

**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 by **11:00am for Linehaul and Interstate deliveries (eg NSW, VIC, SA etc)** and **1pm for local QLD 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

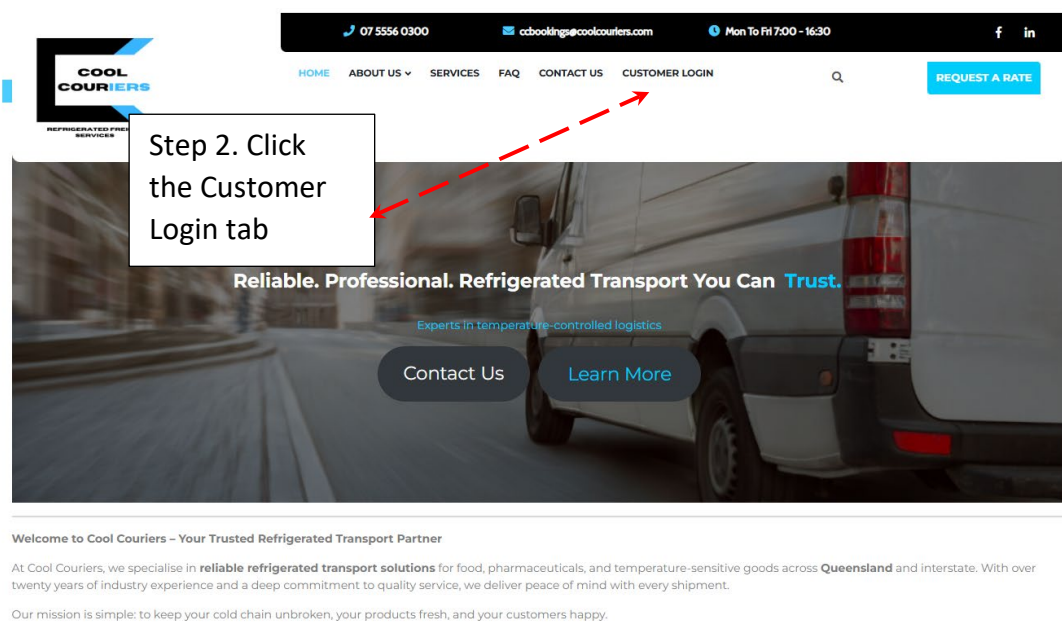
If you do not have our booking form, please feel free to contact our team and we will send you our booking form template.

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)



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


The screenshot shows the Cool Couriers login form. It has a yellow background and a white header with the company logo. The form contains a 'Log in' button, a 'User name / Email address' field, a 'Password' field, and a 'Log in' button. A red dashed arrow points from the 'Log in' button to a callout box. The callout box contains the text: 'Step 3. Login using your email and password (note if you do not know your login details, please contact the Cool Couriers office.' Below the form, there is a 'cargoOFFICE' logo and two buttons: 'Forgot password?' and 'Log in'.

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
- View Shipment updates
- View Shipment ETA's



Step 6. Select you date range by clicking on period



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[Log out](#) [Forgot password?](#) [Help](#) [BackOffice](#)

[ccaccounts@coolcouriers.com / CASH](#)

New Export CSV

Period | Month | Preset
2024-07-27 2024-07-27

Column search (% is wildcard)
Shipment ID

Show 50


Sort Desc

Search

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

With selected:

Search took 0.24 seconds, 2 rows.




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)



REFRIGERATED FREIGHT SERVICES

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<input type="checkbox"/> 111594	CASH	TEST Job	LYTTON	Helensvale	2024-07-27	2024-07-24 10:28:31 newShipmentID: 1115661

With selected:

Search took 0.24 seconds, 2 rows.




Step 8. To view your ETA's, scroll to the lefthand side of the screen to the Pickup ETA and Delivery ETA column. These columns will be updated at the end of the day once allocations have been completed.

NOTE: ETA's are for local QLD deliveries only

Delivery Date	Pickup ETA	Delivery ETA
2025-08-26		
2025-08-26		
2025-08-26		
2025-08-26		
2025-08-26		
2025-08-26		
2025-08-26	2025-08-26 07:36	2025-08-26 12:16
2025-08-26		
2025-08-26	2025-08-26 08:49	2025-08-26 09:59
2025-08-26	2025-08-26 07:25	2025-08-26 10:14
2025-08-26	2025-08-25 07:46	2025-08-25 10:35
2025-08-26		
2025-08-26		
2025-08-26	2025-08-26 06:45	2025-08-26 12:02
2025-08-26	2025-08-26 09:26	2025-08-26 10:07

Step 9. To view your POD, select the shipment ID

Step 9.2. if the POD has not been completed, there will be no name or signature of the receiver



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Home Shipments Track&Trace Users

New Export CSV

Period: 2024-07-27 - 2024-07-27

Column search (if is wildcard):

Shipment ID

Shipment ID Customer ID Supplier Order No.

1115661 CASH TEST Job

111394 CASH TEST Job

With selected:

Job Booking 20002 - Google Chrome

cool.au1.cargooffice.com.au/tbbov/tinfo_customer.php?trackingNbr=20002.1115661

COOL COURIERS

MDH VIC Pty Ltd T/A
Cool Couriers Refrigerated Freight services
58 Kingston Dr, Indevale QLD 4212
T: 07 5556 0300

CON NOTE
1115661

Customer: CASH, Cool Couriers Refrigerated Freight Services-Cash Delivery: Local
Reference: TEST Job

SENDER
Cool Couriers QLD Depot
119 EXPORT STREET
LYTTON QLD 4178
Date: 27-07-24
Time: 06:00 - 13:00

RECEIVER
TEST
58 Kingston Dr
LABRADOR QLD 4215
Date: 27-07-24
Time: 07:00 - 17:00

Qty	Units	Goods	Temp	Weight(kgs)	Dims(cm)
5	CTN	TEST Job	CHILLED	15	30x30x25
5				15(kgs)	0.1125(m³)

PALLETS		Chep		Loscam		Other	
		In	Out	In	Out	In	Out

TEMPERATURES		Pickup		Delivery	
		Fridge	Freezer	Fridge	Freezer

Driver/Truck:
Remarks:
Attachments: [add](#)
Signature:

© Cool Couriers Terms and Conditions cargoOFFICE

word? Help BackOffice

ccaccounts@coolcouriers.com / CASH

Step 10. 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.


The screenshot shows the Cool Couriers web application interface. At the top, there is a navigation bar with links for "Log out", "Forgot password?", "Help", and "BackOffice". Below this is a header section with the Cool Couriers logo and a navigation menu with "Home", "Shipments", "Track&Trace", and "Users". The main content area displays a table of shipments. The table has columns for "Shipment ID", "Customer ID", "Supplier Order No.", "From", "To", "Delivery Date", and "Shipment Status". Two shipments are listed: 1115861 and 111594. Both have checkboxes in the left margin. A dropdown menu is open at the bottom left, showing options: "With selected:", "Print stickers", "Show bookingform(s)", and "Show Manifest".

Shipment ID	Customer ID	Supplier Order No.	From	To	Delivery Date	Shipment Status
1115861	CASH	TEST Job	LYTTON	LABRADOR	2024-07-27	2024-07-24 11:00:07 orderchange (Brett)
111594	CASH	TEST Job	LYTTON	Helensvale	2024-07-27	2024-07-24 10:28:31 newShipmentID: 1115861

Step 10.2. 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:



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★★★★★

Company
Cool Couriers
58 Kingston Drive
Helensvale
QLD 4212
T: 07 5556 0300
F:
E: Administrator

Contacts
Bookings

Homepage
www.coolcouriers.com

ABN
todo

Carrier number
20002

Carrier code
cool





Home Shipments Track&Trace Users

Orderentry
Active shipments
Order entry form
Terms and Conditions

Track & Trace
Track & Trace
Track & Trace for Customers

User data
Forgot password
Change your password
Change your user details
Document Server


Info
Welcome

Company Pictures




Powered by: combinet

Log out Forgot password? Help BackOffice

ccaccounts@coolcouriers.com / CASH

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



REFRIGERATED FREIGHT SERVICES

Home Shipments Track&Trace Users

Period | Month | Preset
2024-07-27 2024-07-27

Column search (% is wildcard)
Shipment ID


Show 50 Sort Desc Search

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With selected:

Search took 0.24 seconds, 2 rows.

Step 2. Select your date range by clicking on period



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Home Shipments Track&Trace Users

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With selected:

Search took 0.24 seconds, 2 rows.

Step 3. Click Export CSV