Nautaes Captain Guide — Create an Order (Parts or Service)

Overview

In Nautaes, Captains create orders in two main ways:

- **Order Parts** (buy products through **Shops**)
- **Request a Service** (submit a service request through **My Orders** and receive a quotation)

Valeria can guide you, but you can also complete everything manually from the left menu.

Important: Valeria is an AI assistant. It can make mistakes. Always verify critical information (parts compatibility, quantities, delivery details, dates/times, pricing, and safety-related decisions) before confirming.

Option A — Order Parts (Shops)

Use this when you already know what you need (or you want to browse).

1. Go to **Shops** (left menu).
2. Search or browse categories to find the parts/products.
3. Open a product and check:
    - Compatibility/specs
    - Quantity
    - Delivery options and ETA
4. Add items to your **cart**.
5. Go to **checkout** and confirm:
    - Delivery address (marina + berth if possible)
    - Contact details for delivery
    - Delivery notes (gate access, opening hours, “call before delivery”, etc.)
6. Pay and submit the order.
7. Track progress in **My Orders** (status, shipping, delivery).

Option B — Request a Service (My Orders → Request a service)

Use this when you need a supplier to quote and/or perform work onboard.

1. Go to **My Orders** (left menu).
2. Start a new **Service Request** (Request a service).
3. Fill in the **Service Details**:

    - **Title**: short and specific (e.g., “Engine room stainless supports fabrication”)
    - **Region**: choose the correct area
    - **Description**: explain the job clearly (what, where, access, constraints)
    - **Urgency**: Low / Medium / High
    - **Preferred start / end**: your time window for the work
    - **Location**: marina/anchorage + access notes
4. Add **photos or documents** if helpful (images, part references, previous reports).
5. Review the summary on the right side (what happens next).
6. Click **Submit request**.

What happens next (service requests)

- A supplier reviews your request.
- You receive a **quotation** (often within 24–48 hours depending on the service).
- You can **accept the quotation** to proceed.
- Payment is typically made **after accepting** the quotation (and parts may require an advance payment depending on the job).

Using Valeria to help you create an order

If you’re not sure how to write the request, Valeria can speed it up:

- In the service request form, use **Write with Valeria** (next to the Description).
- Or open **Valeria** from the left menu and describe what you need.

Where to check your orders

Go to **My Orders** to see:

- Submitted requests awaiting action
- Accepted/quoted service orders
- Parts orders (processing / shipped / delivered)

Tips for faster results

- For parts: include **part numbers**, **brand/model**, and **preferred delivery date**.
- For services: include **exact location**, **access constraints** (alongside/at anchor), and **photos**.
- Keep titles short and operational (what + where).