



My AirRoad User Manual

2022

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## [AirRoad Despatch System Online](#)

<http://www.airroad.com.au>

My AirRoad is a user friendly application which allows AirRoad clients to generate consignment note information, freight tracking labels and manifest reports.

Data is submitted by the client to the nearest AirRoad state depot and consignment notes are then printed. Freight tracking labels are printed at the client's site to be attached to freight.

Unique login details dictate the account and the consignment range to which the consignment is made out to. They also allow the client to visibly track each consignment from pickup to delivery using AirRoad Track & Trace. Proof of Delivery images can be viewed through this site via the Track & Trace and POD Retrieval tools.

My AirRoad enables users to create and save consignments without immediately booking them; this allows users to add additional items at a later stage when it is more convenient to do so or when more information is made available.

The Client Address Book tool allows clients to store addresses in an easily accessible database to quickly retrieve them when creating consignments. The details stored will include email addresses and the option to send a notification email to the addressee when consignments are created.

Similar to the Client Address Book, the Product Management tool allows clients to store product information which can be retrieved when creating consignments. This can be useful for popular items which are used frequently so users can avoid repeatedly entering in the same details.

Despatch reports can be generated; this report contains information on all created consignments within a selected date range. This report also gives users the option to save, export or print this data.

The Connote Import tool allows clients to import batches of consignment data from a spreadsheet. Clients are able to specify the specific consignment note numbers to be used from this tool.

Clients wishing to use this site are required to contact their AirRoad Account Manager.

## [Log into My AirRoad](#)

To log into My AirRoad you will need to enter your login details.

These will be supplied by your AirRoad Account Manager or Sales Representative.

Go to the following URL: <http://www.airroad.com.au>

Click the 'Login' button at the top right of the screen.



Express

Logistics

Specialised

One-off Deliveries

Contact Us

Login

Log in using the supplied Username and Password.

PLEASE NOTE: All login details are in CAPITAL letters.

## My AirRoad Tools Descriptions

The following is a brief description of most of the features available.

**Cancel Connote:** This lets you cancel consignments that were submitted in the last *two hours*.

**Connote Entry:** This is where you can create, cancel, save and open existing consignments. Your product database and address book are integrated within this tool so that you can enjoy a seamless and convenient online session.

**Client Address Book:** This tool holds your customer information. You can also import and export addresses from a Comma Separated Value (CSV) file. To save time, you can search by customer code or customer name.

**Despatch Reports:** This report shows all your consignments for the selected date range. You can also export, save or print your data. Information is also available for returned consignments.

**POD Retrieval:** This tool is the quickest way to retrieve Proof of Delivery information. Simply enter up to 10 consignment or reference numbers to view POD images. You also have the option to email these to anyone you like.

**Transit Times Calculator:** This tool calculates our transit times. Simply enter pickup and delivery postcodes/ suburbs and a pickup date to get an estimated transit time.

**Reprint:** This tool lets you reprint consignment labels or Dangerous Goods form by simply entering a consignment number or range of consignment numbers. This tool also gives you the option to email the labels to a nominated email address. Whereas labels would be opened and can be printed from new browser tab, reprinting of DG forms will be done inline to make the printing process easier.

**Product Management:** This is your product database where you can store all critical product information. You will be able to search by SKU data or product name, you also have the option to import product data from a CSV file.

**Quick Quote:** This tool returns an estimated price to deliver your consignment once you enter postcodes, consignment and weight (volume is optional).

**Order New Labels:** This tool allows you to request additional labels. Each box contains 10 rolls of labels and each roll has 350 labels.

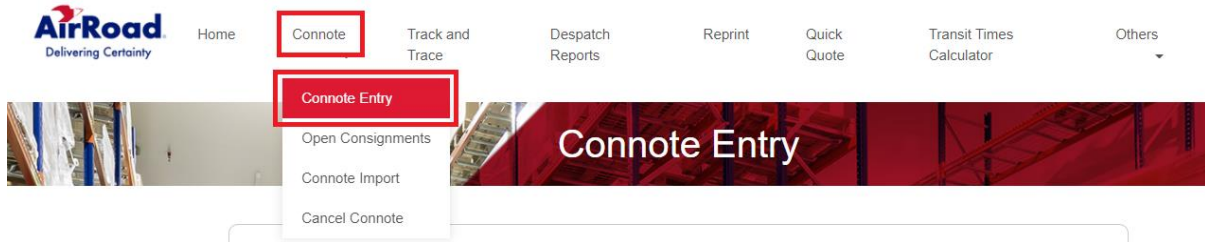
**Connote Import:** By conforming to the AirRoad template, clients are able to import multiple consignments at once through an excel spreadsheet.

## Connote Entry

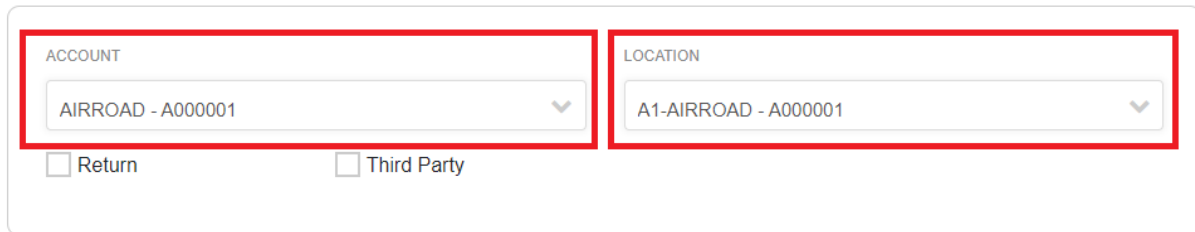
This is where you create, cancel, save and open existing consignments.

To begin booking a consignment you will need to follow the following steps:

**Step 1:** Access *Connote Entry* by clicking the 'Connote' drop down along the top menu options and then *Connote*



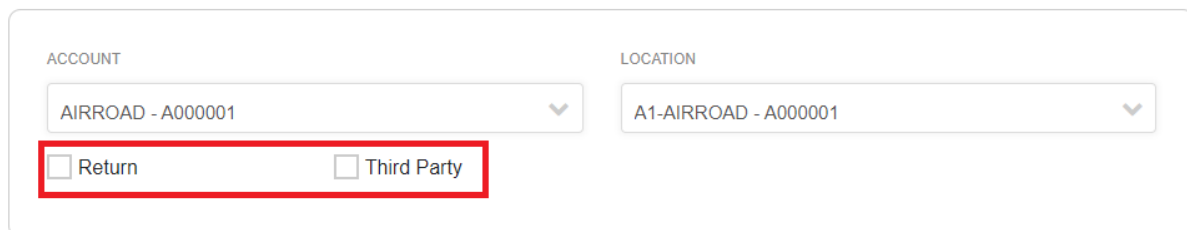
**Step 2:** If multiple accounts exist, use the drop down menus to choose *Account* and *Location*.



**Step 3:** Once the *Account* and *Location* are selected you can choose whether the consignment is a *Return* or *3<sup>rd</sup> Party Pickup* by selecting the appropriate check box.

A *Return* will switch the *Sender* and *Receiver* details around.

A *Third Party Pickup* will clear both *Sender* and *Receiver detail* fields.



### Sender and Receiver Details

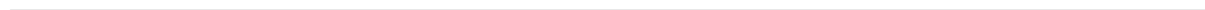
The Sender or Receiver details will be auto-populated based on the *Account* and *Location* chosen and whether the consignment is a *Normal* or *Return*.

By default, the Sender Details are collapsed. If *Return* is selected the default address details will be used to populate the Receiver Details and the Receiver Details will be collapsed.

If *3<sup>rd</sup> Party Pickup* is selected, both Sender and Receiver Details will be un-collapsed.

PLEASE NOTE: If the auto-populated details require amending, please contact AirRoad IT.

+ Sender Details



- Receiver Details

LOAD FROM ADDRESS BOOK

<input type="text" value="CLIENT CODE OR CLIENT NAME"/>	<a href="#" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">ADDRESS BOOK</a>
RECEIVER NAME	RECEIVER CODE
<input type="text"/>	<input type="text"/>
ADDRESS 1	
<input type="text"/>	
ADDRESS 2	
<input type="text"/>	
SUBURB/STATE/POSTCODE	
<input type="text"/>	
EMAIL	PHONE NUMBER
<input type="text"/>	<input type="text"/>

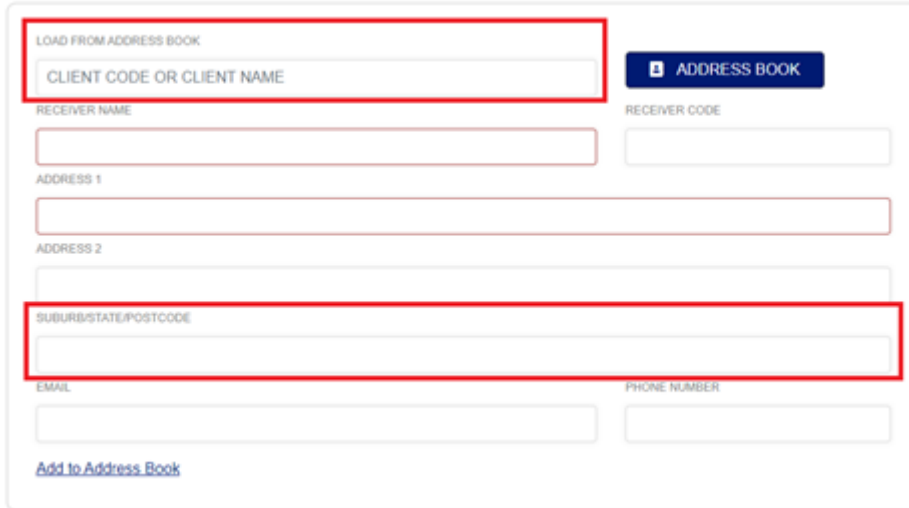
[Add to Address Book](#)

### Smart Fields

The *Load from Address Book* field is a Smart Field. This means the site will automatically search for any Client Code or Client Name in the Address Book for the data entered and return any possible results relating to the field.

PLEASE NOTE: The *Load from address Book* feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature.

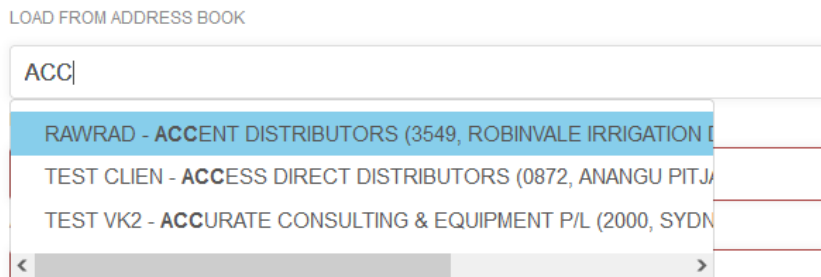
The Suburb/State/Postcode field is also a Smart Field. The site will search for any Suburb or Postcode entered and return any relevant postcode records.



**Step 1:** Type at least 3 characters into these fields and any records containing the entered text will be listed.

For example, start typing into the *Receiver Name* field “acc”.

All names containing “acc” will be displayed



**Step 2:** Select one record from the list and it will populate all relevant Sender/Receiver details.

**Step 3:** This is also true for the Suburb and Postcode fields.

For example, start typing “Lid” in the *Suburb* field.

All suburbs starting with “Lid” are listed.

**Step 4:** Select the relevant record and the *Suburb*, *State* and *Postcode* will be populated

**Step 5:** User must enter a phone number to book the consignments.

SUBURB/STATE/POSTCODE

LID|

- LIDCOMBE, NSW, 2141
- LIDCOMBE NORTH, NSW, 2141
- LIDDELL, NSW, 2333
- LIDSDALE, NSW, 2790
- LIDSTER, NSW, 2800

If the address you are using does not exist in the *Client Address Book*, the address entered will be added to your *Client Address Book* once you click *Add to Address* at the bottom of the Sender/Receiver details section .

LOAD FROM ADDRESS BOOK

CLIENT CODE OR CLIENT NAME

RECEIVER NAME

ADDRESS 1

ADDRESS 2

SUBURB/STATE/POSTCODE

EMAIL

[Add to Address Book](#)

Adding new addresses to the Address Book can also be done through the “*Client Address Book*” tool.

[Exact Client Code Barcode Matching](#)

PLEASE NOTE: This feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature.

- Step 1:** With the cursor in the *Client Code* field, scan a client barcode. This barcode **MUST** be an exact match.
- Step 2:** If an exact match is found, the relevant Sender/Receiver will be loaded automatically.

### Client Code in Reference 1 field

PLEASE NOTE: This feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature.

- Step 1:** Notice that the *Reference 1* field is disabled
- Step 2:** Select a Sender/Receiver from the Address Book or from the list after a *Receiver Name* or a *Client Code* has been entered
- Step 3:** The *Client Code* will automatically appear in the *Reference 1* field

### Entering Item Details

There are a number of ways to enter in Item Details:

- Using *My Products* and *Add Item* OR
- Through direct item entry

Before the consignment can be saved or booked, *Sender/Receiver Details* and *Item Details* must be filled in.

### Products

PLEASE NOTE: This feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature. The *Product Management* feature will not appear in the menu options if this option is unavailable.

To use *Products*:

- Step 1:** Select *Products*, your Product Database will appear.  
It will display a list of five (5) items per page by default. At the bottom of the page, page numbers and arrows can be used to navigate between pages.
- Step 2:** Users can use the *Items per page* drop down to select the number of items to be displayed per page.

Search Products

SKU	NAME	ITEM TYPE	QUANTITY	LENGTH (CM)	WIDTH (CM)	HEIGHT (CM)	WEIGHT (KG)	VOLUME (M3)	DG	UN NO
<input type="checkbox"/>	test sku	test test	BAG	<input type="text" value="1"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="10"/>	<input type="text" value="1"/>	
<input type="checkbox"/>	12345	Sample 1	BAG	<input type="text" value="1"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="2"/>	<input type="text" value="0.001"/>	<input checked="" type="checkbox"/> 1010
<input type="checkbox"/>	678910	test2	TOTE	<input type="text" value="3"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="3"/>	<input type="text" value="0.001"/>	
<input type="checkbox"/>	ETSDF	TEST PRODUCT	CARTON	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0.5"/>	<input type="text" value="1"/>	
<input type="checkbox"/>	TESTSETDFA	PRODUCT NAME	CARTON	<input type="text" value="1"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="10"/>	<input type="text" value="0.001"/>	

Items per page: 5 1 - 5 of 51 < > >>

**Step 3:** Enter in a *SKU* or *Product Name* at the top of the page, to search by *SKU* code or *Product Name*.

To return to the full list of items, simply clear both the *SKU* and *Product Name* fields and hit the *Enter* key on the keyboard.

**Step 4:** Select items by clicking on the check boxes. The quantity of each item can be changed by entering numbers in the *Quantity* field.

SKU	NAME	ITEM TYPE	QUANTITY	
<input checked="" type="checkbox"/>	test sku	test test	BAG	<input type="text" value="1"/>
<input checked="" type="checkbox"/>	12345	Sample 1	BAG	<input type="text" value="1"/>
<input type="checkbox"/>	678910	test2	TOTE	<input type="text" value="3"/>
<input type="checkbox"/>	ETSDF	TEST PRODUCT	CARTON	<input type="text" value="1"/>
<input type="checkbox"/>	TESTSETDFA	PRODUCT NAME	CARTON	<input type="text" value="1"/>

**Step 5:** Once all the required items are selected, click *Confirm* on the bottom left. Clicking *Cancel* will return the user to the *Connote Entry* screen without any changes.

✓ CONFIRM

← CANCEL

The user will then be returned to the *Connote Entry* screen and the *Item Details* fields will display the updated results.

**Step 6:** If users wish to add more items from the product database, click *Products* again and repeat the process.

The previously selected items will be shown in a separate table at the bottom of the page. If users wish to unselect an item, click *Remove* on that item.

Products selected:

SKU	NAME	ITEM TYPE	QUANTITY	LENGTH (CM)	WIDTH(CM)	HEIGHT (CM)	WEIGHT(KG)	VOLUME (M3)	DANGEROUS GOODS	DANGEROUS GOODS UN NO	Remove
test sku	test test	BAG	1	100	100	100	10	1			Remove
12345	Sample 1	BAG	1	10	10	10	2	0.001	✓	1010	Remove

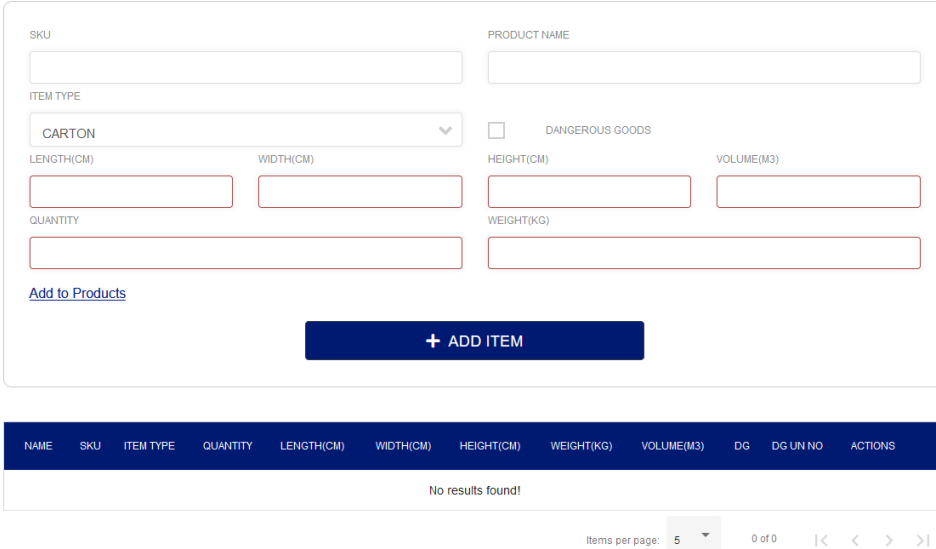
PLEASE NOTE: Selections will not be saved until *Confirm* is clicked.

Add Item

PLEASE NOTE: This feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature.

To add items that are not included in the product database, use the *Add Item* function. This can be used in addition to items already selected through *Products*.

**Step 1:** Clicking *Add Item* will allow users to enter specific freight information.



**Step 2:** Fill in the fields accordingly. All fields except for *SKU* and *Product Name* are mandatory.

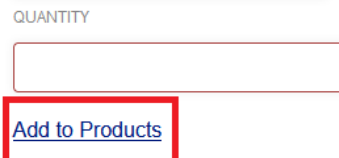
The *Volume* will automatically be calculated when the dimensions are given and the *Volume* field is left blank.

*Dimensions* and *Volume* can be made optional. Please contact your Account Manager or Sales Representative if you would like to enable this feature.

**Step 3:** Please tick the checkbox if the item entered is classified as a *Dangerous Good* and enter in the *Dangerous Goods UN No*.

**Step 4:** Click *Add Item* once you have finished entering in the *Item Details*. Repeat these steps until all items have been added.

If you would like to add this item into your product database please select the *Add to Products* button.



An error message will appear if you have missed any of the mandatory fields.

If you would like to remove the item from the consignment, click the “*Remove*” option on the far right hand side of the item list.

NAME	SKU	ITEM TYPE	QUANTITY	LENGTH(CM)	WIDTH(CM)	HEIGHT(CM)	WEIGHT(KG)	VOLUME(M3)	DG	DG UN NO	ACTIONS
		CARTON	1	100	100	100	10	1			<a href="#">Remove</a>
		PALLET	1	100	100	100	10	1			<a href="#">Remove</a>

**Step 5:** Click *Confirm* to add the items to the consignment.

PLEASE NOTE: Selections will not be saved until *Confirm* is clicked.

[Direct Item Entry](#)

PLEASE NOTE: This method of item entry is only available when both *Products* and *Add Item* functions are disabled.

To enter items directly:

**Step 1:** Enter the quantity into the *Cartons*, *Pallets* and/or *Others* field

Only whole numbers greater than or equal to 1 can be entered. One of the three fields is mandatory if any of the others are empty. I.e. *Cartons* is mandatory if *Pallets* or *Others* is empty.

**Step 2:** Enter the volume into the *Volume* field. This field is mandatory by default. Only integers up to 3 decimal places can be entered.

The *Volume Calculator* tool can be used here to calculate and total the volume of your items by using the dimensions.

**Step 3:** Enter the weight into the *Weight* field. This field is mandatory. Only integers up to 3 decimal places can be entered. Weight must be over 0.5kgs.

CARTONS

PALLETS

OTHERS

VOLUME(M3)

WEIGHT(KG)

[Dangerous Goods](#)

The dangerous goods declaration is, by default, set to “False”. Clients can only book consignments containing *Dangerous Goods* through the *Products* and *Add Item* entry methods.

When adding new products to the product database (through *Product Management*), it is compulsory to identify whether a product is dangerous or not.


A *Dangerous Goods Shipping Declaration* form will be available for printing after every *Dangerous Goods* consignment is booked.

### Expected Delivery Date & Freight Cost

PLEASE NOTE: This feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature.

If the consignment does not contain any *Special Services*, the user will be given the option of calculating the *Expected Delivery Date* and *Freight Costs*.

If any *Special Services* are selected, these features will be disabled.

EXPECTED DELIVERY DATE	FREIGHT COST EX GST
<input type="text"/>	<input type="text"/>
 EXPECTED DELIVERY DATE	\$ FREIGHT COST EX GST

To successfully calculate the *Expected Delivery Date*, both the *Sender* and *Receiver Suburbs/States and Postcodes*, must be populated.

Once you click "*Expected Delivery Date*", the below message will appear. Click "*OK*" to continue. You will now see a date displayed in the "*Expected Delivery Date*" field.

#### **Information**

Please note that your transit times will vary if there is a public holiday or weekend between the collection and delivery dates. Estimated transit times may not apply to the carriage of dangerous goods or deliveries requiring a book in. For further information please call 1300 CERTAIN.

YES	NO
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To successfully calculate the *Freight Cost*, both the *Sender* and *Receiver Suburbs/States and Postcodes*, must be populated as well as the *Item* Details.

PLEASE NOTE: Expected Delivery Dates and Freight Cost Estimates cannot be calculated once any Special Services are selected.

PLEASE NOTE: If a Price On Application area is selected, Freight Cost cannot be calculated. Please contact your Account Manager or Sales Representative if a price is required.

**Information**

The information provided is an estimate only that is based on the information that you have provided. It is calculated on a sender pays basis and is to be used as a guide only and is not intended to act as a quote. Price charged will be based on actual consignment shipped and may vary from the price quoted.

YES

NO

Special Services

If any *Special Services* are required, expand the *Special Services* section and select the relevant Special Services for either the Pickup location or the Delivery location.

Ticking any of the options will put a note in the *Special Instructions* box located below the check boxes.

PLEASE NOTE: Expected Delivery Dates and Freight Cost Estimates cannot be calculated once any Special Services are selected.

**DELIVERY**

<input checked="" type="checkbox"/> TailLift Required	<input type="checkbox"/> 2 Man Required	<input type="checkbox"/> AM Service
<input checked="" type="checkbox"/> PM Service	<input type="checkbox"/> Saturday Service	<input type="checkbox"/> Specific Delivery Time
<input type="checkbox"/> Unpack & remove Rubbish	<input type="checkbox"/> Specific Date Range	<input type="checkbox"/> Dedicated Vehicle
<input type="checkbox"/> Hand Unloading		

TL, PMSrv

**PICKUP**

<input checked="" type="checkbox"/> TailLift Required	<input type="checkbox"/> 2 Man Required	<input type="checkbox"/> AM Service
<input type="checkbox"/> PM Service	<input checked="" type="checkbox"/> Packaging	<input type="checkbox"/> Saturday Service
<input type="checkbox"/> Specific Pickup Time	<input type="checkbox"/> Specific Date Range	<input type="checkbox"/> Dedicated Vehicle
<input type="checkbox"/> Hand Loading		

TL, PckReq, SHRINK WRAP REQUIRED

### Special Services Additional Data


Some of the *Special Service* options require additional data; when they are selected a pop up will appear.

You must enter data into the required fields. The data required will depend on which *Special Service* you have selected.

For example, the “Specific Pickup Time” service will require you to enter in a *Time*, *Contact Name*, *Contact Number* and *Date Requested* before the system will book it in.

### General Consignment Information

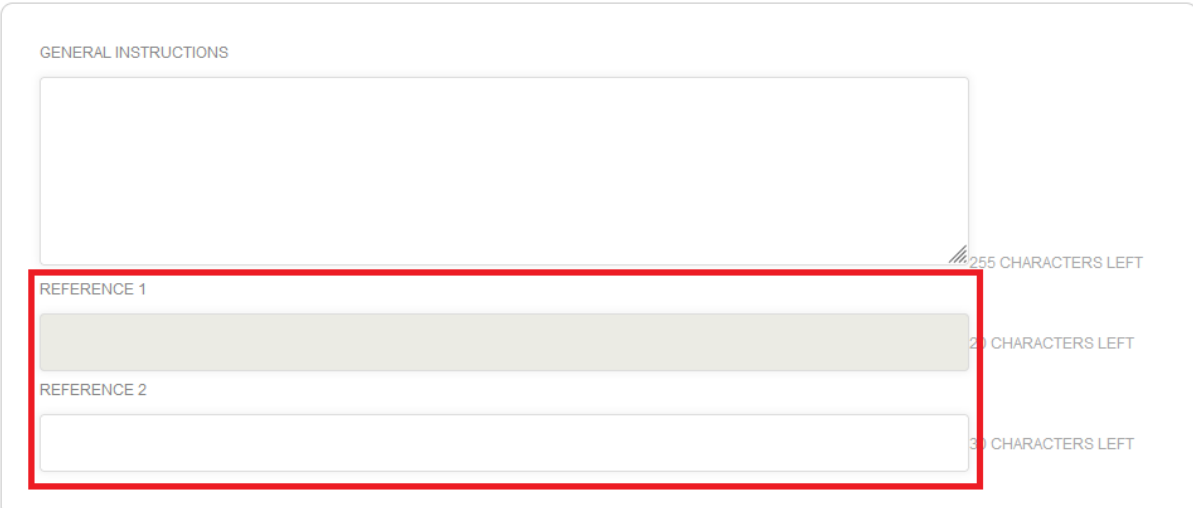
General information can be entered via the below field. This information could include general instructions such as “Contact number 01 1234 5678”.



A screenshot of a web form titled "GENERAL INSTRUCTIONS". It contains three input fields: a large text area for "GENERAL INSTRUCTIONS" with a "255 CHARACTERS LEFT" indicator, a smaller text field for "REFERENCE 1" with a "20 CHARACTERS LEFT" indicator, and another text field for "REFERENCE 2" with a "30 CHARACTERS LEFT" indicator.

### Reference Fields

These 2 fields are free text fields which any data can be entered into.



A screenshot of a web form titled "GENERAL INSTRUCTIONS". It contains three input fields: a large text area for "GENERAL INSTRUCTIONS" with a "255 CHARACTERS LEFT" indicator, a smaller text field for "REFERENCE 1" with a "20 CHARACTERS LEFT" indicator, and another text field for "REFERENCE 2" with a "30 CHARACTERS LEFT" indicator. A red rectangular box highlights the "REFERENCE 1" and "REFERENCE 2" fields.

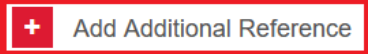
### Additional Reference Fields

**PLEASE NOTE:** This feature is only available for a select few accounts. Please contact your Account Manager or Sales Representative if you would like to utilise this feature.

**Step 1:** To enter an Additional Reference click *Add Additional Reference* below the *Reference 2* field.

References must be unique.

REFERENCE 2

**Step 2:** To remove an Additional Reference click the *minus (-)* symbol next to the Additional Reference field

ADDITIONAL REFERENCES


### [Save Incomplete](#)

If this feature is enabled, it is possible to *save an incomplete* consignment for later use. The consignment will remain open until midnight of the same day; all remaining open consignments will be booked at midnight.

All saved consignments will appear under the *Open Consignments* menu.



### [Book Now](#)

Clicking *Book Now* will submit the consignment. Once pressed, it will check that all the mandatory fields are populated; an error message will appear if any data is missing.

Once successfully submitted, a new window will open with the labels for you to print.

If this consignment was previously an *Open Consignment* (it has been *saved incomplete* before), and no new items have been entered, the new label window will **not** open.

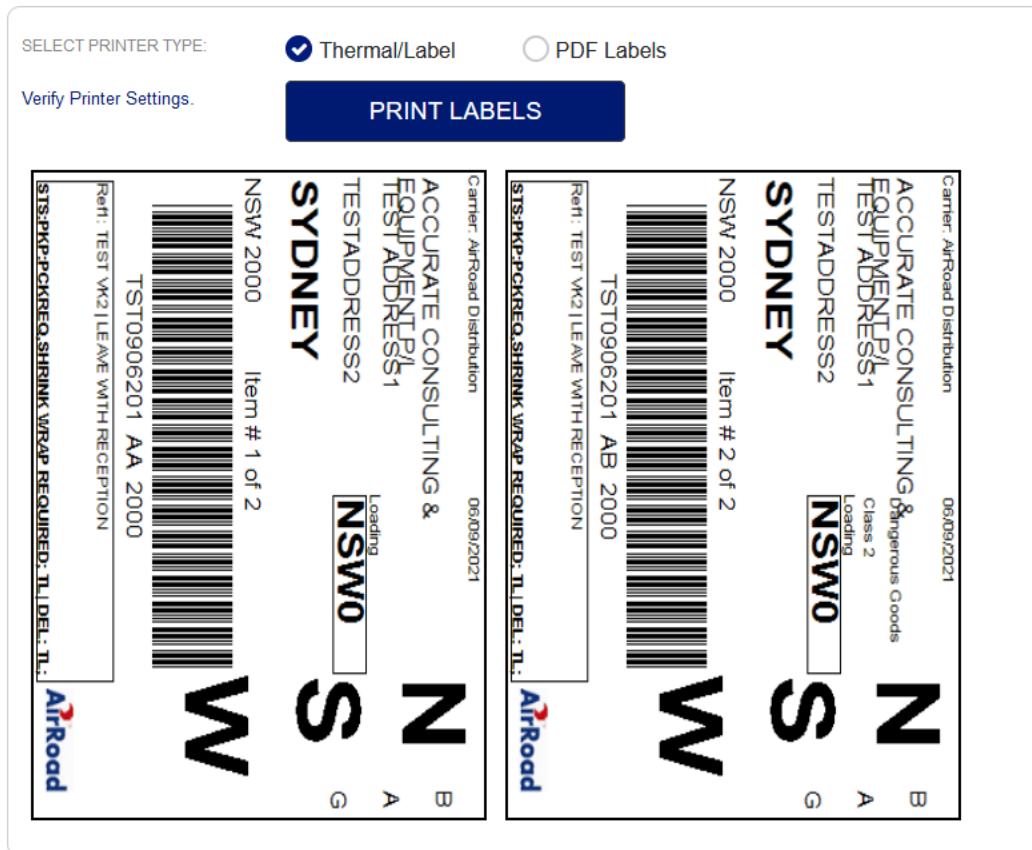
If the consignment contained any *Dangerous Goods*, a *Dangerous Goods Shopping Declaration* form will also open in a new window.

If you require a label to be reprinted for any reason, please navigate to *Label Reprint*.

Printing Labels

Once a new consignment is *Booked* or *Saved Incomplete*, a new window will be opened displaying labels for that consignment. If an item is added to an existing *Open Consignment*, only the label/s for the additional item/s will appear.

PLEASE NOTE: On earlier versions of Internet Explorer, compatibility mode may be enabled. This may cause labels to not print.



To print the label, the 'Print Labels' button located at top of the *Labels* window must be used.

If the labels are to be printed to a normal Laser printer, please select the *PDF Labels* checkbox before proceeding. In Google Chrome, the *PDF Labels* option is the only option available.

If you are having difficulties printing please click the *Verify Printer Settings* text. It will help guide you through the basic PDF printing setup.

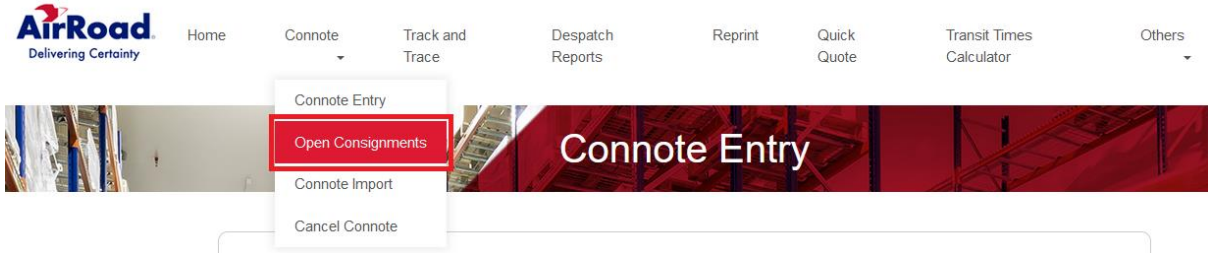
To reprint labels, simply navigate to *Reprint* along the top menu options.

PLEASE NOTE: If you have any problems printing please contact AirRoad IT.

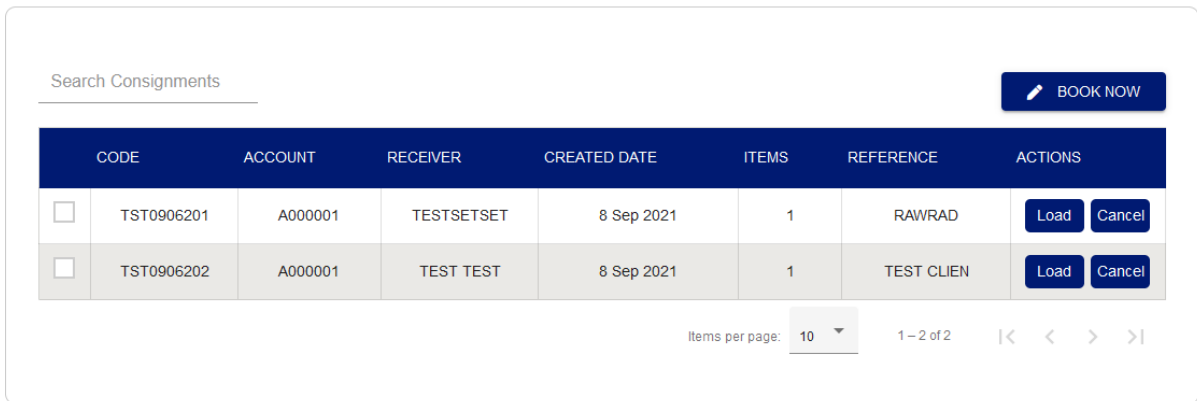
## Open Consignments

PLEASE NOTE: Not all accounts will have access to this feature. Please contact your Account Manager for further information.

Access *Open Consignments* by clicking the 'Connote' drop down along the top menu options and then *Open Consignments*.



Clicking this button takes you to a list of *Open Consignments* where you can *Submit*, *Load* or *Cancel* any consignments which have been previously saved, but not submitted (before the closing period).



To load, submit or cancel an *Open Consignment*:

**Step 1:** Enter text in the *Search Consignments* field and press the *Enter* key.

A list of records which contain the text searched will be displayed.

To return to the complete list of *Open Consignments*, simply clear the search field and press the *Enter* key.

**Step 2:** To load an *Open Consignment*, click on the *Load* option towards the right of the list of consignments.



This will open the consignment with all previously saved details. Users can now add items to the consignment.

PLEASE NOTE: The Item Details and Additional References in Open Consignments are the **only** fields which can be altered. You will not be able to delete/edit existing items, edit the consignee details or edit the special services. Items can only be added. If any other details need to be altered, the consignment needs to be cancelled and re-created.

**Step 3:** After adding the additional items you can either click *Save Incomplete* again or *Book Now*.

**Step 4:** To cancel a consignment, click *Cancel* on the *Open Consignments* screen.

	CODE	ACCOUNT	RECEIVER	CREATED DATE	ITEMS	REFERENCE	ACTIONS
<input type="checkbox"/>	TST0906201	A000001	TESTSETSET	8 Sep 2021	1	RAWRAD	Load <b>Cancel</b>
<input type="checkbox"/>	TST0906202	A000001	TEST TEST	8 Sep 2021	1	TEST CLIEN	Load Cancel

The following message will come up once you have clicked *Cancel*. Click “OK” to continue or click “Cancel” to return back to the *Open Consignment* screen without cancelling the consignment.

**Delete Confirmation**

Are you sure you want to cancel connote TST0906200?

YES

NO

**Step 5:** To submit an *Open Consignment* you can load the consignment and then click *Book Now* at the bottom right of the *Connote Entry* screen.

Alternatively, you can submit consignments by ticking the check boxes on the *Open Consignments* window and pressing the *Book Now* button in the top right corner.

Ticking multiple checkboxes will allow you to submit multiple consignments at the same time.

Search Consignments  BOOK NOW

	CODE	ACCOUNT	RECEIVER	CREATED DATE	ITEMS	REFERENCE	ACTIONS
<input checked="" type="checkbox"/>	TST0906201	A000001	TESTSETSET	8 Sep 2021	1	RAWRAD	Load <b>Cancel</b>
<input checked="" type="checkbox"/>	TST0906202	A000001	TEST TEST	8 Sep 2021	1	TEST CLIEN	Load <b>Cancel</b>

Items per page: 10 1 – 2 of 2 |< < > >|

Once a consignment has been submitted it will disappear from the *Open Consignments* list.

NOTE: The below message appears when an existing open consignment exists against the selected Receiver Code. This will give you the option to load the existing open consignment or create a new consignment.

ACCOUNT	LOCATION
AIRROAD - A000001	A1-AIRROAD - A000001
<input type="checkbox"/> Return	<input type="checkbox"/> Third Party

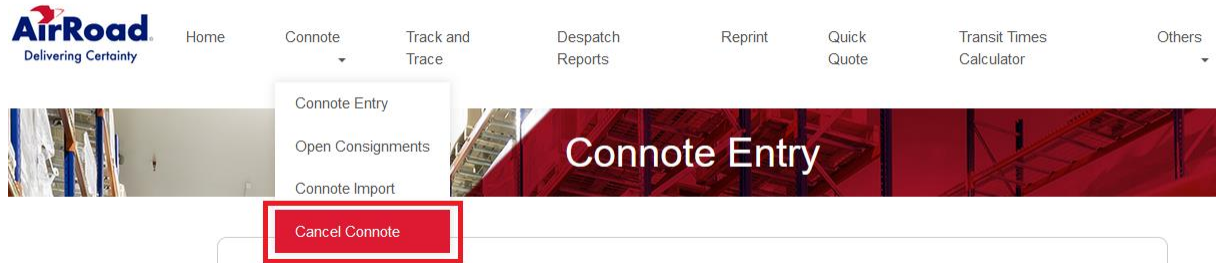
An Open Consignment from Client Code A000001 to Client Code TEST VK2 already exists on connote number TST0906200. To add items to this consignment please click the 'Add to Open Consignment' button or continue below to create a new consignment.

**ADD TO OPEN CONSIGNMENT**

PLEASE NOTE: You will not be able to *Cancel* multiple consignments at once. You will have to delete these all individually.

## Cancel Consignments

Access *Cancel Connote* by clicking the 'Connote' drop down along the top menu options and then *Cancel Connote*.



This feature allows users to cancel consignments which were submitted in the *last two hours*.

**PLEASE NOTE:** If the consignment is no longer listed, you will have to contact AirRoad Client Support by phone or email to cancel it.

Clicking *Cancel Connote* will bring up a list of consignments booked within the last 2 hours.

Users will be able to search for consignments by their consignment number.

To cancel the applicable consignment click *Cancel* on the far right of the consignment listed.

Note: This list only displays consignments that were submitted in the last 2 hours. To cancel a consignment that does not appear here please contact client support on 1300 CERTAIN

Search Consignments

---

CODE	RECEIVER	CREATED DATE	ITEMS	REFERENCE	WEIGHT	ACTIONS
TST0906200	TEST VK	8 Sep 2021	1	TEST VK2	10	<span style="border: 2px solid red; padding: 2px 5px;">Cancel</span>

Items per page: 5 1 – 1 of 1    << < > >>

Once clicked, a message will appear asking for confirmation. Click "OK" to continue with the cancellation or click "Cancel" to return to the *Cancel Connote* screen without cancelling the connote.

### Cancel Confirmation

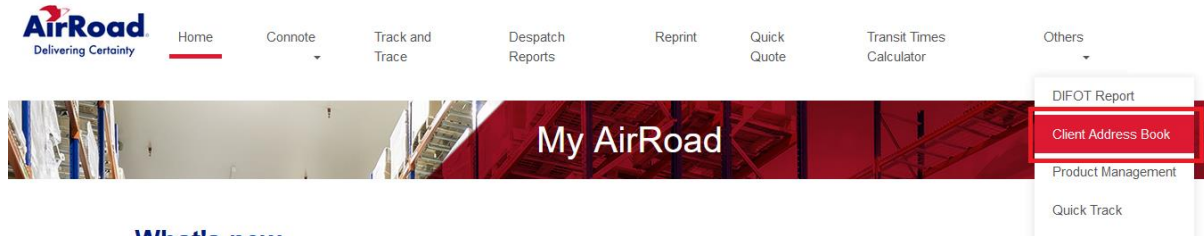
PLEASE NOTE: This previously submitted consignment will be cancelled. All existing labels relating to this consignment need to be removed from the items and destroyed. AirRoad will not be held responsible for any shipping errors and additional charges that may result if the labels are not removed

YES

NO

## Client Address Book

Access *Client Address Book* by clicking the 'Others' drop down along the top menu options and then *Client Address Book*.



This tool contains all your customer information and is linked to the *Address Book* in *Connote Entry*. You can import & export this information from/to a Comma Separated Value (CSV) file or enter client information manually.

To save time, users are able to search the Address Book by using the *Search Addresses* field in the top right hand corner.

Search Addresses

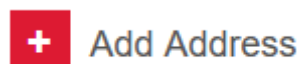
CODE	NAME	ADDRESS	SUBURB	STATE	POSTCODE	EMAIL	ACTIONS
61C00227	VIOLETA TEST	VIOLETA TEST	MELBOURNE	VIC	3000		<a href="#">Edit</a> <a href="#">Delete</a>
61C00837	MONA AIRROAD	MONA AIRROAD	BRISBANE	QLD	4000		<a href="#">Edit</a> <a href="#">Delete</a>
61C01336	NILA TEST	NILA TEST	LIDCOMBE	NSW	2141		<a href="#">Edit</a> <a href="#">Delete</a>
RAWRAD	TESTSETSET	TESTSTESTS	ROBINVALE IRRIGATION DISTRICT SECTION B	VIC	3549		<a href="#">Edit</a> <a href="#">Delete</a>
TEST CLIEN	TEST TEST	TEST TEST	ANANGU PITJANTJATJARA YANKUNYTJATJARA	SA	0872		<a href="#">Edit</a> <a href="#">Delete</a>

Items per page: 5    1 – 5 of 11    << < > >>

PLEASE NOTE: Importing records from a CSV file is outlined in a separate document, please contact your Account Manager or Sales Representative for more information.

To add, edit, search or delete a new record:

**Step 1:** Click on *Add Address* at the top of the receiver address list.



A blank form will appear.

**Step 2:** Fill the fields in accordingly; all the fields are mandatory except *Address 2*, *General Instructions* and the *Email* field.

The email field will accept multiple email addresses if they are separated by a semi colon and no spaces. E.g. sample@airroad.com.au;test@airroad.com.au

Click *Save Address* when you are finished

An error message will appear if you have missed any mandatory fields.

**Step 3:** Click *Edit* towards the right of each receiver to modify the receiver entry.



Change the details as required and then click *Save Address*.

**Step 4:** Using the *Search Address* field towards the top of the screen, users can *Search* for a particular record to *Edit* or *Delete*.

Similar to all other search options, enter all, or part of the *Code* or *Name* you wish to search for and press the *Enter* key. A series of records which contain the search criteria will be displayed.

Clearing the search parameters and pressing the *Enter* key will return the entire list of receivers.

**Step 5:** To delete entries simply click the *Delete* button next to the desired record.



A confirmation message will appear.

#### **Delete Confirmation**

Are you sure you want to delete address with Client Code 61C00227? This CANNOT be undone.

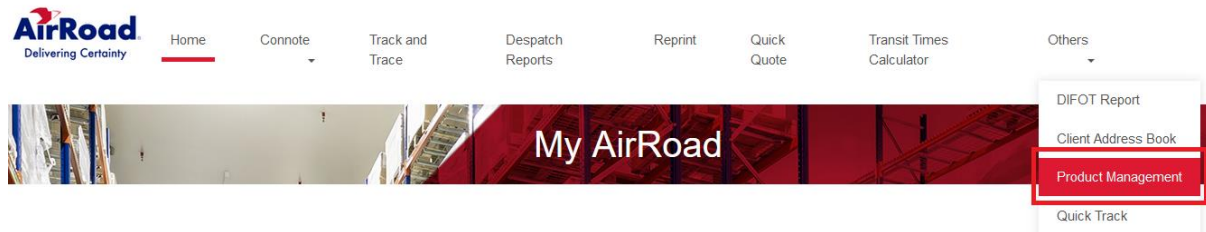
YES

NO

**WARNING: Clicking *Delete All* will remove ALL entries. This cannot be undone. Before deleting we recommend exporting the existing address book as a backup. To do this, click the *Export* button and follow the prompts.**

## Product Management

Access *Product Management* by clicking the 'Others' drop down along the top menu options and then *Product Management*.



Using this tool, users will be able to store product information for items that are frequently shipped. It reduces the need for repeated manual entry. This is particularly useful when entering a return and the user may not have the product dimensions at hand.

To save time, users are able to search and sort by any of the column headings. One click will sort by ascending values; two clicks will sort by descending values and a third click will remove the sort completely.

Similar to the *Client Address Book*, users can import and export product information from/to a Comma Separated Value (CSV) file or enter product information manually.

Search Products

SKU	NAME	ITEM TYPE	QUANTITY	LENGTH (CM)	WIDTH (CM)	HEIGHT (CM)	WEIGHT (KG)	VOLUME (M3)	DG	DG UN NO	ACTIONS
test sku	test test	BAG	1	100	100	100	10	1			Edit Delete
12345	Sample 1	BAG	1	10	10	10	2	0.001	✓	1010	Edit Delete
678910	test2	TOTE	3	10	10	10	3	0.001			Edit Delete
etsdf	wefxcv	CARTON	1	0	0	0	0.5	1			Edit Delete
testsetdfa	wetfsdcwfedscx	CARTON	1	0	0	0	10	0			Edit Delete

Items per page: 5 1 - 5 of 51

PLEASE NOTE: Instructions on importing records from a CSV file is outlined in a separate document, please contact your Account Manager or Sales Representative for more information.

To add, edit, search or delete a new record:

**Step 1:** Click on *Add Product* towards the top left of the receiver address list.



A blank form will open.

**Step 2:** Fill the fields in accordingly; all the fields are mandatory except *Volume*.  
Click *Save Product* when you are finished.

An error message will appear if you have missed any mandatory fields.

**Step 3:** Click *Edit* towards the right of each product to modify the item entry.



Change the details as required and then click *Save Product*. The editing screen will then disappear.

**Step 4:** Using the *Search Products* field towards the top of the screen, users can *Search* for a particular record to *Edit* or *Delete*.

Similar to all other search options, enter all, or part of the *Code* or *Name* you wish to search for and press the *Enter* key. A series of records which contain the search criteria will be displayed.

Clearing the search parameters and pressing the *Enter* key will return the entire list of products.

**Step 5:** To delete entries simply click the *Delete* button next to the desired record.



A confirmation message will appear.

### Delete Confirmation

Are you sure you want to delete product with SKU test sku? This CANNOT be undone.

YES

NO

**WARNING: Deleting the *Product Database* will remove ALL entries. This cannot be undone. Before deleting, we recommend exporting the existing product list as a backup. To do this, click the *Export* button.**

## Reprint



This tool lets you reprint labels and dangerous goods forms or email consignment labels by entering the consignment number/s.

**Step 1:** With *Single Consignment* selected, enter the *Consignment Number* into the box and then press *Create Labels* or *Create DG Form*

**OR**

With *Consignment Range* selected, enter the first and last *Consignment Number* in a range and then press *Create Labels* or *Create DG Form*

SINGLE CONSIGNMENT       CONSIGNMENT RANGE

 **CREATE LABELS**       **CREATE DG FORM**

All the item labels for that consignment will appear in a new window

**Step 2:** Select the type of printer you will be printing to (*Thermal/Label* or *PDF Labels*).

**Step 3:** Tick the labels that require printing/emailing and then press *Reprint Labels/Email Labels*.

**Step 4:** Once you press *Reprint Labels*, the labels will automatically print.

When *Email Labels* is clicked, text will come up saying that the labels have been sent to the given address(es)

SELECT PRINTER TYPE:

Thermal/Label       PDF Labels

Verify Printer Settings.

**REPRINT LABELS**

**EMAIL LABELS**

IT@AIRROAD.COM.AU

If you are having difficulties printing please click the *Verify Printer Settings* text. It will help guide you through the basic PDF printing setup.

PLEASE NOTE: If you have any problems printing please contact AirRoad IT.

## Despatch Reports

This report shows all your consignments for a selected date range. The information shown includes *Receiver Details, Consignment Item Details* and the *Reference 1* field.

START DATE

END DATE

SELECT ACCOUNT

RECEIVER NAME

RECEIVER STATE

ADSO CONNOTE

 Yes

NON-RETURNS

 Yes

RETURNS

 Yes

Column(s) Selection

<input checked="" type="checkbox"/> DATE	<input checked="" type="checkbox"/> ACCOUNTCODE	<input type="checkbox"/> ACCOUNTNAME
<input checked="" type="checkbox"/> CONNOTECODE	<input checked="" type="checkbox"/> REFERENCE1	<input checked="" type="checkbox"/> SENDERPOSTCODE
<input type="checkbox"/> SENDERZONE	<input checked="" type="checkbox"/> RECEIVERNAME	<input checked="" type="checkbox"/> RECEIVERADDRESS
<input type="checkbox"/> RECEIVERSTATE	<input type="checkbox"/> RECEIVERPOSTCODE	<input type="checkbox"/> RECEIVERZONE
<input type="checkbox"/> LOCATIONCODE	<input checked="" type="checkbox"/> ACTUALWEIGHT	<input checked="" type="checkbox"/> CUBICVOLUME
<input checked="" type="checkbox"/> CARTONCOUNT	<input checked="" type="checkbox"/> PALLETCOUNT	<input checked="" type="checkbox"/> ITEMCOUNT
<input checked="" type="checkbox"/> DG	<input type="checkbox"/> CONNOTETYPE	<input checked="" type="checkbox"/> HASSPECIALS

**LOAD REPORT**

**Step 1:** Choose the desired *Date Range*.

To return only the despatches for one day enter that date as the *Start Date* AND the *End Date*.

**Step 2:** If you have multiple accounts linked to the login, you will have the option of choosing a particular account or you can choose “*Group*” to include ALL accounts.

SELECT ACCOUNT

GROUP -

**Step 3:** Users are given the option to filter by *Receiver Name* or *Receiver State*.

RECEIVER NAME

RECEIVER STATE

**Step 4:** Users are then given the option to choose which columns are shown on the report. By default all columns are show except *Sender Zone, Receiver State, Receiver Postcode, Receiver Zone, Location Code and Connote Type*

Column(s) Selection		
<input checked="" type="checkbox"/> DATE	<input checked="" type="checkbox"/> ACCOUNTCODE	<input type="checkbox"/> ACCOUNTNAME
<input checked="" type="checkbox"/> CONNOTECODE	<input checked="" type="checkbox"/> REFERENCE1	<input checked="" type="checkbox"/> SENDERPOSTCODE
<input type="checkbox"/> SENDERZONE	<input checked="" type="checkbox"/> RECEIVERNAME	<input checked="" type="checkbox"/> RECEIVERADDRESS
<input type="checkbox"/> RECEIVERSTATE	<input type="checkbox"/> RECEIVERPOSTCODE	<input type="checkbox"/> RECEIVERZONE
<input type="checkbox"/> LOCATIONCODE	<input checked="" type="checkbox"/> ACTUALWEIGHT	<input checked="" type="checkbox"/> CUBICVOLUME
<input checked="" type="checkbox"/> CARTONCOUNT	<input checked="" type="checkbox"/> PALLETCOUNT	<input checked="" type="checkbox"/> ITEMCOUNT
<input checked="" type="checkbox"/> DG	<input type="checkbox"/> CONNOTETYPE	<input checked="" type="checkbox"/> HASSPECIALS

**Step 5:** Click *Load Report*.

**Load Report** generates the report and presents it on the screen.

Once the report is generated:

- The report can be exported to *CSV, Excel, Word or PDF*
- The report can be printed
- The report can be emailed to the entered email address

PLEASE NOTE: You must click *Load Report* before these options will appear.

EMAIL:  SEND

The report can be sorted by each of the column headings. By default, it is sorted by date. One click will sort by ascending values; two clicks will sort by descending values and a third click will remove the sort completely.

A little arrow will tell you which way you are sorting (ascending or descending).



**Despatch Report**

Account: GROUP | Start Date: 01/09/2021 | End Date: 08/09/2021

CONNOTE DATE	ACCOUNT CODE	↑	CONNOTE CODE	REF 1	SENDER POSTCODE	RECEIVER NAME	RE AD
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**Email this Report** will send the report, in PDF format, to the email address entered in the *Email Address* field.

Quick Quote

This tool will return an estimated price for delivering your consignment based on *Postcodes*, *Consignment Volume* and *Weight*.

All fields are mandatory.

When all fields are populated the price will appear in large text underneath the *Quick Quote* fields. A disclaimer also appears.

FROM POSTCODE

TO POSTCODE

WEIGHT KG

VOLUME M3

SELECT ACCOUNT

AIRROAD - A000001

Transit Times Calculator

This tool calculates our transit times based on *Pickup* and *Delivery Suburbs/Postcodes* and also a *Pickup Date*.

The *Suburb* and *Postcode* fields are smart fields; they will bring up a list of matching options when text/numbers are entered. The *Pickup Date* field will bring up a small calendar where a date can be entered; dates before today's date cannot be entered.

Once all the required fields are populated, click *Calculate*. The Estimated Delivery Date will be displayed and the button will change to *Re-Calculate*. Additionally, a disclaimer will be displayed.

FROM POSTCODE

TO POSTCODE

PICKUP DATE

### POD Retrieval

This tool is the quickest way to get Proof of Delivery Information.

Simply enter up to 10 *Consignment* or *Reference Numbers* to view POD images. You also have the option to email them to nominated email addresses.

The *Consignment/Reference Numbers* and *Email Addresses* must be separated by a semicolon with no spaces.

TRACK UP TO 10 CONSIGNMENTS. ENTER NUMBER SEPARATED BY SEMICOLON.  
ENTER A CONSIGNMENT OR REFERENCE NUMBER

Consignment Number  
 Reference Number

### Order New Labels

This feature allows users to order new boxes of short labels.

All fields are mandatory. Once *Submit* is clicked, an email will be sent to AirRoad and the labels will be despatched as soon as possible.

PLEASE NOTE: Each box contains 10 rolls of labels. Each roll has 350 labels.

<input type="text" value="1 Box"/>	( 1 BOX HAS 10 ROLLS WITH 350 LABELS PER ROLL. )
SELECT ACCOUNT	SELECT LOCATION
<input type="text" value="AIRROAD - A000001"/>	<input type="text" value="A1-AIRROAD - A000001"/>
ENTER CONTACT NAME	ENTER CONTACT NUMBER
<input type="text"/>	<input type="text"/>
<input type="button" value="ORDER LABELS"/>	

[Connote Import](#)

This feature is outlined in a separate document.

Please ask your AirRoad account manager for more information.