

CUSTOMER PORTAL MANUAL



Contents

1 - Entering Job	2
2 - Sending a consignment to your Customer.....	2
2.3 - Entering Services Levels	5
2.4 - Entering Items & Quantities	6
2.5 - Entering Booked in jobs:	7
2.6 – Uploading paperwork.....	8
2.7 – Finalising entering job.....	9
3 - Requesting a consignment to be collected from one of your Customers back to your address.....	9
4 - Requesting a consignment to be collected from one of your Customers to another address	10
5 – Track and Tracing a consignment.....	10
6 – Deleting Jobs	11
7 – Printing labels.....	12
8 – Proof of Delivery (POD)	12
APPENDIX 1	13
1 – How do I know that my DOMESTIC job was entered correctly?.....	13
2 – How do I know that my IMPORT / EXPORT job was entered correctly?.....	15

1 - Entering Job

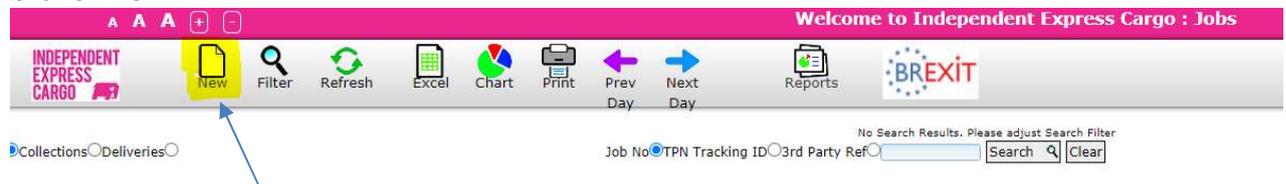
Click on the link provided

www.indexp.com/portal

Your account number is your username and password. Please feel free to contact Customer Service in case you do not know your account number. Please contact our Customer Service Team

2 - Sending a consignment to your Customer

Click on New



After clicking on "NEW" it will open a new screen, as per below:

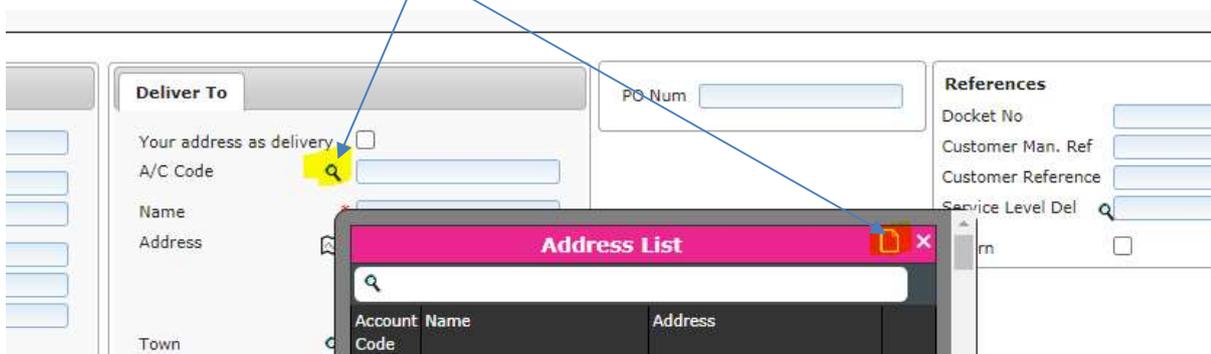
No of Pieces	Piece Type	Remarks/Description	Delete

Gr. Wt (Kg) : 0.0
 CBM : 0.0
 Chg Wt : 0.0
 Total Pieces : 0

- The “Collection From” box will be defaulted with your premise’s details.
- On the “Delivery To” box you will enter the deliveries details, it is important to have all the fields filled up.
- Note that fields such as **Name, Address, Town, County, Pieces, Pieces Type and Weight** are **mandatory**.
- **To select the town on collection and delivery boxes you have to use the magnifying glass.**
- NI collections & deliveries Must have a postcode in the postcode field and the country as Northern Ireland
- UK collections & deliveries Must have a postcode in the postcode field and the country as United Kingdom
- EIR CODE for an Irish job can be entered on the “Special Instructions” on the “Instructions” box.
- Phones number and contact name are important to be entered too, especially if you are asking to the Depot to get your job booked in on your behalf and if the job is for a residential address, as it can avoid delays on the collections and deliveries.

2.1 – Adding addresses to your Address List

If you are sending a pallet/carton often to the same customer you can add a delivery address on the “Address List” by clicking on “A/C Code” look up button then the following box will show up; then click on the icon beside of the exit button.



Once you hit the button, the following screen will appear, please enter all the information requested and click on "SAVE".

The screenshot shows a web form titled "Main" with a "Save" button at the top left. The form contains the following fields:

- A/C Code: (marked with a red asterisk)
- Name: (marked with a red asterisk)
- Address: (with a house icon), ,
- Country: (with a magnifying glass icon)
- County: (with a magnifying glass icon)
- Town: (with a magnifying glass icon)
- Post Code: (with a magnifying glass icon)
- Email:
- Contact Name: (marked with a red asterisk)
- Phone: (marked with a red asterisk)
- Delivery Instructions:
- Collection Instructions:

When jobbing up in future click on the "A/C Code" on the "Deliver To" box and all your saved addresses will appear.

2.2 – Entering you own reference numbers

On the "References" box you will be able to enter on the "Docket No" and your "Customer Reference" your reference number. **Note these 2 fields are compulsory.** Please see it highlighted below:

The screenshot shows a web form titled "References" with the following fields:

- Docket No: (highlighted in yellow)
- Customer Man. Ref:
- Customer Reference: (highlighted in yellow)
- Service Level Del: (with a magnifying glass icon)
- Service Level Col: (with a magnifying glass icon)
- Return:

2.3 - Entering Services Levels

2.3.1 – DOMESTIC COLLECTION AND DELIVERY SERVICES:

The below chart applies for Domestic Service Level (Republic of Ireland and Northern Ireland)

“Service Level” will need to be selected. The different service levels are:

CODE	SERVICE	DESCRIPTION	AVAILABLE ROI & NI	AVAILABLE UK
AMTL	AM Tail Lift	Delivery before 12pm	YES	YES
BKIT	Book in Tail Lift	If you are requiring to the depot to book the goods in on your behalf	YES	YES
BSTL	Booked Slot Tail Lift	If goods were already booked in by yourself with the consignee	YES	YES
ECHL	Home Delivery Tail Lift	Residential Delivery	YES	NO
NDTL	Next Day Delivery Tail Lift	Delivery anytime between 8 am to 6 pm	YES	YES
B4TL	Next Day Delivery Before 10 am Tail Lift	Next day delivery before 10am	YES	NO
TMTL	Timed Delivered Tail Lift	Dedicated Service	YES	YES

**** Important Note: any other service than Next Day Delivery (NDTL) will attract a surcharge and might not be possible for the destination selected. Please contact our customer services department for confirmation. You can check your surcharges rates on your Rates Card****

2.3.2 – IMPORT COLLECTION AND DELIVERY SERVICES

If you are requesting a collection from UK, on the “**Service Collection Level**” you will key in **NDTL / ECTL** and on the “**Service Delivery Level**” you will key in **SSTL / ECTL**, see an example below:

References

Docket No**

Customer Man. Ref

Customer Reference**

Service Level Del

Service Level Col

Return

NOTE: SSTL SERVICES STANDS FOR 48 HOURS DELIVERY SERVICE AND ECTL STANDS FOR ECONOMIC SERVICE.

2.3.3 – EXPORT COLLECTION AND DELIVERY SERVICES

If you are requesting a collection from Republic of Ireland or Northern Ireland, on the “**Service Collection Level**” you will key in **NDTL / ECTL** and on the “**Service Delivery Level**” you will also key in **NDTL / ECTL**, see an example below:

References

Docket No**

Customer Man. Ref

Customer Reference**

Service Level Del

Service Level Col

Return

2.4 - Entering Items & Quantities

Pieces:

On “*No of pces*”, please enter the quantity.

**Note that you can enter up to 6 pallets or carton per job, anything over this please contact the Customer Services to do it. The job will not transfer to system, otherwise the job will be live on the system, but it will NOT be visible for planning the collection and the delivery.

On “*Pces Type*”, please selected at least one of the below options:

CODE	PIECE TYPE	MAX WEIGHT	DIMENSIONS (CMS)
CARTON	Carton	25 kilos	65 x 40 x 40
QTR	Quarter	250 kilos	100 X 70 X 60
HALF	Half Pallet	500 kilos	120 X 100 X 100
FULL	Full Pallet	1000 kilos	120 X 100 X 200
HALFOS	Half Oversize Pallet	500 kilos	240 X 100 X 100
FULLOS	Full Oversize Pallet	1000 kilos	240 X 100 X 200

It is important to be aware of the kilos of the pallets as the system will not accept jobs if they are heavier than the description above.

For pallets over 2 pallets spaces, please contact the Customer Service.

IMPORTANT NOTE: Pieces Types CARTON & QUARTER Pallet are not available for jobs coming from/going to UK (England, Scotland, Wales), please select the HALF pallet.

You will enter the weights of the items on "Gr Wt (Kg's)"

After all the information is completed on the "Pieces", please hit the "Add" button.

Any special instruction related to delivery or collection must entered on the "Special Instructions" only:

Please note that the option "7.5 Tonne" must be checked with our Customer Service Department to see if the delivery or collection depot have this service available for the area requested.

2.5 - Entering Booked in jobs:

If your job was already booked in by yourself, you will select the service **BSTL**, then on the "Special Instructions" please enter the day & time.

If you are requesting for a TPN depot to book your job in on your behalf, please select the **BKIT** service and ensure that you have entered all the details such as **Contact name, phone number, Email Address (if it requires), Paperwork, PO number (if it requires, please enter it on to the "Delivery Instruction" on the "Instruction" box).**

2.6 – Uploading paperwork

If you wish to add paperwork or use your own paperwork, after you have the job saved, click on “*Images/comments*”, attach paperwork. Also check the “*Paperwork Required*” box on the “*Instruction*” box, as per below:

The screenshot shows the 'Instructions' tab of a software interface. The 'Paper Work Required' checkbox is checked and highlighted in yellow. Other fields include 'Equipment Requirement', 'Opening Times', 'Book IN', 'Weigh In/Out', and '7.5 Tonne'.

Uploading paperwork:

Go back to the job you want to upload the paperwork;
Go to Images/Comments and hit the “*Plus*” button

The screenshot shows the 'Images/Comments' tab of a software interface. The 'Type of Doc' column is highlighted in yellow, and the 'Image' column is highlighted in green.

After, select “*Type of Doc*” as “*Paperwork*” and load the image, once the “*Image*” turns green, you can save it.

After the paperwork is saved, please save the job again

2.7 – Finalising entering job

After you save the job, it will be direct send to our transport office

IMPORTANT NOTE: Jobs can be amended / added to until sent to IEC. Once sent, if a change is required to a job please contact Customer Services with the job number.

The cut off time for collection in Dublin is 12 pm sharp.

If you are entering any job after 12pm, a box will pop up advising you to change the collection day to the next working day.

3 - Requesting a consignment to be collected from one of your Customers back to your address

If you require a collection from one of your customers back to your address, tick the box that says **"Your address as delivery"** on the **"Deliver to"** box and complete collection details. Collection addresses can be saved the same as delivery address. Continue by following the process outlined above. Return box must be ticked in order to be processed.

The screenshot displays the 'Independent Express Cargo' web application interface. The top navigation bar includes 'Welcome to Independent Express Cargo : Jobs', a 'Logout' button, and a 'Latest updates/features' link. The main content area shows job details for 'Job No: INDE11332 Manifest No(s): 2362'. The job type is 'Collection' and the status is 'Created Approved. Cannot edit job'. The 'Addresses' section is divided into 'Collect From' and 'Deliver To' fields. The 'Deliver To' section includes a checkbox for 'Your address as delivery'. The 'References' section includes fields for 'Docket No', 'Customer Man. Ref', 'Customer Reference', 'Service Level Def', and 'Return'. The 'Pieces' section shows a table with columns for 'No Of Pcs', 'Pcs Type', 'Remarks/Description', and 'Delete'. The table contains one row with '2' pieces, 'FULL' type, and a weight of 500.00 kg.

No Of Pcs	Pcs Type	Remarks/Description	Delete
2	FULL		

Gr Wt (kg/s): 500.00
CBM: 0.05
Chg wt: 500.00

The cut off time for collections outside Dublin is 12 pm sharp, including UK collections.

If you are entering any job after 12pm, a box will pop up advising you to change the collection day to the next working day.

4 - Requesting a consignment to be collected from one of your Customers to another address

If you require a collection from one of your customers to another address, continue by following the process outlined above.

The screenshot displays the 'Independent Express Cargo' system interface. At the top, it says 'Welcome to Independent Express Cargo : Jobs' and shows a user logged in as 'ART002'. The main area is titled 'Job No: INDE11332 Manifest No(s): 2967' and 'Job Date: 19/08/2020 Status: Created Approved. Cannot edit job'. Below this, there are tabs for 'General', 'Status', 'Images/Comments', and 'TPN Status'. The 'Addresses' section is active, showing 'Collect From' and 'Deliver To' details. The 'Collect From' address is 'ADULL SITE ELEANOR CI, KINHITTY, DUBLIN, Ireland, D11, Contact Name: 057913707, Phone: 0868443773, Date/Time: 19/08/2020'. The 'Deliver To' address is 'ARTISAN MARBLE Sath, 108/109 BANN ROAD, DUBLIN INDUSTRIAL E, GLASNEVIN, Ireland, Dublin, D11, Contact Name, Phone, Email, Date/Time: 26/08/2020'. There are also fields for 'PO Num', 'Docket No', 'Customer Man. Ref', 'Customer Reference', 'Service Level Def', and 'Return'. At the bottom, there is a 'Pieces' table with columns for 'No Of Pcs', 'Pcs Type', 'Remarks/Description', and 'Delete'. The table shows 2 pieces of type 'FULL'. To the right of the table, there are weight fields: 'Gr Wt (kgs): 500.00', 'CBM: 0.00', and 'Chg Wt: 500.00'.

No Of Pcs	Pcs Type	Remarks/Description	Delete
2	FULL		

5 – Track and Tracing a consignment

Your consignment number will be showing on the Top of the screen

After you save the job and send it to TPN you will see a tab called "TPN Status", on that tab you have all the scans on the job:

Job No: INDE11376 Manifest No(s): 2248 Cre: MNC001 on 20/08/2020 Mod: MNC001 on 20/08/2020

General		Status	Images/Comments	TPN Status
TPN Status				
Status	Description	Date		
CRE	Created	20/08/2020 15:08:16		
WDD	With Delivery Depot	21/08/2020 08:18:19		
OFD	Out For Delivery	21/08/2020 08:53:19		
DEL	Delivered	21/08/2020 17:01:08		
TPN Pallet Status				
Status	Description	Pallet ID	Pallet Number	Date
ACD	Awaiting Collection	IEI32584	1	20/08/2020 15:08:16
ADO	At Delivery Depot	IEI32584	1	21/08/2020 08:18:19
Arrive at delivery depot	Scanned by Depot 110 with unit -1.Scanned by Avril Bergin	IEI32584	1	21/08/2020 08:18:19
OFD	Out For Delivery	IEI32584	1	21/08/2020 08:53:19
Out for delivery	Scanned by Depot 110 with unit -1.Scanned by Avril Bergin	IEI32584	1	21/08/2020 08:53:19
Arrive at delivery depot	Scanned by Depot 110 with unit -1.Scanned by Avril Bergin [005]	IEI32584	1	21/08/2020 08:53:19
DEL	Delivered	IEI32584	1	21/08/2020 17:01:08
Delivered	POD added via ThirdParty service	IEI32584	1	21/08/2020 17:01:08

Codes & Description

Code	Description
CRE	Created
SHI	Shipped
SID	Scan In Del Depot
SOH	Scan Out Hub
SIH	Scan In Hub
HUB	Sent To HUB
SOL	Scan Out Local Depot
SIL	Scan In Local Depot
UND	UNDelivered
QND	Planned
UNC	UNCollected
COL	Collected
ONC	On Collection
SS	Security Scan
DEL	Delivered
POD	PODed

6 – Deleting Jobs

In case you have saved the job, you cannot do any amendment or delete it. Please contact customer services with the job number.

NOTE: You must request the deletion of the job on the same day as it was entered.

7 – Printing labels

It is important that all the freight logged on are correctly labelled; it will avoid misroutes.

You have 2 options to print the labels:

Option 1 – Enter into the job that you want to print the labels, click on the button “*Print Label*” then “*Print Label*”. A PDF file will be created and then you can print it;

Option 2 – On the main screen you can select a range of jobs all together, then right click on the job, then select “*Print*” and at last select “*Freight Label*”. A PDF file will be created and then you can print them.

IMPORTANT NOTICE: IF YOU ARE SENDING JOB TO THE COUNTRY OR/AND TO UK YOU MUST PRINT THE TPN LABELS. IF YOU ARE SENDING JOBS TO DUBLIN YOU MUST PRINT THE FREIGHT LABELS

8 – Proof of Delivery (POD)

You can retrieve the POD on the main screen. Once the POD is uploaded you can see an image on “*Status*”, that is your POD.

Please, contact our Customer Service Department if you need any help.

APPENDIX 1

FREQUENTLY QUESTIONS:

1 – How do I know that my DOMESTIC job was entered correctly?

Here there are 2 scenarios:

SCENARIO 1 – COLLECTION DUBLIN OR COUNTRY– DELIVERY DUBLIN

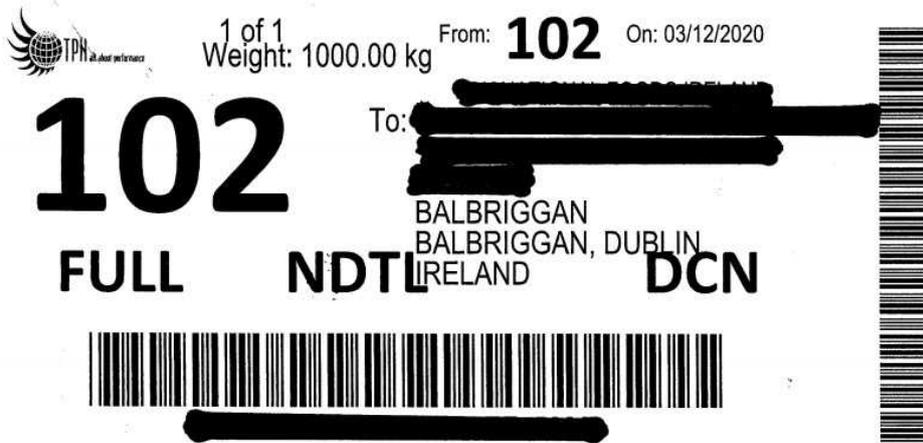
When you are requesting a collection from Dublin (ex your premises or any your customer's premise based in Dublin) you will be able to print the **FREIGHT LABELS ONLY** as explained on the item 7 page 11 on this manual.

On that label you will have the **DELIVERY TPN IRELAND DEPOT NUMBER** which for this scenario must show the number **102**

In case there is **no number** on your label, it means that your job contains an error, please contact the Customer Service by email and they will be able to fix it.

After fixing it you will need to re-print the label before the collection, it will avoid extra charges and misroutes on your freight.

Sample of a job for Dublin Collection with Dublin Delivery (FREIGHT LABEL)



SCENARIO 2 – COLLECTION DUBLIN OR COUNTRY – DELIVERY COUNTRY

When you are requesting a collection from Dublin or any other County and the goods are going to an any other TPN IRELAND Member, you will be able to print the TPN LABEL.

On that label you will have the **DELIVERY TPN IRELAND DEPOT NUMBER** for the delivery area requested, that number must be different to 102.

Note that all the depots in ROI and NI contains 3 number and it starts with the number 1, e.g. 101, 102, 105, 107, 108, 109, 110 and so on.

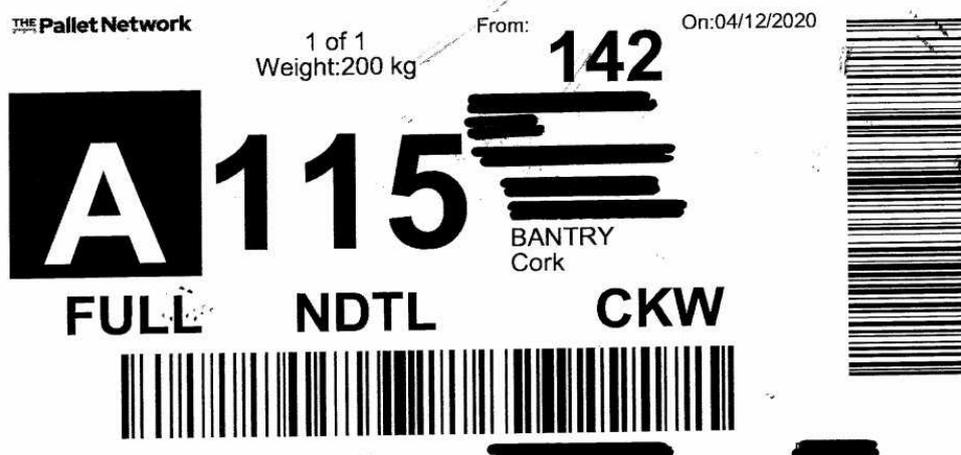
In case there is *no number* on your label or you have 102 as delivery depot on it, it means that your job contains an error, please contact the Customer Service by email and they will be able to fix it.

After fixing it you will need to re-print the label before the collection, it will avoid extra charges and misroutes on your freight.

Sample of the correct label for a Dublin Collection with a Country Delivery (TPN LABEL):



Sample of the correct label for a Country Collection with a Country Delivery (TPN LABEL)



2 – How do I know that my IMPORT / EXPORT job was entered correctly?

Here also there are 2 scenarios:

SCENARIO 1 – COLLECTION DUBLIN OR COUNTY– DELIVERY UK – (EXPORTS)

When you are requesting a collection from Dublin or any other County and goods to a **TPN UK Member**, you will be able to print the **TPN LABEL**.

On that label you will have the **DELIVERY TPN UK DEPOT NUMBER** for the delivery area requested. Note that all the depots in UK also contains 3 number and it starts with the number 0, e.g. 003, 039, 058 and so on

In case there is *no number* on your label or you have 102 as delivery depot on it or it contains a number that does not start with 0, it means that your job contains an error, please contact the Customer Service by email and they will be able to fix it.

After fixing it you will need to re-print the label before the collection, it will avoid extra charges and misroutes on your freight.

IMPORTANT NOTE – TPN UK MEMBERS DO NOT ACCEPT THE PALLETS WITH THE FREIGHT LABELS ON THEM. THE PALLETS MUST HAVE THE TPN LABELS.

Sample of the correct label for a Dublin Collection going to UK (TPN LABEL)



Sample of the correct label for a Country Collection going to UK (TPN LABEL)



SCENARIO 2 – COLLECTION UK – DELIVERY ROI / NI – (IMPORTS)

When you are requesting a collection from UK with the delivery to an any other TPN IRELAND Member, you will be able to print the TPN LABEL.

On that label you will have the DELIVERY TPN IRELAND DEPOT NUMBER for the delivery area requested.

Note that all the depots in ROI / NI contains 3 number and starts with the number 1, e.g. 101, 102, 105, 108, 109, 110 and so on

In case there is no number on your label, it means that your job contains an error, please contact the Customer Service by email and they will be able to fix it.

After fixing it you will need to re-print the label before the collection, it will avoid extra charges and misroutes on your freight.

Sample of the correct label for a Country Collection going to UK (TPN LABEL)

