

**REFRIGERATED FREIGHT  
SERVICES**

# **CLIENT MANUAL**

Cool Couriers Refrigerated Freight Services

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## Welcome to Cool Couriers Refrigerated Freight Services

Since our founding in 2001, Cool Couriers Refrigerated Freight Services has been dedicated to providing reliable and innovative refrigerated transport solutions. With a strong commitment to maintaining the integrity of temperature-sensitive goods, we have grown from a small operation to a leading provider in the industry. Our advanced fleet and cutting-edge technology ensure that your products are delivered safely and on time, every time.

Thank you for choosing Cool Couriers Refrigerated Freight for your refrigerated transport needs. We are committed to supporting you and ensuring the highest standards of service. We look forward to a successful partnership and are here to assist you every step of the way.

## The Booking process

To ensure a smooth delivery, you will need to fill in and send our booking form to [ccbookings@coolcouriers.com](mailto:ccbookings@coolcouriers.com) by **11:30am for Linehaul deliveries** and **2pm for local deliveries (AEST) the day prior to pickup/departure.**

To ensure we have all the information necessary to complete the pickup or delivery, please include:

- Pick up Date AND Time (Open/Close Times)
- Delivery Date AND Time (Open/Close Times)
- Temperature & Quantity
- Weight
- Contact name and number for the dispatcher and receiver.
- Any special instructions

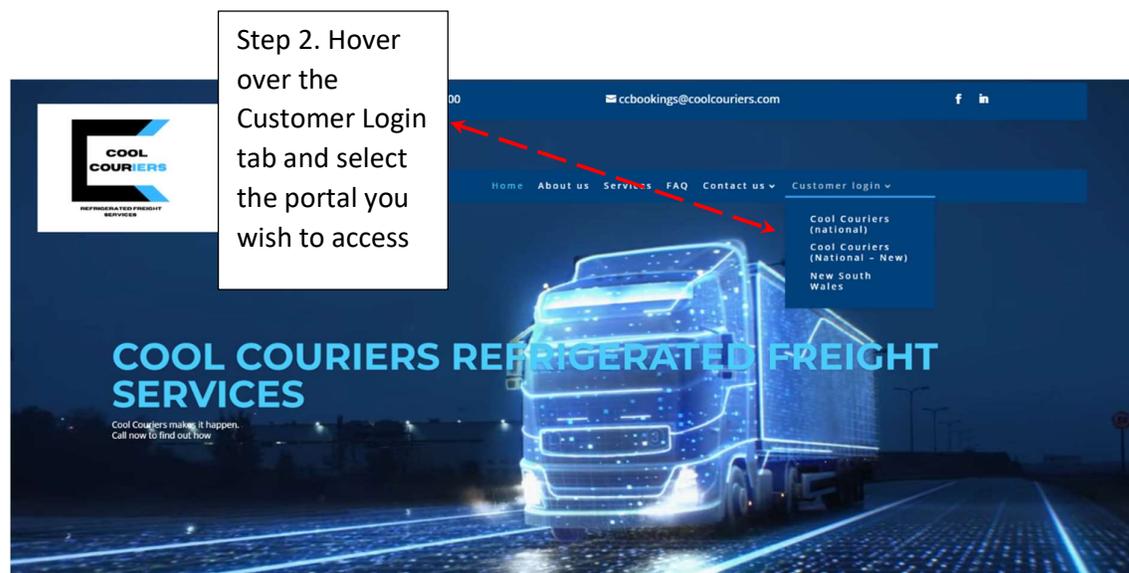
If you do not have our booking form, please feel free to contact our team and we will send you our booking form template.

Failure to provide the above information on your booking form may result in delays.

## Cool Couriers Online Portal

We are delighted to introduce you to our Online Client Portal, designed to enhance your experience and streamline your interactions with our services. This manual will guide you through the features and functionalities of the portal, ensuring you can maximize its benefits with ease.

Step 1 – Logon to the Cool Couriers Website ([www.coolcouriers.com](http://www.coolcouriers.com))



Step 3. Login using your email and password (note if you do not know your login details, please contact the Cool Couriers office.

Log in

A screenshot of the Cool Couriers login form. The form is set against a light orange background. It includes the Cool Couriers logo at the top right. Below the logo is a 'Log in' button. Underneath are two input fields: 'User name / Email address' and 'Password'. At the bottom left is the 'CargoOFFICE' logo, and at the bottom right are two buttons: 'Forgot password?' and 'Log in'. A red dashed arrow points from the text box to the 'Log in' button.

Step 4 – From here, you will be able to:

- Access your transport data (eg past deliveries and active deliveries)
- Access our Terms and Conditions
- Update your login details
- Update your business details
- Access your PODs

The screenshot shows the Cool Couriers user interface. At the top right, there are links for 'Log out', 'Forgot password?', 'Help', and 'BackOffice'. Below these is the email address 'ccaccounts@coolcouriers.com / CASH'. A navigation bar contains 'Home', 'Shipments', 'Track&Trace', and 'Users'. The main content area is divided into three sections: 'Orderentry', 'Track & Trace', and 'User data'. The 'Orderentry' section includes 'Active shipments', 'Order entry form', and 'Terms and Conditions'. The 'Track & Trace' section includes 'Track & Trace' and 'Track & Trace for Customers'. The 'User data' section includes 'Forgot password', 'Change your password', 'Change your user details', and 'Document Server'. On the left, there is a sidebar with company information, contact details, and a homepage link. On the right, there is an 'Info' section with a 'Welcome' message and a 'Company Pictures' section with four images of couriers. At the bottom right, it says 'Powered by: combinet'.

This screenshot is identical to the one above, but with a callout box overlaid on the 'Active shipments' link in the 'Orderentry' section. The callout box contains the text: 'Step 5. To access your transport data (including PODs) select the Active Shipment button'. A red arrow points from the text to the 'Active shipments' link.

Step 6. Select you date range by clicking on period

The screenshot shows the Cool Couriers web application interface. At the top left is the logo for COOL COURIERS, REFRIGERATED FREIGHT SERVICES. Below the logo are navigation tabs: Home, Shipments, Track&Trace, and Users. The 'Shipments' tab is active. The main content area features a search bar with a date range selector set to '2024-07-27' to '2024-07-27'. Below the search bar is a table with columns: Shipment ID, Customer ID, Supplier Order No., From, To, Delivery Date, and Shipment Status. Two rows of data are visible. The first row is highlighted in yellow and has a red box around the '2024-07-27' date in the 'Delivery Date' column. The second row is not highlighted. At the bottom of the table, it says 'Search took 0.24 seconds, 2 rows.' There are also links for 'Log out', 'Forgot password?', 'Help', and 'BackOffice' in the top right corner.

Step 7. You can apply three filters by selecting the headings of each column.  
Red= first filter  
Dark Purple = second filter  
Purple = third filter  
You can quickly see the status of your delivery (under the Shipment status column)

The screenshot shows the Cool Couriers web application interface with column filters applied. The table headers are highlighted with different colors: 'Shipment ID' is red, 'Customer ID' is dark purple, 'Supplier Order No.' is purple, 'From' is red, 'To' is dark purple, 'Delivery Date' is purple, and 'Shipment Status' is red. The data rows are also highlighted with these colors. The '2024-07-27' date in the 'Delivery Date' column of the first row is highlighted in red. The text 'Search took 0.24 seconds, 2 rows.' is visible at the bottom of the table. The navigation tabs and search bar are the same as in the previous screenshot.

Step 8. To view your POD, select the shipment ID

Step 8.2. if the POD has not been completed, there will be no name or signature of the receiver

The screenshot shows the Cool Couriers web interface. On the left, a table lists shipments with columns for Shipment ID, Customer ID, and Supplier Order No. Shipment 1115661 is selected. A red arrow points from the text box to this row. On the right, a detailed 'CON NOTE' for shipment 1115661 is displayed, showing sender and receiver information, goods details, and pallet configurations.

Step 9. To download or print the POD or the Carton/pallet label, tick the box on the left-hand side of the job and click the "With Selected" button at the bottom of the screen.

This screenshot shows the shipment list from the previous step. A red arrow points from the text box to the 'With selected:' dropdown menu, which is open and showing options: 'With selected?', 'Print stickers', 'Show bookingform(s)', and 'Show Manifest'. Another red arrow points from the text box to the 'Print stickers' option.

Step 9.2. click on either "Print Stickers" to print/download labels or "Show Booking form" to print/download the POD

# Exporting your deliveries into a CSV

If you would like to export your deliveries into a CSV, please complete the following steps:

**Step 1. To access your transport data (including PODs) select the Active Shipment button**

The screenshot shows the Cool Couriers dashboard with a navigation menu (Home, Shipments, Track&Trace, Users) and a sidebar with company information. The main content area has three sections: Orderentry, Track & Trace, and User data. The 'Active shipments' button in the Orderentry section is highlighted with a red arrow.

**Step 2. Select your date range by clicking on period**

The screenshot shows the 'Shipments' page with a table of shipments. The date range filter is set to '2024-07-27' to '2024-07-27'. A red arrow points from the text box to the date range filter.

Shipment ID	Customer ID	Supplier Order No.	From	To	Delivery Date	Shipment Status
<input checked="" type="checkbox"/> 1115661	CASH	TEST Job	LYTTON	LABRADOR	2024-07-27	2024-07-24 11:00:07 orderchange (Brett)
<input type="checkbox"/> 111594	CASH	TEST Job	LYTTON	Helensvale	2024-07-27	2024-07-24 10:28:31 newShipmentID: 1115661

**Step 3. Click Export CSV**

The screenshot shows the 'Shipments' page with the 'Export CSV' button highlighted. A red arrow points from the text box to the button.