

Customer Portal User Guide

2021



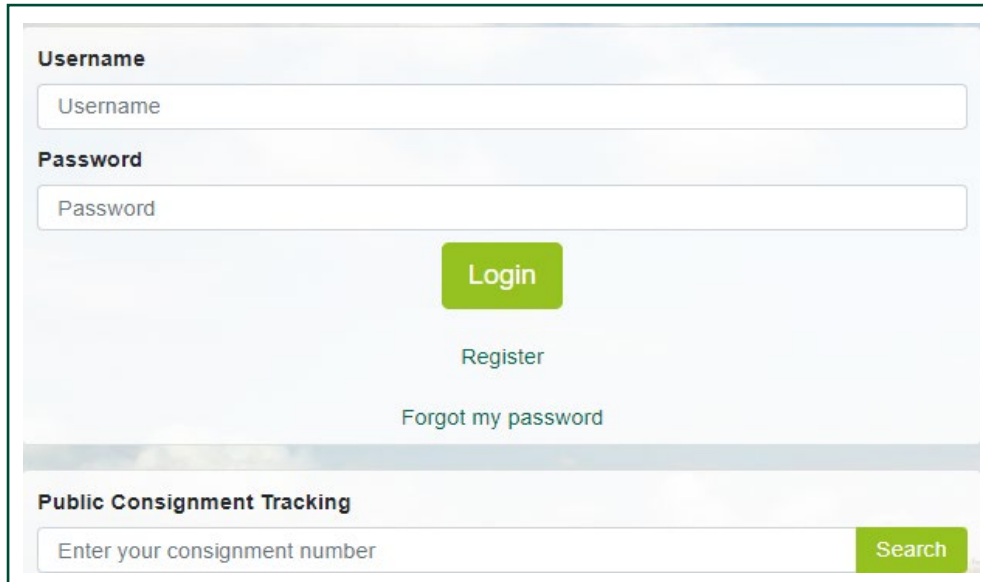
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1. Login Screen

Log into the Sadleirs Logistics Portal: <https://portal.sadleirs.com.au/fr8portal/>. Our preferred browser is Google Chrome.



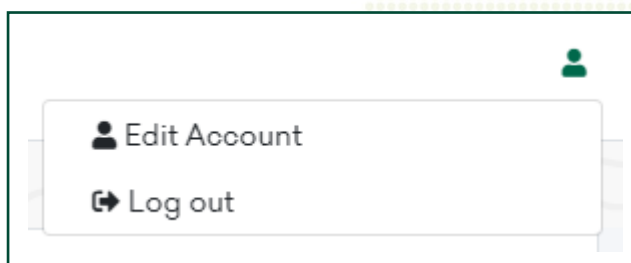
The login screen features a light blue background with a white login form. The form has two input fields: 'Username' and 'Password'. Below the password field is a green 'Login' button. Underneath the button are links for 'Register' and 'Forgot my password'. At the bottom of the form is a section for 'Public Consignment Tracking' with a text input field 'Enter your consignment number' and a green 'Search' button.

2. Public Tracking

The Public Consignment Tracking function allows consignment history to be viewed without the need for a Portal login. The full consignment number must be entered to use this functionality.

3. Edit Account

Once you have logged into the Sadleirs Logistics Portal, select the **“Person” Icon** in the top right of the screen.



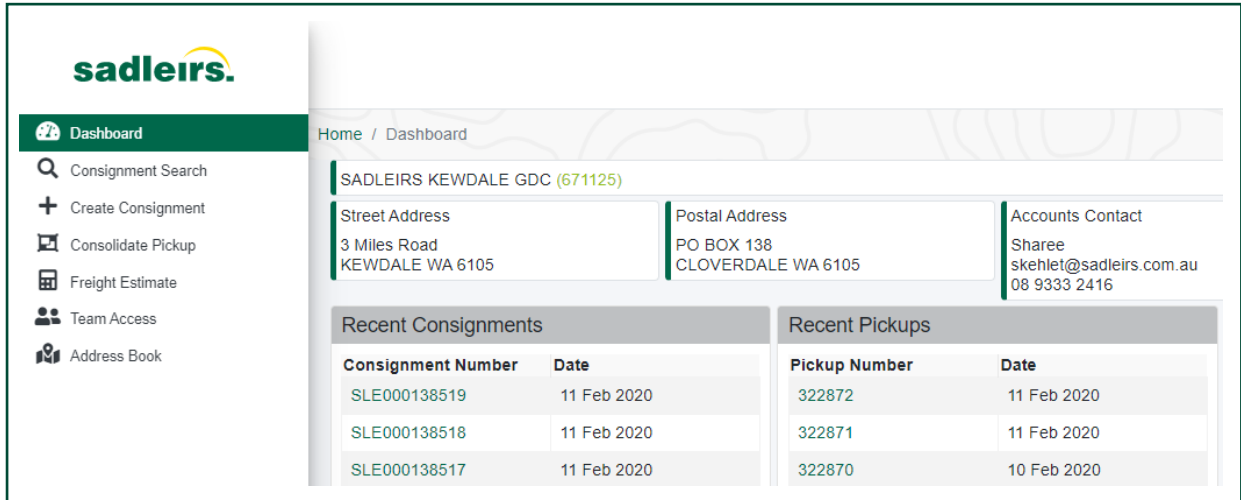
The screenshot shows a user profile dropdown menu. It is triggered by a green person icon in the top right corner. The dropdown menu contains two options: 'Edit Account' with a person icon and 'Log out' with a door icon.

You will then be able to edit your:

1. Street & Postal Addresses
2. Sales & Accounts Contacts
3. Account Administrators
4. Account Password

4. Dashboard

After logging in, the Dashboard is displayed by default. The Dashboard can also be accessed via the main menu on the left of the screen



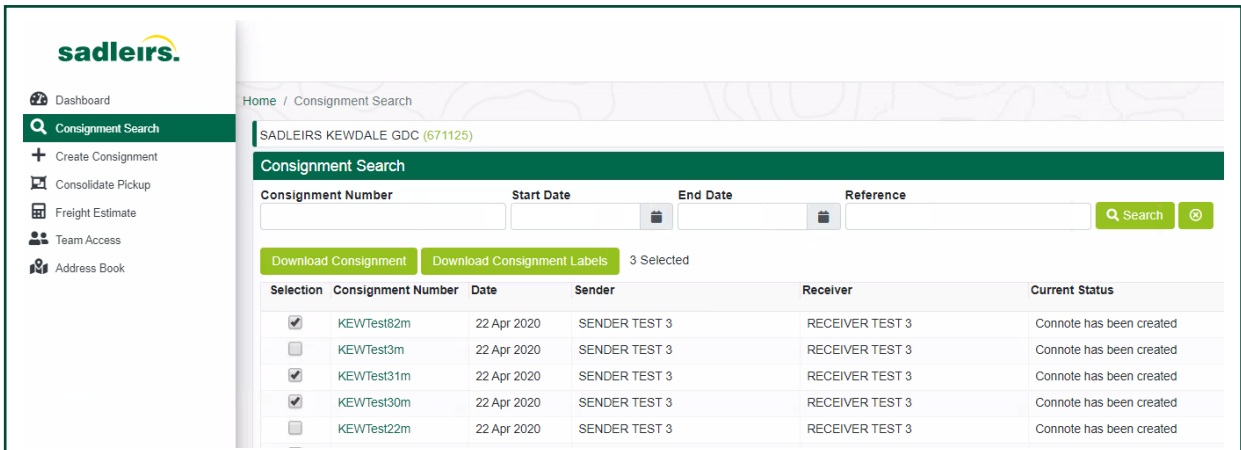
The screenshot shows the Saddleirs Dashboard. On the left is a sidebar menu with options: Dashboard (selected), Consignment Search, Create Consignment, Consolidate Pickup, Freight Estimate, Team Access, and Address Book. The main content area shows account information for 'SADLEIRS KEWDALE GDC (671125)', including Street Address (3 Miles Road, KEWDALE WA 6105), Postal Address (PO BOX 138, CLOVERDALE WA 6105), and Accounts Contact (Sharee, skehlet@sadleirs.com.au, 08 9333 2416). Below this are two tables: 'Recent Consignments' and 'Recent Pickups'.

| Consignment Number | Date |
|--------------------|-------------|
| SLE000138519 | 11 Feb 2020 |
| SLE000138518 | 11 Feb 2020 |
| SLE000138517 | 11 Feb 2020 |

| Pickup Number | Date |
|---------------|-------------|
| 322872 | 11 Feb 2020 |
| 322871 | 11 Feb 2020 |
| 322870 | 10 Feb 2020 |


The Dashboard displays your account information and recent Consignments, Pickups and Invoices. The *View More* buttons display more recent transactions and provide further search capabilities.

5. Consignment Search, including PoD Retrieval



The screenshot shows the Saddleirs Consignment Search page. The sidebar menu is the same as the dashboard. The main content area has a search bar with fields for Consignment Number, Start Date, End Date, and Reference. Below the search bar are buttons for 'Download Consignment' and 'Download Consignment Labels', and a status '3 Selected'. A table displays search results with columns: Selection, Consignment Number, Date, Sender, Receiver, and Current Status.

| Selection | Consignment Number | Date | Sender | Receiver | Current Status |
|-------------------------------------|--------------------|-------------|---------------|-----------------|--------------------------|
| <input checked="" type="checkbox"/> | KEWTest82m | 22 Apr 2020 | SENDER TEST 3 | RECEIVER TEST 3 | Connote has been created |
| <input type="checkbox"/> | KEWTest3m | 22 Apr 2020 | SENDER TEST 3 | RECEIVER TEST 3 | Connote has been created |
| <input checked="" type="checkbox"/> | KEWTest31m | 22 Apr 2020 | SENDER TEST 3 | RECEIVER TEST 3 | Connote has been created |
| <input checked="" type="checkbox"/> | KEWTest30m | 22 Apr 2020 | SENDER TEST 3 | RECEIVER TEST 3 | Connote has been created |
| <input type="checkbox"/> | KEWTest22m | 22 Apr 2020 | SENDER TEST 3 | RECEIVER TEST 3 | Connote has been created |

1. Enter your search criteria and click Search. Note that the Clear button () clears all search criteria fields.
2. Click on the consignment number to drill down into the consignment details.
 - a. You can then edit or delete the consignment if no pickup has been arranged.
 - b. The Consignment Report and Freight labels can be downloaded, as well as the online PoD, if available. Note that the *Download POD* button is only displayed when an online PoD is available.

- c. Option available to email copies of the consignments and labels.

Consignment #SLE000138754

Edit Consignment

Delete Consignment

Download Consignment

Download Labels

☐ I would like a copy of the Connote and Connote Label sent to an email address.

6. Editing and Deleting Existing Consignments

Note that these functions are only available if no pickup has been arranged for the consignment.

To delete a consignment:

1. Search for and open the consignment following the steps above.
2. Click on the *Delete Consignment* button.
3. You will be asked to confirm the deletion – click OK if you wish to proceed.

To edit a consignment:

1. Search for and open the consignment following the steps above.
2. Click on the *Edit Consignment* button.
3. Make the required changes and save the consignment.
 - a. For more information on consignment details, refer to the [How to Create a Consignment](#) section below.

7. How to Create a Consignment

1. Log into the Sadleirs Logistics Portal
2. Select **Create Consignment**

Create Consignment

Date26/02/2021

ReferencePO12345

Freight TypeLess than container load

WE ARE NOT COMMON CARRIERS AND ACCEPT NO LIABILITY AS SUCH

We Do NOT Pickup From or Deliver To Residential Addresses

View Guide

Sender & Receiver

Freight Lines

Dangerous Goods

Pallet Transactions

Additional Services

Special Instruction

Create Pickup

Time Slot

Save

Sender

☐ As Charge To
 ☐ Dropped Off

SenderFREMANTLE WHARF

DepotSelect depot...

Address Line 11 OCEAN ROAD

LocationFREMANTLE WA 6160

Contact Name

Contact Phone

Contact Email

☐ Add to address book on save

Receiver

☐ As Charge To
 ☐ Will Collect

ReceiverSadleirs Melbourne Depot

DepotSelect depot...

Address Line 1550 Melbourne Road

LocationSPOTSWOOD VIC 3015

Contact Name

Contact Phone

Contact Email

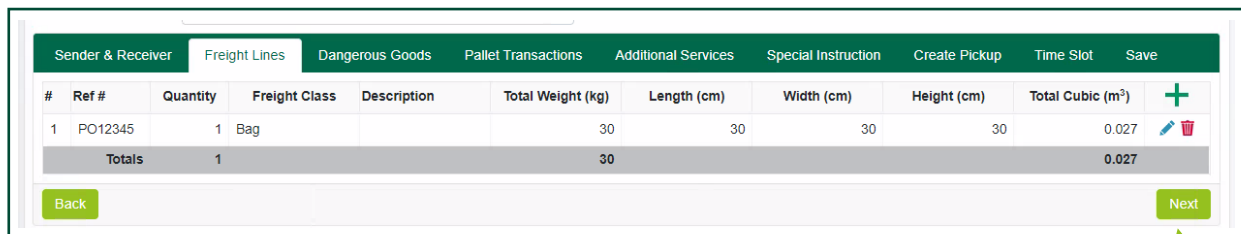
☐ Add to address book on save



ServiceGeneral





Perth to Melbourne (general) Door to Door

Best Practice: always provide Contact details for both Sender and Receiver whenever possible.

3. If required, add your **Reference** number(s) and select the **Freight Type**
 - a. **Less than container load**
 - b. **Full container load**
 - c. **Full truck load**
4. Complete the information in the **Sender and Receiver** tab. A valid **Service** must be available for you to proceed to the next tab.
 - a. If no pick-up or delivery is required, please use the Dropped Off and/or Will Collect options selecting the appropriate depots.
 - b. For Sender and Receiver details, you can enter details directly into the respective fields, or select from the Address Book by clicking on the *Sender* and/or *Receiver* buttons.
 - c. You also have the options to **“Add to address book on save”** for both Sender and Receiver addresses.
5. Complete the information in the **Freight Lines** tab

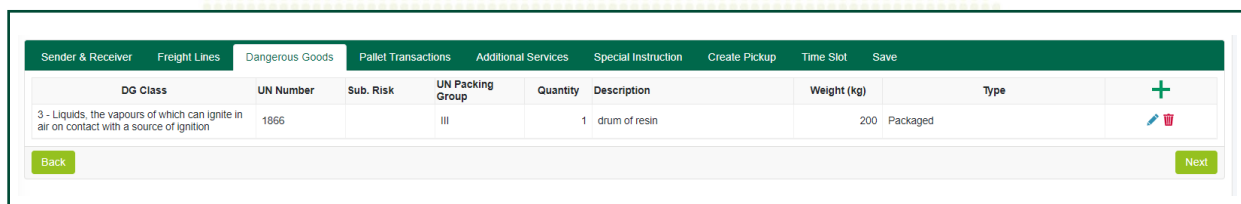




| # | Ref # | Quantity | Freight Class | Description | Total Weight (kg) | Length (cm) | Width (cm) | Height (cm) | Total Cubic (m³) | |
|---------------|---------|----------|---------------|-------------|-------------------|-------------|------------|-------------|------------------|---|
| 1 | PO12345 | 1 | Bag | | 30 | 30 | 30 | 30 | 0.027 |   |
| Totals | | 1 | | | 30 | | | | 0.027 | |





- a. Click  to insert a freight line, then click  to save the line.
- b. Once a line has been saved, you can edit () or delete () the line.
- c. If you attempt to leave the tab without saving line details, the system will provide a warning. This applies on all tabs where lines are present.
- d. Note that the Ref # column will default from the Reference entered in the header details.

Best Practice: Check overall totals to ensure line details are accurate.

6. If required, complete the **Dangerous Goods (DG)** tab

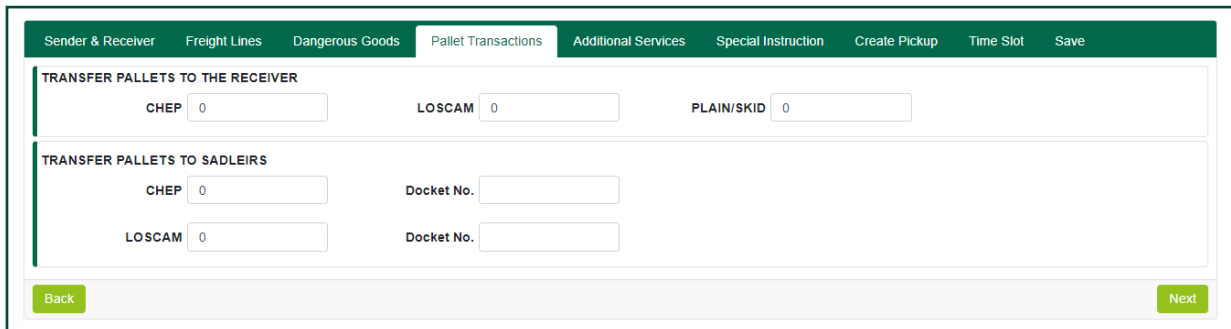


| DG Class | UN Number | Sub. Risk | UN Packing Group | Quantity | Description | Weight (kg) | Type | |
|--|-----------|-----------|------------------|----------|---------------|-------------|----------|---|
| 3 - Liquids, the vapours of which can ignite in air on contact with a source of ignition | 1866 | | III | 1 | drum of resin | 200 | Packaged |   |

- a. Click  to insert a DG line, then click  to save the line.
- b. Ensure you select the DG Class, UN Number, Sub Risk, Packing Group, Qty, Description, Weight and DG Type.
- c. Once a line has been saved, you can edit () or delete () the line.

7. If required, complete the **Pallet Transactions** tab

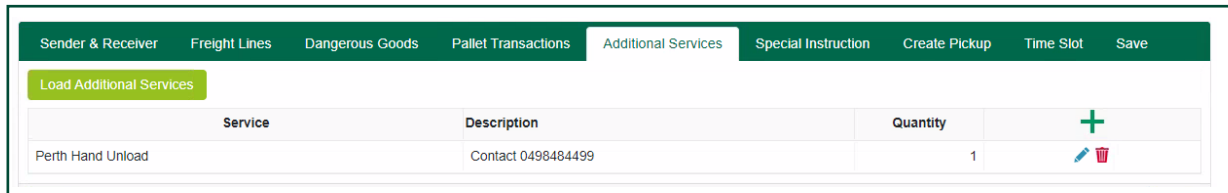
- a. Pallet Transactions are mandatory with any Pallet Freight Classes, including Half Pallets.
- b. Failure to enter accurate pallet information on a consignment can lead to problems delivering the order and corrections / rejections to your pallet transfer. If you have any questions about this process please contact your Account Manager or the Sadleirs Pallet Controller on 08 9333 2490 or jesmith@sadleirs.com.au





Transfer Pallets to the Receiver: Complete this section ONLY if transferring pallets to the receiving account.

Transfer Pallets to Sadleirs: Complete this section ONLY if transferring pallets to Sadleirs.

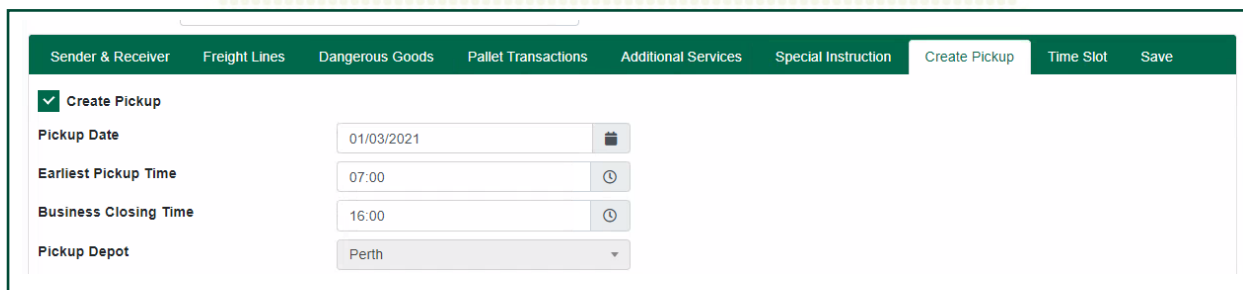
8. If required, complete the **Additional Services** tab. Note that you must first click on the *Load Additional Services* button.



- c. Once a line has been saved, you can edit () or delete () the line.

9. If required, complete the **Special Instructions** tab.

10. If a pickup is required for the consignment (and you don't want to consolidate other consignments into the same pickup) check the *Create Pickup* box in the **Create Pickup** tab.

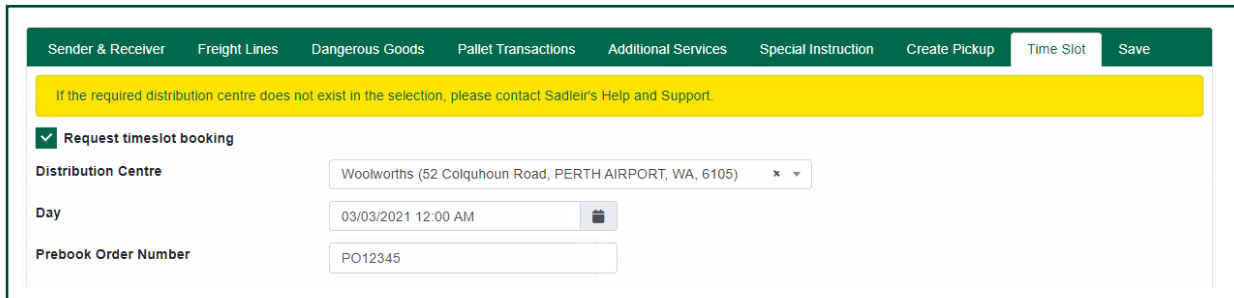


- a. Select the Pickup Date
- b. Select the Date and Times the goods can be collected
 - i. Pickup cut off times may apply
 - ii. Ensure the times are entered in the time-zone for to the originating location.

- c. The Pickup Depot will default relative to the originating location.

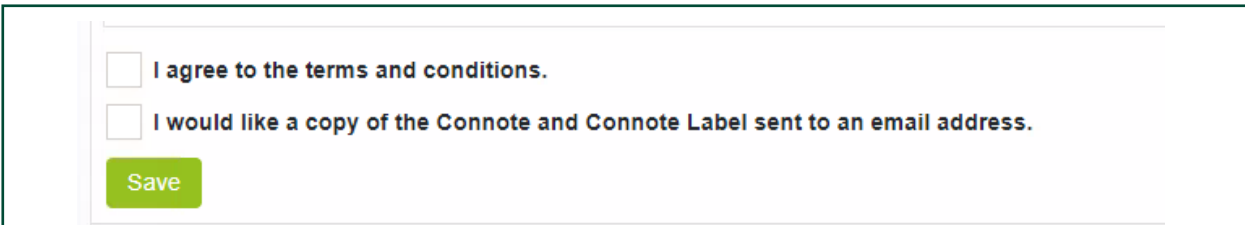
11. If required, complete the Time Slot booking tab.

- a. Select Request timeslot booking tick box.
- b. Enter or Select the Distribution Centre from the drop down.
 - i. If the required distribution centre does not exist in the selection, please contact Sadleirs Help and Support
- c. Enter the date / time of the booking.
- d. Enter the Prebook Order Number.



12. In the **Save** tab, check the Terms and Conditions and check the *I agree to the terms and conditions* box.

- a. You also have an option to send a copy of the consignment note to an email address
- b. Account Administrators will receive a copy of all consignments created. This can be managed via **Edit Account**.



13. Select **Save**

14. Once saved, a confirmation message will appear.

15. Download and Print the PDF Copy of the consignment and labels, signing the relevant documentation to be provided to Sadleirs (If a pick-up is requested, please provide to the Sadleirs' driver. If a drop-off is arranged, please provide to the Sadleirs customer service staff on arrival).


8. How to Consolidate Consignments onto a Pickup

Once you have entered consignment/s into the Portal, you have the ability to consolidate them into one (1) pickup.

1. Select **Consolidate Pickup**
2. Note that you can search by consignment number, and/or consignment date range and reference.

| Consignment Number | Start Date | End Date | Reference | |
|--------------------|------------|------------|-----------|---|
| | 01/01/2020 | 29/01/2020 | | <input type="text" value="Search"/> <input type="button" value="Go"/> |

| Consignment Number | Date | Sender | Receiver | | Included Consignments |
|--------------------|-------------|---|--|--|---|
| SLE000138506 | 29 Jan 2020 | For Address Book Line 111111 KEWDALE WA 6105 | SADLEIRS KEWDALE GDC 3 Miles Road SYDNEY NSW 2000 | <input data-bbox="1061 600 1082 629" type="button" value="+"/> | <div>No consignments selected</div> <div><input type="button" value="Consolidate"/></div> |
| SLE000138505 | 29 Jan 2020 | AAAAAAA An Address KEWDALE WA 6105 | BBBBBBB Bn Address SYDNEY NSW 2000 | <input data-bbox="1061 640 1082 669" type="button" value="+"/> | |
| SLE000138504 | 29 Jan 2020 | Amy Heather 23 Kings Way PERTH WA 6000 | BLACKWOODS STS MELBOURNE VIC 3000 | <input data-bbox="1061 680 1082 710" type="button" value="+"/> | |
| SLE000138503 | 29 Jan 2020 | Bob 550 Melbourne Road SPOTSWOOD VIC 3015 | Abe 113-115 Punchbowl Road BELFIELD NSW 2191 | <input data-bbox="1061 721 1082 750" type="button" value="+"/> | |

3. Select the required consignments by using the  Icon
4. Once all required consignments have been selected, select the *Consolidate* button
5. Confirm the:
 - a. Pickup Date & Times
 - b. Enter the Sender's contact details
 - c. Select *Complete*
6. Once completed, a Pickup summary screen will be displayed

Pickup #322879

☐ I would like a copy of the pickup sent to an email address.

| Pickup Number | Date | Time | Status |
|---------------|-------------|-------------------|--------|
| 322879 | 13 Feb 2020 | 7:00 AM — 4:00 PM | Booked |

| Sender | | Contact |
|-----------------|-----------------|--------------|
| Name | AAAAAAA | Name |
| Address | An Address | Phone |
| Location | KEWDALE WA 6105 | Email |

Pickup Details

| # | Receiving Depot | Qty | Description | Comments | Mass | Cubic | DGCode | DGType | DGWeight |
|----|-----------------|------|-------------|----------|------|----------|--------|--------|----------|
| 1. | Sydney | 5.00 | CARTON | | 5 kg | 5.000 m³ | | | 0 kg |
| 2. | Sydney | 1.00 | BUNDLE | | 1 kg | 1.000 m³ | | | 0 kg |
| 3. | Sydney | 1.00 | CRATE | | 1 kg | 1.000 m³ | | | 0 kg |
| 4. | Sydney | 1.00 | CAGE | | 1 kg | 1.000 m³ | | | 0 kg |

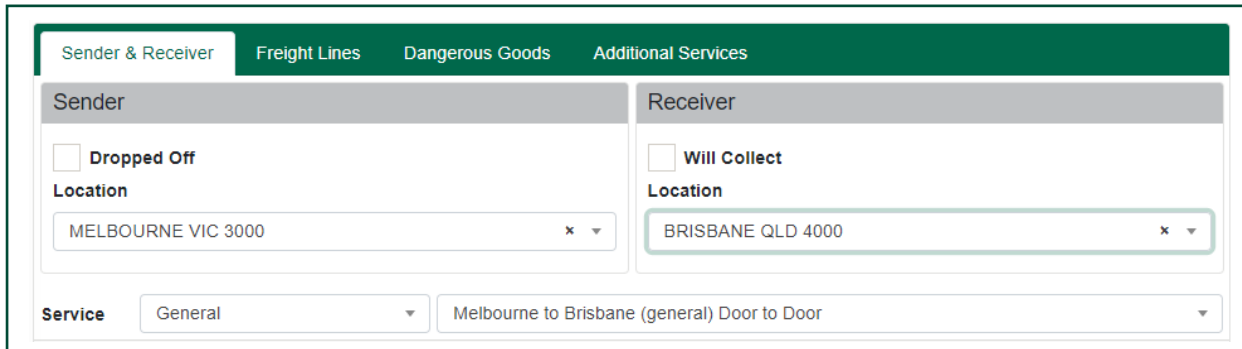
Consignments

| Consignment Number | Sender Location | Receiver Location | Date |
|--------------------|-----------------|-------------------|-------------|
| SLE000138505 | KEWDALE WA 6105 | SYDNEY NSW 2000 | 29 Jan 2020 |







Download Pickup and print, signing the relevant documentation to be provided to the Sadleirs' driver.

9. How to Create a Freight Estimate

1. Select **Freight Estimate**



The screenshot shows the 'Sender & Receiver' tab of a freight estimate form. It has two main sections: 'Sender' and 'Receiver'. In the 'Sender' section, there is a checkbox for 'Dropped Off' and a 'Location' dropdown menu set to 'MELBOURNE VIC 3000'. In the 'Receiver' section, there is a checkbox for 'Will Collect' and a 'Location' dropdown menu set to 'BRISBANE QLD 4000'. At the bottom, there is a 'Service' dropdown menu set to 'General' and a text field showing 'Melbourne to Brisbane (general) Door to Door'.

2. Complete the Sender & Receiver Locations. A valid service must be available for you to proceed to the next tab.
 - a. If no pick-up or delivery is required, please use the Dropped Off and/or Will Collect options selecting the appropriate depots.
3. Complete the information in the **Freight Lines** tab
 - a. Click  to insert a freight line, then click  to save the line
4. If required, complete the **Dangerous Goods**
 - a. Click  to insert a DG line, then click  to save the line
 - b. Select the DG Class, Qty, Description, Weight and DG Type
5. If required, complete the **Additional Services**, by first clicking *Load Additional Services*
 - a. Click  to insert any Additional Services, then click  to save the line
 - b. Select the Service Code, Description and Qty
6. Click *Calculate*, an estimated charge will be displayed based on the details provided. Note that figures displayed in **red** are based on Scheduled Rates.

10. Administering your Team's Access (Security)

Creating Team Access accounts

1. Log into the Portal using your account number and password
2. Select the **Team Access** link
3. To create a new user, click *Add User*
4. Enter your Team Members email address and click *Find*

- a. If the email address is being used for the first time, you will be asked to create the new user, click *OK*

Add User

Give a new or existing user access to this account.

| | | |
|-------------------|--|--|
| Email | <input type="text" value="tony@yahoo.com.au"/> | Change |
| Title | <input type="text" value="Mr"/> | |
| First Name | <input type="text" value="Tony"/> | |
| Last Name | <input type="text" value="Smith"/> | |
| Phone | <input type="text" value="0411 111 111"/> | |

| | |
|-----------------------------|-------------------------------------|
| User Access | <input type="checkbox"/> |
| View Existing Connotes | <input type="checkbox"/> |
| Modify Connotes | <input type="checkbox"/> |
| Consolidate Pickup | <input type="checkbox"/> |
| Costed Connotes & Estimates | <input type="checkbox"/> |
| Create Connotes & Pickups | <input type="checkbox"/> |
| View Invoices | <input checked="" type="checkbox"/> |
| Manage Address Book | <input type="checkbox"/> |
| Add Address on Entry | <input type="checkbox"/> |
| View All Connotes | <input type="checkbox"/> |

[Cancel](#)

5. Enter your details of your team member
6. Assign to appropriate Security Modules:
 - a. **User Access** – this will provide you team member access to all modules
 - b. **View Existing Connotes** – this module allows your team member to view connotes that they have created
 - c. **Modify Connotes** – this module allows your team member to modify connotes they have created
 - d. **Consolidate Pickup** – this module allows your team member to consolidate connotes into one (1) pickup
 - e. **Costed Connotes & Estimates** – this module allows your team member to view the costs of a consignment once Invoiced by Sadleirs. It also allows team members to get freight estimates based on your quoted rates.
 - f. **View Invoices & Statements** – this allows your team member to view all Invoices & statements issued to your account.
 - g. **Create Connotes & Pickups** – this allows your team member to create a consignment and arrange a pickup online on behalf of your account
 - h. **Manage Address Book** – allows the team member to update the Address Book directly via the **Address Book** menu option.
 - i. **Add Address on Entry** – grants the team member permission to tick the *Add to Address Book on Save* option when entering sender and receiver addresses for consignments.

- j. **View All Connotes** – allows the team member to view all consignments for the account. Without this access, they will only be able to view consignments they originally created.

7. Once you **save** the above settings, your team member will receive an activation email with a link directing them to create a password for their login. Once your Team Member has created a password, their account will then be active.

You can modify your team member's access at any time via the Team Access link.

11. Address Book

Manage your Sender and Receiver address and contacts through the **Address Book**.

Address Book

+ Add Address

ABC Co

Address Line 1

Suburb

Post Code

33 Dry Creek Road

KEWDALE

6105StateWA

Contact Name

Contact Number

Contact Email

Lou

123456234

Lou@abc

☒ Sender Address

☒ Receiver Address

Edit

Delete

ABCD Co

Address Line 1

Suburb

Post Code

3 Miles Road

KEWDALE

6105StateWA

Contact Name

Contact Number

Contact Email

Sally

123456789

sally@abcd

☒ Sender Address

☐ Receiver Address

Edit

Delete

Alice Paper Co

Address Line 1

Suburb

Post Code

10 Main St

CLOVERDALE

6105StateWA

Contact Name

Contact Number

Contact Email

Tom

034548353

tom@alice

☒ Sender Address

☐ Receiver Address

Edit

Delete

Add a new address with the **+ Add Address** button.

Update Address

Name

Jerry Thomas Pty Ltd

Address Line 1

33 Crafer Way

Location

ADELAIDE SA 5000

Contact Name

Heather

Contact Number

043328238

Contact Email

heather@jtpty

☒ Sender Address

☐ Receiver Address

Cancel

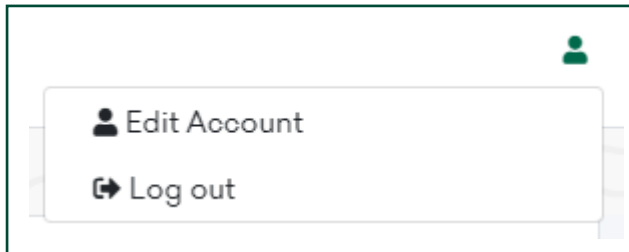
Save

- Note that all fields are mandatory with the exception of Contact Email.
- At least one of the Sender/Receiver Address boxes must be ticked.

Edit an address with the *Edit* button on the main Address Book list.
An address can also be deleted and you will be prompted with a confirmation before the deletion occurs.

12. Log Out

Select the **“Person” Icon** in the top right of the screen, and click on *Log Out*.





For any help using the portal
contact the Client Services Team:

Western Australia
(08) 9333 2432

Victoria
(03) 8331 7444

New South Wales
(08) 9333 2432

Queensland
(07) 3718 0218

South Australia
(08) 8314 3344

