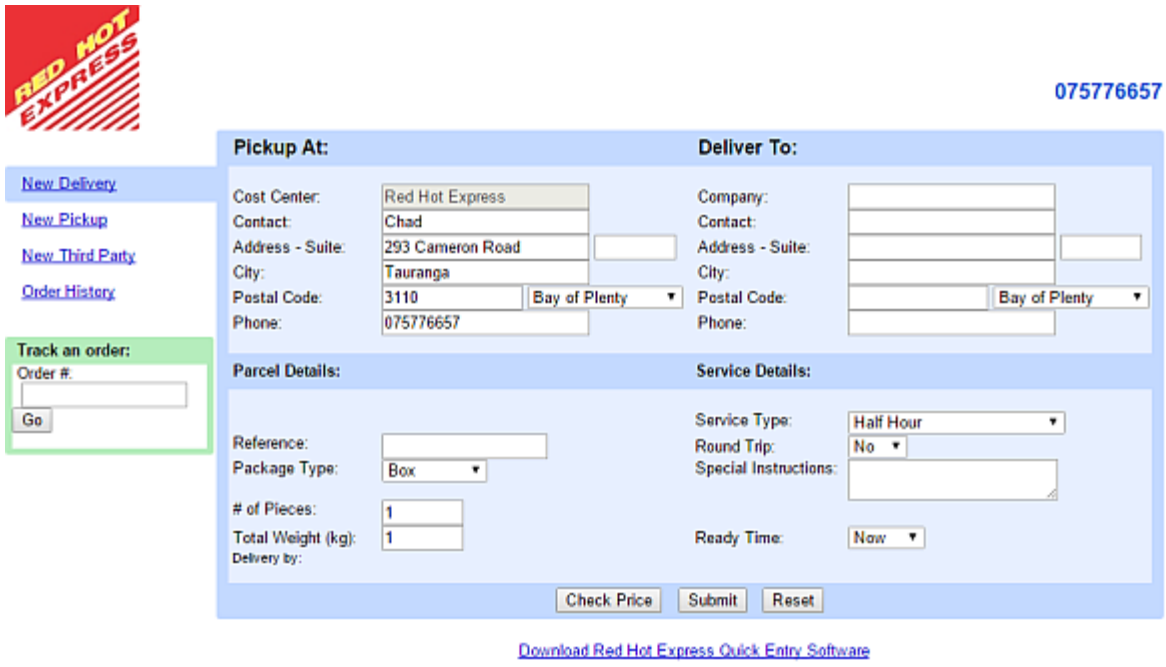
Red Hot Express is excited to bring you two new, quick and easy ways to get your orders through to us. We have recently implemented an online booking system. The following guide will tell you everything you need to know about how to use the system, so let's go ahead.

To get started, please visit our website portal at: www.dwaybill.com/redhotexpress

Web based order panel

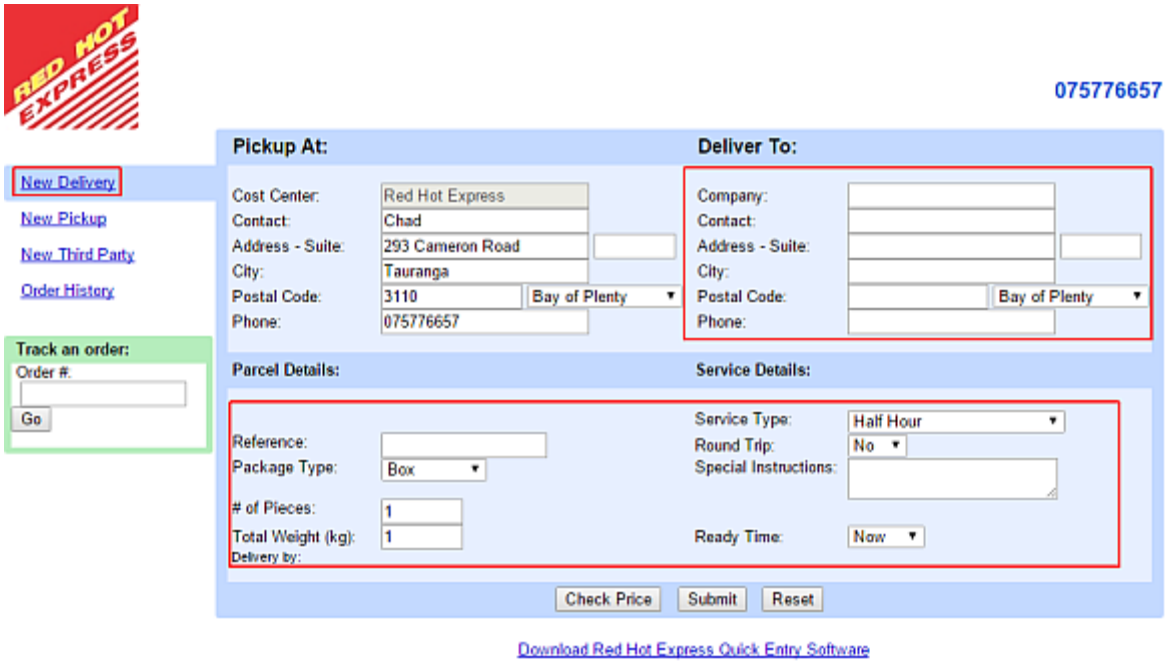
- Upon arriving at our custom waybill ordering webpage, you will see the lower section called *Web login,* with a Customer Number and Password which need to be filled out. If we haven't already supplied you with those details, please call our office so that our team can let you have them.
- Once you have those details, fill them in and click Enter.
- Our web based order panel will look like this:



- Online orders can be made from 8am-4:30pm, however you can still make orders outside of these hours, as they will roll over to the following day.
- If you have any problems with the online ordering process, don't hesitate to call our team on 07 577 6657 for immediate assistance.

Making a web based delivery order

- Whether you are making an order for a delivery to or from your business, your company details will always appear *Pickup At* or *Deliver To* sections, making ordering quicker and easier.
- To create a new order, simply ensure *New Delivery* is selected on the left hand side of the page, then go ahead and fill out the details for where the order is going to, in the *Deliver To* section.
- Fill out any relevant details in the *Parcel Details* and *Service Details* sections (i.e. number of pieces, weight, service type, package type).
- If you have any special instructions for our drivers regarding a delivery, you can also easily add those at the bottom.
- At this point, if you wish to know how much an order is going to cost, you can click the *Check Price* button at the bottom.
- Finally, just click *Submit* button at the bottom. It's that simple!

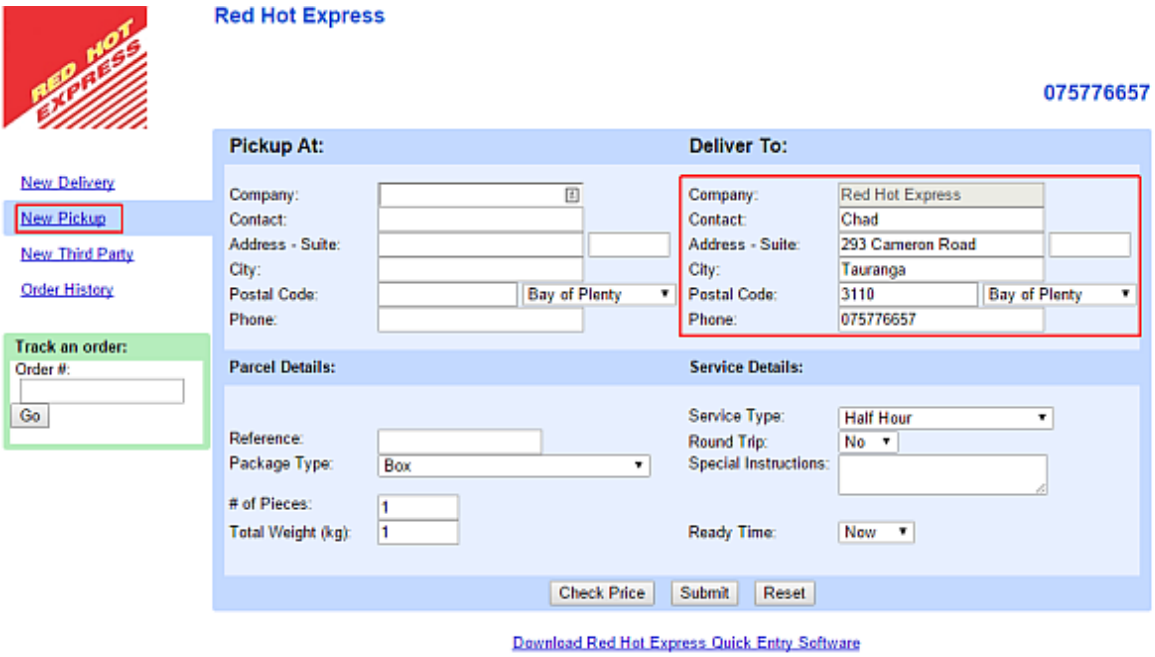


N.B. You will find that once you've used your client's details more than once for a delivery, the system will learn those details, meaning that you'll only have to type the first couple of letters of the company name, and the rest will then just automatically fill out. This saves you even more time.

Making a web based pick up order

- If you wish to make an order for a delivery to be picked up and delivered to your company address, that's just as easy.
- Click on *New Pickup* on the left and you'll see that your company now appear on the right, in the *Deliver To* section.

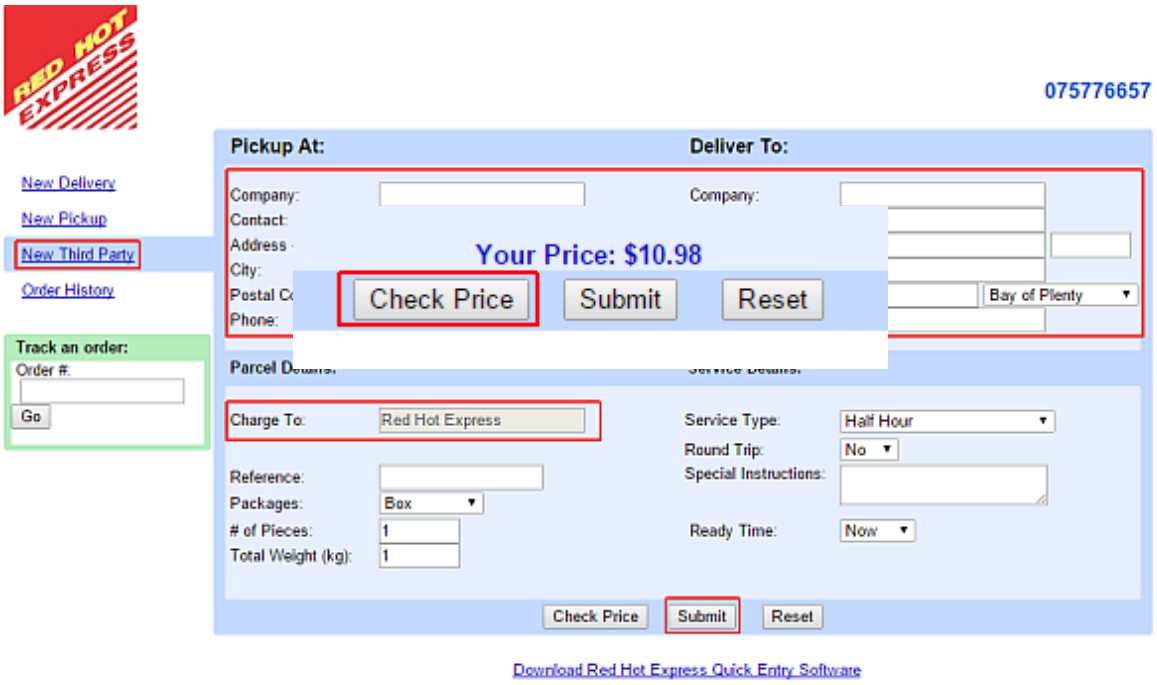
- Then simply fill out the pickup address details and any other relevant parcel/service details, and you are all ready to click the *Submit* button to get the order into our system.



Making a web based third party order

- If you need to make a third party order (Freight Forward), picking up from one of your clients and sending to another (at your cost), this is just as simple.
- Click on *New Third Party* on the left and you'll see that your company name now appears in the *Charge To* details box.

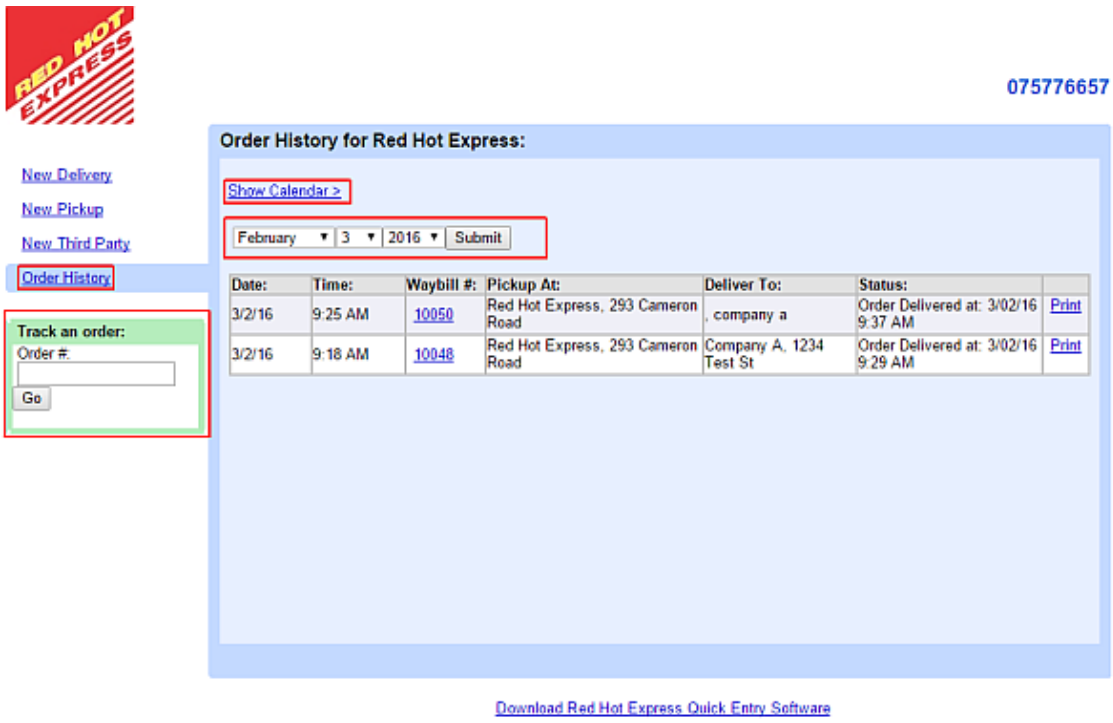
- Now, just fill out both the *Pickup At* and *Deliver To* address details and any other relevant parcel/service details, and you are all ready to click the *Submit* button to get the order into our system.



N.B. With any of the three types of ordering just covered, you are able to click the *Check Price* button and the system will instantly let you know how much a particular order will cost.

Conducting a web based order history check

- Our web bases system also allows you to check your order history, at the click of a button
- Click on *Order history* on the left and then either pick the relevant date from the month/day/year menus, or simply click *Show Calendar* and pick the required date there
- From there you'll see a list of orders from the relevant day with full details, as well as the ability to print waybills if needed.
- Finally, you can also track a current order by filling in the job number in the *Order #* box on the bottom left of the order history page.

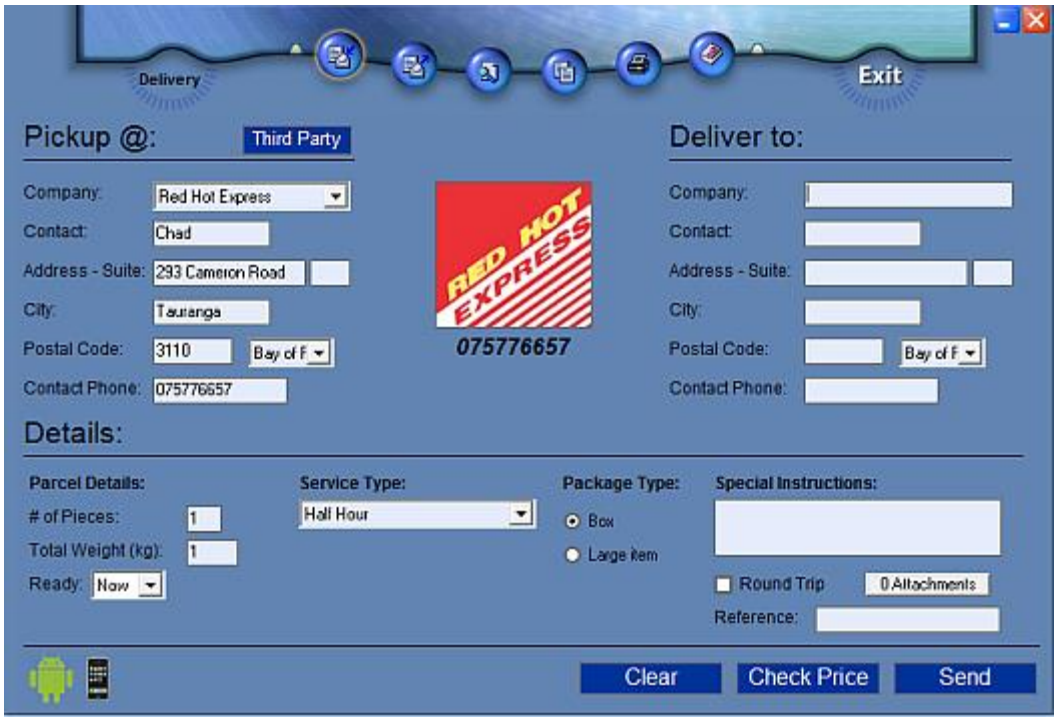


Quick Entry Order Panel

The second new way you can place job orders with us, is via the Quick Entry order panel which you can download to your computer, so it will always be there at the click of a button.

To get started, please visit our website portal at: www.dwaybill.com/redhotexpress

- Near the top of this webpage you will see the Quick Entry section and a *Download Now* button.
- When you click the download button it will save the Quick Entry Order panel software to your computer.
- Once it has downloaded, simply open it and you will be prompted for a Customer Number and Password. If we haven't already supplied you with those details, please call our office so that our team can let you have them.
- Once you've filled in the customer number and password boxes, the panel will open and look like this:



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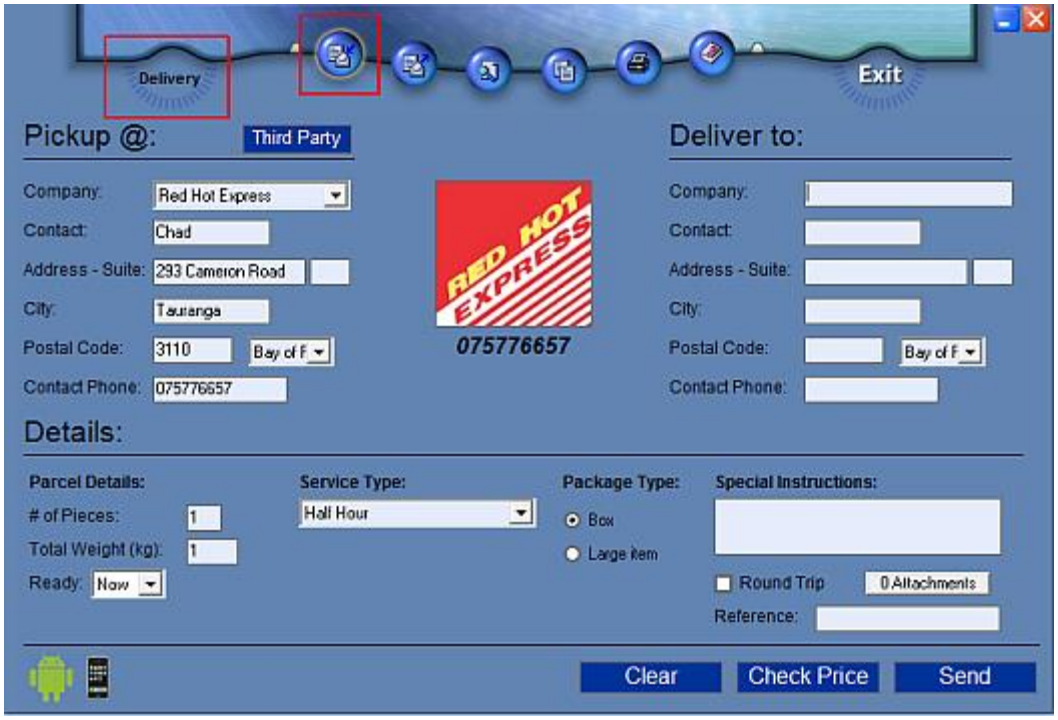
- If you have any problems with the online ordering process, don't hesitate to call our team on 07 577 6657 for immediate assistance.

Making a Quick Entry Panel delivery order

- Whether you are making an order for a delivery to or from your business, your company details will always appear *Pickup @* or *Deliver to* sections, making ordering quicker and easier.
- To create a new order, make sure the delivery button is selected (it's the first, on the left, of the 6 circular buttons – see image below), then go ahead and fill out the details for where the order is going to, in the *Deliver To* section.
- Fill out any relevant details in the *Parcel Details* and *Service Details* sections (i.e. number of pieces, weight, service type, package type).
- If you have any special instructions for our drivers regarding a delivery, you can also easily add those at the bottom.
- At this point, if you wish to know how much an order is going to cost, you can click the *Check Price* button at the bottom.
- Finally, just click the *Send* button at the bottom. It's that easy!



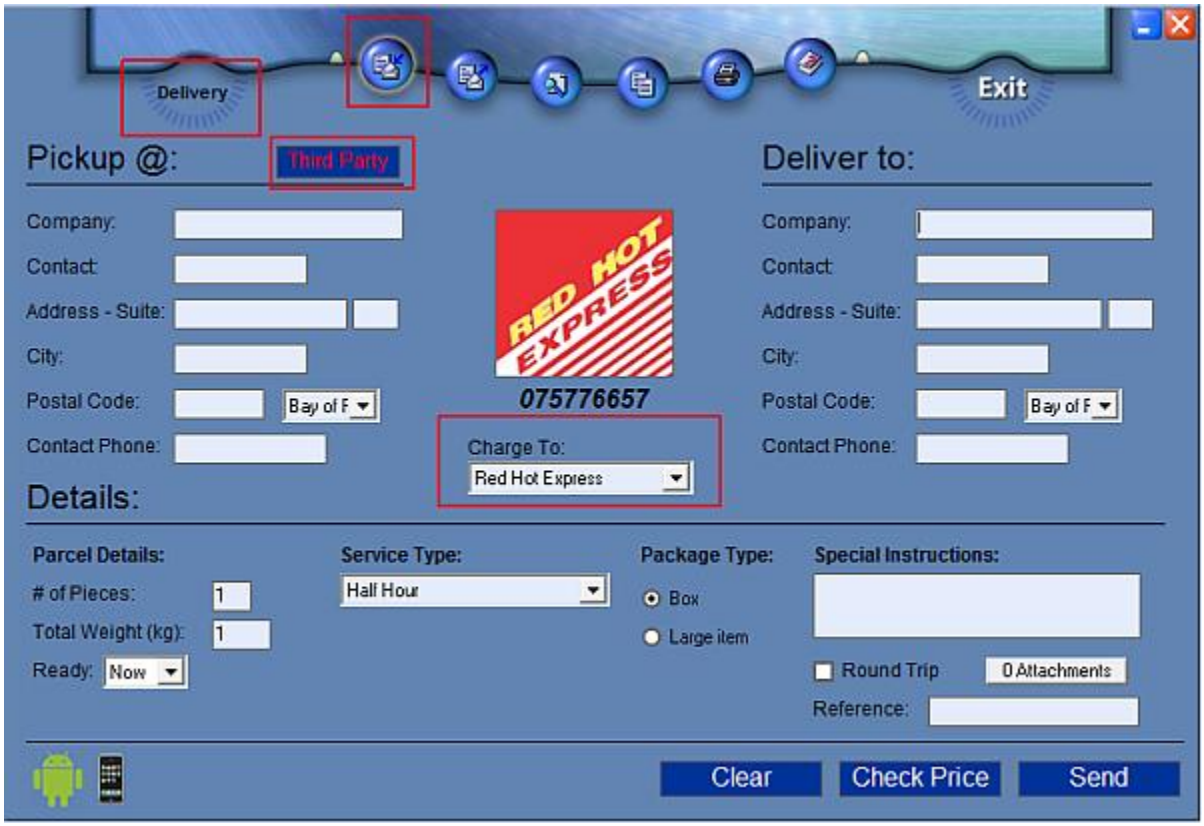
N.B. You will find that once you've used your client's details more than once for a delivery, the system will learn those details, meaning that you'll only have to type the first couple of letters of the company name, and the rest will then just automatically fill out. This saves you even more time.

Making a Quick Entry Panel pick up order

- If you wish to make an order for a delivery to be picked up and delivered to your company address, that's just as easy.
- To create a new order, make sure the pickup button is selected (it's the second, on the left, of the 6 circular buttons – see image below).
- Then simply fill out the pickup address details and any other relevant parcel/service details, and you are all ready to click the *Send* button to get the order into our system.

Making a Quick Entry Panel third party order

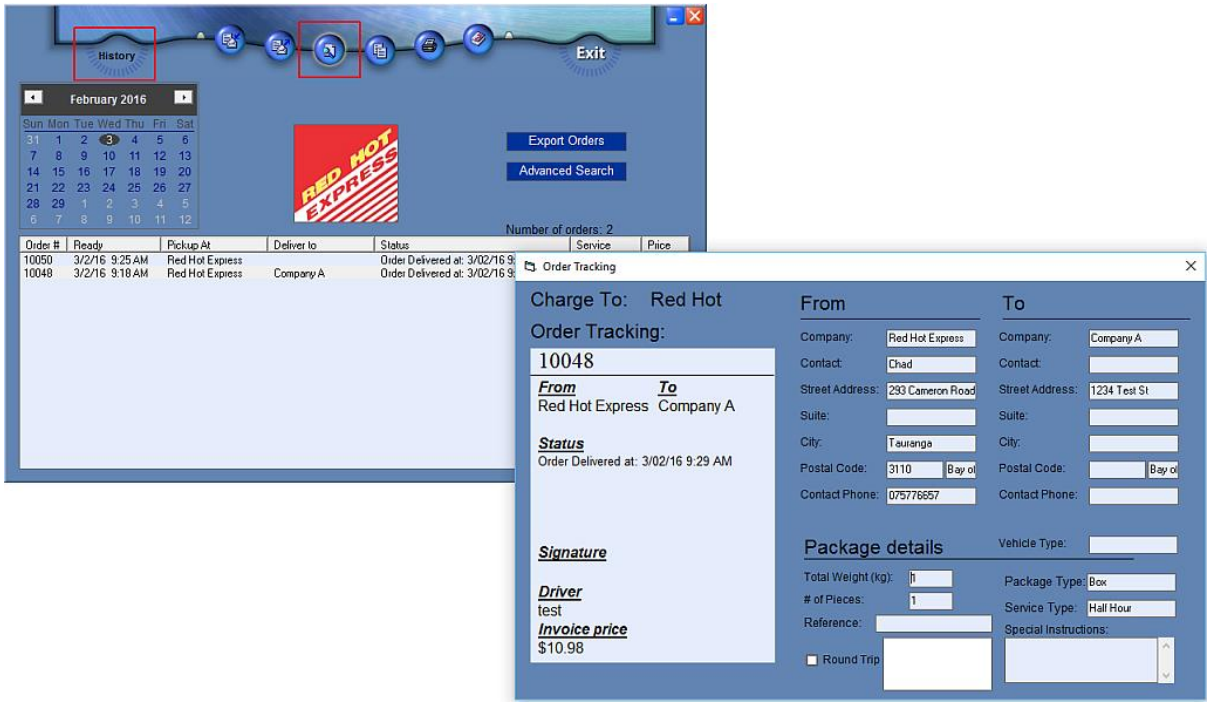
- If you need to make a third party order (Freight Forward), picking up from one of your clients and sending to another (at your cost), this is just as simple.
- With the circular Delivery button selected, click on *Third Party* on the left and you'll see that your company name now appears in the *Charge To* details box.
- Now, just fill out both the *Pickup @* and *Deliver to* address details and any other relevant parcel/service details, and you are all ready to click the *Send* button to get the order into our system.



N.B. With any of the three types of ordering just covered, you are able to click the *Check Price* button and the system will instantly let you know how much a particular order will cost.

Conducting an order history check with Quick Entry Panel

- Our web bases system also allows you to check your order history, at the click of a button
- With the circular History button selected (third from the left), simply pick the relevant date from the calendar and orders from that date will appear in a list.
- From within that list of orders, when individual ones are double clicked on, they will open another window with that specific order's details.


History
Exit
February 2016
Export Orders
Advanced Search
Number of orders: 2
Order #
Ready
Pickup At
Deliver to
Status
Service
Price
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10048 3/2/16 9:18 AM Red Hot Express Company A
Order Delivered at: 3/02/16 9:29 AM
Order Tracking
Charge To: Red Hot
Order Tracking:
10048
From
Red Hot Express
To
Company A
Status
Order Delivered at: 3/02/16 9:29 AM
Signature
Driver
test
Invoice price
$10.98
From
Company: Red Hot Express
Contact: Chad
Street Address: 293 Cameron Road
Suite:
City: Tauranga
Postal Code: 3110
Contact Phone: 075776657
To
Company: Company A
Contact:
Street Address: 1234 Test St
Suite:
City:
Postal Code:
Contact Phone:
Package details
Vehicle Type:
Total Weight (kg): 1
# of Pieces: 1
Reference:
Round Trip
Package Type: Box
Service Type: Half Hour
Special Instructions: