



USER GUIDE

Download Order Documents

This guide explains how to download order-level and shipment-specific documents from shipped or partially shipped orders in the myDVG Customer Portal.

GETTING STARTED

Use this guide when you need to download documents from shipped or partially shipped orders in the myDVG Customer Portal.

Before you begin, make sure you have the following:

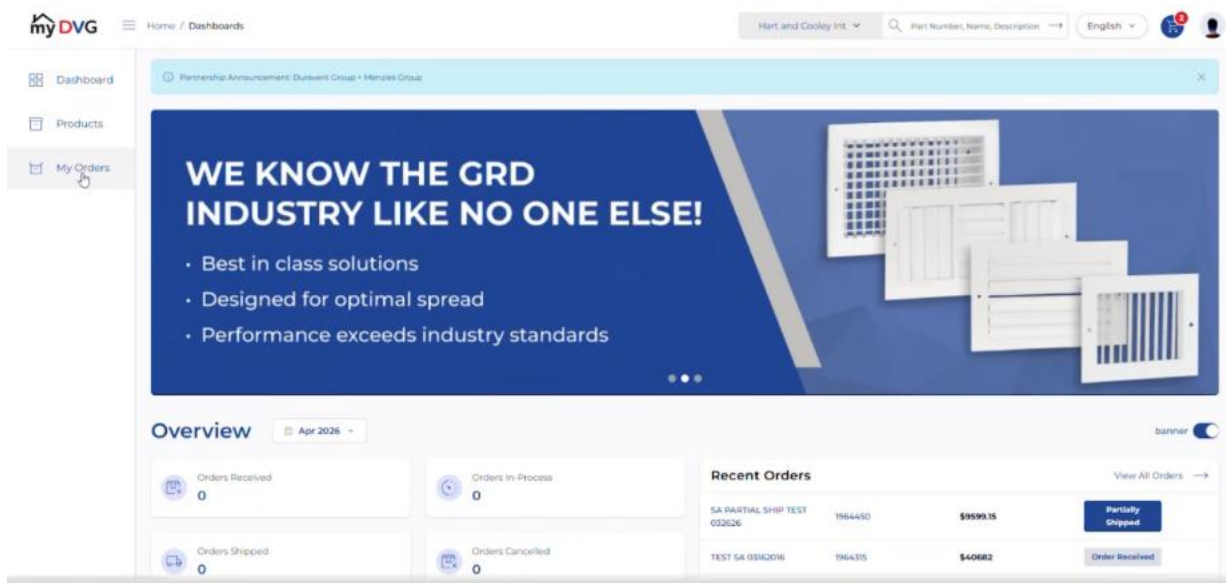
- Access to the myDVG Customer Portal
- An order that has shipped or partially shipped
- The customer PO, sales order, or order details needed to identify the correct order

Reminder: Documents are available for shipped or partially shipped orders.

LOCATING THE ORDER

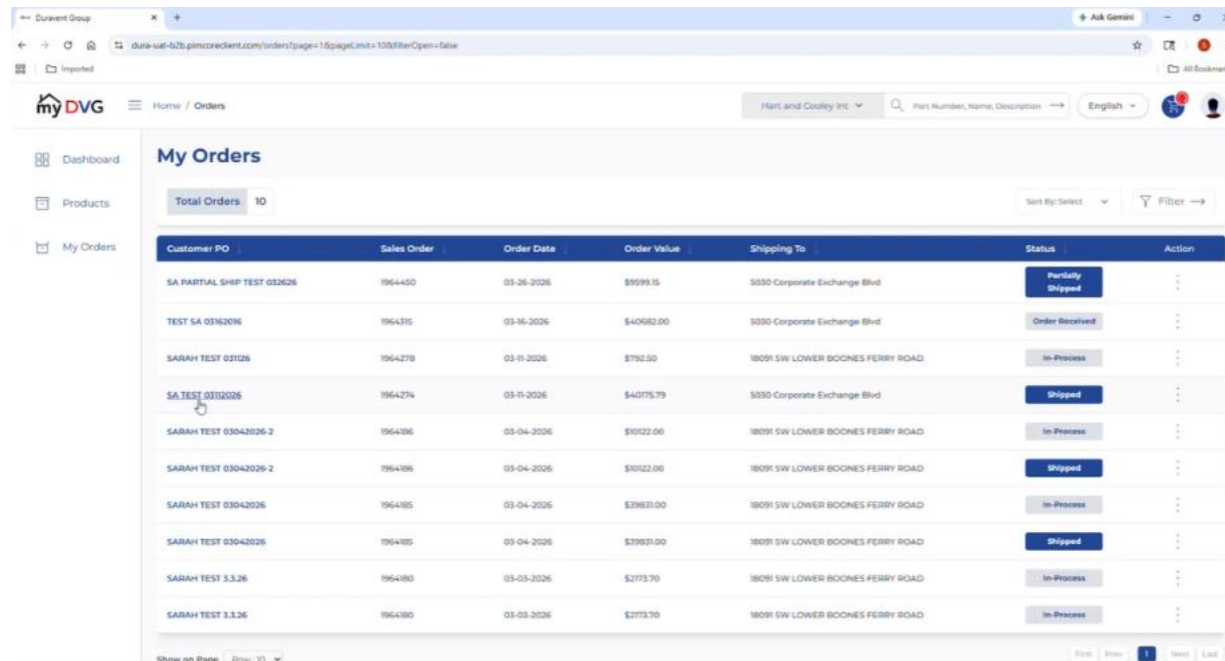
Step 1: Open My Orders

From the left navigation panel, click My Orders.



Step 2: Locate a shipped or partially shipped order

Review the My Orders list and locate the shipped or partially shipped order you need.



Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
SA PARTIAL SHIP TEST 032626	1964450	03-26-2026	\$9599.15	5030 Corporate Exchange Blvd	Partially Shipped	
TEST SA 03162016	1964316	03-16-2026	\$40582.00	5030 Corporate Exchange Blvd	Order Received	
SARAH TEST 031226	1964278	03-11-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SA TEST 03122026	1964274	03-11-2026	\$40175.79	5030 Corporate Exchange Blvd	Shipped	
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 03042026	1964185	03-04-2026	\$39631.00	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SARAH TEST 03042026	1964185	03-04-2026	\$39631.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 3.3.26	1964180	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SARAH TEST 3.3.26	1964180	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	

Confirm that you are selecting the correct order before downloading documents.

DOWNLOAD ORDER-LEVEL DOCUMENTS

Step 1: Open the order actions menu

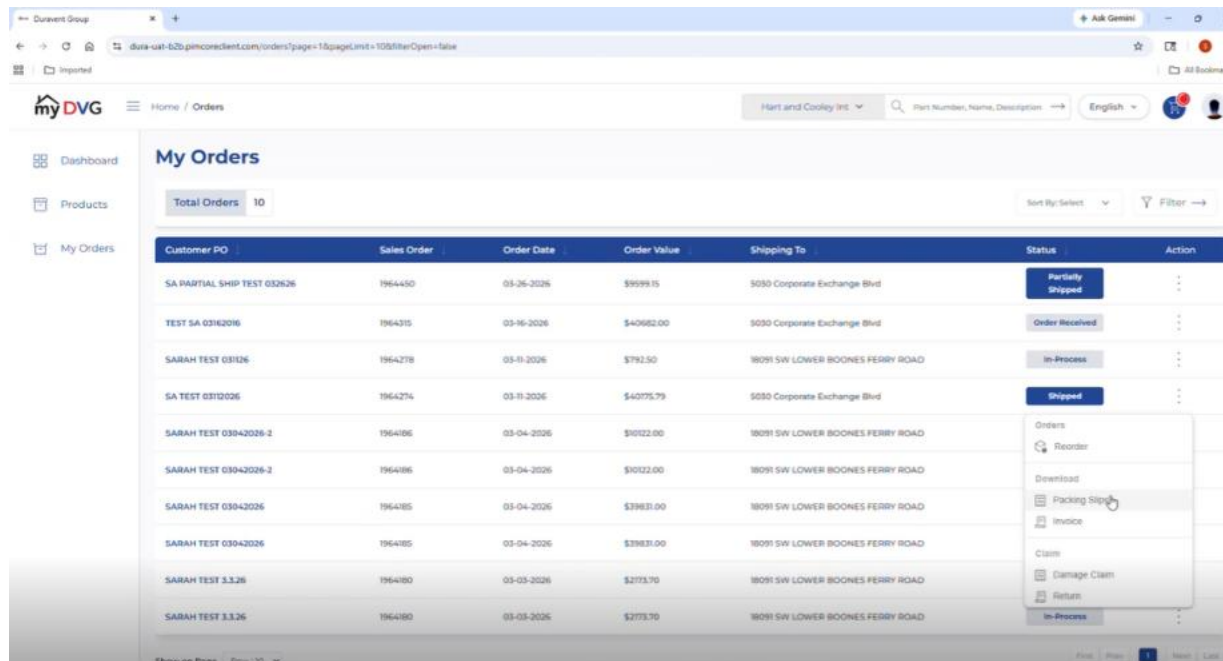
Click the three action dots on the order row.

The screenshot shows the 'My Orders' page in the myDVG application. The page has a sidebar with 'Dashboard', 'Products', and 'My Orders' (selected). The main content area displays a table of orders. The table has columns: Customer PO, Sales Order, Order Date, Order Value, Shipping To, Status, and Action. The 'Status' column contains buttons like 'Partially Shipped', 'Order Received', 'In-Process', and 'Shipped'. The 'Action' column contains three vertical dots for each row. A mouse cursor is hovering over the action dots for the order with Sales Order 1964274.

Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
SA PARTIAL SHIP TEST 032626	1964450	03-26-2026	\$9599.35	5080 Corporate Exchange Blvd	Partially Shipped	⋮
TEST SA 03162016	1964315	03-16-2026	\$40662.00	5080 Corporate Exchange Blvd	Order Received	⋮
SARAH TEST 031126	1964278	03-11-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In-Process	⋮
SA TEST 03112026	1964274	03-11-2026	\$40775.79	5080 Corporate Exchange Blvd	Shipped	⋮
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	In-Process	⋮
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	⋮
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	In-Process	⋮
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	⋮
SARAH TEST 3.3.26	1964180	03-03-2026	\$2173.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	⋮
SARAH TEST 3.3.26	1964180	03-03-2026	\$2173.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	⋮

Step 2: Download the packing slip

Select Packing Slips to download the packing slip document.

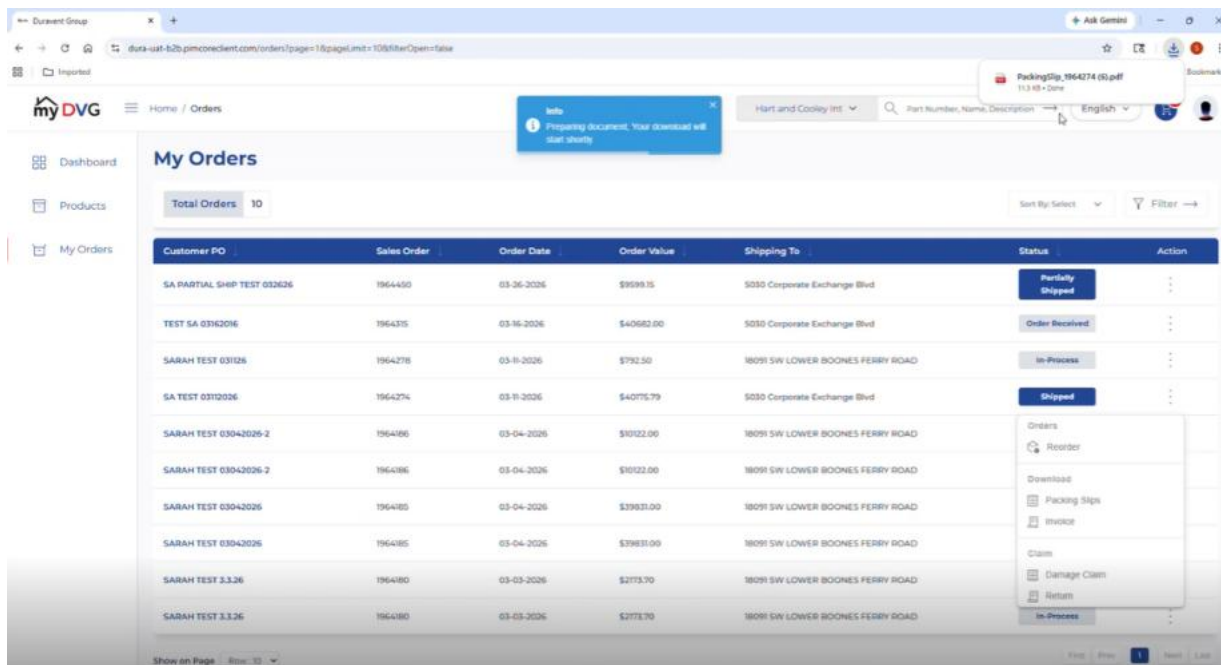


The screenshot shows the 'My Orders' page in the myDVG system. The page displays a table of orders with columns: Customer PO, Sales Order, Order Date, Order Value, Shipping To, Status, and Action. A dropdown menu is open for the 'Packing Slip' option, showing a list of actions: Orders, Reorder, Download, Packing Slip (highlighted), Invoice, Claim, Damage Claim, Return, and In-Process.

Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
SA PARTIAL SHIP TEST 032626	1964450	03-26-2026	\$9999.15	3030 Corporate Exchange Blvd	Partially Shipped	...
TEST SA 03162016	1964315	03-16-2026	\$40662.00	3030 Corporate Exchange Blvd	Order Received	...
SARAH TEST 03126	1964278	03-11-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In-Process	...
SA TEST 0312026	1964274	03-11-2026	\$42075.79	3030 Corporate Exchange Blvd	Shipped	...
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Orders Reorder Download Packing Slip Invoice Claim Damage Claim Return In-Process	...
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD		...
SARAH TEST 03042026	1964185	03-04-2026	\$3983.00	18091 SW LOWER BOONES FERRY ROAD		...
SARAH TEST 03042026	1964185	03-04-2026	\$3983.00	18091 SW LOWER BOONES FERRY ROAD		...
SARAH TEST 3.3.26	1964180	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD		...
SARAH TEST 3.3.26	1964180	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	...

Step 3: Confirm the download notification

A pop-up notification appears to confirm that the packing document download has started.



Tip:

If you do not see the file right away, check the browser downloads area.

DOWNLOADING INVOICE DOCUMENTS

Step 1: Download the invoice

From the same action menu, select Invoice to download invoice documents.

The screenshot shows the 'My Orders' page in the myDVG system. A table lists orders with columns: Customer PO, Sales Order, Order Date, Order Value, Shipping To, Status, and Action. An action menu is open for the order with Sales Order 1964186, showing options: Reorder, Download, Packing Slips, Invoice, Claim, Damage Claim, Return, and In Process. A notification at the top says 'Importing document, Your download will start shortly'.

Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
SA PARTIAL SHIP TEST 032626	1964430	03-26-2026	\$9599.15	5030 Corporate Exchange Blvd	Partially Shipped	⋮
TEST SA 03162016	1964315	03-16-2026	\$40982.00	5030 Corporate Exchange Blvd	Order Received	⋮
SARAH TEST 031126	1964278	03-11-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In-Process	⋮
SA TEST 0312026	1964274	03-11-2026	\$40175.79	5030 Corporate Exchange Blvd	Shipped	⋮
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	⋮	⋮
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	⋮	⋮
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	⋮	⋮
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	⋮	⋮
SARAH TEST 3.3.26	1964180	03-03-2026	\$1773.70	18091 SW LOWER BOONES FERRY ROAD	⋮	⋮
SARAH TEST 3.3.26	1964180	03-03-2026	\$1773.70	18091 SW LOWER BOONES FERRY ROAD	⋮	⋮

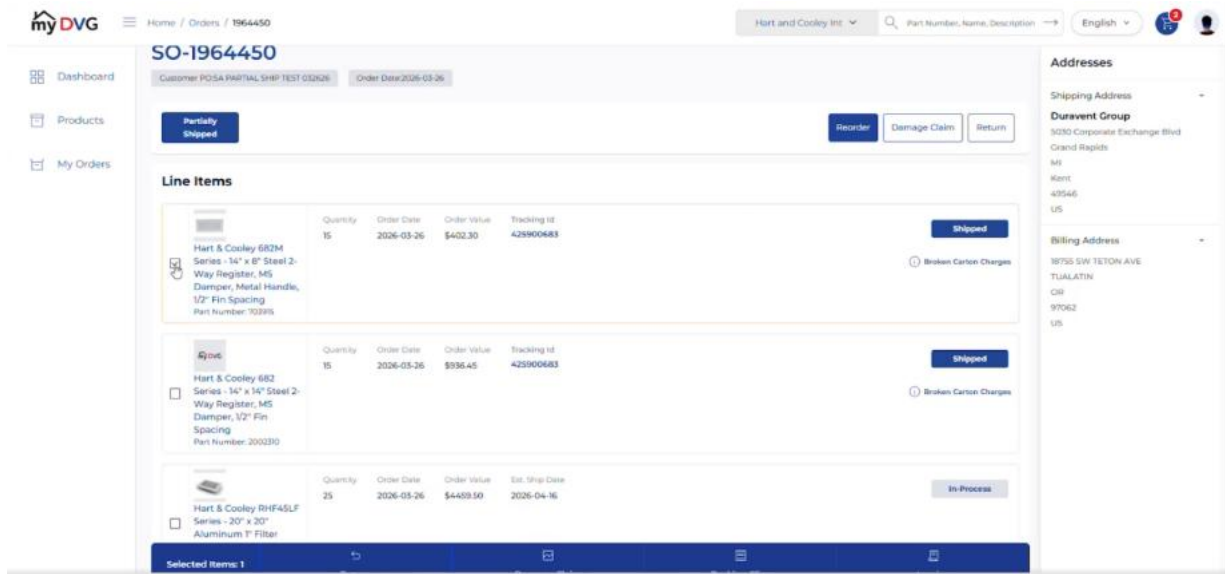
Reminder:

Use the order action dots for order-level downloads, including packing slips and invoices.

ACCESSING SHIPMENT-SPECIFIC DOCUMENTS

Step 1: Open shipment details

To access documents for a specific shipment, click the shipped line item from the order details page.

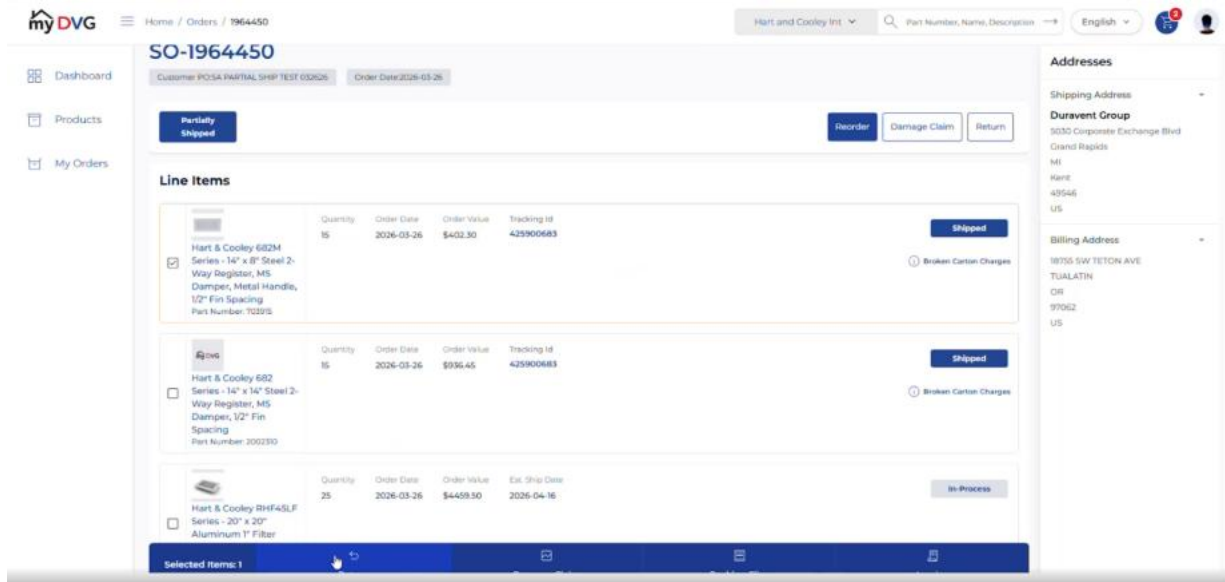


Shipment-specific options are available after the correct line item is selected.

Step 2: Use the bottom action bar for shipment-specific tasks.

After selecting the correct shipment, use the options at the bottom of the screen to:

- Download Invoice
- Download Packing List
- Download Packing Slip
- Initiate Return
- Submit Damage Claim

**Reminder:**

Ensure the correct shipment is selected before downloading documents or starting a return or damage claim.

KEY REMINDERS

- Documents are available for shipped or partially shipped orders
- Use the three action dots for order-level downloads.
- Use line-item selection for shipment-specific documents.
- Confirm the right shipment is selected before downloading or submitting shipment-related actions.

FAQS

Q: What if I cannot find the order?

Use the available filters or search options on the My Orders page to narrow the order list, then confirm the order status before downloading documents.

Q: Which documents can I download from a shipped order?

Available options may include packing slips, packing lists, and invoices depending on the order and shipment details.

Q: When should I use the line-item selection?

Use line-item selection when you need shipment-specific downloads or shipment-specific actions such as initiating a return or submitting a damage claim.