



# iCONSIGNIT Training Manual

Username .....

Password .....

**1300 929 669**

Customer Care – [info@kiscorporate.com.au](mailto:info@kiscorporate.com.au)

Accounts – [accounts@kiscorporate.com.au](mailto:accounts@kiscorporate.com.au)

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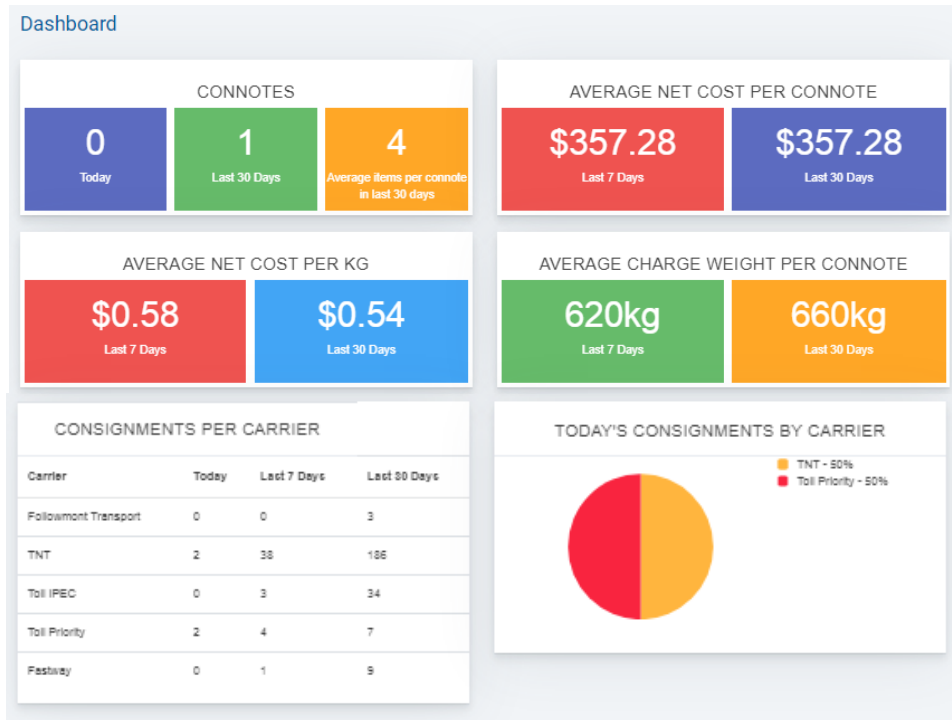
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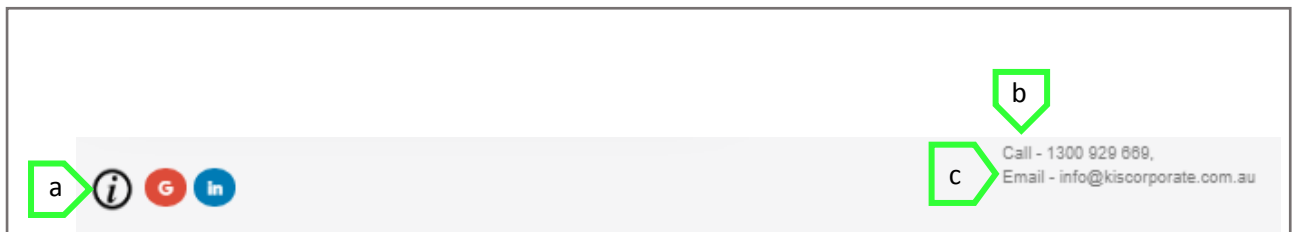
# Dashboard

- Dashboard
- Profile
- Quote
- Consignments
- Manifest
- Track & Trace
- Reports
- Updates

The dashboard gives a brief overview of your bookings:



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



- a.** For additional information:
  - i. Request additional iCONSIGNIT user logins.
  - ii. Training information.
  - iii. Change 'Ready At' and 'Close At' times.
  - iv. Packaging Guide.
  - v. Important information.
  - vi. Carrier cut off times
- b.** KIS contact number.
- c.** Customer Care email.

# Profile

Dashboard

Profile

Quote

Consignments

Manifest

Track & Trace

Reports

Updates

## **My 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.

## Quote

Dashboard

Profile

**Quote**

Consignments

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### Freight 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.

The screenshot shows a web application interface for managing quotes. At the top right, there is a blue button labeled '+ Add New Quote' (callout a). Below it is a search bar (callout b) with a search button (callout c) and a clear button (callout d). The main area contains a table of quotes with columns for Quote#, Sender Suburb, Sender Post Code, Receiver Suburb, and Receiver Post Code. Each row has an 'Edit' button (callout e) and a 'Cancel' button (callout f). The table lists four quotes: QFUID1Q/D9799, Q0265, Q018, and Q011. At the bottom, there is a pagination bar showing 'Showing 1 to 4 of 4 entries' and 'Previous 1 Next'.

Quote#	Sender Suburb	Sender Post Code	Receiver Suburb	Receiver Post Code	
QFUID1Q/D9799	MURARRIE	4172	SYDNEY	2000	Edit Cancel
Q0265	MURARRIE	4172	ADELAIDE	5000	Edit Cancel
Q018	MURARRIE	4172	MILTON	4064	Edit Cancel
Q011	MURARRIE	4172	ROCKHAMPTON	4700	Edit Cancel

- 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.

### Insurance Quote

This will give you an onscreen insurance quote, please note this quote does not save or attach to a specific freight quote/consignment. When a consignment is created insurance can then be officially added.

## Adding a New Freight Quote

The screenshot shows a form for adding a new freight quote. It includes fields for Quote No (1), Sender Suburb (2), Receiver Suburb (4), Sender Post Code, Receiver Post Code, and address type options (3, 5). A table for Quote Items (7) is also present, with a 'No' dropdown (6). Summary fields for Total Weight, Total Volume, and Total Items are shown, along with a 'CALCULATE' button (8).

1. Each quote will be given a unique quote number for your future reference.
2. 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.
3. Select whether the address is 'Business', 'Residential' or 'Minesite'.
4. Start typing the 'Receiver Suburb', a drop down will appear, select the correct suburb and postcode combination.
5. Select whether the address is 'Business', 'Residential' 'PO Box' or 'Minesite' or requires a 'Tailgate'.
6. Add the details of each item in the consignment.
7. If you have more than one item hit the '+' button.
8. To show available carrier options, hit 'Calculate':

Action	Carrier	Service	From	To	Freight	Fees	Total Excluding GST	ETA
<input type="radio"/>	TNT	TNT Road Express	BNE	MEL	\$15.24	\$15.25	\$30.4900	18/12/2019
<input type="radio"/>	TNT	TNT Technology Express	BNE	MEL	\$15.79	\$15.37	\$31.1600	18/12/2019
<input type="radio"/>	TNT	TNT Overnight Express	BNE	MEL	\$41.99	\$10.22	\$52.2100	18/12/2019
<input type="radio"/>	Northline	General	BNE	MEL	\$53.82	\$9.52	\$63.3400	20/12/2019

Below the table are three buttons: 'Save' (a), 'Save and Convert to consignment' (b), and 'Select Service & Print' (c).

You can either:

- a. 'Save' for future use;
- b. 'Save and Convert to Consignment', this will take you to 'Create Consignment' detailed on page 7;
- c. '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

Dashboard Profile Quote **Consignments** Manifest Track & Trace Reports Updates

The screenshot shows the 'Consignments' page interface. At the top, there is a navigation bar with 'Consignments' highlighted. Below it, a blue bar contains three buttons: '+ Add New Consignment' (labeled 'a'), 'Booking & Manifest' (labeled 'b'), and 'Manifest' (labeled 'c'). A search bar is located to the right of the navigation bar. Below the search bar is a table with columns: Consignment#, Date, Receiver, and Carrier. The table has a filter bar above it with input fields for 'Consignment#' (labeled 'd'), 'DD/MM/YYYY', 'Receiver Name', and a dropdown for 'All' (labeled 'g'). The table contains one entry with a large green tick (labeled 'e') in the first column, 'KIST19554' in the second, '17/12/2019' in the third, and 'Sample' in the fourth. To the right of this entry are four buttons: 'Edit' (labeled 'f'), 'Cancel' (labeled 'g'), 'Label' (labeled 'h'), and 'ConNote' (labeled 'h'). At the bottom of the table, it says 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'.

- a. 'Add New Consignment'.
- b. 'Booking & Manifest' – sends the electronic data and also requests a pick up.
- c. 'Manifest'- sends the electronic data only, **does not request a pick up** (mainly used for customer with a daily pick up 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 and booked' and a large blue tick shows that the consignment has only been 'manifested'. A 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' or 'ConNote'.

## Creating a Consignment

The screenshot shows a web form for creating a consignment. It is divided into two main columns: 'Pick Up Address' on the left and 'Delivery Address' on the right. At the top, there are fields for 'Return' (checkbox), 'Carrier' (dropdown), 'Date' (calendar), and 'Your Reference' (text). Below these are fields for 'Sample Data' and 'Receiver Name'. The 'Pick Up Address' section includes fields for 'Unit 5, 20 Smallwood', 'Address Line 2', 'MURARRIE', '4172', '1300929669', 'Sample Name', and 'fyoung@kiscorporate.com.au'. The 'Delivery Address' section includes fields for 'Address Line 1', 'Address Line 2', 'Suburb-Town', 'Postcode', 'Phone', 'Contact Name', and 'Email'. There are also fields for 'Pick Up Instruction' and 'Delivery Instruction', and time pickers for '12:00:00' and '16:30:00'. At the bottom, there are radio buttons for 'Business', 'Residential Address', and 'Minesite', and checkboxes for 'Tailgate needed', 'Tailgate Required', 'PO Box', 'Mine Site', 'Send ESN', and 'Authority to Leave'. A 'Save as frequent address' checkbox is also present.

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:

The '3rd Party Detail' pop-up form contains the following fields and options:

- Select Carrier: Auto
- 3rd Party Account\*: 3rd Party Account Number
- I confirm I have authority to use the above account number, and that the account number entered is correct.
- I understand I will be charged \$5.00 for this 3rd party consignment.
- Buttons: Save, Close

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 'Pick Up Instruction' enter any details about the collection (e.g. "Pick up 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 also remove 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 receivers 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. Hit 'Add Shipping Unit' – the below box will appear:

The screenshot shows a form titled "Add Shipping Unit" with the following fields and callouts:

- 16**: Shipping Code input field
- 20**: Save as Shipping Code checkbox
- 21**: Palletised checkbox
- 22**: Manually Handled Freight checkbox
- 17**: Description dropdown menu
- 23**: Length(cm) input field
- 18**: Quantity input field
- 24**: Width(cm) input field
- 19**: Weight Each(Kg) input field
- 25**: Height(cm) input field
- 26**: Add button

At the bottom of the form, there are also fields for Total Weight(Kg), Total Volume(m3), and Total Volume(rr).

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 incurs Manual Handling Fees (hover over the wording for specifics), select here.

23. Enter the Length (in cm).
24. Enter the Width (in cm).
25. Enter the Height (in cm).
26. Hit 'Add'.

27

 I declare there are No dangerous goods.

28

Save

27. Select 'I declare there are No dangerous goods'.
28. Hit 'Save'.

Carrier	Service	ZoneFrom	ZoneTo	Freight Cost	Fees	Total Excluding GST	ETA	Insurance	Action
Fastway	Fastway Satchel			\$14.59	\$0	\$14.59			SELECT AND BOOK
Toll IPEC (Offline)	Toll IPEC Road Express 	BNE	CNS	\$21.67	\$2.47	\$24.14	01/10/2021		SELECT
TNT	TNT Overnight	BNE	CNS	\$20.35	\$13.52	\$33.87	29/09/2021		SELECT
TNT	TNT Road Express	BNE	CNS	\$16.16	\$22.56	\$38.72	30/09/2021		SELECT
TNT	TNT Technology Express	BNE	CNS	\$16.48	\$22.6	\$39.08			SELECT
TFMXpress	General	BNE	CRN	\$15.01	\$24.64	\$39.65			SELECT
Couriers Please	Couriers Please Parcel (5kg)	BNE	QC4	\$37.12	\$8.33	\$45.45			SELECT
Couriers Please	Couriers Please Carton 	BNE	QC4	\$44.16	\$9.91	\$54.07			SELECT
Couriers Please	Couriers Please DG	BNE	QC4	\$55.51	\$12.46	\$67.97			SELECT
TNT	TNT Overnight 12pm	BNE	CNS	\$59.89	\$24.24	\$84.13	29/09/2021		SELECT
TNT	TNT Overnight 10am	BNE	CNS	\$68.00	\$26.45	\$94.45	29/09/2021		SELECT
Northline	Northline General	BNE	CNS	\$51.80	\$50.71	\$102.51	01/10/2021		SELECT
TNT	TNT Overnight 9am	BNE	CNS	\$76.11	\$28.64	\$104.75	29/09/2021		SELECT
TNT	TNT Premium Technology Express	BNE	CNS	\$188.54	\$49.87	\$238.41			SELECT

29. The 'information' icon indicates that the service has a comment against it, which may assist in choosing the best suited carrier for your consignment.
30. Choose the carrier that meets the requirements of your consignment (e.g. transit times and price) by hitting 'Select'. If the carrier has a 'Select and Book' option, this means that manifesting and booking is generated automatically here.
31. Hit 'Save'.
32. 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 pick up 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 pick up 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 blue tick. If the consignment has been 'booked and manifested' there will be a large green tick. If the consignment has not yet been manifested there will be an unticked tick box and the 'Label' and 'ConNote' boxes will be blue.

2a

2b

Show 25 entries

Search:

Consignment#	Date	Receiver	Carrier					
<input type="checkbox"/>	Consignment#	DD/MM/YYYY	Receiver Name	All	Active	Search	Clear	
1 <input type="checkbox"/>	KIST19554	17/12/2019	Sample	Followmont Transport	Edit	Cancel	Label	ConNote

Showing 1 to 1 of 1 entries

Previous 1 Next

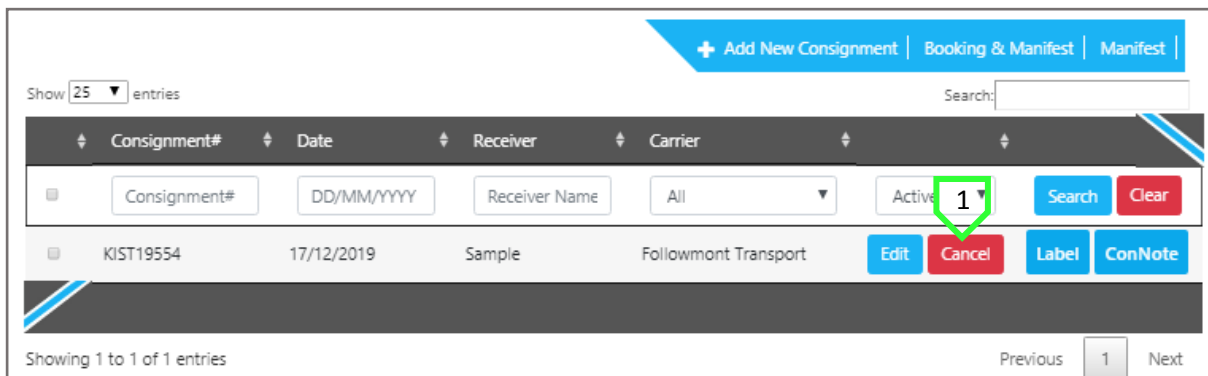
1. Select the consignments that you would like to release. You can only manifest consignments from the same carrier together and you should only manifest consignments that are being picked up from the same location together.
2. Choose whether you need to:
  - a. 'Booking & Manifest'
  - b. 'Manifest'.
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.



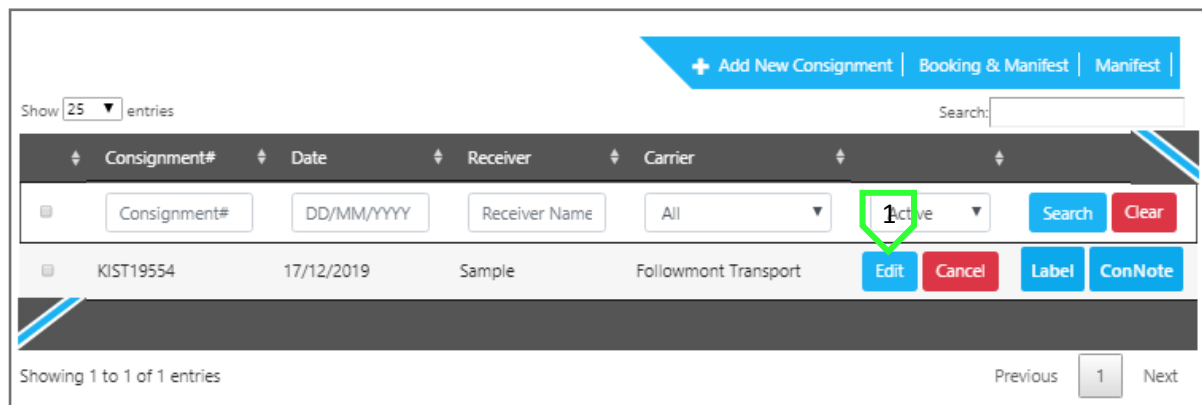
The screenshot shows the iCONSIGNIT interface with a table of consignment entries. The table has columns for Consignment#, Date, Receiver, and Carrier. The first entry is KIST19554, dated 17/12/2019, with Receiver 'Sample' and Carrier 'Followmont Transport'. The 'Active' status is '1', which is highlighted with a green box. The 'Cancel' button is visible next to the 'Edit' button. The interface also includes a search bar, a 'Show 25 entries' dropdown, and navigation buttons like 'Previous' and 'Next'.

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 head to 'Track and Trace', search for the consignment and lodge an enquiry (page 16) to cancel the consignment.**

## 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 consignment entries. The table has columns for Consignment#, Date, Receiver, and Carrier. The first entry is KIST19554, dated 17/12/2019, with Receiver 'Sample' and Carrier 'Followmont Transport'. The 'Active' status is '1', which is highlighted with a green box. The 'Edit' button is visible next to the 'Cancel' button. The interface also includes a search bar, a 'Show 25 entries' dropdown, and navigation buttons like 'Previous' and 'Next'.

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) if you have manifested and released a consignment incorrectly.**

# Insurance

Insurance can be added to individual consignments, when you create a consignment:

Select from your available service rates

Carrier	Service	ZoneFrom	ZoneTo	Freight Cost	Fees	Total Excluding GST	ETA	Insurance	Action
Couriers Please	Carton	BNE	BNE	\$5.81	\$0.76	\$6.57			SELECT
Fastway	Fastway Bow/Parcel			\$9.01	\$0	\$9.01			SELECT
Toll IPEC (Offline)	Road Express	BNE	BNE	\$14.58	\$1.67	\$16.25	15/12/2020		SELECT
Toll IPEC	Road Express	BNE	BNE	\$15.71	\$1.87	\$17.58	15/12/2020		SELECT
TNT	TNT Road Express	BNE	BNE	\$15.70	\$9.62	\$25.32	15/12/2020		SELECT
TNT	TNT Technology Express	BNE	BNE	\$16.01	\$9.66	\$25.67			SELECT
TNT	TNT Overnight Express	BNE	BNE	\$21.54	\$12.64	\$34.18	15/12/2020		SELECT
TNT	TNT Overnight 12pm	BNE	BNE	\$36.10	\$15.79	\$51.89	15/12/2020		SELECT
TNT	TNT Overnight 10am	BNE	BNE	\$49.97	\$17.5	\$67.47	15/12/2020		SELECT
TNT	TNT Overnight 9am	BNE	BNE	\$51.82	\$19.19	\$71.01	15/12/2020		SELECT
Northline	General	BNE	BNE	\$48.85	\$48.08	\$96.93	15/12/2020		SELECT
TNT	TNT Premium Technology Express	BNE	BNE	\$182.07	\$26.79	\$208.86			SELECT

 [Get Insurance Quote](#)

**ETAs**  
If you are sending Dangerous Goods, the ETAs supplied are not valid ETAs are an estimate only, and are calculated based on freight being collected today.  
If you have missed the cut off time for your area you will need to add a day to the ETA.

**Insurance**  
Insurance is provided based on the [Financial Services Guide \(FSG\)](#), the [Product Disclosure Statement \(PDS\)](#) and the [Policy Terms and Conditions](#). By selecting a freight quotation that includes insurance, you are confirming that you have read, understood and accept the Duty of Disclosure, Insurance policy Terms and Conditions. All insurance pricing includes GST.

**Terms and Conditions**  
Quotations are based on information supplied by you, however, the actual freight charges may vary if the consignment details or the physical consignment is not the same as shown on the quote. Actual charges may be subject to any movement in fuel surcharges or rates between date of issue of this quotation and the actual freight movement date. Additional charges may be applied for deliveries to mine sites, un-served machinery, liquids, fragile, hand-unload, the use of cranes, tallies or other specialised equipment or where re-delivery or demurrage charges are incurred by the carrier. The quote provided is subject to carrier acceptance. Please refer to our website for our full Terms and Conditions.

[Close](#)

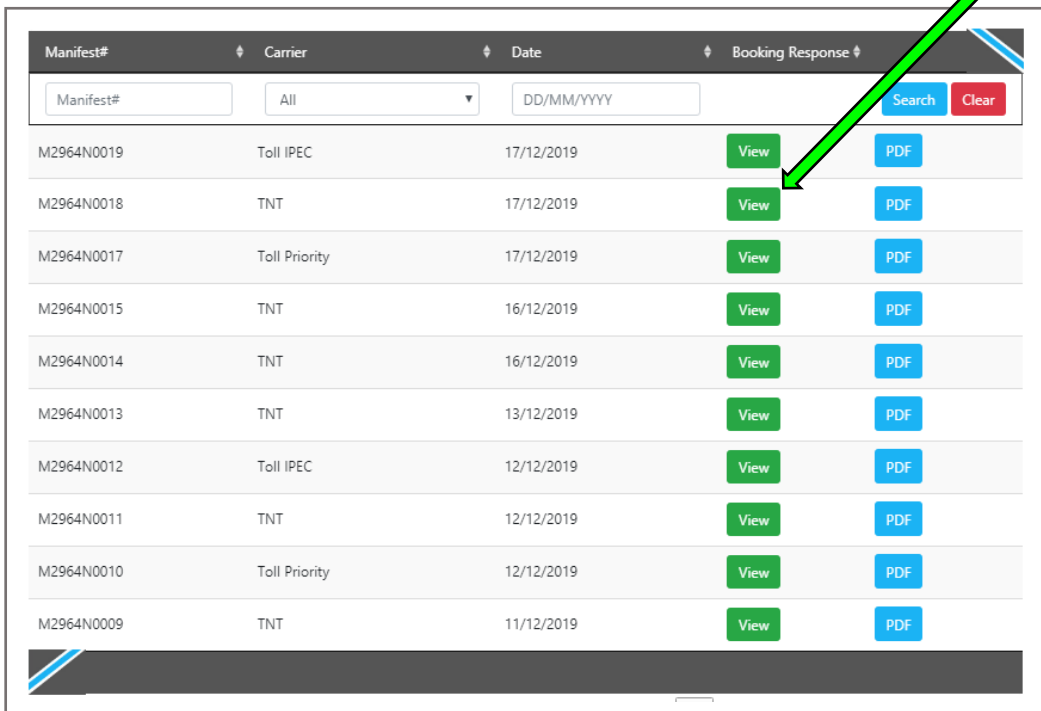
For all information regarding insurance please head to <https://kiscorporate.com.au/shipping-and-delivery-insurance/>

# 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.

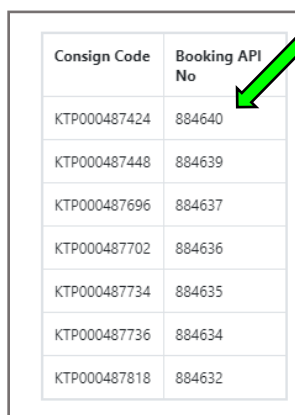
- 'All Manifest' shows **all** manifests.
- 'Booking' shows only the manifests that have a booking requested.

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



Manifest#	Carrier	Date	Booking Response
M2964N0019	Toll IPEC	17/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0018	TNT	17/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0017	Toll Priority	17/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0015	TNT	16/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0014	TNT	16/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0013	TNT	13/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0012	Toll IPEC	12/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0011	TNT	12/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0010	Toll Priority	12/12/2019	<a href="#">View</a> <a href="#">PDF</a>
M2964N0009	TNT	11/12/2019	<a href="#">View</a> <a href="#">PDF</a>

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



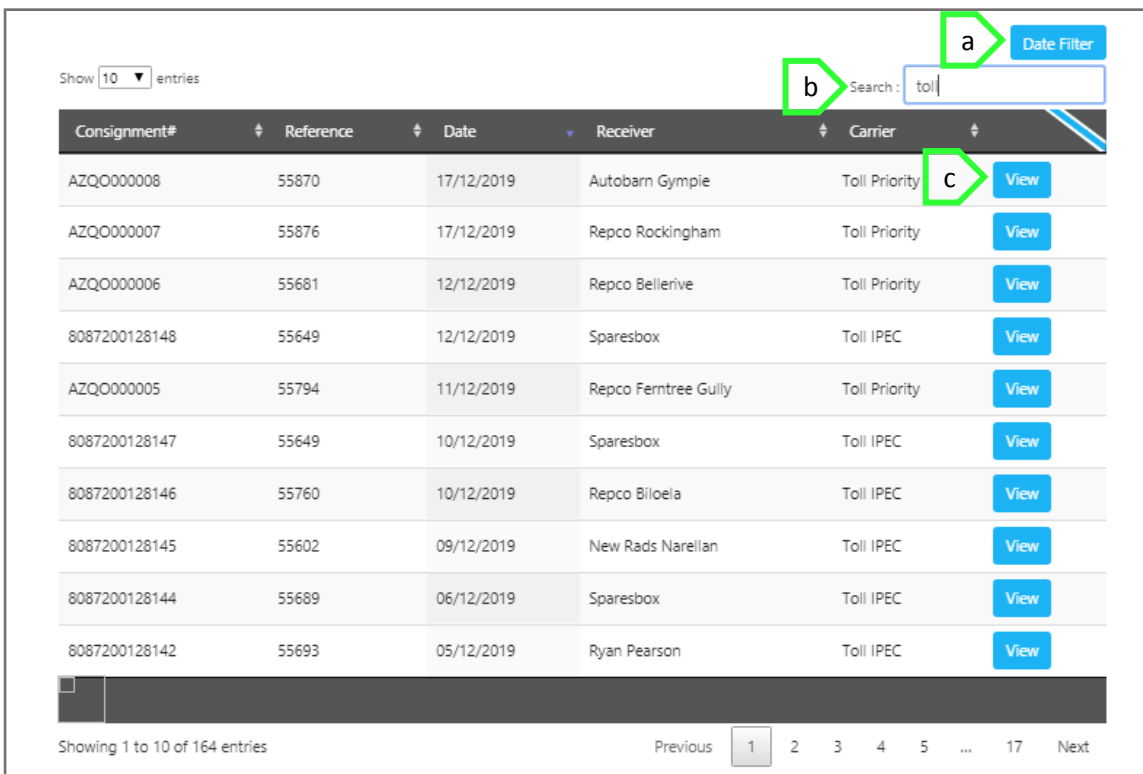
Consign Code	Booking API No
KTP000487424	884640
KTP000487448	884639
KTP000487696	884637
KTP000487702	884636
KTP000487734	884635
KTP000487736	884634
KTP000487818	884632

# Track & Trace

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



## Track and Trace



Showing 10 entries

Search: tol | [Date Filter](#)

Consignment#	Reference	Date	Receiver	Carrier	
AZQ0000008	55870	17/12/2019	Autobarn Gympie	Toll Priority	<a href="#">View</a>
AZQ0000007	55876	17/12/2019	Repco Rockingham	Toll Priority	<a href="#">View</a>
AZQ0000006	55681	12/12/2019	Repco Bellerive	Toll Priority	<a href="#">View</a>
8087200128148	55649	12/12/2019	Sparesbox	Toll IPEC	<a href="#">View</a>
AZQ0000005	55794	11/12/2019	Repco Ferntree Gully	Toll Priority	<a href="#">View</a>
8087200128147	55649	10/12/2019	Sparesbox	Toll IPEC	<a href="#">View</a>
8087200128146	55760	10/12/2019	Repco Biloela	Toll IPEC	<a href="#">View</a>
8087200128145	55602	09/12/2019	New Rads Narellan	Toll IPEC	<a href="#">View</a>
8087200128144	55689	06/12/2019	Sparesbox	Toll IPEC	<a href="#">View</a>
8087200128142	55693	05/12/2019	Ryan Pearson	Toll IPEC	<a href="#">View</a>

Showing 1 to 10 of 164 entries

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- 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.

**a** Connote No: 8087200128144  
 Connote Date: 06/12/2019  
 Manifest Date: 06/12/2019  
 Carrier: Toll IPEC  
 Service: Road Express

**b** **Sender Detail**  
 Name: Sample Text  
 Address Line1: Sample  
 Address Line2: Sample  
 Post Code: Sample  
 Suburb: Sample  
 Phone: Sample  
 Contact Name: Sample

**d** **In Transit**

**c** **Receiver Detail**  
 Name: Sample Text  
 Address Line1: Sample  
 Address Line2: Sample  
 Post Code: Sample  
 Suburb: Sample  
 Phone: Sample  
 Contact Name: Sample

**e** **VIEW DETAILED TRACKING**

- 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:

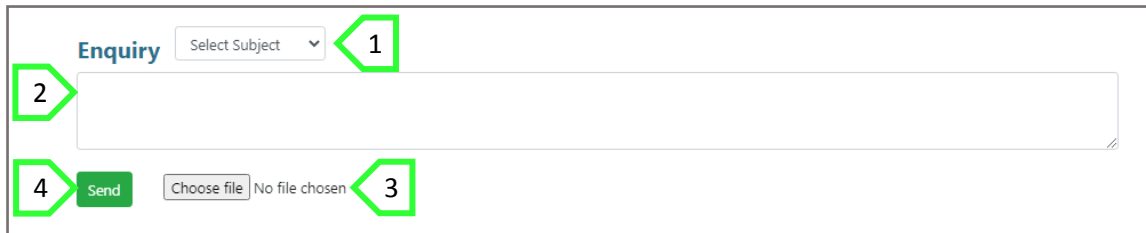
Location	Date & Time	Connote Item	Description
MELBOURNE	2019-12-11T12:55:09+1100	00593529781400241718	FREIGHT DELIVERED
MELBOURNE	2019-12-11T07:17:16+1100	00593529781400241718	ON FOR DELIVERY
MELBOURNE	2019-12-10T18:31:31+1100	00593529781400241718	SCANNED INTO DEPOT
MELBOURNE	2019-12-10T11:48:22+1100	00593529781400241718	UNDELIVERED (CLOSED - NO CARD LEFT)
MELBOURNE	2019-12-10T08:56:01+1100	00593529781400241718	ON FOR DELIVERY
MELBOURNE	2019-12-09T11:21:34+1100	00593529781400241718	SORTED TO CHUTE
BRISBANE	2019-12-06T19:15:49+1100	00593529781400241718	SORTED TO DESTINATION
BRISBANE	2019-12-06T19:14:40+1100	00593529781400241718	SCANNED INTO DEPOT
IN SYSTEM	2019-12-06T15:36:01+1100	00593529781400241718	CONNOTE FILE LODGED (E-TRADER)
BRISBANE	2019-12-06T15:17:04+1100	00593529781400241718	FREIGHT PICKUP

[Close](#)



## **Lodge an Enquiry**

Find the consignment through the track and trace screen (detailed on page 15). You will find a conversation box under the tracking info, use this to lodge your enquiry:

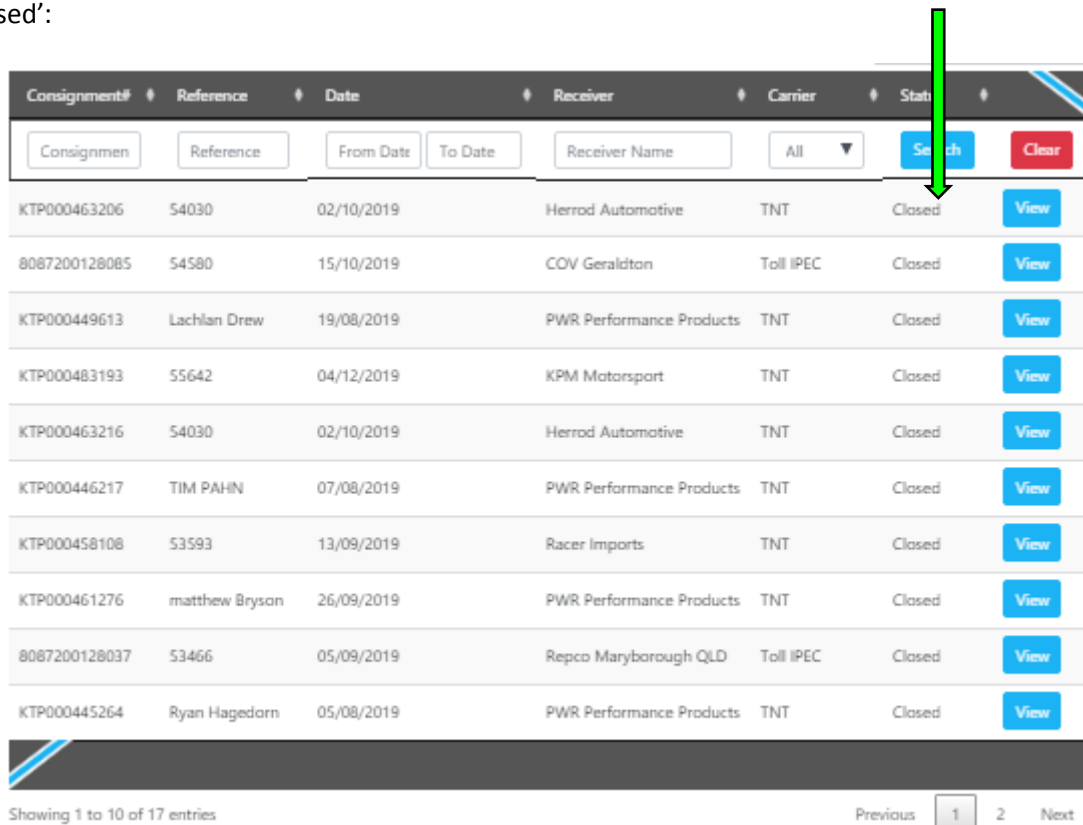


1. Choose the reason for your enquiry from the drop down.
2. Write a description of your enquiry.
3. Attach any supporting documents.
4. Hit 'Send'.

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':



Consignment#	Reference	Date	Receiver	Carrier	Status	
KTP000463206	54030	02/10/2019	Herrod Automotive	TNT	Closed	<a href="#">View</a>
8087200128085	54580	15/10/2019	COV Geraldton	Toll IPEC	Closed	<a href="#">View</a>
KTP000449613	Lachlan Drew	19/08/2019	PWR Performance Products	TNT	Closed	<a href="#">View</a>
KTP000483193	55642	04/12/2019	KPM Motorsport	TNT	Closed	<a href="#">View</a>
KTP000463216	54030	02/10/2019	Herrod Automotive	TNT	Closed	<a href="#">View</a>
KTP000446217	TIM PAHN	07/08/2019	PWR Performance Products	TNT	Closed	<a href="#">View</a>
KTP000458108	53593	13/09/2019	Racer Imports	TNT	Closed	<a href="#">View</a>
KTP000461276	matthew Bryson	26/09/2019	PWR Performance Products	TNT	Closed	<a href="#">View</a>
8087200128037	53466	05/09/2019	Repco Maryborough QLD	Toll IPEC	Closed	<a href="#">View</a>
KTP000445264	Ryan Hagedorn	05/08/2019	PWR Performance Products	TNT	Closed	<a href="#">View</a>

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# Updates

Dashboard

Profile

Quote

Consignments

Manifest

Track & Trace

Reports

Updates

Please note that any updates will be posted in the 'Updates' tab on the menu options.

'Updates' will be bold when there is a new update in the folder.

Subject	Content	Document	Date
TNT Operational Service Changes	Effective 7th December, TNT are implementing several operational service changes, that will effect palletised consignments from/to residential addresses, that weigh over 30kg.	<a href="#">Download</a> <a href="#">View</a>	01/12/2020
Toll Oversize Manual Handling Fee	Update to the Toll Oversize MHF	<a href="#">Download</a> <a href="#">View</a>	26/11/2020
Important Information	<a href="#">Click here</a> to view our important information. This details important information on Manual Handling Fees (MHF), Credit Requests etc		26/11/2020
Packaging Guide	<a href="#">Click here</a> to view our packaging guide. Although we have tried to include most freight types, some may not be covered in this document. Carriers can refuse freight that they deem unfit for travel.		26/11/2020
iCONSIGNIT Training Manual	<a href="#">Click here</a> for step by step instructions on how to use iCONSIGNIT		26/11/2020
Insurance	Instructions on how to use the insurance feature. For more information on insurance please <a href="#">click here</a>	<a href="#">Download</a> <a href="#">View</a>	26/11/2020

## Trouble Shooting

### No Rates Available

Action	Carrier	Service	From	To	Freight	Fees	Total Excluding GST	ETA
No rates available, please press calculate button								

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

4001 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 Pick Ups

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

- Not manifesting and booking freight correctly (Page 10)
- Error within the chosen carriers system
- Drivers are too busy
- Attempted collection but no one available
- Attempted collection but freight 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 head to 'Track & Trace' and lodge an enquiry for the consignment that has been missed (page 16). Simply let us know that there was a missed pick up and let us know the open and close times for collection.

**Please be aware that missed bookings do not roll over to the next day.**