



Customer Web Portal
(Freight)

Customer User Guide.

Version 2.2 – July 2026.

A.Ives – De Bruyns Transport

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Logging into the Customer Portal

Navigate to the De Bruyn's Transport website at <https://debruyns.com.au> and find the **Customer Portal** button on the main page.



On the Customer portal page, there will be a link to navigate to Login to the Portal.

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

The image is a screenshot of a web browser showing the login page for the De Bruyn's Transport Customer Portal. The browser's address bar shows "localhost/JaixPortal.ALL/Account/Login.aspx". The page features the De Bruyn's Transport logo at the top left. Below the logo, there are two main sections: "Customer Login" and "Track Consignment". The "Customer Login" section has input fields for "Username" and "Password", a "Forgot Password?" link, and "Login" and "Register" buttons. The "Track Consignment" section has a "Consignment No." input field and a "Track" button. At the bottom, it says "Powered by JAIX Logistics Software" and provides application and database version numbers.

The first login to the portal will ask for a password change – use the **Temporary Password** provided to you as the “**Old Password**”. Once set – this will log out again. Log in with the new password.

Password Reset

Old Password

New Password

Confirm Password

Reset

Once logged in, The **Freight Menu** will appear as below:

Home Quotes Consignments Track & Trace Create Pickup Activity Reports View Invoices Manage Your Settings Logout

Freight Menu

Track & Trace

Activity Reports

Release Consignment

Request Quick Quote

Create Pickup

Create Consignment

Frequent Addresses

User Defaults

View Invoices

Powered by JAIX Logistics Software
Application Version: 24.25.8.3413 Database Version: 24.25.8.3413 [2714]

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.

[Home](#) [Quotes](#) [Consignments](#) [Track & Trace](#) [Activity Reports](#) [View Invoices](#) [Manage Your Settings](#) [Logout](#)

User Defaults

Default Service

General - DBT

Default Sender

Default Receiver

Default Unit Group

Default Unit

Default Label Format

DB BST CN Freight Label v3

Default Close Time

Settings

Enter Freight Dimensions In

Centimetre

Save

Back

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 / Unit Group Select a default based on your most common unit type

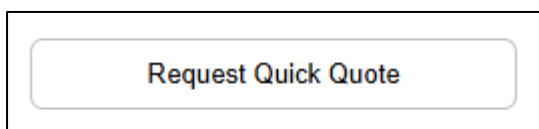
Default Label Format Choose either the Consignment Note Label Form BST A4 or A5 size

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 Quick Quote

To generate a freight estimate, Click on the **Request Quick Quote** button from the **Freight Menu**.



The following will display:

Create Price Enquiry
Main Details
Charge To Service
From Suburb
To Suburb
Quote Detail

Detail Ref	Unit Group	Unit	Description	UN Number	DG KG/LTR	Qty	Total Weight (kgs)	L (cm)	W (cm)	H (cm)	Cubic (M3)	Amend
Add quote details												

Add

Show PriceBack

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
Mandatory for de Bruyn's Transport Customers for the enquiry to rate!
- 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

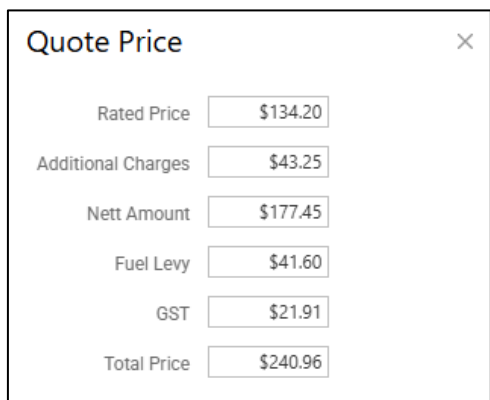
- Length** Enter the correct length of the item in CM
(units set to CM in step **Manage your Settings – User Defaults**)
- Width** Enter the correct width of the item in CM
- Height** Enter the correct height of the item in CM
- Cubic** This will auto calculate based on the length, width and height; 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:



Quote Price	
Rated Price	\$134.20
Additional Charges	\$43.25
Nett Amount	\$177.45
Fuel Levy	\$41.60
GST	\$21.91
Total Price	\$240.96

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

Create Consignment

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

There are 4 sections to complete as shown below, labelled A to D.

Explanation detail of each section on following pages.

A

Create Consignment

Main Details

Consignment No. Ready Date Ready Now Close time

Charge To Service Charge Ref

B

Sender & Receiver

Sender	Receiver
Address	Address
Suburb	Suburb
Zone	Zone
Email Address	Email Address
Contact Phone	Contact Phone
Site Information	Site Information
Pickup Instructions	Delivery Instructions
☐ Save in Frequent Sender List ☐ Save to Both	☐ Save in Frequent Receiver List ☐ Save to Both
Sender Ref	Receiver Ref
Job Instructions	

C

Consignment Detail

Freight Product	Detail Ref	Unit Group	Unit	Description	UN Number	DG KG/LTR	Qty	Total Weight (kgs)	L (M)	W (M)	H (M)	Cubic (M3)	Amend
			NONE			0.0		0.0					Update Cancel

D

Delivery Details

Delivery Req Date Delivery Req Time ☒ Not Applicable

Pallet Details

Pallet/Cubic Spaces Chep Loscam Customer Own Docket No

Additional References

Enter:

Added:

ID	Additional Tracking References	Action
No references added		

Additional Charges

Attachments

Attachments : [Remove](#)

Attachment	Action
No attachments	

☐ Does this consignment contain Dangerous Goods ☐ Yes ☒ No

* Required fields

A) MAIN DETAILS

Create Consignment
Main Details

Consignment No.

Ready Date

Ready Now

Close time

Charge To

Service

Charge Ref

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

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

Close Time What time are pickups available to?

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.

Charge Ref Optional charge reference for your internal use.

B) SENDER & RECEIVER

Sender & Receiver

Sender

Address

Suburb

Zone

Email Address

Contact

Site Information

Pickup Instructions

☐ Save in Frequent Sender List
☐ Save to Both

Sender Ref

Job Instructions

Receiver

Address

Suburb

Zone

Email Address

Contact

Site Information

Delivery Instructions

☐ Save in Frequent Receiver List
☐ Save to Both

Receiver Ref

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 De Bruyn's 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

Consignment Detail

Freight Product ▼	Detail Ref	Unit Group	Unit	Description	UN Number	DG KG/LTR	Qty	Total Weight (kgs)	L (cm)	W (cm)	H (cm)	Cubic (M3)	Amend
		All Units ▼	NONE ▼			0.0		0.0					Update Cancel

Add

- Freight Product** Optional. 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** Optional. This is the product type – Select from drop-down, this narrows down the selections in unit
- 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
- Pallet Details** Pallet details may be entered here – Spaces / Pallet hire details etc.

Click **Update** Once entering each consignment detail line to confirm the input.

Consignment Detail

Freight Product ▼	Detail Ref	Unit Group	Unit	Description	UN Number	DG KG/LTR	Qty	Total Weight (kgs)	L (cm)	W (cm)	H (cm)	Cubic (M3)	Amend
		All Units ▼	NONE ▼			0.0		0.0					Update Cancel

Add

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.

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. If multiple types of DG, select 0000 Mixed Classes.

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

Consignment Detail

Freight Product	Detail Ref	Unit Group	Unit	Description	UN Number	DG KG/LTR	Qty	Total Weight (kgs)	L (cm)	W (cm)	H (cm)	Cubic (M3)	Amend
		All Units	NONE			0.0		0.0					Update

[Add](#)

Pallet Details

Pallet/Cubic Spaces Chep Loscam

Attachments

UN Number	Description	Class/Division	Subsidiary Risk	UN Packing Group
0000	Mixed Classes	MIXED PACK		
10	AMMUNITION, INCENDIARY with or without bur	1.3		
1001	ACETYLENE, DISSOLVED	2.1		
1002	AIR, COMPRESSED	2.2		
1003	AIR, REFRIGERATED LIQUID	2.2	5.1	
1005	AMMONIA, ANHYDROUS	2.3	8	
1006	ARGON, COMPRESSED	2.2		

D) ATTACHMENTS, REFERENCES AND CHARGES

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

Additional References

Enter:

[Add](#)

Additional Charges

[Charges](#)

Attachments

Attachments : [Browse...](#) [Remove](#)

[Add](#)

[Upload](#)

Added:

ID	Additional Tracking References	Action
No references added		

Attachment	Action
No attachments	

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.

Charges and references can be added similarly.

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.

 Does this consignment contain Dangerous Goods ☐ Yes ☒ No

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

Rated Price	\$129.03
Additional Charges	\$3.25
Nett Amount	\$132.28
Fuel Levy	\$41.87
GST	\$17.42
Total Price	\$191.57

Saving the Consignment

Click **Save** to submit the consignment.

Sender is required

Sender Zone is required

Receiver is required

Receiver Zone is required

* Required fields

Save

Show Price

Back

If mandatory fields have been missed in error, these will be highlighted in red 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 **Home Freight Menu**.



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

NOTE: The following concerns customers that currently have pickups directly by De Bruyns Transport, and not the involvement of other 3rd party freight carriers (such as interstate or out of area customers). Those using 3rd party carriers either interstate or out of area, should confirm with Depots directly via phone to arrange specialty pickup.

Booking Pickups - If the Customer Account has been enabled to book pickups, the following columns will also 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 corresponding to the consignment, set **Pickup Date**, **Ready Time** and **Close Time** and **Release** the consignment as per the instructions in the previous step.

Release Consignments
Use this page to release consignments and create pickups (if required).

Connotes on Hold

Refresh

Check All | Uncheck All

Edit	Delete	Tick to Release	Number	Created Date	Despatch Date	Send Ref	Qty	Sender	Receiver	Create Pickup	Pickup Date	Ready Time	Close Time
		☒	HONDA1763	06/02/2025	06/02/2025		1.0	Bass Strait Transport	DeBruyns Transport	☒	06/02/2025 ▾	3:00 PM ▾	5:00 PM ▾
		☒	HONDA1764	06/02/2025	06/02/2025		1.0	Bass Strait Transport	DeBruyns Transport	☒	06/02/2025 ▾	3:00 PM ▾	5:00 PM ▾

Your Release/Pickup consignment booking should look similar to the above – with both the **'Tick to Release'** and **'Create pickup'** checkboxes checked.

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

Cut-Off Times for Pickup – Zone Closure

De Bruyn’s Transport has daily cut-off times for pickup bookings.
Should the pickup cut-off time be exceeded – the following error will show on the Release Consignment screen.

Release Consignments

Use this page to release consignments and create pickups (if required).

Connotes on Hold

Refresh

[Check All](#) | [Uncheck All](#)

Edit	Delete	Tick to Release	Number	Created Date	Despatch Date	Send Ref	Qty	Sender	Receiver	Create Pickup	Pickup Date	Ready Time	Close Time
		☒	HONDA1763	06/02/2025	06/02/2025		1.0	Bass Strait Transport	DeBruyns Transport	☒	06/02/2025	3:00 PM	5:00 PM
		☒	HONDA1764	06/02/2025	06/02/2025		1.0	Bass Strait Transport	DeBruyns Transport	☒	06/02/2025	3:00 PM	5:00 PM

Your Pickup Zone is closed. Please contact Depot Operations on 03 9645 2333 to arrange Pickup

Please adjust your consignment pickup time to the following day or Contact Depot operations for negotiated pickup.

Release Consignments

Use this page to release consignments and create pickups (if required).

Connotes on Hold

Refresh

Edit	Delete	Tick to Release	Number	Created Date	Despatch Date	Send Ref	Qty	Sender	Receiver
		☐	HONDA1763	06/02/2025	06/02/2025		1.0	Bass Strait Transport	DeBruyns Transport
		☐	HONDA1764	06/02/2025	06/02/2025		1.0	Bass Strait Transport	DeBruyns Transport

Releasing Consignments – Only use this if the consignment does not need to be picked up. To release the consignment only (this will submit the consignment to De Bruyn’s Transport) – place a tick in the ‘**Tick to Release**’ tick box corresponding to the consignment and click the **Release** button.

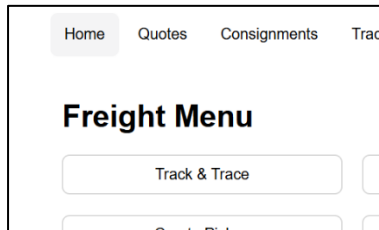
Connotes on Hold

Refresh

Edit	Delete	Tick to Release	N
		☐	HO
		☐	HO

Track & Trace

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



You can search by the following:

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

Track & Trace

Consignments

Pickups

Search By

☒ Despatch Date

☐ Created Date

From Date

To Date

06/02/2025

Filter By

Sender Ref

Receiver Ref

Charge Ref

Additional Ref

Detail Line Ref

Options

☐ Include Cancelled

Search

Track Consignment

Consignment No

Track

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

Print CNs

Print Labels

Print CN & Labels

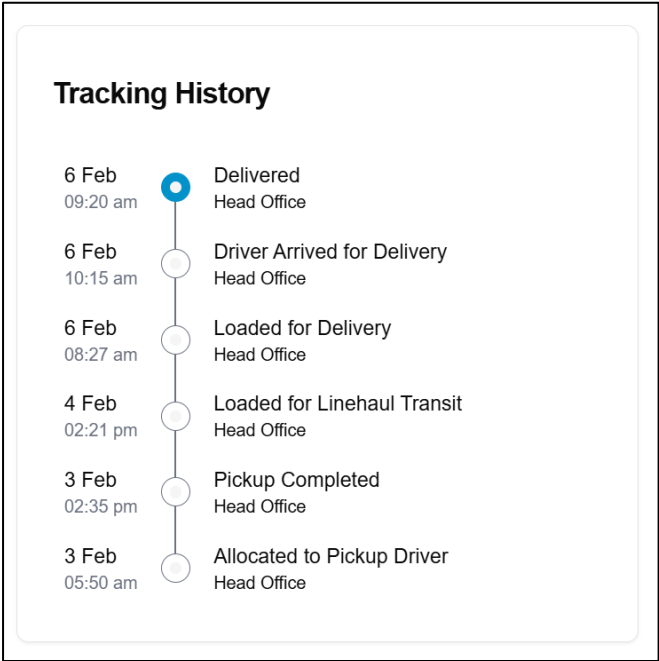
Export Result

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

16 | Page

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



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

Pickup & Delivery Information					
Type	Date/Time	Description	Signed At	Signed By Name	POD Signature
Pickup	03/02/2025 02:35 PM				
Delivery	06/02/2025 09:20 AM		06/02/2025 09:20 AM	jay	

Either view the sign on glass POD signature by clicking the magnifying glass, or once a POD document has been scanned against the consignment – it is available for download or email by clicking the **PDF icon** as shown below.



Frequent Addresses

Click on the **Frequent Addresses** from the **Home Freight Menu**.

The following menu will appear:

Home

Quotes

Consignments

Track & Trace

Create Pickup

Activity Reports

View Invoices

Manage Your Settings

Logout

Senders

Select	Edit	Code	Name	Address
			CIRCLAR HEAD	76 N. Hwy Street

Receivers

Select	Edit	Code	Name	Address
				44 Belmont Road

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

Add

Delete

Back

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

Frequent Address

Code

(Leave blank to auto-generate)

Name

Address

Suburb

Type

Email Address

Site Contact Name

Site Contact Phone

Site Information

Pickup Instructions

Delivery Instructions

Save

Back

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 De Bruyns Transport Customer Portal, please contact:

De Bruyns Burnie Office on **(03)6430 2300**.