



# Quick Start Guide

Easy to Start and Easy to Use.

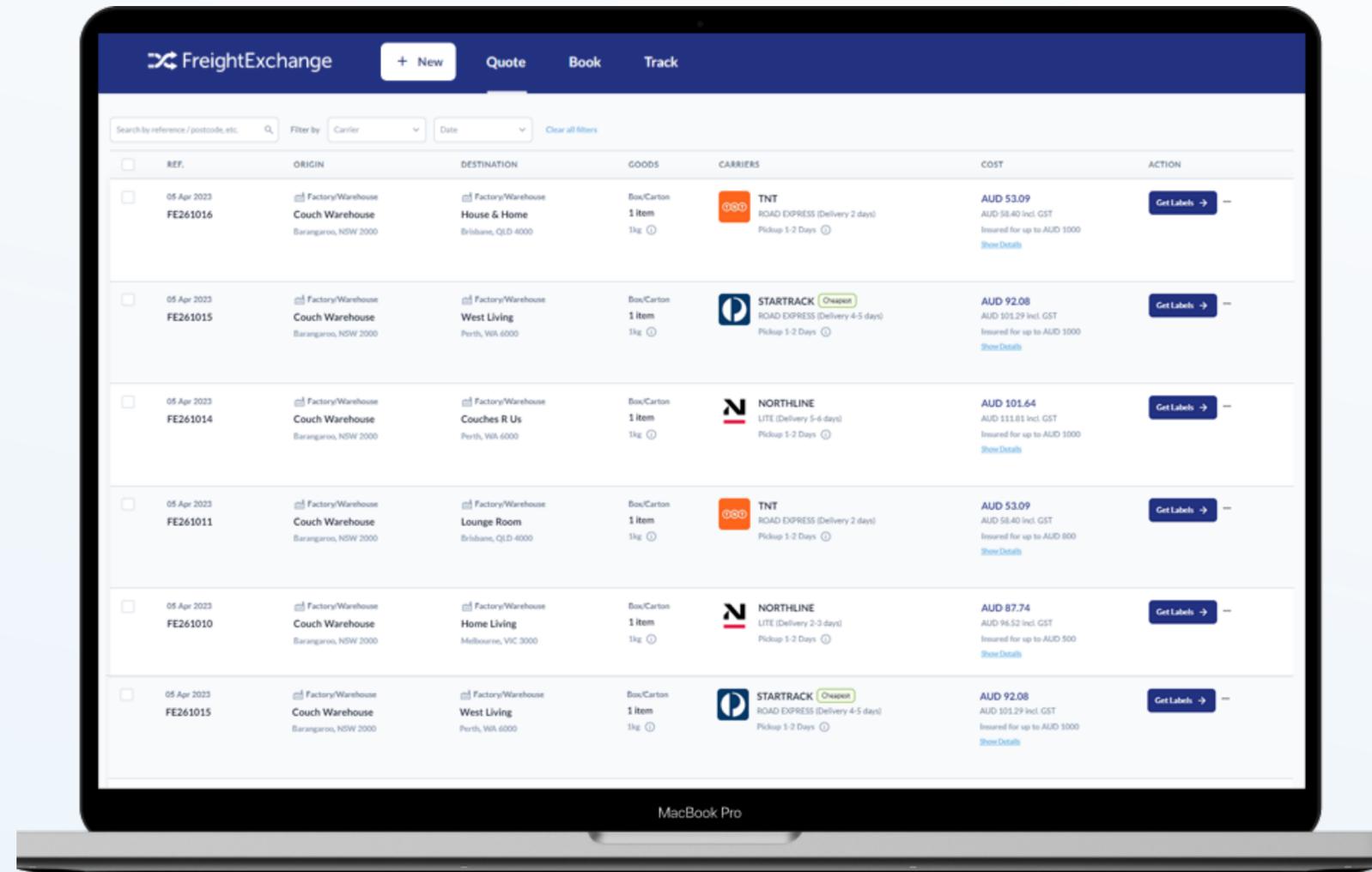
Unlimited Support and No Hidden Fees.

Instant shipment quotes, transparent surcharges, discounted carrier rates and comprehensive shipping tools eliminate complex freight management and give you simple, fast and efficient shipping.

Use FreightExchange as your freight brokerage platform or integrate your eCommerce store in a few clicks to simplify your processes even further.

Sign Up Now

Instant Quote



Getting Started

Quote, Book & Track

Tools & Settings

Get a Quote

Edit Quote

Book Pickup

Track Shipments

# Getting Started

## Start shipping via the FreightExchange website

1

### Create a company account

Enter your company details via the Signup screen.

2

### Setup payment methods

Choose to pay as you go by credit card and/or pay one weekly invoice.

3

### Add cards

Set up your credit cards via the Payments screen.

4

### Get credit

Complete your credit application.

## Start shipping via your online store

1

### Import orders from your online store

Setup your online stores via the Platform screen. The order details, including addresses, SKUs, packaging details & references will appear on the Quote screen ready for dispatch.

2

### Set up accurate freight quotes

Setup the freight quoting functionality via the Platform screen.

3

### Set up standard packaging

Setup your standard packaging details via the Packaging screen.

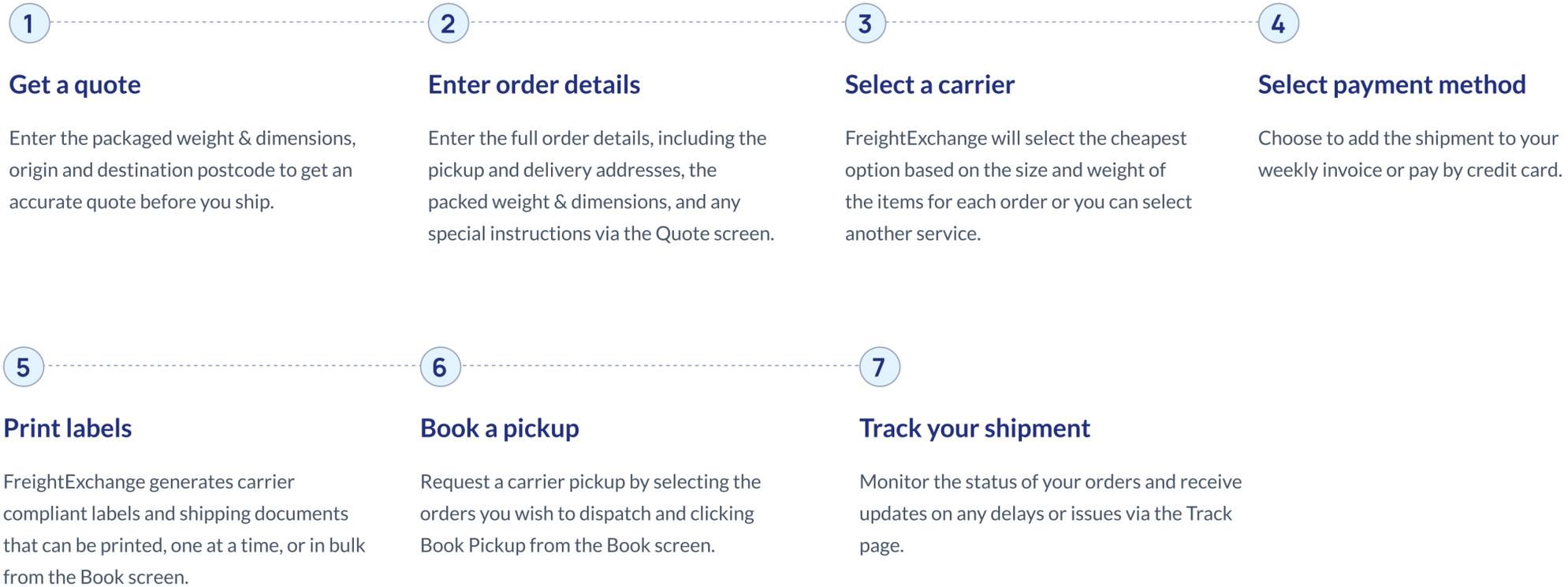
4

### Branded tracking

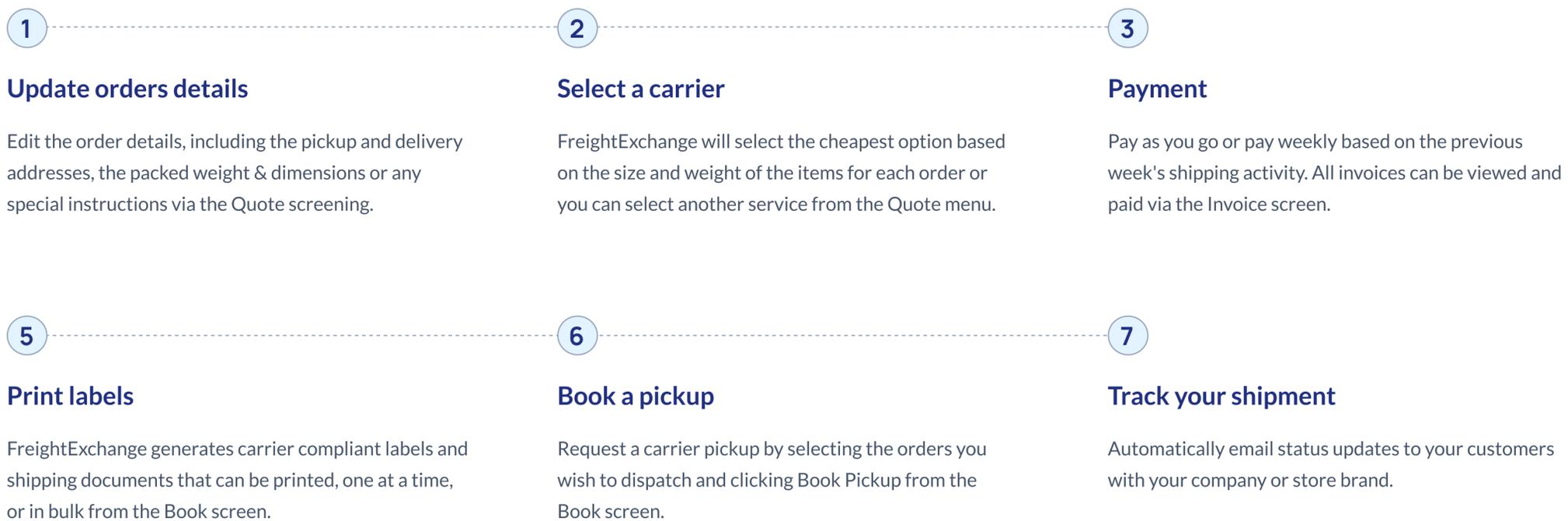
Share branded tracking updates to your customers automatically by adding your logo and brand colours in the Branded Tracking screen.

# Quote, Book & Track Orders

## Manually on the web



## From your store



# Tools & Settings

FreightExchange allows you to view your quotes, orders, bookings and shipments on each screen. You can also download your shipping details from the Report screen to analyse carrier performance and costs.



## Account Settings

Access your account setting by clicking the icons in the top right corner of the interface.



**Company**  
View and edit your business number and head office address.

Your Company information is automatically added after sign-up. Your company address can also be added from your Address Book.



**Reports**  
Browse and download all your shipping related data as one report from all carriers.

Browse and download all your shipping related data as one report from all carriers.



**Address Book**  
View and edit your company, warehouse, customer, store and 3PL addresses.

Addresses will automatically be added to your address book as you ship.



**Payment Methods**  
Add credit / debit cards to select when paying for your freight.

Add credit / debit cards to select when paying for your freight.



**Users**  
Add, delete and edit your company's users and their user permissions.

An unlimited amount of users can be added to your customer account.



**Invoices**  
View, download and pay your weekly consolidated invoices from all carriers.

You can apply for weekly invoicing through our Fast Approval Credit Application [here](#).



## Shipping Tools



**Products**  
Manage products for easier fulfilment and compliant documentation.

Products can be added to your shipments so you know exactly what is being sent.



**Packaging**  
Manage frequently used packages for faster fulfilment and accurate quoting.

Save time on shipment entry by simply selecting your preconfigured packaging,

References Origin Destination **Goods** X

**Products** + Add Products

Qty SKU | Product name

- 1 + Select

- 1 + Select

**Packaging** + Add Item

Qty*	Packaging*	Item weight(kg)*	Length(cm)*	Width(cm)*	Height(cm)*
- 1 +	SKU1234	1	57	61	52
- 1 +	Box/Carton	In kg	In cm	In cm	In cm

Currency Value of goods Description of goods\*

AUD 400 Couch

Cancel Save →

**Branded Tracking** X

Custom tracking allows you to build a branded tracking page and can share to your customers

Brand Color

Company URL

Header Text

Header Text Color

 Upload your company logo (png, jpeg and gif only)  
Dimension of 250 x 50px size is recommended.

Footer

Cancel Save →



**Tags**  
Manage tags for easier categorisation of shipments and integrations.

Create custom tags for clear visibility across your shipping operations



**Branded Tracking**  
Manage your customised tracking page so that it looks and feels like your own website.

Upload your logo and brand colours to customise your branded tracking page that is automatically sent out for every shipment.



## Shipping Plug-ins

For more automation, you can connect your Shopify or WooCommerce store to FreightExchange with our simple shipping plugins, and within a few clicks, you can elevate your customer's experience with your business.

Customers can accurately quote and track orders at your store check-out for faster dispatch. Orders feed directly into the FreightExchange portal ready for shipping. It's really that easy.



### Platforms

Manage your online ERP platforms and eCommerce integrations.



**shopify**

**Woo** **COMMERCE**

Shipping Plug-ins

# Get a Quote

Instantly access freight quotes from trusted carriers and compare to make sure you are getting the best price. To start, click the +New button at the top of the screen. Enter your shipment details, origin and destination and you can compare quotes, all on one page!

## 1 Enter your shipment details

Add your shipment weights & dimensions here. Have multiple items to ship? Simply add another.

## 2 Add insurance details

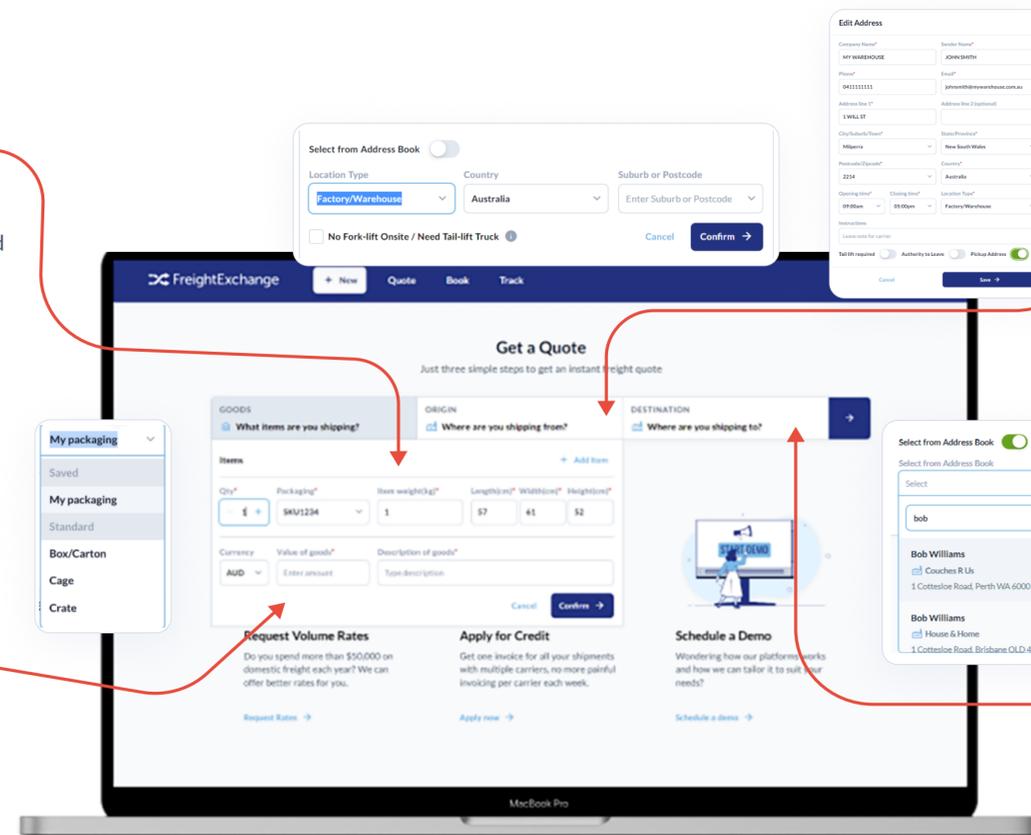
All shipments are insured for \$500 automatically.

If you would like to purchase more insurance, enter the value you would like to be insured for here. You will be prompted to upload supporting documents on the Book Page.

### Quick tips

From this page, you can also request volume rates, apply for credit or schedule a platform demo.

Once you ship to an address it will automatically be added to your address book.



## 3 Enter your shipment origin

Enter your Location Type, Country and Postcode.

Be sure to select the Tail-lift Truck box if you have no fork lifts on site.

## 4 Enter your shipment destination

Enter the Location Type, Country and Postcode.

Be sure to check the Tail-lift Truck box if there is no fork lifts on site and the Authority to Leave box if the carrier can leave the shipment.

## 5 Choose your quote

Once you confirm your shipment details, quotes from multiple carriers will instantly populate, so you can easily compare rates, delivery estimates and review surcharges.

Choose the quote that works best for you and press select.

# Edit Quote

Once you have selected your quote, you will navigate to the Quote Page. Here you can add any addresses that were not in your address book. You can also edit origin and destination information, review and change carriers, review surcharges, request help, or delete your quote.

If you have integrated your Shopify or WooCommerce store, your orders will automatically feed into this page with addresses and packaging.

**1 Edit origin**

To edit your origin or destination, hover over them and click the edit icon. You can add references and tags, edit the origin, destination, or packaging, and can even add products that you preconfigured in your settings. You can also edit your quote by clicking the ... button next to Get Labels.

**2 Review quotes**

You can also review quotes and change carriers by hovering over the carrier and clicking the icon.

**3 Get labels**

Once you have reviewed your shipment details and confirmed everything is correct, click Get Labels to move the shipment onto booking.

**4 View details**

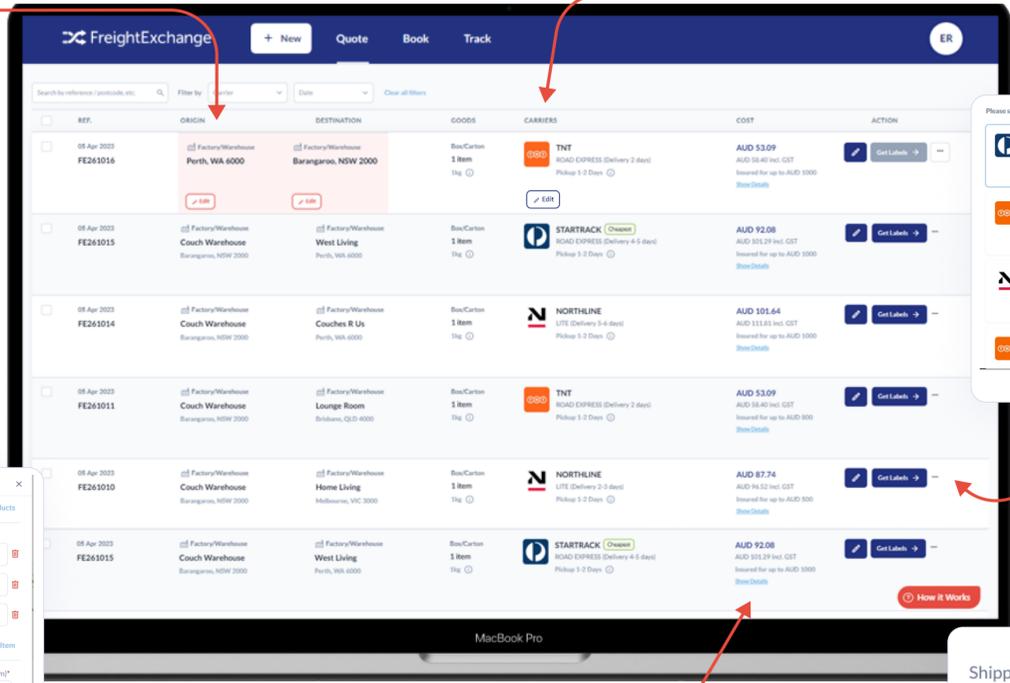
To view a full breakdown of your shipping surcharges, click Show Details.

**Shipping Cost Breakdown:**

Shipping Cost	AUD 44.35
Oversize Surcharge	AUD 15.00
Manual Handling Surc...	AUD 29.00
Fuel Surcharge	AUD 7.39
GST	AUD 9.57
<b>Total</b>	<b>AUD 105.31</b>

**Quick tips**

On this page, you can search shipments by tags, references, or postcodes and filter by carrier or date.



**References** | Origin | Destination | Goods

Created Date: 12 Apr 2023 | FreightExchange Tracking ID: FE261236

Reference 1: | Reference 2: | Reference 3: |

Tags: Select

**Products** | + Add Products

Qty | SKU | Product name

- 4 + | XY212345 | Table Legs

- 2 + | DEF4567 | Handles

- 1 + | ABCD9876 | Table Top

**Packaging** | + Add Item

Qty\* | Package\* | Item weight(kg)\* | Length(cm)\* | Width(cm)\* | Height(cm)\*

- 1 + | FLAT PACK | 20 | 100 | 80 | 10

- 1 + | LEGS | 8 | 100 | 20 | 20

- 1 + | PARTS | 0.5 | 17 | 17 | 10

Currency: AUD | Value of goods\*: 499 | Description of goods\*: Flat Pack Furniture

Cancel | Save all and continue ->

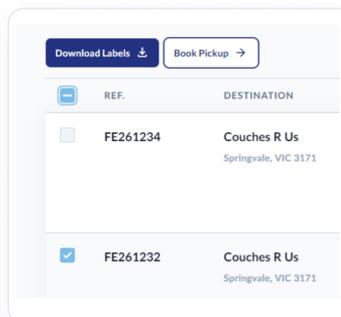
# Book Pickup

After you click Get Labels on the the Quote page, your shipment will move to the Book stage.

On this screen you can upload supporting documents for extra insurance, download labels in bulk or one at a time, view shipment details, cancel the shipment or access support.

## 1 Book pickup

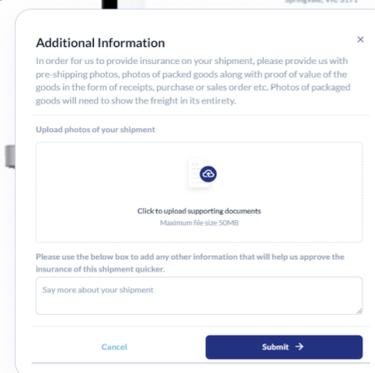
You can book pickups and download labels in bulk by selecting the boxes next to the shipments and choosing Download Labels then Book Pickup.



## 2 High-value orders

If you are insuring your goods for more than \$2,500, you will be asked to upload supporting documents on the Book page to purchase more insurance and book the pickup.

Within 1-2 hours one of our team members will review your submission and process it. This charge will be added to your invoice.

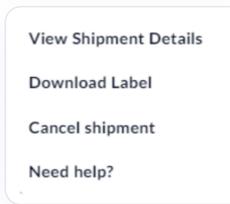


## Quick tips

If you need guidance on how the FreightExchange Portal works, you can access our help desk on any page by clicking How it Works.

## 3 View more

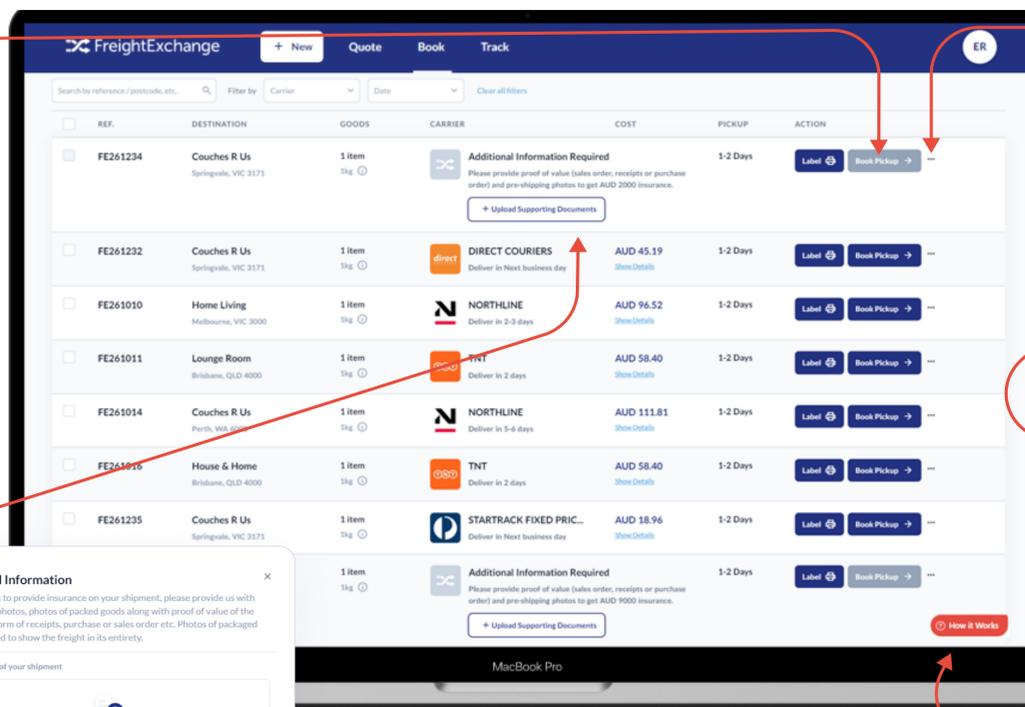
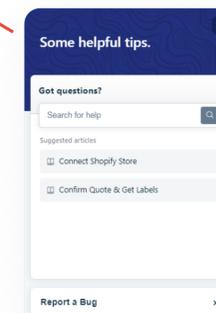
Click on the ... button to view shipment details, download labels, cancel shipment, or get help.



## 4 Labels

You can download and print labels for each shipment by clicking Labels.

When you are ready to book pickups, you can do so individually by clicking Book Pickup.



# Track Shipments

Once you have downloaded your labels and booked your pickups, your shipments will move to the Track page.

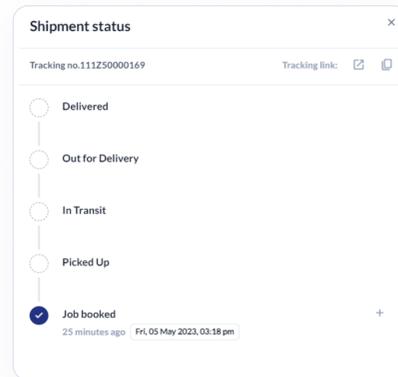
Here, you can review the status and details of all your booked shipments, repeat and track shipments and access support. You can also view shipment details, view and search manifests, and download labels or manifests.

## 1 Repeat shipment

Click the icon to repeat the shipment. This will take you back to the New Quote page with all the fields pre populated and quotes ready for you.

## 2 Track delivery

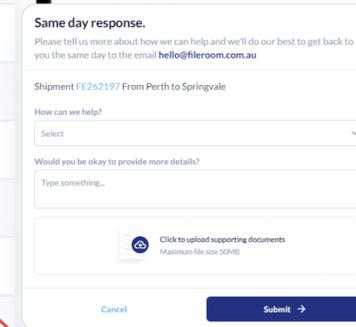
Click the icon to track your delivery. Get real-time updates, so everyone always knows where orders are, without needing to call.



REF	DESTINATION	GOODS	CARRIER	COST	LAST UPDATE	ACTION
FE261233	Couches R Us Springvale, VIC 3171	1 item 1kg	STARTRACK FIXED... ETA 3 days	AUD 18.96 <a href="#">Show Details</a>	Booked Job booked 5 minutes ago	
FE261016	House & Home Brisbane, QLD 4000	1 item 1kg	TNT ETA 4 days	AUD 58.40 <a href="#">Show Details</a>	Booked Job booked 19 hours ago	
FE261235	Couches R Us Springvale, VIC 3171	1 item 1kg	STARTRACK FIXED... ETA 3 days	AUD 18.96 <a href="#">Show Details</a>	Booked Job booked 19 hours ago	
FE261206	Couches R Us Springvale, VIC 3171	1 item 1kg	STARTRACK FIXED... ETA 3 days	AUD 18.96 <a href="#">Show Details</a>	Booked Job booked 19 hours ago	
FE261229	Home Living Springvale, VIC 3171	1 item 1kg	STARTRACK ROAD ... ETA 4-5 days	AUD 47.68 <a href="#">Show Details</a>	Booked Job booked 5 minutes ago	
FE261232	Lounge Room Springvale, VIC 3171	1 item 1kg	DIRECT COURIERS ETA 3 days	AUD 45.19 <a href="#">Show Details</a>	Booked Job booked 19 hours ago	
FE261010	Home Living Melbourne, VIC 3000	1 item 1kg	NORTHLINE ETA 4-5 days	AUD 96.52 <a href="#">Show Details</a>	Booked Job booked 18 hours ago	
FE261011	Lounge Room Brisbane, QLD 4000	1 item 1kg	TNT ETA 4 days	AUD 58.40 <a href="#">Show Details</a>	Booked Job booked 18 hours ago	
FE261014	Couches R Us Perth, WA 6000	1 item 1kg	NORTHLINE ETA 7-10 days	AUD 111.81 <a href="#">Show Details</a>	Booked Job booked 19 hours ago	

## 3 Get assistance

If you need assistance with any of your shipments, click the icon next to the corresponding booking to access same day email support.



## 4 View more

Click the icon to view shipment details, view and search shipment manifests, download labels, or download shipping manifests.

- View Shipment Details
- View & Search Manifest
- Download Label
- Download Manifest
- Download Proof of Delivery
- Book Return

# Start Shipping With FreightExchange

Sign Up Now

Instant Quote