

Followmont Website

User Guide

eSmart

v9.5



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Welcome!

Thank you for applying for Followmont's Online Services. With your Followmont Online account, we hope to make your relationship with Followmont stronger and easier to manage.

Features

With your Followmont Online account you will be able to;

1. Get a quote, and turn that quote into a pick-up.
2. Book a pick-up...
3. ...and print out the consignment note and labels for it...
4. ...and while you are booking in freight, gradually create a database of your customers that will save you from putting in their details each time.
5. You can also organise regularly sent freight into 'products' that can be selected with a single click, saving you from putting in dimensions and weights every time you send that same item.
6. View and print Proofs Of Delivery.
7. View and print any Quoted Rates for your account.
8. Switch between multiple Followmont accounts quickly and easily.

System Requirements

Booking consignments online requires internet access and printing capability.

eSmart works best on the latest stable version of Internet Explorer – at this point that version is Internet Explorer 9.

eSmart should only be run in one instance – running multiple instances of eSmart can lead to session corruption and booking failures.

You will also need Adobe Reader installed – you can download it at <http://get.adobe.com/reader/>

Esmart Limitations

eSmart cannot process bookings where receiver or third party are to pay. The account that is logged in will be charged. For receiver/third party charges, please use handwritten consignment notes.

eSmart cannot process bookings or quotes for **Dangerous Goods**.

Logging In

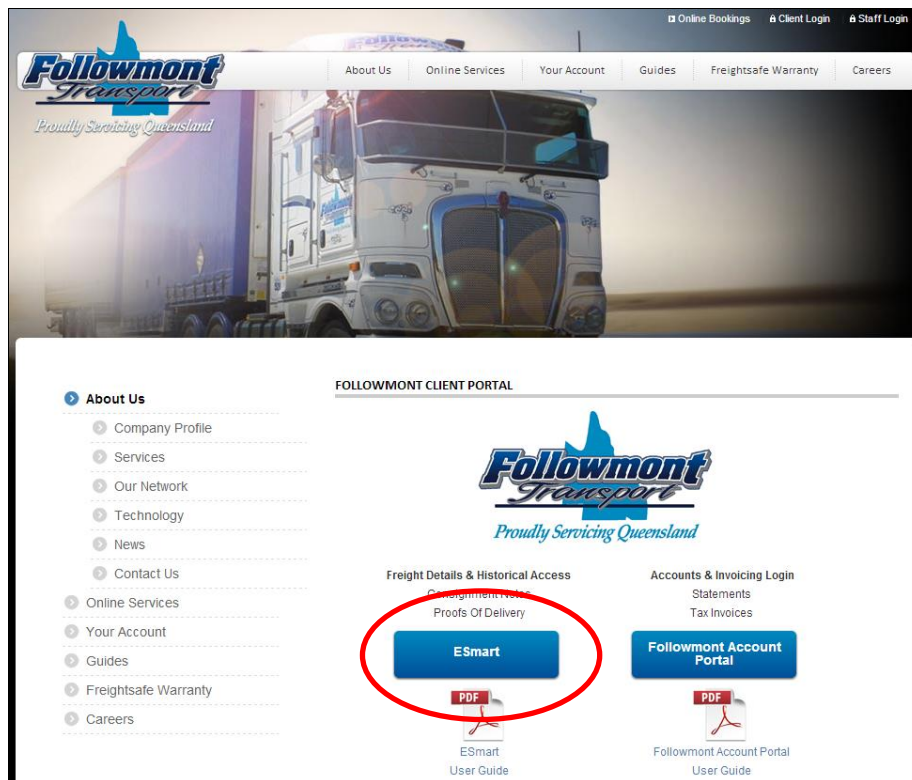
Your eSmart Username and Password are in the accompanying email. Please go to <http://www.followmont.com.au/Portal.aspx> and login using those details.

If you lose or forget your password, please contact Followmont Support via support@followmont.com.au and we can reissue your account information.

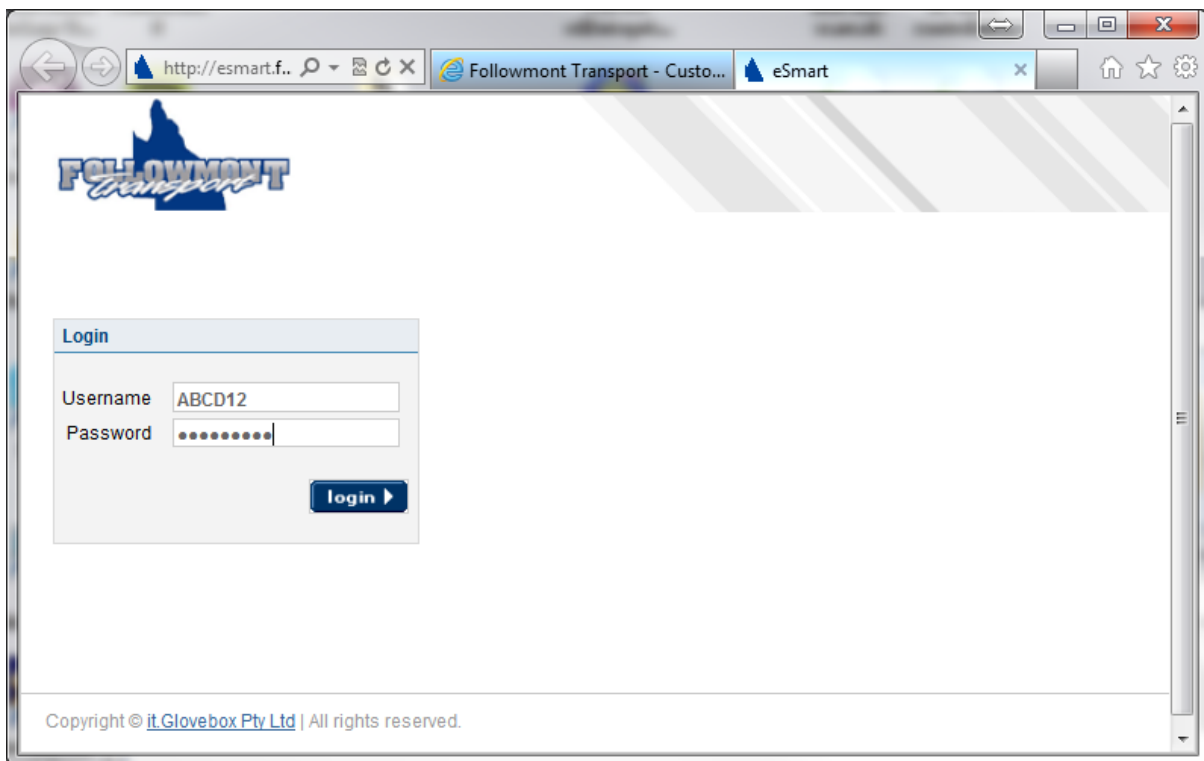
If you go to the main homepage www.followmont.com.au, you can access the Client Portal by selecting the 'Client Login' button;



eSmart can be accessed via the blue 'ESmart' button;



eSmart will open, and here you can enter your eSmart username and password.



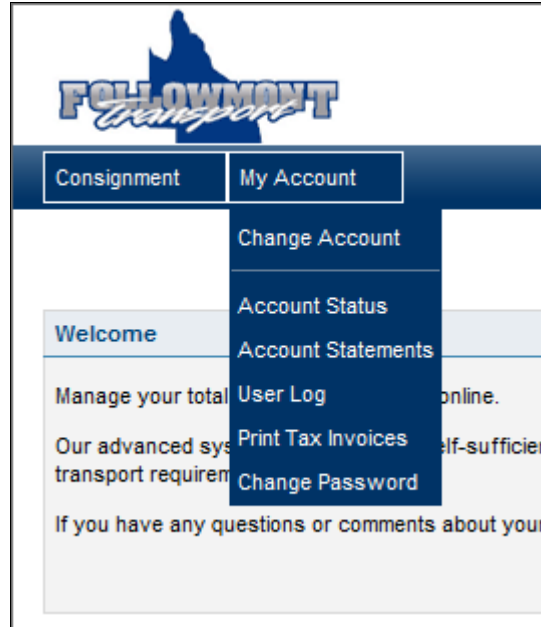
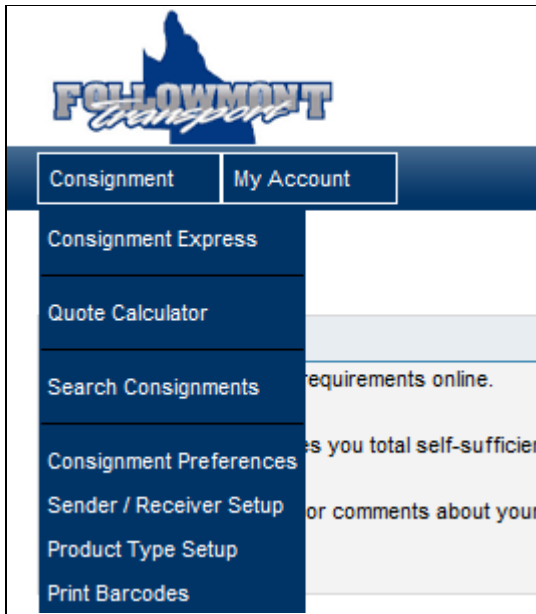
Usernames and passwords are case sensitive so please ensure you enter these details correctly!

eSmart Usernames are generally set as your account code, and should be entered as they appear in the email (usually all capital letters with two numbers at the end, like ABCD12).

Passwords are randomly assigned and are case-sensitive – enter them exactly as they appear in the email.

Menus

There are two menu sections; Consignment and My Account. Hovering your mouse over either one displays the menu options below each one;



The rest of this guide explains the various sections in detail.

Consignment Menu Options

Consignment Express – Main Screen

Consignment Express allows you to book most pickups quickly and easily on the web, and also allow you to print consignment notes and packing labels to go with your freight. Consignment Express cannot be used for Dangerous Goods.

Consignment Express does not support Receiver-To-Pay or charging third parties – **the account that is logged in is charged**. To charge the Receiver, please use a handwritten consignment note.

The first screen is shown directly below; each section is detailed in the following pages.

I accept the [terms and conditions below](#). To proceed with this Consignment please press

Sender	Receiver	Freight Description																																					
Sender Name: BOBS TRACTOR PARTS ? Address: 35 Test Street * Suburb: EAGLE FARM (TBRI) ? Contact Name: Bob Roberts Phone: 1234 5678 * Sender Reference: <input type="text"/> <input type="checkbox"/> Add this entry as new Sender	Receiver Name: <input type="text"/> ? Address: <input type="text"/> * Suburb: <input type="text"/> ? Contact Name: <input type="text"/> Phone: <input type="text"/> * <input type="checkbox"/> Add this entry as new Receiver	Freight Description: <input type="text"/> Special Delivery Instructions: <input type="text"/> * Booking Date/Time: Booking Date: 22/08/2011 * Booking Time: 14:46 * (HH:mm) Ready for Pickup Now: <input checked="" type="checkbox"/> ?																																					
		Pickup Details <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Total</th> <th>Qty</th> <th>Weight</th> </tr> </thead> <tbody> <tr><td>Cartons</td><td>0.0</td><td>0.0</td></tr> <tr><td>Skids</td><td>0.0</td><td>0.0</td></tr> <tr><td>Pallets</td><td>0.0</td><td>0.0</td></tr> <tr><td>Other</td><td>0.0</td><td>0.0</td></tr> <tr><td>Dead Weight</td><td></td><td>0.0</td></tr> <tr><td>Pallet Spaces</td><td>0.0 *</td><td></td></tr> </tbody> </table> Dimensions of largest item (cm) Length: 0.0 Width: 0.0 Height: 0.0 Close Time: <input type="text"/> Special Instructions: <input type="text"/>	Total	Qty	Weight	Cartons	0.0	0.0	Skids	0.0	0.0	Pallets	0.0	0.0	Other	0.0	0.0	Dead Weight		0.0	Pallet Spaces	0.0 *																	
Total	Qty	Weight																																					
Cartons	0.0	0.0																																					
Skids	0.0	0.0																																					
Pallets	0.0	0.0																																					
Other	0.0	0.0																																					
Dead Weight		0.0																																					
Pallet Spaces	0.0 *																																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Line</th> <th>Product Type</th> <th>Description</th> <th>Item Ref</th> <th>Items</th> <th>Labels</th> <th>Pack Qty</th> <th>L_m</th> <th>W_m</th> <th>H_m</th> <th>Weight_{kg}</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>GENERAL FREIGHT</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="text"/> *</td> <td><input type="button" value="delete"/></td> </tr> <tr> <td colspan="11" style="text-align: right;">add new blank line »</td> <td><input type="button" value="add"/></td> </tr> </tbody> </table>			Line	Product Type	Description	Item Ref	Items	Labels	Pack Qty	L _m	W _m	H _m	Weight _{kg}		1	GENERAL FREIGHT	<input type="text"/>	<input type="text"/>	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="button" value="delete"/>	add new blank line »											<input type="button" value="add"/>
Line	Product Type	Description	Item Ref	Items	Labels	Pack Qty	L _m	W _m	H _m	Weight _{kg}																													
1	GENERAL FREIGHT	<input type="text"/>	<input type="text"/>	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="button" value="delete"/>																											
add new blank line »											<input type="button" value="add"/>																												

Sender and Receiver

Sender		Receiver	
Sender Name	BOBS TRACTOR PARTS	Receiver Name	MAC DONALD
Address	35 Test Street *	Address	22 Farm Street *
Suburb	EAGLE FARM (TBRI)	Suburb	MAADI (C9)
Contact Name	Bob Roberts	Contact Name	Joe Donald
Phone	1234 5678 *	Phone	0429555444 *
Sender Reference	ON:25553	Add this entry as new Receiver <input type="checkbox"/>	
Add this entry as new Sender <input type="checkbox"/>			

Enter the Sender and Receiver details here; please enter as much information as possible.

Required fields are marked by the  logo and by a red asterisk *.

When entering the phone number please format with the area code and number e.g. (07) 3608 4900. For mobiles please ensure to space out like the following 0429 555 444. This will ensure that your saved sender and receiver details to do not get altered.

If you are always sending from the same address, see the 'Consignment Preferences' section further on – you can set a default set of information to save you typing it in or selecting it

The Suburb field will prompt you to select a suburb based on what you type; if you are typing 'BRISBANE' the dropdown box will show the choices available as you enter letters. By the time you have 'BRIS' typed in, the selection will be down to suburbs that start with BRIS (see below)

Suburb	BRIS	<div style="border: 1px solid black; background-color: #e1eef6; padding: 5px;"> <p>You can select from the dropdown box at any time. Click the suburb you want with the mouse, or press Enter on the yellow highlighted suburb.</p> </div>
Contact Name	BRISBANE (TBRI)	
Phone	BRISBANE MARKET (TBRI) *	
Account Number	BRISK BAY (C8)	
Add this entry as new Receiver <input type="checkbox"/>		

The suburb choice must contain the bracketed information after the suburb name (see below.)

Suburb	BRISBANE (TBRI)
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Once you have entered the details, you can tick the corresponding tick box to save the entered details as a Sender or Receiver. These details can then be quickly selected by typing in the first letters of the Sender/Receiver Name, and by choosing them from the dropdown (exactly like the Suburb field.)

Add this entry as new Sender <input checked="" type="checkbox"/>	Add this entry as new Receiver <input checked="" type="checkbox"/>
--	--

These saved Senders and Receivers are stored in a database, accessible only with your account. This database is editable via the 'Sender/Receiver Setup' feature.

Freight Description, Special Delivery Instructions, Booking Date/Time

The screenshot shows a web form with three main sections: 'Freight Description', 'Special Delivery Instructions', and 'Booking Date/Time'. The 'Freight Description' section has a text input field. The 'Special Delivery Instructions' section has a larger text area with scrollbars. The 'Booking Date/Time' section includes a date picker (set to 22/08/2011), a time input (set to 14:46), and a 'Ready for Pickup Now' checkbox which is checked. Three callout boxes on the right point to these sections with the following text:

- Top callout: "This field is ideal for Sender's Reference information and an overall description of the freight." (points to Freight Description)
- Middle callout: "Anything entered here will appear on your printed consignment note." (points to Special Delivery Instructions)
- Bottom callout: "You can forward date/time the pickup booking here. **If you untick this box, please ensure you call Followmont to book your pickup(s) in.**" (points to the Ready for Pickup Now checkbox)

Freight Description – This should be a concise description of the entire consignment, no more than 35 characters.

Special Delivery Instructions – This should be any special instructions for the driver. This could be side entrances, access instructions, gate numbers; anything extra that the driver should know to help expedite delivery. **Anything entered here will appear on your consignment note.**

Booking Date/Time

1. If the consignment is ready to go now, you can ignore this section. The fields will populate with the correct date and time automatically.
2. If the consignment is to be picked up in the future, please set the Booking Date or time to the required date and time **but it can only be set for one week in advance.**
3. If the consignment is one of many (3 or more) that will be picked up at the same time un-tick the 'ready to be picked up' box for every consignment. Please then let our pickups department know by phone (**3608 4960**) or email (pickups@followmont.com.au) if you have a large number of consignments that will need to be picked up.

Pickup Details

This section helps us make sure our trucks have enough room to accommodate your pickup.

While there is only one * required field (Pallet Spaces) it is important that you complete these fields fully. This tells our fleet controllers exactly what we are picking up ensuring our drivers will definitely be able to accommodate your pickup entirely.

Total	Qty	Weight
Cartons	<input type="text" value="0.0"/>	<input type="text" value="0.0"/>
Skids	<input type="text" value="0.0"/>	<input type="text" value="0.0"/>
Pallets	<input type="text" value="0.0"/>	<input type="text" value="0.0"/>
Other	<input type="text" value="0.0"/>	<input type="text" value="0.0"/>
Dead Weight		<input type="text" value="0.0"/>
Pallet Spaces	<input type="text" value="0.0"/> *	

Dimensions of largest item (cm)	
Length	<input type="text" value="0.0"/>
Width	<input type="text" value="0.0"/>
Height	<input type="text" value="0.0"/>

Close Time

Special Instructions

Pallet Spaces is the only mandatory field. Please estimate this (based on a standard 1.2 x 1.2 x 1.8 pallet size) if you are not sending pallets.

Please enter all applicable values.

Freight lines

This section is where the details of your freight itself are entered. It is broken down into sections that will be discussed in the next few pages.

Line	Product Type	Description	Item Ref	Items	Labels	Pack Qty	L _m	W _m	H _m	Weight _{kg}	
1	GENERAL FREIGHT			*	*	*	*	*	*	*	<input type="button" value="delete"/>
add new blank line » <input type="button" value="add"/>											

You have the option of entering additional lines using the button at the end of each freight line. All fields need to be filled out for each line used.

Line	Product Type	Description	Item Ref	Items	Labels	Pack Qty	L _m	W _m	H _m	Weight _{kg}	
1	GENERAL FREIGHT	BOX OF BOLTS	B1000	1000	10	10	.2	.2	.2	50	<input type="button" value="delete"/>
2	GENERAL FREIGHT	BOX OF SCREWS	S1000	500	5	5	.2	.2	.2	25	<input type="button" value="delete"/>
add new blank line » <input type="button" value="add"/>											

Everything you enter will be aggregated for charging, so there is no difference between entering all items together as one large single-line consignment OR entering each item type as its own distinct line.

If you add too many lines or wish to quickly remove the values, simply click the button for that line.

If you are always sending certain types or combinations of freight, **rather than type the same information in every time, you can use the 'Setup Product Details' feature to create pre-set Product Types.**

You enter the details of the freight in, save it as a Product Type, and you're done.

These Product Types can then be selected with two clicks and the dimensions and weight will automatically fill in. **No more typing the same info in every time!**

Freight Lines

For the majority of customers this field should remain as GENERAL FREIGHT.

If you have quoted rates for certain Product Types, you can select them from the dropdown menu.

If you have set up Product Types (see the Product Type Setup section) you can select them from the dropdown menu.

Description

This should be a concise description of the item(s) entered on this Line Product Type line.

Anything entered here will display on the printed consignment note in the 'DESCRIPTION OF FREIGHT' column.

Item Ref (reference)

This is often a specific product number or reference.

Anything entered here will display on the printed consignment note in the 'Senders Reference' column, along with the dimensions you will enter.

Items

This field **does not affect charging** unless you have quoted rates per-item. This field should reflect how many items you are sending.

Consignment Express requires that you print as many labels as there are items.

The maximum value for this field is 1000.

Labels

This field can be skipped – any number entered into the Pack Qty field will automatically set the same number of labels to be printed.

If you wish to print more labels than the Pack Qty value, you will need to manually go back to this field and update it.



Pack Qty (quantity)

Pack Quantity acts as a multiplier for the dimensions you will enter next, and also automatically sets the number of labels to be printed.

Any dimensions put into the following fields (length, width, height or weight) are multiplied by the Pack Quantity number; the following scenarios and diagram will help to explain how to use Pack Quantity correctly.

Pack Quantity is used for calculating total volume and total weight from individual dimensions and weight.
Total Volume = Pack Qty x L x W x H
Total Weight = Pack Qty x Weight

Pack Quantity explained

 <p>SCENARIO 1</p> <p>Items are of inconsistent dimensions</p> <p>Treat this as one pack, Pack Quantity = 1. Enter dimensions of all items grouped together. Enter weight of all items grouped together.</p>	 <p>SCENARIO 2</p> <p>Items are of consistent dimensions</p> <p>Treat each item as one pack, Pack Quantity = 5. Enter dimensions of one of the items. Enter weight of one of the items.</p>
--	---

*Scenario 1 – multiple items are being sent, and they are all different sizes. Put all of the items together (onto a pallet, for example) and supply us with the weight and dimensions of the pallet. Because you are entering the **combined weight and dimensions of all the items**, your Pack Quantity will be 1.*

If you enter more than 1 in the Pack Quantity, you are telling the system that you are sending more than 1 pallet of these dimensions and weight.

*Scenario 2 – multiple items are being sent, but they are all exactly the same size and weight. Put in the dimensions and weight of **only one** of the items, and **set the Pack Quantity to how many of that same item you are sending**.*

If you enter more than 1 in the Pack Quantity, you are telling the system how many of that item you are sending. The dimensions and weight will be multiplied by the Pack Quantity.

If you have any questions regarding Pack Quantity, please contact Followmont and we can assist you.

Length, Width, Height

Please enter the dimensions of your item(s) here, bearing in mind the Pack Quantity (see above).

All information for these fields must be entered in **metres**.

(An item with a dimension of 50cm should be entered as .5 in the relevant field.)

There are maximum length, height and width measurements that the website can process; if you encounter a pre-set limit please call the Followmont Sales Team on (07) 3608 4940 to discuss out-of-gauge freight movements.

Weight

Please enter the deadweight of your item(s) here, bearing in mind the Pack Quantity (see the section on Pack Quantity).

This field must be entered in **kilograms**.

There is a pre-set kilogram limit on the website; if you encounter this limit please call the Followmont Sales Team on (07) 3608 4940 to discuss out-of-gauge freight movements.

Terms and Conditions

The Terms and Conditions (reproduced below) are found at the bottom of the Consignment Express page.

<p>Consignment Express Terms and Conditions;</p> <p>1. Not to be used to create bookings for the transportation of Dangerous Goods. If you wish to transport Dangerous Goods please contact us.</p> <p>2. All dimensions are to be entered in metres (100cm = 1 metre, 66cm = .66m).</p> <p>3. For bookings made before 2pm Queensland Time for pickup in Brisbane, Followmont Transport will make every effort to collect on the day of Booking. For pickups outside of Brisbane please refer to your local depot for cut-off times. All pickups are according to the terms and conditions of cartage.</p> <p>4. Please ensure goods are ready for collection at specified Booking Time.</p>

To accept the Terms and Conditions and proceed with the consignment, you need to check the checkbox at the top of the Consignment Express page (located just under the menu bar)

<input type="checkbox"/> I accept the terms and conditions below . To proceed with this Consignment please press submit
--

Click your mouse inside the checkbox, and then click the **submit** button.

Your consignment has now been entered into our system, and if you checked 'ready for pickup', a pickup job has also been entered.

If you have unchecked the 'Ready for Pickup Now' box, you need to call Followmont Pickups (3608 4960) to ensure your consignments get picked up.

You will now be taken to a screen that allows you to print the consignment note, labels, and a tax invoice. Please see the next section for details.

Consignment Express – Booking Confirmation Screen

Once you click submit, your consignment details are submitted and you will be shown the Booking Confirmation Screen. There are 3 main parts to this screen; the header section and the Consignment Details.

Booking Confirmation Header and Paperwork Print Buttons

The booking confirmation header contains;

- Your **Consignment note number** and a note that it has been successfully booked – this number starts with C.

Your Consignment has been successfully booked with Reference Number **C15754301**

- A Pickup reference number (if you marked ‘ready for pickup’) and a note that it has been successfully booked – this number starts with P.




Your Pickup has been successfully booked with Reference Number **P15754302**

- A request to print the Consignment and present it to the driver upon pickup. Please ensure that you print out the consignment note using the button (see below)

Please print Consignment and present to driver on pickup.

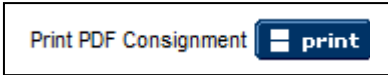
- A link to go back to Consignment Express and enter another consignment;
- Three buttons, that you can use to print your paperwork.
 - Print PDF Consignment Note
 - Print PDF Packing Labels
 - Print Tax Invoice

[Click here to create another Consignment.](#)

Print PDF Consignment  print
 Print PDF packing labels  print
 Print Tax Invoice  print

The three buttons will open a different popup window each;

Print PDF Consignment Button



will open the following screen; in it you will find a barcoded side-by-side con note that will print on standard A4 paper.

http://192.168.101.3/esmart/pdf/connote_C15760886_20110824171952271.pdf - Windows Internet Explorer

Page 1 of 1

Ph (07) 9266 1155
 Fax (07) 9266 1488
 www.followmont.com.au

DATE: 24/08/11
 C15760886

WHO PAYS FREIGHT CHARGE? FOLLOWMONT Customer Account Number
 TEST10
 TEST ACCOUNT

TEST READY FOR PICKUP NOW

BOBS TRACTOR PARTS
 35 TEST STREET
 EAGLE FARM (TBR)

TEST RECEIVER
 650 NOTA CLOSE
 GEEBUNG (TBR)

SENDER'S REFERENCE	DESCRIPTION OF FREIGHT	TOTAL ITEMS	CUBIC	CHARGE WEIGHT
TEST	TEST	1	1.00 x 1.00 x 1.00	1.0
CONSIGNMENT TOTALS		1		333

HAZARDOUS GOODS DECLARATION
 Note: A Dangerous Goods Surcharge May Apply

TECHNICAL NAME: BOBS TRACTOR

PICKUP DRIVER'S NAME: BOBS TRACTOR

RECEIVER: BOBS TRACTOR

WE ARE NOT A COMMON CARRIER AND ACCEPT NO LIABILITY AS SUCH, ALL GOODS ARE SUBJECT TO THE CONDITIONS ON THE BACK HEREOF

Page 1 of 1

Ph (07) 9266 1155
 Fax (07) 9266 1488
 www.followmont.com.au

DATE: 24/08/11
 C15760886

WHO PAYS FREIGHT CHARGE? FOLLOWMONT Customer Account Number
 TEST10
 TEST ACCOUNT

TEST READY FOR PICKUP NOW

BOBS TRACTOR PARTS
 35 TEST STREET
 EAGLE FARM (TBR)

TEST RECEIVER
 650 NOTA CLOSE
 GEEBUNG (TBR)

SENDER'S REFERENCE	DESCRIPTION OF FREIGHT	TOTAL ITEMS	CUBIC	CHARGE WEIGHT
TEST	TEST	1	1.00 x 1.00 x 1.00	1.0
CONSIGNMENT TOTALS		1		333

HAZARDOUS GOODS DECLARATION
 Note: A Dangerous Goods Surcharge May Apply

TECHNICAL NAME: BOBS TRACTOR


PICKUP DRIVER'S NAME: BOBS TRACTOR

RECEIVER: BOBS TRACTOR

WE ARE NOT A COMMON CARRIER AND ACCEPT NO LIABILITY AS SUCH, ALL GOODS ARE SUBJECT TO THE CONDITIONS ON THE BACK HEREOF

POD COPY

Print PDF Packing Labels

Print PDF packing labels 

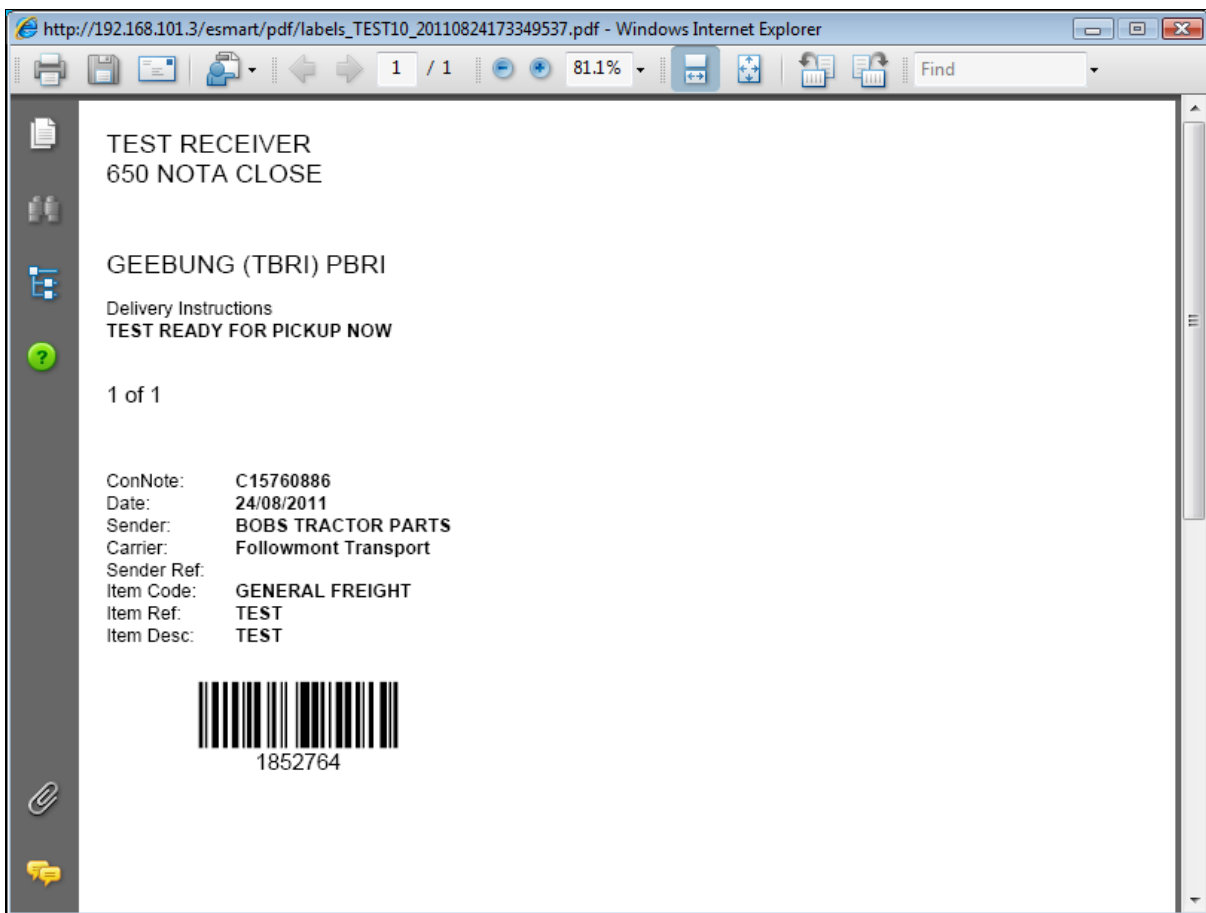
will open the Print Labels screen.

If you have an available, installed thermal label printer you can select '1-up continuous feed thermal labels' and print your stickers onto labels.

If you do not, you can print your labels onto A4 paper.

Make your selection and click the  button.

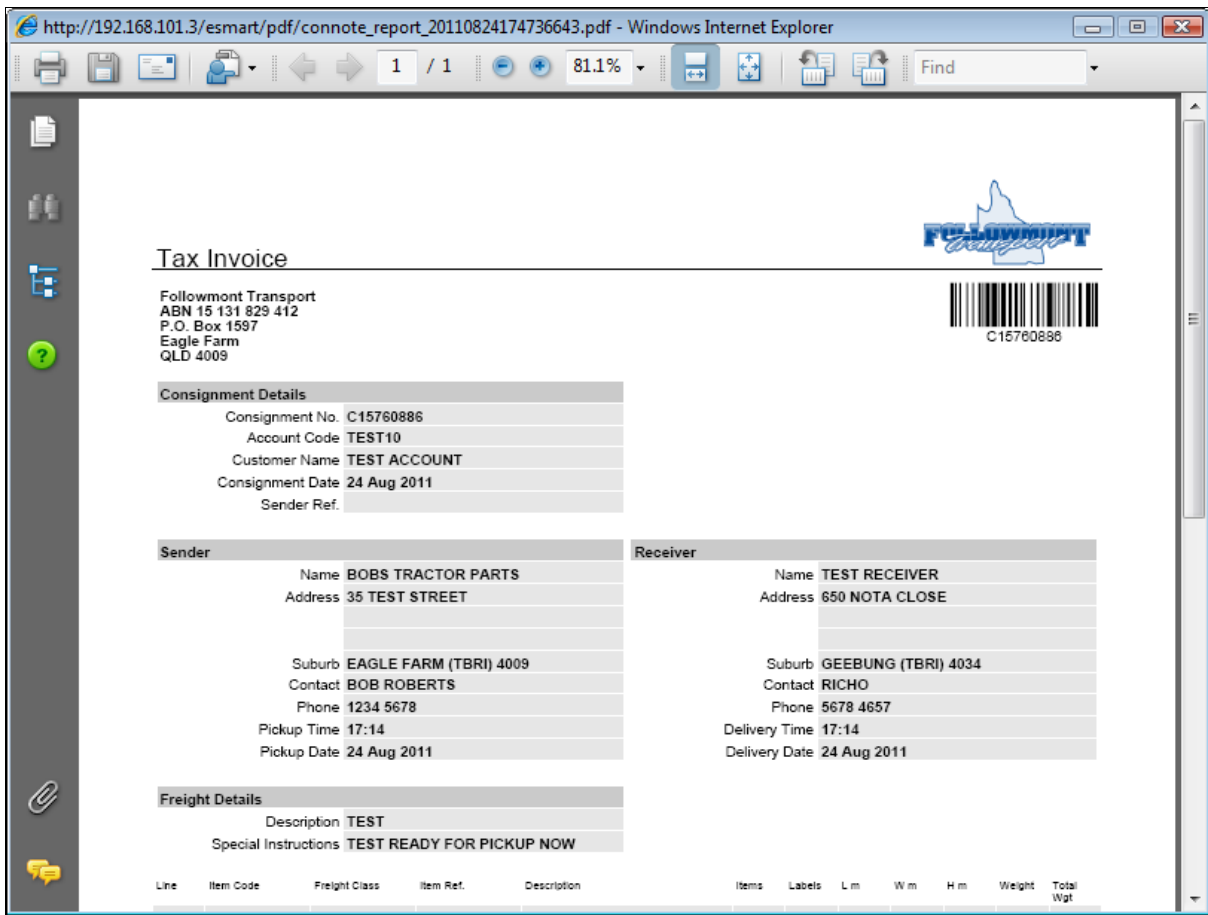
A PDF display window will open, and you can print your labels. The example below is from an A4 label print selection.



Print Tax Invoice



will open a window with a printable Tax Invoice.



If you scroll down this page, you will be shown line by line rating information.

Freight Details



Description TEST
 Special Instructions TEST READY FOR PICKUP NOW

Line	Item Code	Freight Class	Item Ref.	Description	Items	Labels	L m	W m	H m	Weight	Total Wgt
1	GENERAL FREIGHT	ITEMS	TEST	TEST	1	1	1	1	1	1	1
Totals											333

Rate Type	Description	Charge Basis	Charge Qty	Rate	Charge (ex GST)	GST	Charge (+ GST)
Quoted	ITEMS	Cubic Weight	333	0.147	\$49.05	\$0.00	\$49.05
Basic	BASIC CHARGE	Per Consignment	1	13.85	\$13.85	\$0.00	\$13.85
Levy	FUEL LEVY	% of Total	0.109	62.9	\$6.89	\$0.00	\$6.89
Risk Levy	RISK WARRANTY	Per Consignment	1	10	\$10.00	\$0.00	\$10.00
Total					\$79.79	\$0.00	\$79.79


Consignment Details

The Consignment Details section (below the header) has a summary of your consignment.

Consignment Details Account Code TEST10 Customer Name TEST ACCOUNT Consignment Date 24 Aug 2011 Modifier Id WEB-TEST10 Last Modified 24 Aug 2011 17:14 Status ACTIVE Stage NEW CON NOTE Sender Ref Total Cost \$79.79		Identification Consignment Number C15760886																																																							
Sender Map  Name BOBS TRACTOR PARTS Address 35 TEST STREET Suburb EAGLE FARM (TBRI) Contact BOB ROBERTS Phone 1234 5678 Booking Time 17:14 Booking Date 24 Aug 2011		Receiver Map  Name TEST RECEIVER Address 650 NOTA CLOSE Suburb GEEBUNG (TBRI) Contact RICHO Phone 5678 4657																																																							
Service Details Job Type GENERAL Service Type GENERAL																																																									
Freight Details Description TEST Special Instructions TEST READY FOR PICKUP NOW																																																									
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Quote Calculator

The Quote Calculator screen can be used to obtain quotes on freight movements, and can also be set to allow you to take the quote information directly through to a booking in Consignment Express.



Username **TEST10** logout ▶

Account Code **TEST10** [change account](#)

Account Name **TEST ACCOUNT**

Consignment
My Account

Quote

Pickup Date 📅 *

Origin 🔍 *

Destination 🔍 *

Contact Name

Contact Phone

Line	Product Type	Item Ref	Items	Pack Qty	L _m	W _m	H _m	Weight _{kg}	
1	GENERAL FREIGHT	<input type="text"/>	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	<input type="text"/> *	delete
add new blank line »									add

clear ▲
calculate 📊

[View saved quotes](#) search ▶

This quote calculator is an indicative price only, based on the information provided.




- This calculator cannot be used to obtain quotes for the transportation of Dangerous Goods. If you wish to transport Dangerous Goods please [contact us](#).
- [Current Fuel Surcharge](#) and G.S.T. included in price.
- It is to be understood that all freight consigned as a result of this quotation is subject to the [Terms & Conditions of Contract of Followmont Transport Pty Ltd](#).
- The following goods are NOT carried by Followmont Transport : Household furniture, live animals, frozen/cold goods, fragile freight e.g. glass, explosives , or heavy out of gauge freight exceeding 2.4 metres in length. We do not carry oversized/heavy items to private addresses (where no fork-lift is available). Items of freight not suitably packaged for transport will not be carried
- The charges stated in this quotation are subject to confirmation by Followmont.
The dimensions and weight entered must accurately match the freight.
Followmont reserves the right to add extra charges where incorrect details have been supplied.
- Followmont is not a common carrier and this quote and any pickup booking are subject to final acceptance at the sole discretion of Followmont Transport.
[Please see the list of freight specifically excluded from our standard service.](#)
Extra charges may apply for some types of freight or level of service, **or where the ultimate destination is deemed to be "isolated, "remote" or an "out of town" location.**
Please contact sales@followmont.com.au for further information.

The Quote Calculator screen has five main sections;




1. the Origin/Destination information;
2. The consignment detail lines;
3. The quoted price itself, after you enter all details and click calculate;
4. The Saved Quotes search feature;
5. The Quote Calculator disclaimer.

Origin / Destination information

Please enter the Origin and Destination of the freight you wish to be quoted on.

Pickup Date	24/08/2011		*
Origin	<input type="text"/>		*
Destination	<input type="text"/>		*
Contact Name	<input type="text"/>		
Contact Phone	<input type="text"/>		

The Origin and Destination fields will suggest locations as you type;

Pickup Date	24/08/2011		*
Origin	BR		*
Destination	BRIBIE ISLAND (C2)		*
Contact Name	BRIBIE ISLAND NORTH (C2)		
Contact Phone	BRIDGEMAN DOWNS (TBRI)		
Line Product Ty	BRIDGES (TSUN)		
	BRIGALOW (C5)		
1	BRIGALOW via CHC (C5)		
	BRIGHTLY (TMCK)		
	BRIGHTON (TBRI)		
	BRIGHTON (TBRI)		
	BRIGHTVIEW (C2)		


You can select your Origin and Destination by using the mouse or by pressing Enter on the yellow highlighted suburb.

The Quote Calculator also requests that you enter a Contact Name and Phone Number for your quote.

Freight Lines


This section is where the details of your freight itself are entered. It is broken down into sections that will be discussed in the next few pages.


Line	Product Type	Item Ref	Items	Pack Qty	L _m	W _m	H _m	Weight _{kg}	
1	GENERAL FREIGHT		*	*	*	*	*	*	delete
add new blank line »									add
clear ▲									calculate

You have the option of entering additional lines using the  button at the end of each freight line. All fields need to be filled out for each line used.

Line	Product Type	Item Ref	Items	Pack Qty	L _m	W _m	H _m	Weight _{kg}	
1	GENERAL FREIGHT	BOX OF BOLTS	1000	10	.2	.2	.2	50	delete
2	GENERAL FREIGHT	BOX OF SCREWS	500	5	.2	.2	.2	25	delete
add new blank line »									add
clear ▲									calculate

Everything you enter will be aggregated for quoting, so there is no difference between entering all items together as one large single-line consignment OR entering each item type as its own distinct line.

If you add too many lines or wish to quickly remove the values, simply click the  button for that line.

To clear the quote completely and start fresh, click the  button.

Freight Lines

For the majority of customers this field should remain as GENERAL FREIGHT.

If you have quoted rates for certain Product Types, you can select them from the dropdown menu.

If you have set up Product Types (see the Product Type Setup section) you can select them from the dropdown menu.

If you are always sending certain types or combinations of freight, **rather than type the same information in every time, you can use the 'Setup Product Details' feature to create pre-set Product Types.**

You enter the details of the freight in, save it as a Product Type, and you're done.

These Product Types can then be selected with two clicks and the dimensions and weight will automatically fill in. ***No more typing the same info in every time!***

Item Ref (reference)

This is often a specific product number or reference. If you enter this information now, you can activate the quote and not have to re-enter the information when you get to Consignment Express.

If you do activate the quote, anything entered in Item Ref will display on the printed consignment note in the 'Senders Reference' column, along with the dimensions you will enter.

Items

This field **does not affect the quoted price** unless you have quoted rates per-item. This field should reflect how many items you are sending.

The maximum value for this field is 1000.

Pack Qty (quantity)

Pack Quantity acts as a multiplier for the dimensions you will enter next.

Any dimensions put into the following fields (length, width, height or weight) are multiplied by the Pack Quantity number; the following scenarios and diagram will help to explain how to use Pack Quantity correctly.

Pack Quantity is used for calculating total volume and total weight from individual dimensions and weight.
Total Volume = Pack Qty x L x W x H
Total Weight = Pack Qty x Weight

Pack Quantity explained

<p>SCENARIO 1</p> <p>Items are of inconsistent dimensions</p> <p>Treat this as one pack, Pack Quantity = 1. Enter dimensions of all items grouped together. Enter weight of all items grouped together.</p>	<p>SCENARIO 2</p> <p>Items are of consistent dimensions</p> <p>Treat each item as one pack, Pack Quantity = 5. Enter dimensions of one of the items. Enter weight of one of the items.</p>
--	---

*Scenario 1 – multiple items are being sent, and they are all different sizes. Put all of the items together (onto a pallet, for example) and supply us with the weight and dimensions of the pallet. Because you are entering the **combined weight and dimensions of all the items**, your Pack Quantity will be 1.*

If you enter more than 1 in the Pack Quantity, you are telling the system that you are sending more than 1 pallet of these dimensions and weight.

*Scenario 2 – multiple items are being sent, but they are all exactly the same size and weight. Put in the dimensions and weight of **only one** of the items, and **set the Pack Quantity to how many of that same item you are sending**.*

If you enter more than 1 in the Pack Quantity, you are telling the system how many of that item you are sending. The dimensions and weight will be multiplied by the Pack Quantity.

If you have any questions regarding Pack Quantity, please contact Followmont and we can assist you.

Length, Width, Height

Please enter the dimensions of your item(s) here, bearing in mind the Pack Quantity (see above).

All information for these fields must be entered in **metres**.

(An item with a dimension of 50cm should be entered as .5 in the relevant field.)

There are maximum length, height and width measurements that the website can process; if you encounter a pre-set limit please call the Followmont Sales Team on (07) 3608 4940 to get a quote on an out-of-gauge freight movement.

Weight

Please enter the deadweight of your item(s) here, bearing in mind the Pack Quantity (see the section on Pack Quantity).

This field must be entered in **kilograms**.

There is a pre-set kilogram limit on the website; if you encounter this limit please call the Followmont Sales Team on (07) 3608 4940 to discuss an out-of-gauge freight movement.


Once you have entered all of the information above, click the 'calculate' button.




Your quoted price will be generated; this quote is subject to the Quote Calculator disclaimer mentioned at the bottom of the Quote Calculator page and at the end of the Quote Calculator section of this guide.


Your Quoted Price


After clicking 'calculate', your quote will be generated. An example appears below;

Quote Number Q15767458 

Quote saved with quote number Q15767458


Pickup Date: 25/08/2011 


Origin: EAGLE FARM (TBRI) 



Destination: CAIRNS (TCNS) 

Contact Name: TEST


Contact Phone: TEST

Line	Product Type	Item Ref	Items	Pack Qty	L _m	W _m	H _m	Weight _{kg}	
1	GENERAL FREIGHT	TEEST	1000	2	0.2	0.2	0.2	175	

[add new blank line »](#) 

Price Quote:
\$286.25
(GST inclusive)

[proceed to booking »](#) 

Rating Breakdown


Rate Type	Description	Rate Doc No	Charge Basis	Charge Qty	Rate	Charge (ex GST)	GST	Charge (+ GST)
Quoted	ITEMS	1889097174	Actual Weight	350	0.672	\$235.14	\$0.00	\$235.14
Basic	BASIC CHARGE	0	Per Consignment	1	13.85	\$13.85	\$0.00	\$13.85
Levy	FUEL LEVY	0	% of Total	10.95%	248.99	\$27.26	\$0.00	\$27.26
Risk Levy	RISK WARRANTY	0	Per Consignment	1	10	\$10.00	\$0.00	\$10.00
Total						\$286.25	\$0.00	\$286.25

Please note: Prices are subject to change.

Cubic Conversion Factor for your account: 333.0 kg/m³
To calculate volumetric weight, multiply the Width by Length by Height of your shipment (in meters) by 333.0.

Please note;

The Quote Number at the top of the page - Q15767144 in this example.

The Print button at the top right hand corner - 

The Activate button just below the quoted price -  - if you are happy with this quote, you can click the activate button and proceed to making a booking via Consignment Express.

Saved Quotes Feature

The Quote Calculator ‘View saved quotes’ feature allows you to access any quotes generated in the past month.

There are two ways to access these quotes;

Enter a specific Quote Number

You can either enter a Quote Number (Qxxxxxxx) if you know exactly which quote you want to retrieve;

View a list of saved quotes

Or you can click ‘View saved quotes’ and you will be taken to a search screen;

Click the search button here and you will see a list of your past quotes, from most recent quote backwards;

Quote No	Pickup Date	Customer	Origin	Destination	Description	View	Edit
Q15767458	25 Aug 2011	TEST10	EAGLE FARM (TBRI)	CAIRNS (TCNS)			
Q15767453	25 Aug 2011	TEST10	EAGLE FARM (TBRI)	CAIRNS (TCNS)			
Q15767402	25 Aug 2011	TEST10	EAGLE FARM (TBRI)	CAIRNS (TCNS)			

Search Consignments

Search Options

Followmont provides a variety of ways to help you access your information.

The image shows four distinct search interface boxes.
 1. **Consignment Date**: Contains a 'Date' field with '30/08/2011' and a calendar icon, a 'Range' dropdown menu set to 'Same day', and a 'search' button.
 2. **Consignment Date Range**: Contains 'From' and 'To' date fields, both with '30/08/2011' and calendar icons, and a 'search' button.
 3. **Consignment Details**: Contains three stacked text input fields labeled 'Consignment No.', 'Senders Ref.', and 'Item Ref.', with a 'search' button at the bottom.
 4. **Consignment No. Range**: Contains 'From' and 'To' text input fields and a 'search' button.

The four boxes give you different ways to search for your consignment information. These are explained separately below.

This is a detailed view of the 'Consignment Date' search box. It features a 'Date' field containing '30/08/2011' with a calendar icon to its right. Below it is a 'Range' dropdown menu currently showing 'Same day'. A blue 'search' button with a right-pointing arrow is located at the bottom.

Consignment Date; Enter a specific date (either by typing in the date or selecting it via the calendar button) and set a range either side of that date by up to 30 days;

This is a detailed view of the 'Consignment Date Range' search box. It has two date fields: 'From' and 'To', both containing '26/08/2011' and each with a calendar icon. A blue 'search' button with a right-pointing arrow is at the bottom.

Consignment Date Range; select a date range using the 'From' and 'To' date fields or calendars;

This is a detailed view of the 'Consignment Details' search box. It contains four stacked text input fields labeled 'Consignment No.', 'Send Ref', 'Item Ref.', and 'Manifest No.'. Below these is a 'Special Instructions' field. A blue 'search' button with a right-pointing arrow is at the bottom.

Simply enter a Consignment Number into the 'Consignment No.' field;

(The Senders Ref., Item Ref. and Special Instructions fields are optional. The Manifest No. field only applies to specific EDI customers.)

This is a detailed view of the 'Consignment No. Range' search box. It features two text input fields labeled 'From' and 'To'. A blue 'search' button with a right-pointing arrow is at the bottom.

Enter a range of Consignment Numbers (if you have been using consignment note book pads, for example)

Once you have selected your search method, click the corresponding 'Search' button.

Search Results

Any results from your search will appear in the ‘Search Results’ section below the Search boxes.

Search Past Consignments

Consignment Date

Date:

Range:

[search ▶](#)

Consignment Date Range

From:

To:

[search ▶](#)

Consignment Details

Consignment No.

Senders Ref.

Item Ref.

[search ▶](#)

Consignment No. Range

From

To

[search ▶](#)

Search Results

Ref No	Status	Stage	Send Ref	Origin	Destination	Description	View	Print Labels	Track	POD
C15767364	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	TEST				
C15767354	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	CAIRNS (TCNS)	TEST				
C15760886	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	TEST				
C15760105	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	TEST				
C15760027	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	TEST				
C15754301	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	FENCE POSTS FOR RICH				
C15753768	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	FREIGHT DESCRIPTION MAIN				

[Hide printed Consignments](#)

[Download a CSV file](#)

[Download a multi-line CSV file](#)

[Print all Consignments](#)

[Print all Labels](#)

[Print all Tax Invoices](#)

[Print Consignment List](#)

[Download a Quickbooks POS XML file](#)

Each Search Result displays basic information, and displays a set of buttons that access more detailed information or documents;

Ref No	Status	Stage	Send Ref	Origin	Destination	Description	View	Print Labels	Track	POD
C15767364	ACTIVE	NEW CON NOTE		EAGLE FARM (TBRI)	GEEBUNG (TBRI)	TEST				

View – opens a new window, displaying the details of the con note as well as rating lines and pricing information. Also contains links to Print PDF Consignment, Print PDF Packing Labels, Print Tax Invoice and View POD Scan.

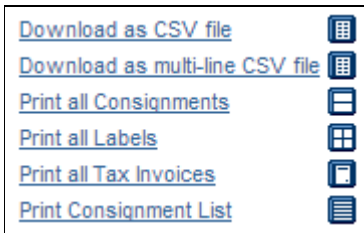
Print – opens a new window, displaying the printable, and barcoded side-by-side con note.

Labels – opens the Print Labels dialog, where you can select to print either A4 or 1-up continuous feed thermal labels.

POD – opens a window displaying the Proof Of Delivery (if it has been scanned and loaded yet.) This is a scanned image of the paperwork; it is printable, saveable and can be emailed.

Working with large volumes of Search Results

Below the Search Results are features that will allow you to download or print large amounts of data;



Please note: Tax Invoices printed from eSmart are not accurate. Please visit the Followmont Account Portal for accurate Tax Invoices (<http://www.followmont.com.au/Portal.aspx>).

All of these features work with search results you have generated using the search options.

For example;

*If you need to **print all the consignments for a month**, you can **set a date range search from 01/08/2011 to 31/08/2011**; once you have the search results back, you can select the **'Print all Consignments'** option above. All of the Consignments will be compiled and displayed in one PDF document that you can save or print.*

(A CSV file is a 'Comma Separated Values' file – this file type can be imported into Microsoft Excel (or any other spreadsheeting program) quickly and easily. It is essentially an open-source XLS file.)

Consignment Preferences

The Consignment Preferences screen lets you set default information for Consignment Express; anything you enter and save here will automatically appear in Consignment Express whenever you use it.

Consignment Preferences

<div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 10px;">Default Sender Details</div> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20%;">Business Name</td><td><input type="text" value="BOBS TRACTOR PARTS"/></td></tr> <tr><td>Address</td><td><input type="text" value="35 Test Street"/></td></tr> <tr><td></td><td><input type="text"/></td></tr> <tr><td></td><td><input type="text"/></td></tr> <tr><td>Suburb</td><td><input type="text" value="EAGLE FARM (TBRI)"/> ?</td></tr> <tr><td>Contact Person</td><td><input type="text" value="Bob Roberts"/></td></tr> <tr><td>Telephone</td><td><input type="text" value="07 1234 5678"/></td></tr> </table>	Business Name	<input type="text" value="BOBS TRACTOR PARTS"/>	Address	<input type="text" value="35 Test Street"/>		<input type="text"/>		<input type="text"/>	Suburb	<input type="text" value="EAGLE FARM (TBRI)"/> ?	Contact Person	<input type="text" value="Bob Roberts"/>	Telephone	<input type="text" value="07 1234 5678"/>	<div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 10px;">Default Receiver Details</div> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20%;">Business Name</td><td><input type="text"/></td></tr> <tr><td>Address</td><td><input type="text"/></td></tr> <tr><td></td><td><input type="text"/></td></tr> <tr><td></td><td><input type="text"/></td></tr> <tr><td>Suburb</td><td><input type="text"/> ?</td></tr> <tr><td>Contact Person</td><td><input type="text"/></td></tr> <tr><td>Telephone</td><td><input type="text"/></td></tr> </table>	Business Name	<input type="text"/>	Address	<input type="text"/>		<input type="text"/>		<input type="text"/>	Suburb	<input type="text"/> ?	Contact Person	<input type="text"/>	Telephone	<input type="text"/>
Business Name	<input type="text" value="BOBS TRACTOR PARTS"/>																												
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<div style="background-color: #e6f2ff; padding: 5px; margin-bottom: 10px;">Contact</div> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20%;">Email</td><td><input type="text" value="bob@bobstractors.com.au"/></td></tr> </table> <p style="font-size: small; color: #666;"><i>separate multiple addresses with a comma</i></p>		Email	<input type="text" value="bob@bobstractors.com.au"/>																										
Email	<input type="text" value="bob@bobstractors.com.au"/>																												
<input type="button" value="delete"/> <input type="button" value="save"/>																													

*Most customers will find entering their Default Sender Details useful.
 If you enter your details here, you will not have to type in or select your business address whenever you use Consignment Express.*

Sender / Receiver Setup

Whenever you use Consignment Express, you can elect to save the Sender or Receiver information; this information is stored in a database that is accessible only by your account.

You can access these stored Senders and Receivers via the Sender / Receiver Setup screen.

Setup Senders/Receivers

Business Name Starts With

<< < 1 2 > >>

Business Name	Address 1	Address 2	Suburb	Contact	Phone	Delete	Edit
ALEX TEST	TEST STREET		NUNDAH (TBRI)	DALE	88888888	Delete	Edit
CONCOLE PTY LTD	123 BRYANTS ROAD	LOGANHOLME	LOGANHOLME (TBRI)	Bert Erneson	8765 4321	Delete	Edit
DALES TEST	TEST STREET		BROWNS PLAINS (TBRI)	DALE	88888888	Delete	Edit
ERIC ELLEMS	C/O FOLLOWMONT DEPOT		VARIOUS PORTS (QLD)	DALE	88888888	Delete	Edit
H10 Inc	My Street		ALBION (TBRI)	Me	9999 9999	Delete	Edit
HARVEY NORMAN INSURANCE	103 DUCKWORTH ST		TOWNSVILLE (TTSV)	DALE	88888888	Delete	Edit
HARVEY NORMAN INSURANCE	UNIT 1A/3 MIDDLETON ST	ASHMORE	ASHMORE (TGOL)	Richo	5678 4657	Delete	Edit
INDEPENDENT AIR CONDITIONING	UNIT 3/49 MILLER STREET	MURRARIE	MURARRIE (TBRI)	Tom Baker	2345 6789	Delete	Edit
NATIONAL FREIGHT LOGISTICS	9 - 11 TATE STREET	ALBION	ALBION (TBRI)	Harry	2222 222	Delete	Edit

add new Sender »

You can search through this database using the Business Name search field at the top of the screen.

Individual entries can be edited or deleted using the [Delete](#) or [Edit](#) options at the right hand side of the screen.

You can even enter Senders or Receivers ahead of time using the 'Add' button.

Product Type Setup

If you frequently send specific items of freight, you can avoid having to enter details of those items every time. Below you can see an example screen; a few products have already been entered.

Setup Product Details

Product Code Starts With

Product Code	Freight Class	Description	Length	Width	Height	Weight	Edit
BISCUITS	GEN	BOX OF BISCUITS WITH CREAM	0.2	0.1	0.05	0.3	Edit
BOX OF 8 GEARS	GENQ	BOX OF 8 TRACTOR GEARS	0.5	0.5	0.6	100.0	Edit
CANON INK 6 BOX	GENQ	CANON PRINTER INK BOX OF 6	0.3	0.3	0.3	20.0	Edit
GIMBAL NONSER BAR	GEN	GIMBAL NON SERIALISED BARCODED	1.0	1.0	1.0	1.0	Edit
GIMBAL NONSER NONBAR	GEN	GIMBAL NON SERIALISED NON BARCODED	1.0	1.0	1.0	1.0	Edit
GIMBAL SER BAR	GEN	GIMBAL SERIALISED BARCODED	1.0	1.0	1.0	1.0	Edit
SHED	GEN	GARDEN SHED	1.2	0.8	2.2	0.0	Edit
VSM-VA926	GENQ	COMPUTER MONITOR	0.3	0.1	0.3	2.0	Edit

add new Product »

[Print all Products from these results](#)

To add your own product, click on the 'Add' button.

To edit a product you have made previously, click the [Edit](#) on the corresponding line.

Any products you enter will be selectable from the 'Product Type' dropdown in either Consignment Express or Quote Calculator.

Line	Product Type	Description
1	GENERAL FREIGHT	
	GENERAL FREIGHT	
	BISCUITS	
	BOX OF 8 GEARS	
	CANON INK 6 BOX	
	GIMBAL NONSER BAR	
	GIMBAL NONSER NONBAR	s for the
	GIMBAL SER BAR	in metre
	SHED	.T. inclu
	VSM-VA926	
	For bookings made before 2pm Queensl	

Any products you enter are accessible only by your account.

The screen will change to the 'Product Details' screen; here you can enter the details of your freight so it is selectable from the 'Product Type' dropdown boxes in Consignment Express and Quote Calculator.

If you are editing a previously made Product Type, its details will appear here; you can simply type over them to update them to new values. Don't forget to click 'Save'.

Product Details

Product Code	<input type="text"/>	*
Description	<input type="text"/>	
Length <small>m</small>	<input type="text"/>	0
Width <small>m</small>	<input type="text"/>	0
Height <small>m</small>	<input type="text"/>	0
Weight <small>kg</small>	<input type="text"/>	0
Barcode	<input type="text"/>	
Serialised	<input type="checkbox"/>	

Once you have entered the details, click the 'Save' button and you will see your Product Type appear in the list.

Please ignore the 'Barcode' and 'Serialised' options on this page; they are not available.

Print Barcodes

Print Barcodes allows direct access to eSmart’s built in barcode generator.

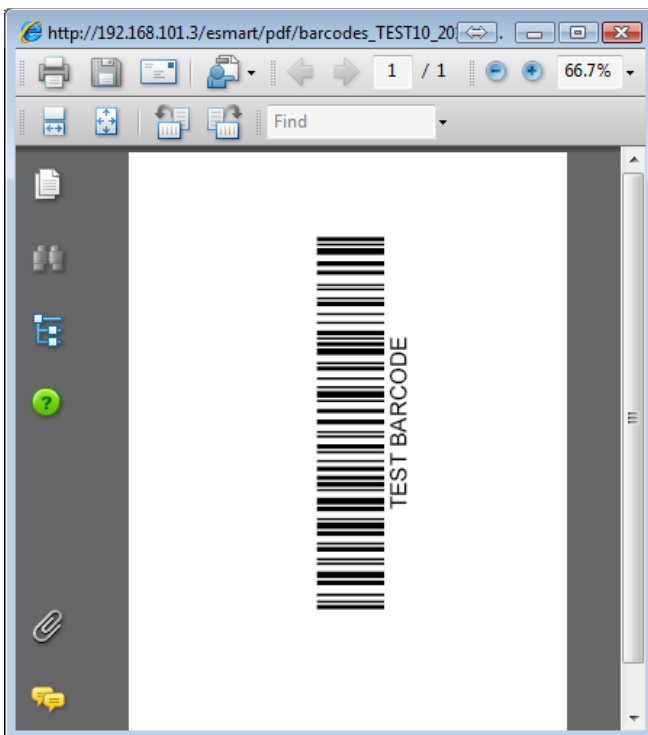
If you require barcodes for freight labels, please ensure you print or reprint your labels from the ‘Search Consignments’ screen. Labels with barcodes (for use on freight) are printed as part of the Consignment Express booking system.

You can enter any number or text string and eSmart will generate a barcode version of that string.



The screenshot shows a web form titled "Print Barcode Labels". It contains a dropdown menu set to "1-up continuous feed thermal labels", a "Quantity" input field with the value "1", and a "Barcode" input field containing the text "TEST BARCODE". A blue "print" button with a printer icon is located at the bottom right of the form.

Clicking ‘Print’ will pop up an Adobe window with the barcode in the centre. You can then print this item onto either A4 or a thermal label if required.



My Account

The 'My Account' menu provides access to information related to your Followmont Account and your Followmont Online Account.

Features such as:

Linked accounts – Do you have multiple Followmont accounts? Followmont can link your accounts together in eSmart for easier accessibility.

Account information – fuel levies and quoted rates can be accessed. **Any other Account information may be inaccurate in eSmart – please use the Followmont Account Portal for up-to-date information (<http://www.followmont.com.au/Portal.aspx>)**

Statements – Old monthly invoice statements prior to April 2013 are available in either spread sheet or document format. **Up-to-date Statements and Weekly Invoices can be found via the Followmont Account Portal (<http://www.followmont.com.au/Portal.aspx>).**

Changing your password

These features are discussed in the following sections.

Change Account

If you have multiple Followmont Transport Accounts, we can link them together for you within eSmart.

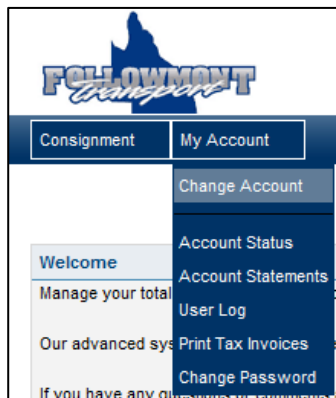
Linking accounts saves you the hassle of remembering more than one username and password; instead, you log in with one set of details, and you can then move between your accounts as you choose – without having to log in and out of each one as you go.

Linking accounts does not affect billing, charging, or any eSmart functionality other than the login process.

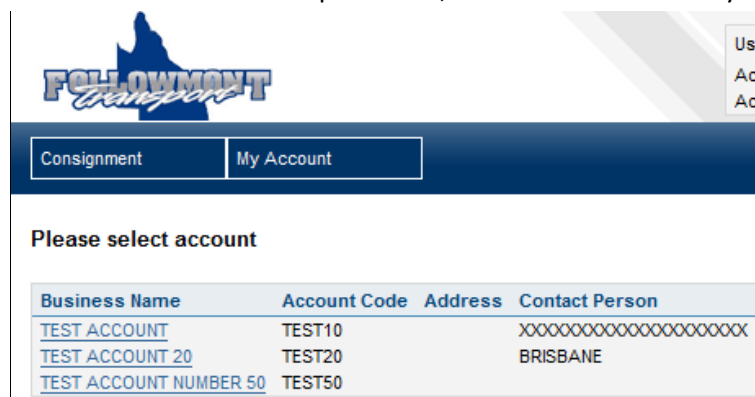
To have your accounts linked, please contact Followmont IT via support@followmont.com.au and provide the account codes you wish to link

To switch between linked accounts:

1. Go to the 'My Account' menu option, and select 'Change Account' from the dropdown menu.



2. From the list of accounts presented, choose which account you wish to move to.

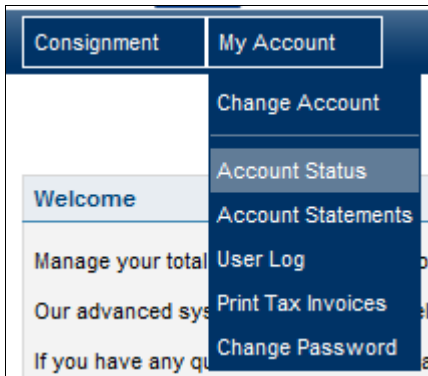


3. Click on the blue underlined 'Business Name' of the account you wish to move to. That account will be swapped to, and you can now view any eSmart information for that account.

Account Status

Please note: Account Status information in eSmart is not accurate. Please refer to the Followmont Account Portal for accurate Account information (<http://www.followmont.com.au/Portal.aspx>).

The Account Status page displays information relating to your account. To access it, go to 'My Account – Account Status'.



An example is shown below;

Customer Details	
Customer Code	TEST10
Business Name	TEST ACCOUNT
Address	
Telephone Number	32651155

This area shows standard information about your account.

Account Information	
Terms	30 DAYS NET
Last Statement Date	31 Dec 2005
Last Statement Amount	\$8.06
Last Payment Date	16 Sep 2011
Current Fuel Levy	10.35%
Current Balance	\$0.00
On Account Amount	\$0.00

This area shows financial information about your account, including your account payment terms, your fuel levy and current account balance.

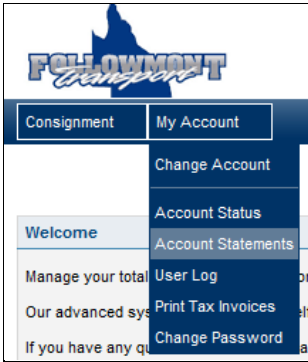
Quoted Rates	
Print current Rates	
Print expired Rates	
Print future Rates	
Print all Rates	

This area contains links that allow you to access Quoted rates information (past, present and future if available) if applicable to your account. For more information on Quoted Rates, please contact Followmont Sales at sales@followmont.com.au

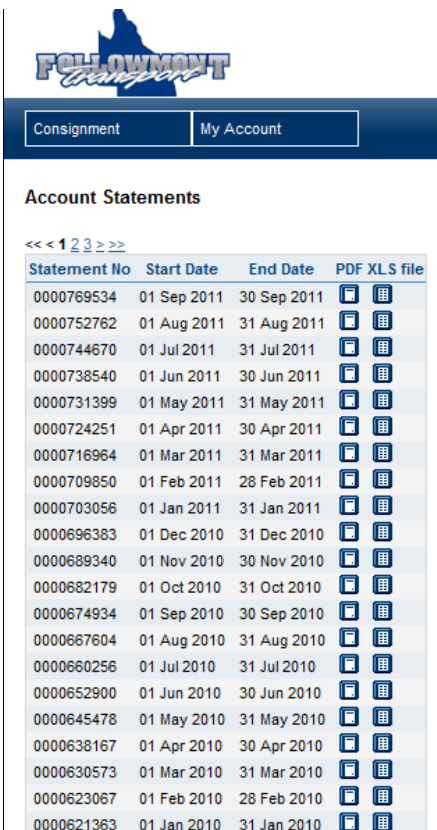
Account Statements

Followmont now provides weekly invoices to its customers, and a monthly statement.
For Weekly Tax Invoices and Monthly Statements, please visit the Followmont Account Portal.
<http://www.followmont.com.au/Portal.aspx>

Invoice statements prior to April 2013 can be accessed via the ‘My Account – Account Statements’ menu option.



A list of all your past statements will be presented; from this list you can select to view (and then print, email etc.) an Excel spreadsheet version or a PDF document version of your statement.



User Log

The user log feature is not currently active for Followmont users.

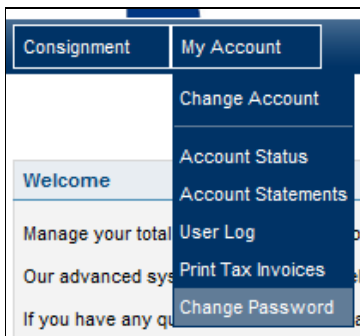
All Followmont eSmart users log in using the same credentials; the user log information does not show any information that would identify individual users of the account username.

Print Tax Invoices

For Weekly Tax Invoices and Monthly Statements, please visit the Followmont Account Portal.
[\(<http://www.followmont.com.au/Portal.aspx>\)](http://www.followmont.com.au/Portal.aspx)

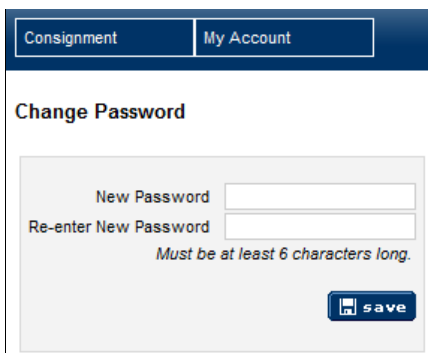
Change Password

You can change your password by selecting ‘My Account – Change Password’ from the My Account menu.



If you change the password to your account, any other users who use the same account will need to be notified of the new password.

You can then enter your new password. Please enter it twice to avoid any typing errors, and click the Save button. Your new password will be saved and activated.



If you lose or forget your password, please contact Followmont Support via support@followmont.com.au and we can reissue your account information. If you need it urgently, please call (07) 3608 4950.