



iCONSIGNIT Training Manual

Username

Password

1300 929 669

Customer Care – info@kiscorporate.com.au

Accounts – accounts@kiscorporate.com.au

Accounts Payable – ap@kiscorporate.com.au

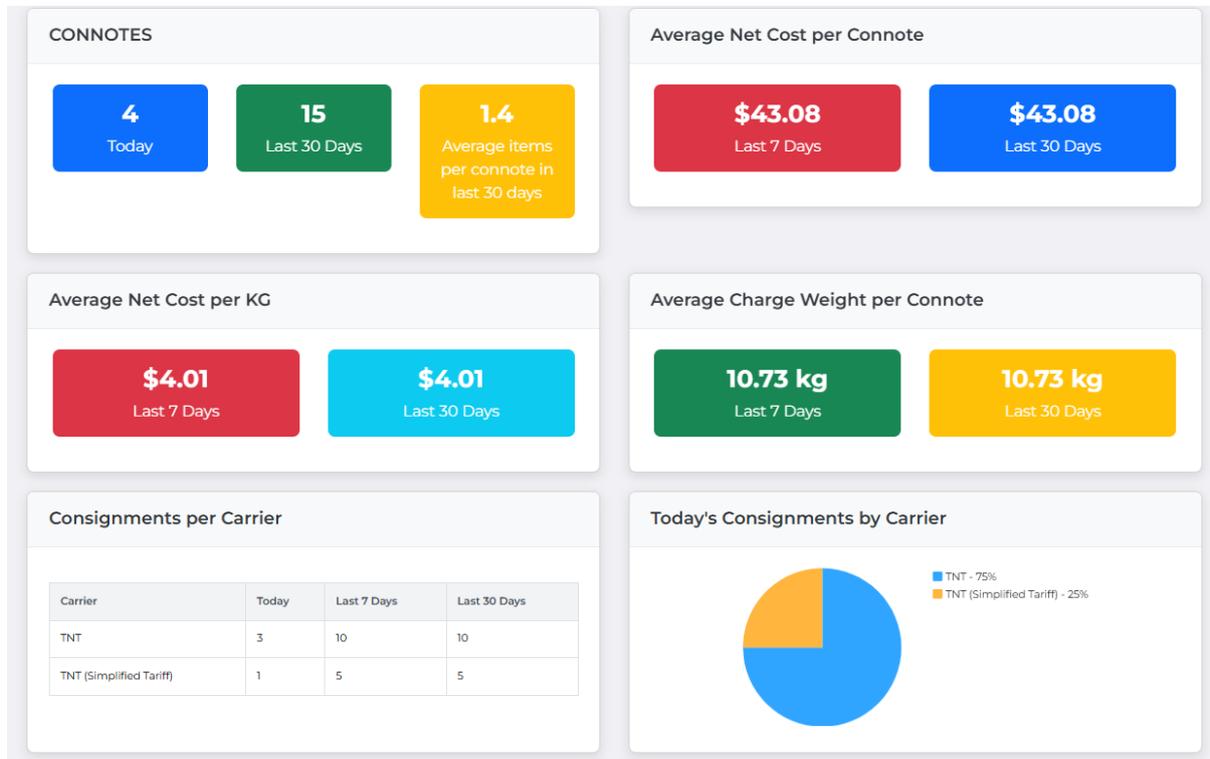
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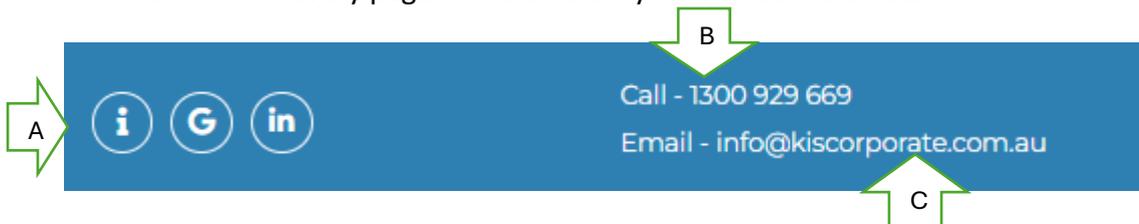
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Dashboard

The dashboard offers a quick summary of your active and recent bookings:



At the bottom of every page in iCONSIGNIT you will see the below:



- a. For further assistance and resources:
 - i. Request additional iCONSIGNIT user accounts.
 - ii. Access training materials and support.
 - iii. Update “Ready At” and “Close At” times.
 - iv. View the Packaging Guide.
 - v. Review important information.
 - vi. Check carrier cut-off times.

b. KIS Contact Number

c. Customer Care Email

Profile

Profile

When you first login to iCONSIGNIT, ensure you complete your profile. The address entered here will be the default address when creating consignments/quotes. Only one person can be signed in to a user at any one time. To request an additional user head to <https://kiscorporate.com.au/training-2/add-new-user/>

Change Password

Use this feature to change/update your password

Shipping Codes

Here you can load regularly used 'shipping codes'. By giving an item a unique shipping code you will be able to save the items dimensions and weight for ease of booking. You can add them in one by one ("Add New Shipping Code"), or use the 'Shipping Code Sample File' to import a spreadsheet of shipping codes.

Frequent Addresses

Here you can load frequently used addresses. You can add them in one by one ("Add New"), or use the 'Frequent Address Sample File' to import a spreadsheet of addresses.

Information

Quick access to the Training Material.

Customer Account Documents

Can access documents related to your account.

Integration

Information on how to integrate with Shopify, Netsuite, Woocommerce etc.

Quote



This will give you fast, convenient calculations of freight costs (excluding GST). It will also give you the option to convert the quote directly into a consignment, print, or save for later use.

From: 15/10/2025 To: 15/10/2025 Apply

+ Add New

Filter Columns Search ...

	Sender Suburb	Sender Post Code	Receiver Suburb	Receiver Post Code	Date	Reference	Action
	Sender Suburb	Sender Post Code	Receiver Suburb	Receiver Post Code		Reference	Search Clear
550648	CAMPBELLFIELD	3061	GORDON PARK	4031	15/10/2025		
550624	CAMPBELLFIELD	3061	NORTHAM	6401	15/10/2025		
550599	CAMPBELLFIELD	3061	SOUTH TOWNSVILLE	4810	15/10/2025		

Callout boxes: A (Add New), B (Search), C (Filter Columns), D (Clear), E (Edit), F (Delete)

- a. 'Add New Quote'.
- b. Search saved quotes.
- c. Filter saved quotes by, Quote Number, Sender Suburb, Sender Postcode, Receiver Suburb or Receiver Postcode.
- d. 'Clear' the filter options.
- e. 'Edit' the saved quote.
- f. 'Cancel' the saved quote.

Adding a New Quote

The form is divided into several sections:

- Quote ID:** QFUID8707QJDS50704
- Sender Information:**
 - Sender Suburb: Sender Suburb
 - Sender Postcode: [Field]
 - Address Type: Business, Residential, Minesite, Tailgate Required
- Receiver Information:**
 - Receiver Suburb: Receiver Suburb-Town
 - Receiver Postcode: [Field]
 - Address Type: Business, Residential, Minesite, PO Box, Tailgate Required
 - Hand Unload
- Quote items table:**

#	Code	Description	L(cm)	W(cm)	H(cm)	W(kg)	Qty.	Tot.Wgt(kg)	Tot.Vol(m3)	MHF
1	Type somett	--Select Descriptio	Length	Width	Height	Weight	Quan	Total Weight(Kg)	Total Volume(m3)	<input type="checkbox"/>
- Summary:**
 - Total items: Total Items
 - Total Weight(kg): Total Weight (Kg)
 - Total Volume(m3): Total Volume (m³)
- Buttons:** Calculate

- Each quote will be given a unique quote number for your future reference.
- The 'Sender Suburb' will default to the suburb listed in 'My Profile', if you are sending from a different suburb, simply delete the 'Sender Suburb' and start typing the sending suburb, a drop down will appear, select the correct suburb and postcode combination.
- Select whether the address is 'Business', 'Residential' or 'Minesite'.
- Start typing the 'Receiver Suburb', a drop down will appear, select the correct suburb and postcode combination.
- Select whether the address is 'Business', 'Residential' 'PO Box' or 'Minesite' or requires a 'Tailgate'.
- Add the details of each item in the consignment. Select the description and enter the dimensions and weight. If the item requires Manual Handling, tick the MHF box at the end.
- If you have more than one item hit the '+' button.
- To show available carrier options, hit 'Calculate'.

<input type="radio"/>	TNT	TNT Overnight 10am	SYD	SYD	\$504.43	\$214.30	\$78.73	16/10/2025
<input type="radio"/>	TNT	TNT Overnight 9am	SYD	SYD	\$519.70	\$220.18	\$9.88	025

Buttons: Save, Save & Convert To Consignment, Select Service & Print

You can either:

- 'Save' for future use;
- 'Save and Convert to Consignment', this will take you to 'Create Consignment' detailed on page 7;
- 'Select Service & Print' the quote, this will generate a pdf, you will not be able to make any changes to this quote once printed.

Consignments

The screenshot shows a web application interface for managing consignments. At the top, a blue navigation bar contains links for Dashboard, Profile, Quotes, Consignments (highlighted with a yellow box), Manifest, Track & Trace, and Updates. Below the navigation bar, there are several action buttons: '+ Add New', 'Booking & Manifest', 'Manifest', and 'Bulk Print'. A 'Delete Selected' button is also present. A dropdown menu shows '10 entries per page'. A search bar and a 'Filter Columns' dropdown are also visible. The main content area is a table with columns: Consignment#, Reference, Date, Receiver, Sender, Carrier, Rec. Suburb, Shipment, and Action. The table contains one row of data: Consignment# AQO100148751, Reference -, Date 15/10/2025, Receiver Sample, Sender Test, Carrier TNT, Rec. Suburb SYDNEY. The Shipment column has a 'Label' button. The Action column has 'Search', 'Clear', 'Edit', and 'Cancel' buttons. Callout letters A through H point to various elements: A points to the '+ Add New' button, B to 'Booking & Manifest', C to 'Manifest', D to the table header, E to the checkbox, F to the 'Label' button, G to the 'Cancel' button, and H to the 'Edit' button.

- a. 'Add New Consignment'.
- b. 'Booking & Manifest' – sends the electronic data and requests a pickup.
- c. 'Manifest'- sends the electronic data only, **does not request a pickup** (mainly used for customers with a daily pickup in place).
- d. Filter consignments by; Manifested, Consignment Number, Date, Receiver Name or Carrier.
- e. Large green tick shows that the consignment has been manifested. Check box means that the consignment has not been manifested.
- f. 'Edit' a consignment that has not yet been manifested.
- g. 'Cancel' a consignment that has not yet been manifested. To cancel a manifested consignment contact Customer Care.
- h. Reprint the 'Label'.

Creating a Consignment

The screenshot shows a web form for creating a consignment. It is divided into two main sections: 'Pickup Address' and 'Delivery Address'. At the top, there are fields for 'Your Reference', 'Select Carrier', and 'Date'. On the right, there are checkboxes for 'Return' and '3rd Party Account'. The 'Pickup Address' section includes radio buttons for 'Business', 'Residential', and 'Minesite', followed by address fields (Name, Street, Line 2, Suburb-Town, Postcode, Phone, Email) and a 'Pickup Instruction' field. The 'Delivery Address' section has similar fields, plus a 'PO Box' checkbox and a 'Send ESN' checkbox. At the bottom, there are 'Ready At' and 'Closing At' time pickers, and checkboxes for 'Tailgate Required', 'Blind Label', 'Hand Unload', and 'Authority To Leave'. Fourteen green callout boxes with numbers 1 through 14 point to specific elements: 1 (Return checkbox), 2 (3rd Party Account checkbox), 3 (Save as frequent address button), 4 (Date field), 5 (Your Reference field), 6 (Business name field), 7 (Pickup Instruction field), 8 (Ready At field), 9 (Business radio button), 10 (Receiver Name field), 11 (Email field), 12 (Authority To Leave checkbox), 13 (Save as frequent address button), and 14 (Save as frequent address button).

1. If the freight is a return, select this tick box. This will automatically move your address into the receiver's side.
2. If the freight is to be charged to a Third Party Account, select the tick box. Please select the carrier and enter the third party account number on the pop up:

3rd Party Detail

The '3rd Party Detail' pop-up form contains a 'Select Carrier' dropdown menu with 'Auto' selected. Below it is a '3rd Party Account*' section with a text input field for the '3rd Party Account Number'. At the bottom, there are two checkboxes: 'I confirm I have authority to use the above account number, and that the account number entered is correct.' and 'I understand I will be charged \$5.00 for this 3rd party consignment.'. 'Save' and 'Close' buttons are at the bottom right.

3. Leave the carrier selection as 'Auto', this will allow the system to generate quotes for every carrier available to you.
4. The date is locked to the current date.
5. If you have a reference (e.g. an invoice or job number), enter it here.
6. Enter the pick-up address. If the freight is going to a business, enter the business name in the first box; if it is going to a residential, enter the receiver's name.
7. Under the 'Pickup Instruction' enter any details about the collection (e.g. "Pickup from reception").
8. Enter the 'Ready At' and 'Closing At' time – these are set as a standard 12:00PM to 4:30PM. If you would like these changed head to <https://kiscorporate.com.au/training-2/change-ready-at-close-at/>
9. Select any of the options that are applicable:
 - a. 'Residential' – this will add any residential fees to the quote and removes any carriers from your options that do not service residential addresses.
 - b. 'Minesite' – only rates for carriers that service mine sites will be displayed.
10. Enter the receiver's address. If the freight is going to a business, enter the business name in the first box; if it is going to a residential, enter the receiver's name.
11. If you are set up for Electronic Shipping Notifications (ESNs) please enter a valid email address for your customer.

12. Under the 'Delivery Instruction' enter any details about the delivery (eg "ATL behind the pot plant").

13. If you would like to save the address for future use, select 'Save as frequent address'.

14. Select any of the options that are applicable:

- a. 'Residential'
- b. 'Minesite'
- c. 'Tailgate Required' - this will add any tailgate fees to the quote and add 'Tailgate' into the delivery instructions (do not erase this notation from the delivery instructions)
- d. 'ATL' – this will add 'Authority to Leave' to the delivery instructions (do not erase this notation from the delivery instructions)
- e. 'PO Box' – only carriers that service PO Boxes will be displayed

15. Enter details of the freight below:

The screenshot shows the 'Consignment Items' form. Callout 16 points to the 'Shipping Code' field. Callout 17 points to the 'Description' field. Callout 18 points to the 'Quantity' field. Callout 19 points to the 'Weight (kg)' field. Callout 20 points to the 'Save as Shipping Code' button. Callout 21 points to the 'Palletised' checkbox. Callout 22 points to the 'MHF' checkbox. Callout 23 points to the 'Dimensions' fields (Length, Width, Height).

16. If you have pre-saved 'Shipping Codes', type the code here, or you can type a new code and select 'Save as Shipping Code' if you want to save the code for future use.

17. Choose a description that best describes the item being sent (e.g. "Pallet" or "Carton").

18. Enter the quantity (If you have multiple of the same size and weight box, state how many you have).

19. Enter the Weight of the individual item (in kg).

20. If you want to save a shipping code, select here (step 16).

21. If the item is palletised (or on a skid or in a crate), select here.

22. If the item contains liquid or has a fragile sticker on the box, select here as a MHF will apply.

23. Enter the dimensions (in cm).

The screenshot shows a checkbox labeled 'I declare there are no dangerous goods.' with callout 24 pointing to it. Below it is a blue 'Save' button with callout 25 pointing to it.

24. Select 'I declare there are No dangerous goods'.

25. Hit 'Save'.

Total Weight(Kg): 50.00 | Total Volume(m3): 0.008

Carrier	Service	ZoneFrom	ZoneTo	Freight Cost	Fees	Ex GST	ETA	Insurance	Cutoff Time	Action	Logo
TNT	TNT Road Express	BNE	SYD	\$25.02	\$6.82	\$31.84	16/10/2025	N/A	N/A	SELECT	
TNT	TNT Technology Express	BNE	SYD	\$28.81	\$7.85	\$36.66		N/A	N/A	SELECT	
Followmont NSW	General	TBRI	TSYD	\$47.61	\$1.2	\$48.81	17/10/2025	N/A	N/A	SELECT	
TNT (Simplified Tariff)	TNT Road Express	QQI	NNR	\$39.33	\$10.72	\$50.05		N/A	N/A	SELECT	
Followmont Transport	General	TBRI	TSYD	\$59.29	\$1.5	\$60.79	17/10/2025	N/A	N/A	SELECT	
TNT (Simplified Tariff)	TNT Technology Express	QQI	NNR	\$48.24	\$13.14	\$61.38		N/A	N/A	SELECT	
Northline 1	General	BNE	SYD	\$53.41	\$16.31	\$69.72		N/A	N/A	SELECT	
Northline	General	BNE	SYD	\$55.33	\$16.9	\$72.23		N/A	N/A	SELECT	
Hi-Trans (kg)	General	BNE	SYD	\$59.73	\$20.57	\$80.30	17/10/2025	N/A	N/A	SELECT	

26. Choose the carrier that meets the requirements of your consignment (e.g. transit times and price) by hitting 'Select'.

27. Hit 'Save'.

28. The label and connote will automatically pop up (some carriers do not need connotes, in this instance only the label will appear).

Labelling Freight

Affix the applicable label to each item in the consignment, make sure not to cover the barcodes with any material, including sticky tape. Make sure the label is on a flat surface. Ensure the print is of a good quality.

For additional information on how to package and label freight correctly head to <https://kiscorporate.com.au/wp-content/uploads/2019/08/Packaging-Freight-and-CoR-Guide-1.1.pdf>

Releasing Consignments and Generating Manifests

There are two different ways to release a consignment:

- 'Booking & Manifest' – this sends a pickup request and sends the electronic data to the carrier.
- 'Manifest' – this sends the electronic data only. This would be used if you already have a permanent pickup in place with the chosen carrier, as this **does not** book a truck for collection.

If the consignment has been manifested there will be a large green tick and the 'Label' and 'ConNote' boxes will be green. If the consignment has not yet been manifested there will be an unticked tick box and the 'Label' and 'ConNote' boxes will be blue.

If the freight has only been manifested there will be a Blue Tick.

The screenshot shows a web interface for managing consignments. At the top, there are buttons for '+ Add New', 'Booking & Manifest', 'Manifest', and 'Bulk Print'. Below these are filters for '10 entries per page', 'Filter Columns', and a search bar. A table with columns: Consignment#, Reference, Date, Receiver, Sender, Carrier, Rec. Suburb, Shipment, and Action is displayed. The first row contains: AQO100148751, -, 15/10/2025, Sample, Test, TNT, SYDNEY, and a blue 'Label' button. A green arrow labeled '1' points to the checkbox. Two green arrows labeled '2a' and '2b' point to the 'Booking & Manifest' and 'Manifest' buttons respectively.

Consignment#	Reference	Date	Receiver	Sender	Carrier	Rec. Suburb	Shipment	Action
<input type="checkbox"/> AQO100148751	-	15/10/2025	Sample	Test	TNT	SYDNEY	Label	

1. Select the consignments that you would like to release. You can only manifest consignments from the same carrier.
2. Choose whether you need to:
 - a. 'Booking & Manifest'
 - b. 'Manifest'.
3. The manifest will pop up –print a copy for your driver to sign if you require proof of collection.

Each carrier has their own cut off times. For a same day collection the carrier must receive the booking request prior to the cut off time. For more information head to

<https://kiscorporate.com.au/training-2/carrier-cut-off-times/>

Canceling a Consignment

A consignment can only be cancelled through iCONSIGNIT if it has not been manifested.

The screenshot shows the iCONSIGNIT interface with a table of consignments. At the top, there are buttons for '+ Add New', 'Booking & Manifest', 'Manifest', and 'Bulk Print'. Below these are filters for '10 entries per page', 'Filter Columns', and a search bar. The table has columns: Consignment#, Reference, Date, Receiver, Sender, Carrier, Rec. Suburb, Shipment, and Action. The first row contains: AQO100148751, -, 15/10/2025, Sample, Test, TNT, SYDNEY. The 'Action' column for this row has buttons for 'Label', 'Edit', 'Cancel', and 'Delete'. A green arrow points to the 'Cancel' button, which is labeled with the number '1'.

1. Hit 'Cancel'.
2. Confirm you would like to cancel the consignment – remember to dispose of all labels that you have cancelled.

Please note, a consignment cannot be cancelled once it has been manifested. Please contact our office (1300 929 669) if you have manifested and released a consignment incorrectly, by cancelling you agree to pay any futile pickup fees incurred.

Editing a Consignment

A consignment can only be edited through iCONSIGNIT if it has not been manifested.

The screenshot shows the iCONSIGNIT interface with a table of consignments. At the top, there are buttons for '+ Add New', 'Booking & Manifest', 'Manifest', and 'Bulk Print'. Below these are filters for '10 entries per page', 'Filter Columns', and a search bar. The table has columns: Consignment#, Reference, Date, Receiver, Sender, Carrier, Rec. Suburb, Shipment, and Action. The first row contains: AQO100148751, -, 15/10/2025, Sample, Test, TNT, SYDNEY. The 'Action' column for this row has buttons for 'Label', 'Edit', 'Cancel', and 'Delete'. A green arrow points to the 'Edit' button, which is labeled with the number '1'.

1. Select 'Edit' – this will take you back to the consignment detail screen. Edit as needed and save.

Please note, a consignment cannot be edited once it has been manifested. Please contact our office (1300 929 669) or raise a ticket via Track and Trace if you have manifested and released a consignment incorrectly.

Manifest

A collection will only be booked if there is a booking number associated with the consignment. A booking number will be generated once the carrier has received the booking and accepted the pick-up. There may be a lag between manifesting the consignment and the booking number appearing.

- 'All Manifest' shows **all** manifests.
- 'Booking' shows only the manifests that have a booking requested.

To check a booking number, hover your mouse over 'Manifest' and select 'Booking', then select 'View' on the relevant manifest:

10 ▾ entries per page Search:

Manifest#	Carrier	Date	Action
<input type="text" value="Manifest#"/>	All ▾	<input type="text" value="Date"/>	<input type="button" value="Search"/> <input type="button" value="Clear"/>
M10845N0058	TNT	10/10/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0057	TNT	10/10/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0056	TGE IPEC	08/10/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0055	TGE IPEC	08/10/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0054	TGE IPEC	08/10/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0053	TNT	02/10/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0052	TGE IPEC	26/09/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0048	TGE IPEC	19/08/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0047	TNT	19/08/2025	<input type="button" value="View"/> <input type="button" value="Print"/>
M10845N0046	TNT	18/08/2025	<input type="button" value="View"/> <input type="button" value="Print"/>

Showing 1 to 10 of 1,876 entries « ‹ 1 2 3 4 5 ... 188 › »

Here you can check that there is a booking response from the carrier:

Booking Response ✕	
Consign Code	Booking API No
4KIS0334243	10395436

Track and Trace



Here you can view all consignments by selecting 'Track and Trace' or view consignments with an enquiry attached to them using 'Enquiries':



Track and Trace

10 entries per page Filter Columns Search ...

Consignment#	Reference	Date	Receiver	Carrier	Action
<input type="text" value="Consignment#"/>	<input type="text" value="Reference"/>	<input type="text" value="08/10/2025 - 15/10/2025"/>	<input type="text" value="Receiver Name"/>	<input type="text" value="All"/>	<input type="button" value="Search"/> <input type="button" value="Clear"/>
[Redacted]	[Redacted]	10/10/2025	[Redacted]	TNT	[Redacted]
[Redacted]	[Redacted]	09/10/2025	[Redacted]	TNT	[Redacted]
[Redacted]	[Redacted]	14/10/2025	[Redacted]	TNT	[Redacted]

Annotations: A points to the Date field; B points to the Search button; C points to the search icon in the bottom left.

a. Click here to change the date range.

b. Search by:

- I. Consignment Number
- II. Reference
- III. Receiver Name
- IV. Receiver Suburb
- V. Carrier

c. View tracking.

Track and trace | Location on Google Map | Images and Documents

Connote Number : KTP588905170 | Connote Date : 03/06/2024 | Manifest Date: 03/06/2024 | ETA : 05/06/2024 | Carrier : TNT | Service : TNT Road Express

View Detailed Tracking

Item Sequence	#Code	Description	Qty	Length(cm)	Width(cm)	Height(cm)	Weight(kg)	Tot.Wgt(kg)	Tot.Vol(m3)
KTP588905170001		Carton	1	26	16	16	1	1.00	0.0067

Sender Detail

Name : [REDACTED]
 Address Line 1 : [REDACTED]
 Suburb : YATALA
 Post Code : 4207
 Phone : [REDACTED]
 Contact Name : [REDACTED]
 Reference : [REDACTED]

Receiver Detail

Name : [REDACTED]
 Address Line 1 : [REDACTED]
 Suburb : WODONGA
 Post Code : 3690
 Phone : [REDACTED]
 Contact Name : [REDACTED]

Delivered | Email Update

- 05/06/2024 10:49 - Delvrd Under Authority To Leave
- 05/06/2024 10:49 - [REDACTED]
- 05/06/2024 08:17 - On Board For Delivery-Full
- 05/06/2024 07:46 - Sighted In Depot
- 05/06/2024 06:56 - Frt Recv Off Linehaul
- 03/06/2024 18:23 - Received In Depot
- 03/06/2024 16:41 - Collected-Cust Premises (CIT)
- 03/06/2024 13:43 - Electronically Lodged

- a. Consignment details.
- b. Sender details.
- c. Receiver details.
- d. Most current tracking event;
 - i. Picked Up
 - ii. In Transit
 - iii. Out For delivery
 - iv. Delivered
- e. View more detailed tracking from the carrier:

Consignment Status History

Consignment No: [REDACTED]			
Status	Date	Time	Depot
Your shipment data is lodged	03/06/2024	13:43	Brisbane - Redbank
We've collected your shipment	03/06/2024	16:41	Brisbane - Redbank
We're processing your shipment	03/06/2024	18:23	Brisbane - Redbank
We're processing your shipment	04/06/2024	16:24	Sydney - Erskine Park
We're processing your shipment	05/06/2024	06:56	Albury

View POD Data | Close

f. You can upload images of the freight here, to assist with enquiries.

Lodge an Enquiry

Find the consignment through the track and trace screen (detailed on page 13/14). You will find a conversation box under the tracking info, use this to lodge your enquiry:

The screenshot shows a 'Ticket History' panel on the left with the message 'There are no messages available.' To the right is the 'Lodge Ticket' form. It includes a 'Select Subject' dropdown menu (callout 1), a text area for 'Enter message text...' (callout 2), a dashed box for file uploads with the text 'Drag and Drop file here or Choose file' (callout 3), and a blue 'Send' button (callout 4).

1. Choose the reason for your enquiry from the drop down.
2. Write a description of your enquiry.
3. Attach any supporting documents.
4. Hit 'Send'.

This enquiry will be sent straight to our Customer Care team. There is a notification bell that will appear on the top of iCONSIGNIT to show if you have any unread messages.

Open Enquiries

To view all enquiries, select 'Open Enquiries'. The status will show you if it is 'In Progress' or 'Closed':

10 entries per page Search:

Consignment#	Reference	Date	Receiver	Carrier	Status	Action
<input type="text" value="Consignment#"/>	<input type="text" value="Reference"/>	<input type="text" value="01/12/2024 - 08/02/2025"/>	<input type="text" value="Receiver Name"/>	<input type="text" value="All"/>	<input checked="" type="checkbox"/> Show Close	<input type="button" value="Search"/> <input type="button" value="Clear"/>
KTP589015488	4x Kits	31/01/2025	Patios Coast 2 Coast	TNT	<input type="button" value="Closed"/>	
KTP589017537	Shell Cove	05/02/2025	Louvretec Wollongong	TNT	<input type="button" value="Closed"/>	
KTP589016832	PO 71616, 70109, 1ML Kit	04/02/2025	CW Systems	TNT	<input type="button" value="Closed"/>	
KTP589013548	PO 424821	28/01/2025	Stratco Somersby NSW	TNT	<input type="button" value="Closed"/>	
KTP589009458	1ML Kit, 2ML Kit	17/01/2025	Opening Roof Specialists	TNT	<input type="button" value="Closed"/>	

Trouble Shooting

Carrier	Service	From	To	Freight	Fees	Total Excluding GST	ETA
There are no rates available for the details above, please ensure you are using KG and CM and you have selected the correct Suburb/Postcode combination from the drop down. Please contact Customer Care if you are unable to generate a quote.							

If no rates are available please make sure:

- dimensions are entered in cms
- weights are entered in kgs
- the suburb and corresponding postcodes are correct. Please be aware that some postcodes are reserved for post office use only, therefore if you attempt to send to any of the reserved postcodes our system will not populate any rates. You can check whether the postcode you are using is reserved for postal use only by heading to <http://auspost.com.au/postcode/> (please see example below):

Search

Results ×

Your search for "4001" returned 1 result(s).
Please select an item from the list below to view details.

Postcode	Suburb	Category
4001	BRISBANE, QLD	Post Office Boxes

Missed Pickups

Missed pickups can be a result of one/multiple factors, listed below:

- Not manifesting and booking freight correctly (Page 10)
- Error within the chosen carrier's system
- Drivers are at full capacity.
- Attempted collection but no one available
- Attempted collection but freight was not ready
- Business closed
- Close time was too early
- Less than a two-hour window for collection
- Booked after cut off

Rebooking a Collection

If your freight is not collected on the day you requested, please call Customer Care on 1300 929 669 or raise a ticket via the Track and Trace to rebook the freight, **missed bookings do not roll over to the next day.**