BST Customer Web Portal (Freight)

Customer User Guide.

Version 1.1 - Nov 2022.

A.Ives – Bass Strait Transport

Contents

Logging into the Customer Portal 3

Getting logged in and accessing the user interface.

Manage your Settings – User Defaults 5

To be used to set your business defaults - this will save time on data entry

Create a Price Enquiry 6

Create a quick freight cost estimate with Bass Strait Transport

Create Consignment 8

Create a consignment to be transported via Bass Strait Transport

Dangerous Goods Declaration 12

Declaring Dangerous Goods before submitting the consignment

Saving the Consignment 13

Checking all details and submitting the consignment to the Bass Strait Transport system

Releasing Consignments / Booking Pickups 14

Selecting Consignments that are ready to release for pickup

Track & Trace 16

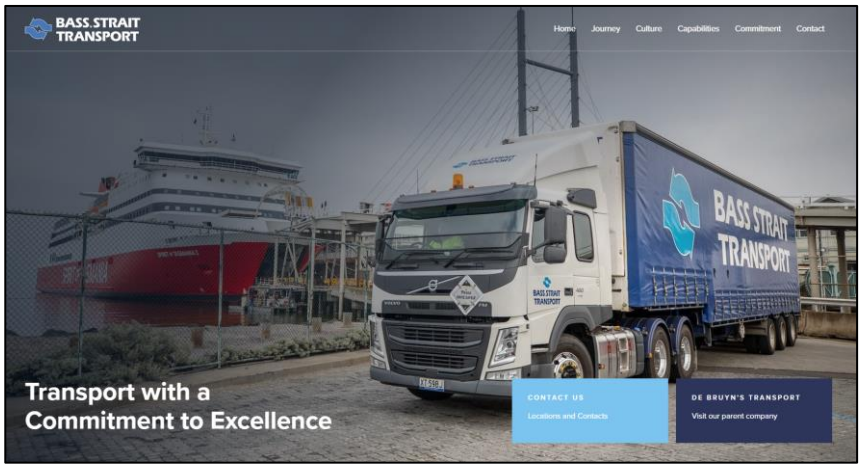
To be used to track the status of a consignment/pickup, view Proof of Delivery or reprint consignment notes/labels

Manage Frequent Addresses 18

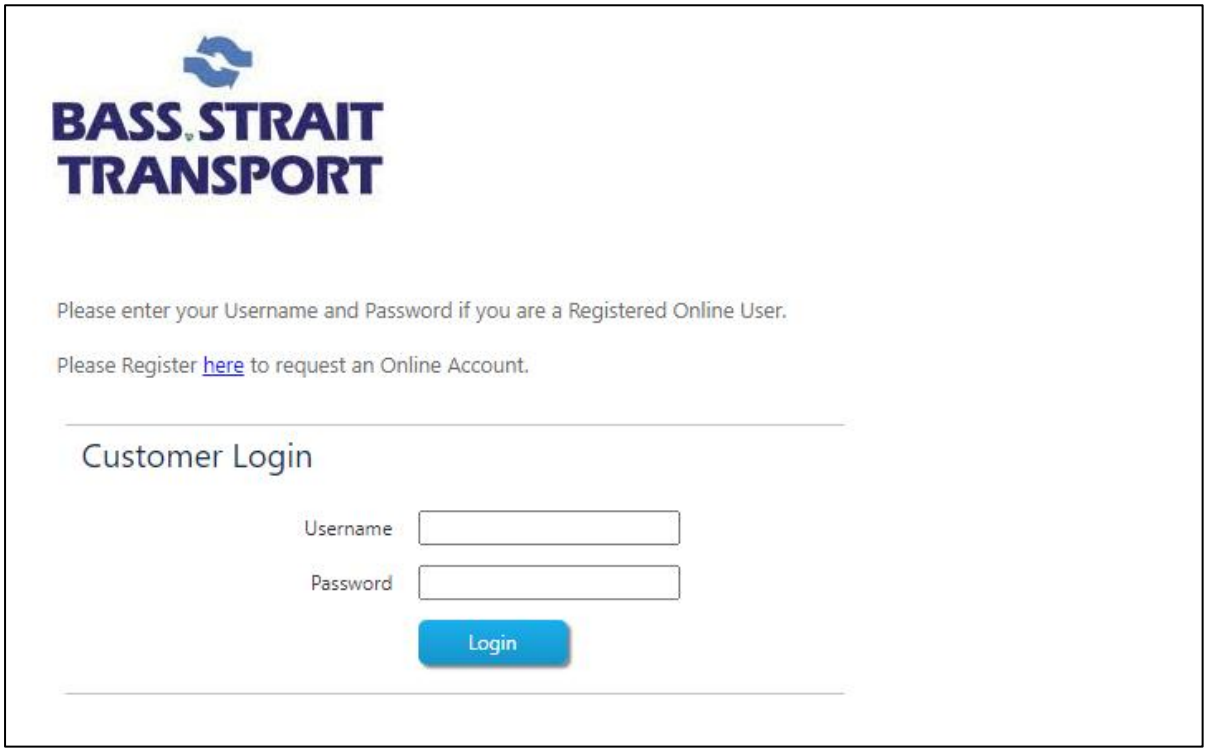
To be used when you would like to add or update both Sender and Receiver Addresses

Logging into the Customer Portal

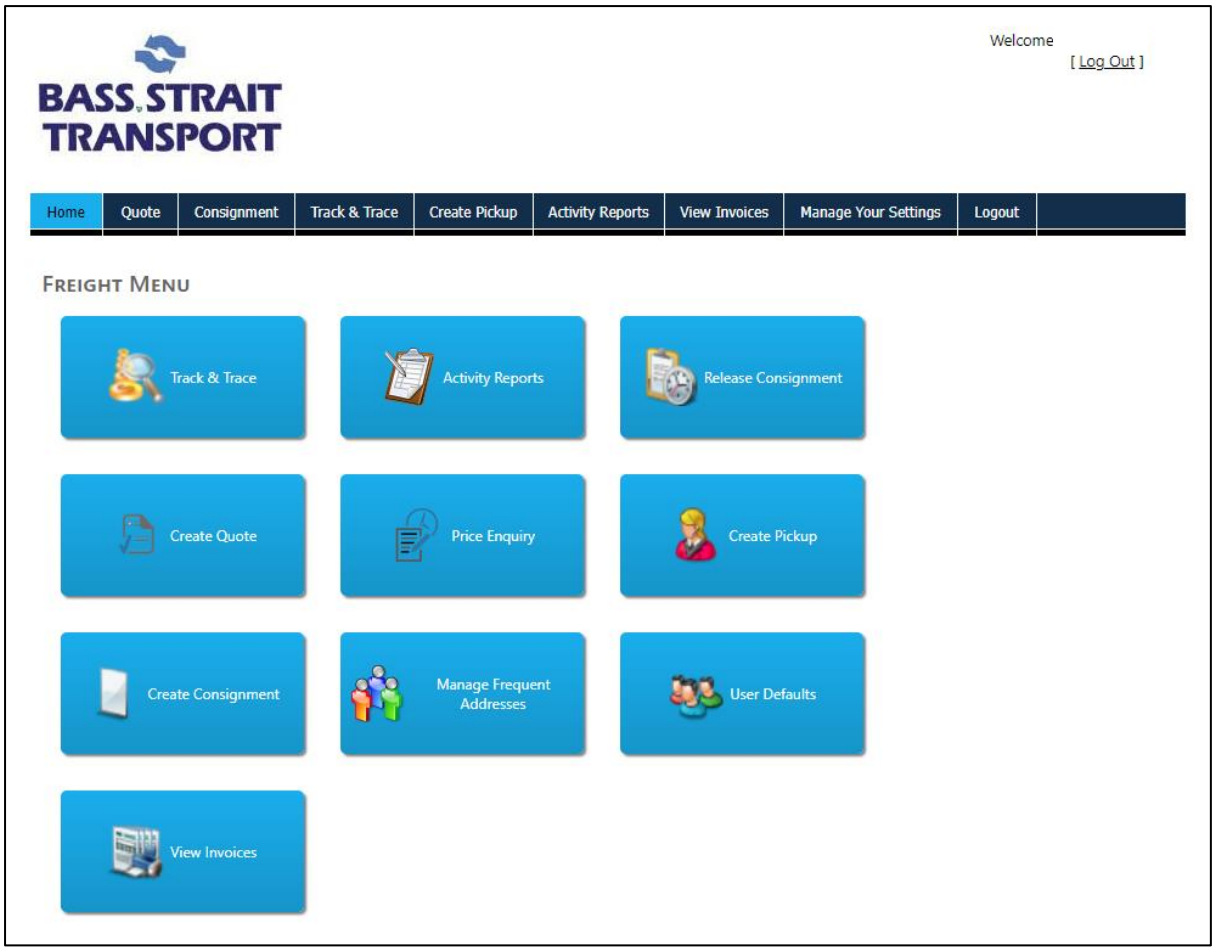
Navigate to the Bass Strait Transport website at https://bst.net.au and find the **Customer Login Menu** on the main page.



Click on **Customer Login.**
On the Customer Portal login page, enter the **Username** and **Password** that has been provided to you and click **Login**.

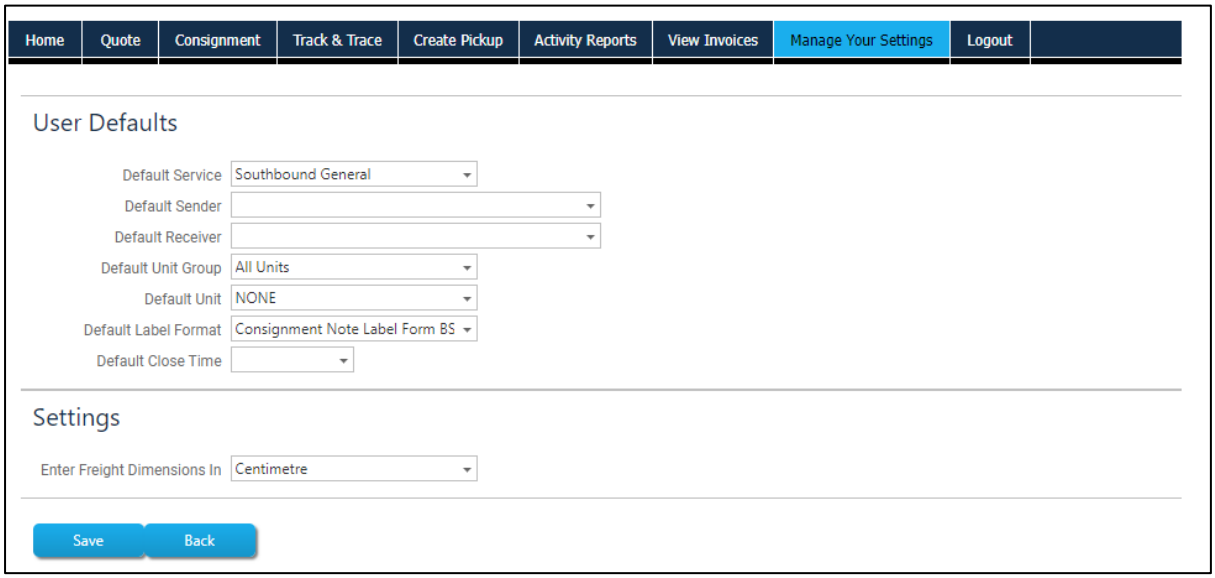


The **Freight Menu** will appear as below:



Manage your Settings – User Defaults

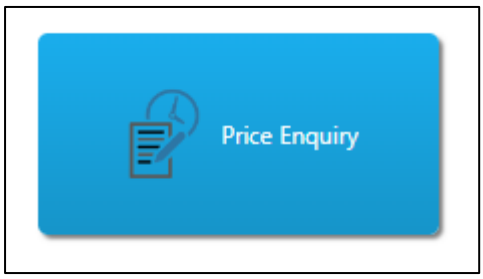
Click on the '**User Defaults'** Icon from the **Freight Menu**. The below defaults are only required to be set upon your first-time logging in.



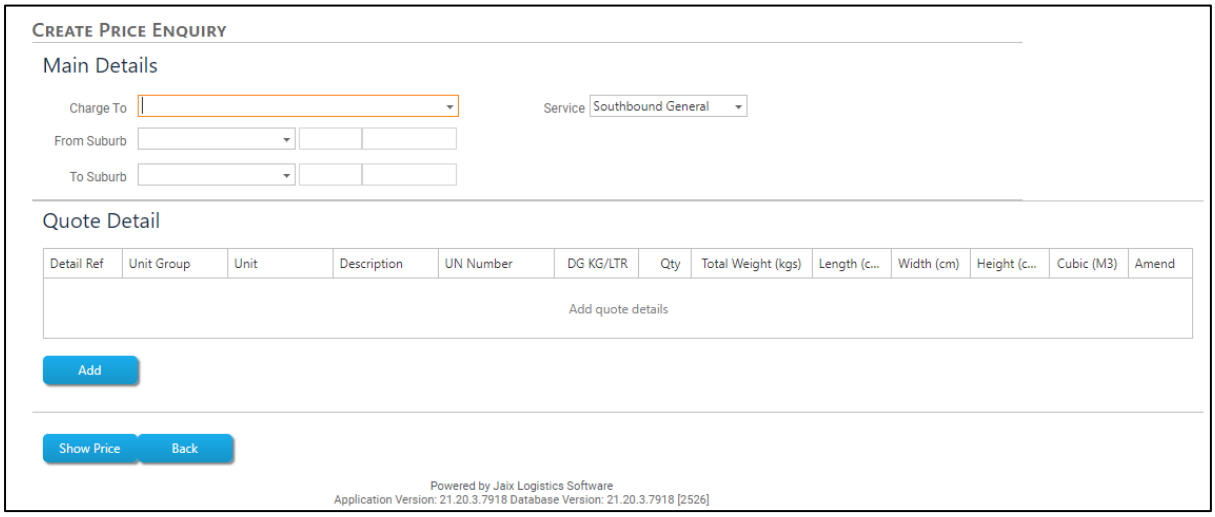
Default Service	Select the service that applies to the majority of your consignments *(this can be changed within the con note if the service should differ)*
Default Sender	Select a default sender address *(these can be selected from your address book – refer to the "manage frequent addresses" section")*
Default Receiver	If you send to multiple receivers, it is best to leave this blank
Default Unit Group	Select a default based on your most common unit type
Default Label Format	Choose either the Consignment Note Label Form BST A4 or A5 size
Default Close Time	Enter your site's closing time
Enter Freight Dimensions in	This is best set to Centimetre's to reduce data entry errors

Create a Price Enquiry

To generate a freight estimate, Click on the **Price Enquiry** button from the **Freight Menu** .



The following will display:



Complete the following in the **Main Details** section:

Charge To	Only your business name will be listed here, unless allowable debtors are available.
Service	Select the Service type.
From Suburb	Enter the Suburb the freight is originating from.
To Suburb	Enter the Suburb the freight is being transported to.

In the **Quote Detail** section, click **Add** to add item detail.

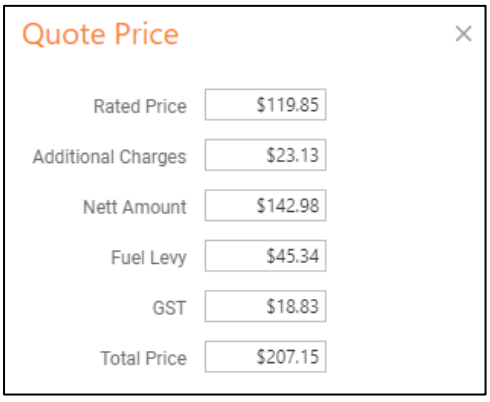
Complete the following:

Detail Ref	Not mandatory but used for further reference numbers that may identify the item – I.e Pallet ID
Unit Group	This is the product type – Select from drop-down
Unit	Select the unit type – Select from drop-down
Description	Enter description of the product
Qty	Quantity of each unit
Total Weight (KGs)	This is the total combined weight of the Qty of all units, i.e. if there are 4 items against a unit type the total weight would be the weight of the 4 units combined
Length	Enter the correct length of the item in CM (units set to CM in step **Manage your Settings – User Defaults**)
Width	Enter the correct width of the item in CM
Height	Enter the correct height of the item in CM
Cubic	This will auto calculate based on the length, width and height; or may be entered

Dangerous Goods:
For Customers accounts that are enabled to transport Dangerous Goods, the following extra columns will be visible:

UN Number	Select the UN Classification number that identifies dangerous goods from the drop-down menu. See below Figure.
DG KG/LTR	Enter the KG / LTR volume of the dangerous goods

Clicking on **Show Price**, will display a quick quote price window. Example below:

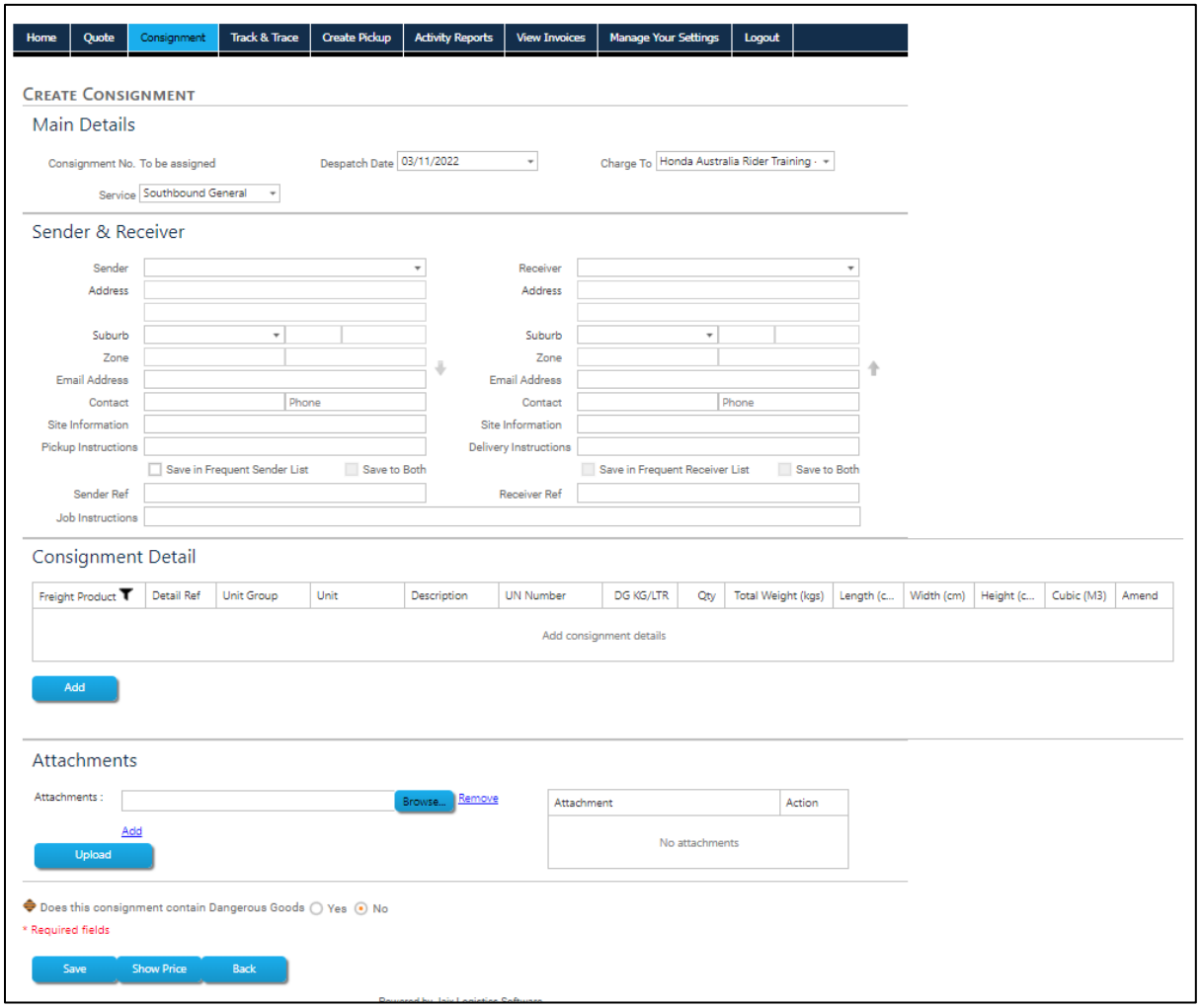


To proceed with a consignment, return to the Freight Menu and click on **'Create Consignment'**.

Create Consignment

Click on **'Create Consignment'** from the **Freight Menu.**

There are 4 sections to complete as shown below, labelled **A** to **D**.
Explanation detail of each section on following pages.



A) MAIN DETAILS

Consignment No. This value will be auto-generated once the consignment details have been completed.

Dispatch Date This will default to today's date and is the consignment creation date

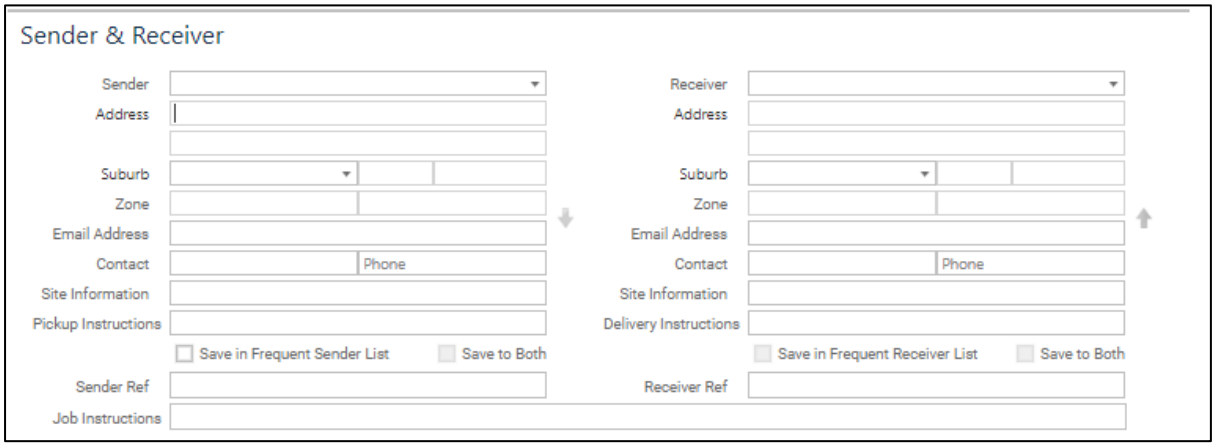
Charge To Only your business name will be listed here, unless allowable debtors are available.

Note: if selecting your company in the charge to field, please ensure you input the address for where your company is paying to (into the Receiver detail fields).
If an on-forwarder or receiver is being utilised to complete the final destination delivery you must input the on-forwarding / receiver address details into the Job Instructions field.

If an alternate allowable debtor is selected in the charge to field, and this allowable debtor is paying from the pickup address to the final destination delivery address, please ensure that you input the final delivery address into the Receiver address detail fields.

Service Select the service code required

B) SENDER & RECEIVER



Sender / Receiver Select the required sender/receiver from the drop-down list (type the first letter of the receiver name for the drop down list to appear), or type the new details. These can be saved in frequent sender/receiver lists (or both).

Address This will pre-populate if a sender/receiver is selected from the list, otherwise you will need to add the address.
Note: input Receiver address for where your company will be charged to.

Suburb Type first character and allow the suburb drop down list to appear. Select from the list and this will populate State & Postcode as well as Zone.
If a Zone does not populate, please contact Bass Strait Transport on (03) 9645 2333

Contact Add contact details for the sender/receiver

Site Information Enter information relevant to the site – i.e. a specific gate/delivery dock

Pickup/Delivery Instructions Enter special instructions for the sender/receiver

Sender Ref/Receiver Ref Additional reference fields that can be used to recall the consignment note

Job Instructions Enter any type of special instructions, i.e. Site Delivery, Tailgate Required, final address information if going through an on-forwarder

C) CONSIGNMENT DETAIL

Click on **Add** to create a new line detail

Freight Product Select the Freight product from the drop-down menu

Detail Ref Not mandatory but used for further reference numbers that may identify the item – I.e Pallet ID

Unit Group This is the product type – Select from drop-down

Unit Select the unit type – Select from drop-down

Description Enter description of the product

Qty Quantity of each unit

Total Weight (KGs) This is the total combined weight of the Qty of all units, i.e. if there are 4 items against a unit type the total weight would be the weight of the 4 units combined

Length Enter the correct length of the item in CM
(units set to CM in step **Manage your Settings – User Defaults**)

Width Enter the correct width of the item in CM

Height Enter the correct height of the item in CM

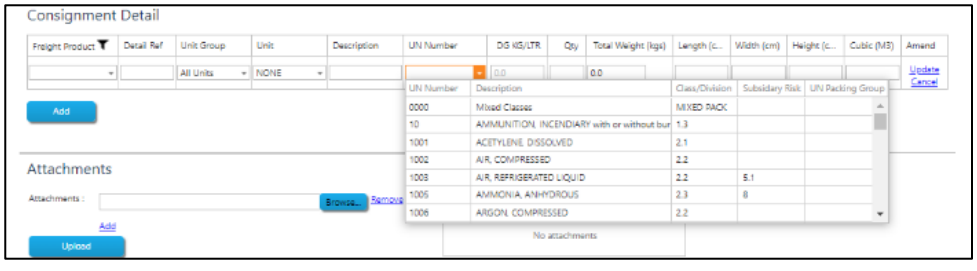
Cubic This will auto calculate based on the length, width and height; or may be entered

Dangerous Goods:

For Customers accounts that are enabled to transport Dangerous Goods, the following extra columns will be visible:

UN Number Select the UN Classification number that identifies dangerous goods from the drop-down menu. See below Figure.

DG KG/LTR Enter the KG / LTR volume of the dangerous goods



NOTE: The customer is responsible for correct Item Dimensions and Cubic – Incorrect dimensions may lead to pickup/delivery delays and additional charges to rectify the incorrect data.

D) ATTACHMENTS

Used for Backing Paperwork or any other relevant documentation for the Receiver, if required

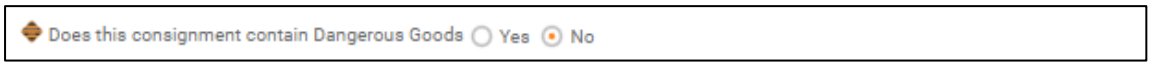
Click **Browse** to select the attachment.
Once you locate the document from your computer, click **Open**.
To add more documents, click **Add** and repeat the process.
Once all files are found, click **Upload**.

Attachments will be displayed on the right-hand side.

Dangerous Goods Declaration

At the bottom of the consignment creation page, there will be a Dangerous Goods Declaration.

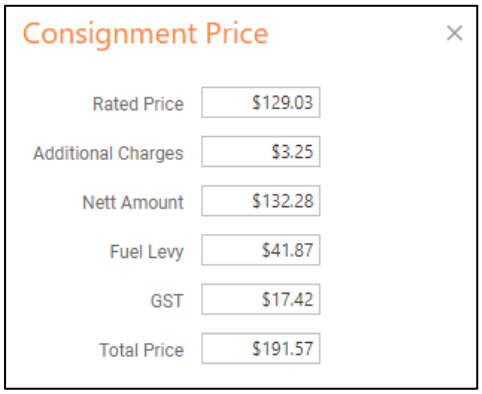
Answer **Yes** or **No**, based on whether the consignment relates to the transportation of Dangerous Goods.



Consignment Cost Preview

Once the consignment has been filled out with Delivery Address, Zone and Item Detail, an indicative consignment cost can be previewed with the **"Show Price"** button.

Click **Show Price** to display the indicative cost



Saving the Consignment

Click **Save** to submit the consignment.

If mandatory fields have been missed in error, these will be highlighted in red at the at the bottom of the page. Complete data entry into the mandatory fields before attempting to **Save** again.

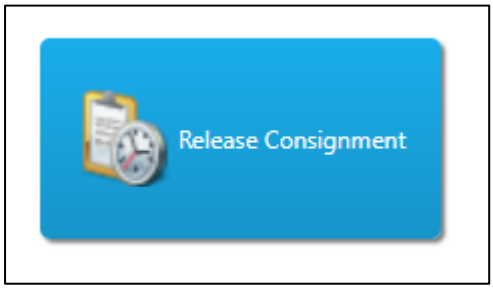
You will now be able to print the consignment notes & labels.

All items of freight are to be labelled and the consignment note to be handed to the driver.

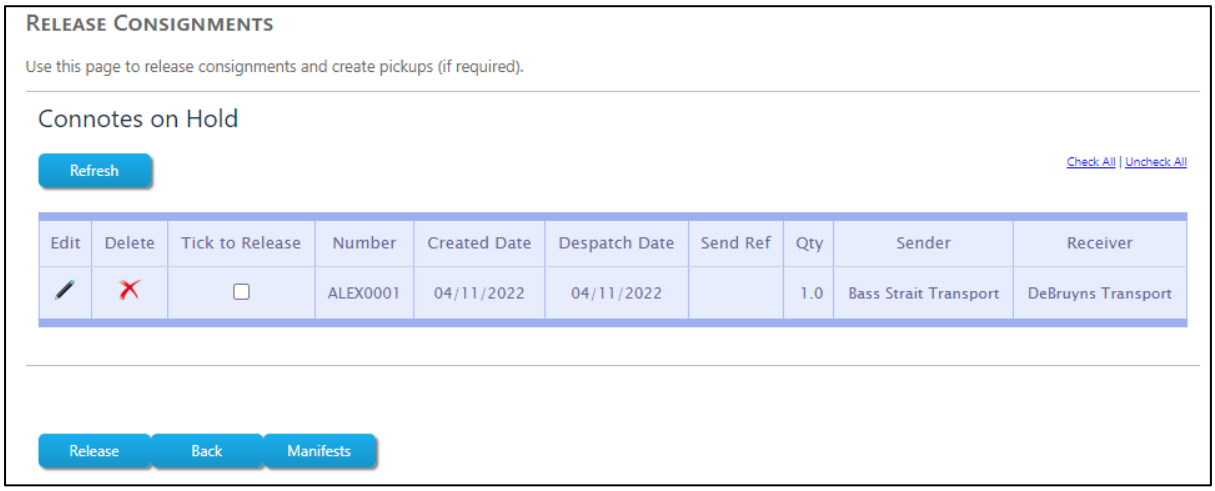
NOTE: Once all consignments are entered you MUST continue to the instructions on Releasing Consignments / Booking Pickups

Releasing Consignments / Booking Pickups

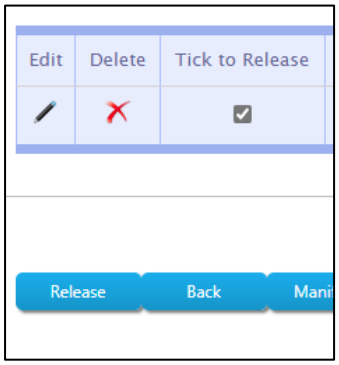
Once Consignments have been created, Click on the **Release Consignments** button from the **Freight Menu**.



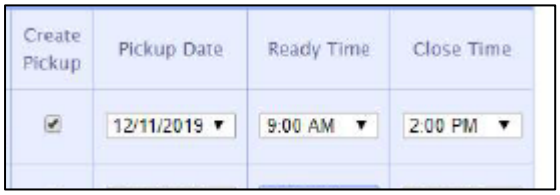
This will allow you to view all consignments on **Hold** - pending **Release and Pickup.**



To release the consignment only (this will submit the consignment to Bass Strait Transport) – place a tick in the '**Tick to Release'** tick box and click the **Release** button.



If the Customer Account has been enabled to book pickups, the following columns will be available to select a pickup date, ready time and close time.

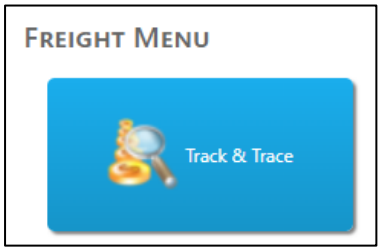


To book a pickup – Place a tick in the **'Create Pickup'** tick box, set **Pickup Date, Ready Time and Close Time** and release the consignment as per the instructions in the previous step.

NOTE: Pickup windows are best effort and rescheduling may be required due to circumstances outside of the control of Bass Strait Transport.

Track & Trace

To track a consignment, click on the **Track & Trace** icon from the **Freight Menu**.



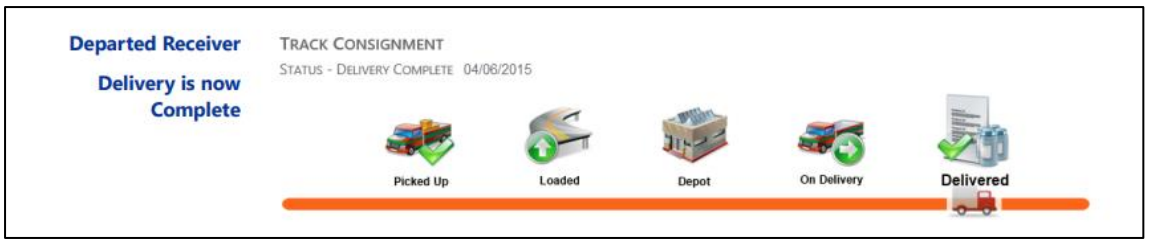
You can search by the following:

- Created Date (within range)
- Despatch Date (within range)
- Sender/Receiver Ref
- Additional Ref
- Detail Line Ref
- Consignment No

There is the ability to print Consignment Notes and Labels from the search results.

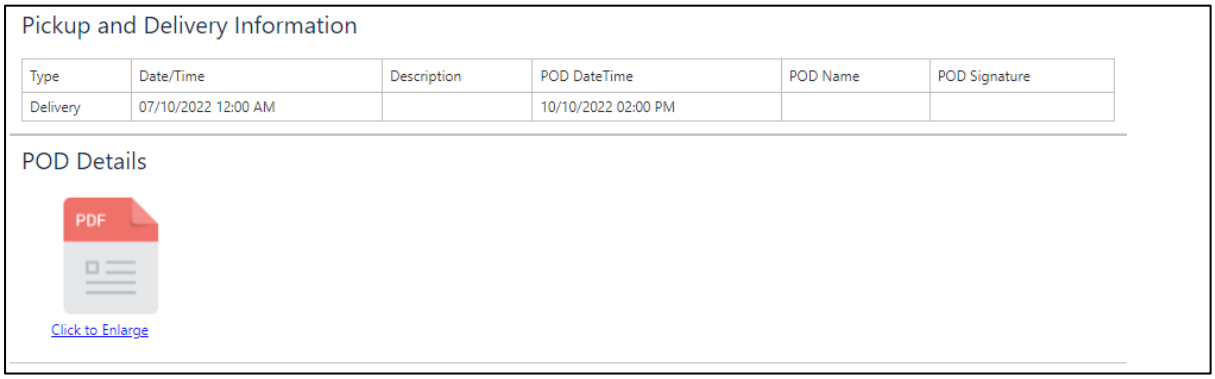
Clicking on the **Consignment Numbe**r in the displayed search results, will navigate to the **Track Consignment** detail page.

When viewing a track consignment page in **Track & Trace**, you will be able to view the different status' of the freight as it travels:



Note: Currently – Bass Strait Freight will either show as picked up, or delivered.
The status' of Loaded, Depot and On Delivery will be enabled at a later stage.

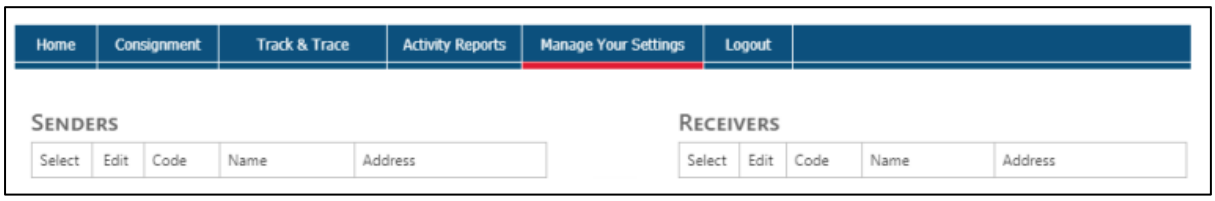
Pick-up and Delivery details, and Proof of Delivery information is also provided on the Track & Trace page.



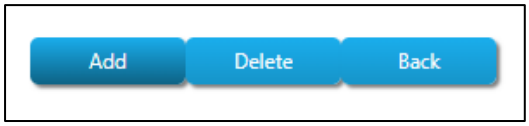
Once a POD has been scanned against the consignment – it is available for download or email by clicking the PDF icon as shown above.

Manage Frequent Addresses

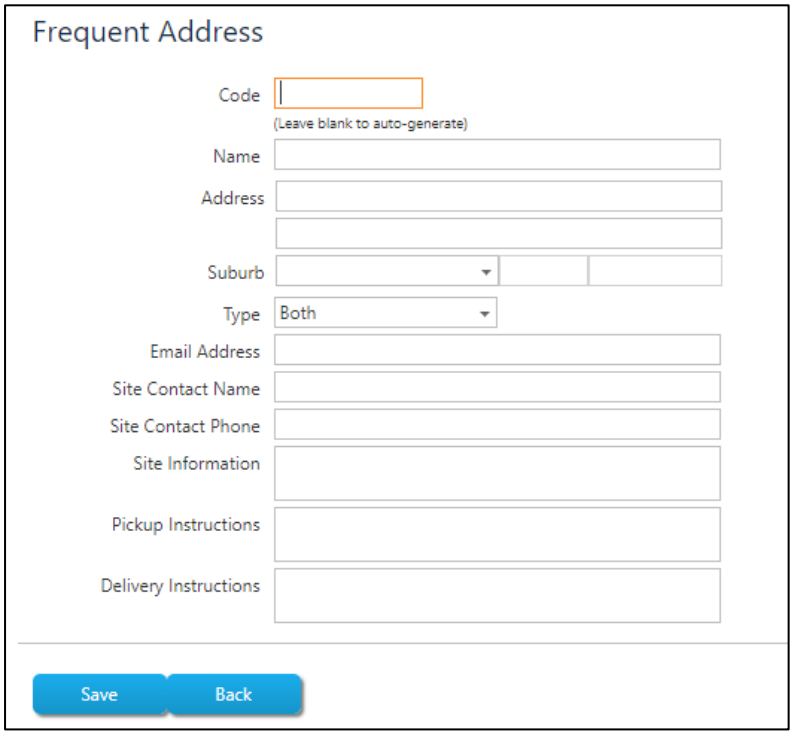
Click on the **Manage Frequent Addresses** from the **Freight Menu.**
The following menu will appear:



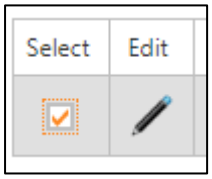
To add a new Sender or Receiver Address, click **Add** from the buttons on the bottom of the **Manage Frequent Addresses** page:



The following will display – Once fields are completed, select **Save**.



To update an existing address, tick the **Select Box** next to the address in the list.
Click on the edit **Pencil** icon.



The selected address will open and you can make the necessary changes.
Click **Save** once complete.

For further assistance with the Bass Strait Transport Customer Portal, please contact Bass Strait Transport on (03) 9645 2333.