitable carrier for particular goods, routes and dates.

• Carriers can publish available capacity and look for loads that match their capabilities.

• OneClickPallet includes user accounts, posting offers and requests, transport communication and carrier tools, including a journey logbook and CMR. Access to particular tools and prices must be checked against the current account and price list.

Programme availability

Partners register at https://oneclickpallet.eu/partner. The administrator approves the account; each market has one partner. The portal keeps customers and carriers in separate lists. Insurance through CIO and accounting services are in preparation and must not be presented as already available.

Support: support@oneclickpallet.eu

Partner work email: [assigned company email address]. Each partner uses their own work mailbox. Passwords must not be included in this handbook.

1. Responsibilities and remuneration

What a partner does

Find suitable shippers and carriers in the assigned market and keep two separate lists. Check for duplicates, approach prospects by email, help interested parties register and record results. Provide a telephone number only at the prospect's request. Refer pricing and contractual questions to the administrator.

Remuneration model

Reward type	Amount	Qualification
Customer acquired	€7 once	First successfully completed and paid transport. Registration alone does not qualify.
Carrier acquired	€5 once	Active profile and genuine capacity; precise criteria are confirmed in the agreement.
Referred clients' transports	30% of commission	30% for the partner, 70% for OneClickPallet, including repeat completed and paid

A partner can combine a one-off reward for an active client with a recurring share from that client's transports. **The agreement, including rates, duration and commission calculation, is confirmed before work starts.** One-off rewards are not repeated for the same client. Percentage rewards are not yet an automatically operational portal feature.

Basis = the full OneClickPallet commission received for the transport, without cost deductions. VAT, refunds and cancellations are excluded. The partner receives 30% of this commission.

The share is based on OneClickPallet's collected commission from the relevant transports. The same transport is not counted twice. VIP fees, advertising and insurance commissions are outside this model.

Transport €500 → OneClickPallet commission received €25. Partner: 30% = €7.50. OneClickPallet: 70% = €17.50. Example of a repeat transport without a new one-off reward.

Example: 100 repeat transports per month

At €25 received commission per transport, 100 transports give a basis of €2,500. The partner receives 30% = €750 per month; OneClickPallet retains 70% = €1,750. This assumes 100 completed and paid repeat transports by referred clients; it is not guaranteed income.

Additional one-off rewards: 30 qualifying customers and 20 active carriers generate 30 × €7 + 20 × €5 = **€310**. These fixed rewards are not repeated on subsequent transports by the same clients.

Clear terms and statements

Payment follows verification and approval, on the date and by the method specified in the partner agreement. Eligibility duration and settlement are agreed in advance. Percentage rewards are currently settled separately; the portal does not transfer money automatically. “Paid” is recorded only after payment.

2. Email, registration and your first day

Work mailbox

Each partner uses a company email address assigned by the administrator and gets access only to their work mailbox. Company email is used for work communication and administrator review, including sent messages. Partners are informed of this in advance. Access and review rules are set before cooperation begins.

Create folders for **Customers**, **Carriers** and **To do**. Folders organise messages. Client attribution is recorded in contact records and, after the portal launches, through the partner link or code.

Email signature

[partner’s full name]

OneClickPallet partner for [assigned market]

[partner’s work email]

https://oneclickpallet.eu

[add the partner link only after activation]

Registration and working in the partner portal

1. The administrator provides a registration link and instructions for creating an account.
https://oneclickpallet.eu/partner

2. The partner enters their name, work email, telephone number, country and languages, and chooses a OneClickPallet password different from their mailbox password.

3. The administrator approves the partner, assigns markets and languages and sets agreed rewards. Until approval, the account is pending.

4. The partner reads and accepts the displayed terms before using the assigned partner code and link.

5. Keep shippers under Companies / Customers and transport businesses under Carriers. Record the result and next contact date after every approach.

6. Send prospects the active registration link or code. Record contacts and referrals before registration too; sending an email alone does not establish entitlement to a reward.

What you can do now

Confirm rewards and the signature with the administrator, log into work email, prepare two contact lists and email templates. Start using partner registration and automatic attribution only after the portal’s functionality has been confirmed.

3. Separate lists and daily workflow

Companies / Customers

Manufacturers, wholesalers, warehouses, retailers and other businesses needing goods transported. Establish routes, pallet counts, weights, dimensions, dates and transport frequency.

Carriers

Transport businesses and operators with vehicles and available capacity. Establish vehicle types, payload, pallet spaces, countries, routes, dates and specialist capabilities.

Record for every contact

Company name; company registration number or another identifier; country; website; work email; contact person and role; list type; outreach market and language; partner name; status; contact date; result; next date.

When saving, the portal checks the company registration number, email, website and name. A match shows the permanent company number, status and last recorded outreach. The partner can open the existing record. An active account means access is enabled, not automatic entitlement to a reward.

Contact statuses

Status	Meaning
Assigned	Assigned to a partner, not yet approached.
Contacted	Email sent and date recorded; replies are logged separately.
Follow-up	Agreed continuation; always enter a date.
Interested	Wants a demonstration, information or an initial trial.
Registered	Verified registration; does not necessarily qualify for a reward.
Declined	Rejected the offer. Do not repeatedly contact without agreement.
Do not contact	No further outreach.

Daily workflow

Handle agreed follow-ups first. Then select suitable new contacts and check duplicates. Send a specific email and handle the reply. Provide a telephone number only on request. Record outcomes and prepare a short administrator update: contacts approached, interested prospects, registrations, dates and questions.

Example record: Company ABC, customer, SK/sk, assigned partner; email sent 6 October; reply 7 October: four pallets SK–DE twice monthly; next email by agreement on 9 October. Status: Follow-up.

If a business both owns vehicles and ships goods, do not create a second duplicate record without checking. Note both activities and agree the classification with the administrator.

4. Working by email

Initial outreach

Choose a suitable company in the assigned market. Check that it is not a duplicate or marked Do not contact. Find the correct work address. Use the customer or carrier template and tailor it to the company’s needs. Send from your company mailbox.

Include a brief introduction, the reason for contacting them, OneClickPallet’s benefit and one simple question. Do not invent a previous conversation. Do not include your telephone number in the initial approach.

A. Customer — what to establish from the reply

• Required routes and whether transports are recurring or one-off.

• Pallet count, weight, dimensions, dates and special requirements.

• Whether they want help with a first request or information on using the platform.

B. Carrier — what to establish from the reply

• Vehicle types, payload and pallet spaces.

• Countries, regular routes and dates of available capacity.

• Restrictions, equipment and interest in registering or posting capacity.

Continuing communication

Respond with relevant information and agree the next step by email. Send proportionate reminders in line with the agreement; do not overwhelm businesses with repeated messages. Record any request to stop contact as Do not contact.

Telephone only at the prospect’s request

If a customer or carrier asks for a number, provide your work contact number. A telephone explanation or call takes place only following their request and at an agreed time. Record the outcome.

Reply example: “Hello, as requested, here is my number: [partner’s work number]. Please let me know a convenient time. Kind regards, [partner’s name].”

Do not promise: guaranteed loads, income, the lowest price, insurance coverage or features not yet available. Check prices against the current price list.

5. Email templates

Personalise names, company needs and agreed next steps. Use a partner link only after activation. Until then, use https://oneclickpallet.eu and record the contact for the administrator. These templates are not instructions for bulk emailing.

A. Customer — initial outreach

Subject: OneClickPallet – transport options for [company name]

Hello [name],

I would like to introduce OneClickPallet, a platform connecting businesses that need goods transported with carriers that have available capacity.

If you need help with [specific need, if known], we would be happy to show you how to post a request and find suitable carriers.

Information and registration: [active partner link or OneClickPallet]. Would you like a short guide to submitting your first request? Simply reply to this email.

Kind regards,

[partner’s full name]

OneClickPallet partner for [assigned market]

[partner’s work email]

B. Carrier — initial outreach

Subject: OneClickPallet – available capacity on your routes

Hello [name],

I would like to introduce OneClickPallet. The platform connects carriers with businesses needing transport. You can publish available capacity and look for suitable jobs for your vehicles and routes.

We would be happy to explain registration and posting your first available capacity by email. Current prices and terms are available on the website.

Information and registration: [active partner link or OneClickPallet]. Would you like a short guide? Simply reply to this email.

Kind regards,

[partner’s full name]

[partner’s work email]

C. Follow-up after interest is expressed

Subject: Re: OneClickPallet – [original subject]

Hello [name], I am following up on your interest in [specific need]. Have you had time to review the information? If you are interested, we can go through the first step together. If this is not relevant now, or you do not want further contact, please let me know. Thank you, [partner’s name].

6. Objections and your first week

What the company says	Suggested reply
We already have a carrier.	OneClickPallet can help when your existing carrier cannot provide the required capacity. I can send a short guide if you wish.
I do not have time.	You can review the information whenever convenient. If you would like to continue, simply reply.
How much does it cost?	I will send the current price list and exact terms for your account type.
How many jobs do you guarantee?	Job numbers cannot be guaranteed. They depend on demand, routes, dates and capacity. We can check current opportunities together.
Does it include insurance?	Partner insurance is being prepared. Availability and exact coverage will be announced after launch; I cannot promise it now.
Do not email us.	I will record that you do not want further contact. Thank you for letting me know.

Suggested pilot — not a mandatory quota

Day 1: confirm the agreement, email access, signature and records with the administrator. Review the website and prepare email templates.

Day 2: prepare a small verified customer list and a separate carrier list; check duplicates.

Days 3–4: send the first individual emails, record replies and agreed next steps.

Day 5: review results, questions and obstacles with the administrator; adjust the wording and targeting.

Short administrator update

Period: [from–to]

Customers: [approached] / [interested] / [registered]

Carriers: [approached] / [interested] / [registered]

Agreed demonstrations and dates: […]

Questions requiring administrator input: […]

Contacts marked Do not contact: […]

Before independent work: the administrator confirms remuneration and terms, access to review work email, contact recording and the portal launch date. Partners receive clear instructions. The first week aims to establish real needs and accurately recorded contacts.