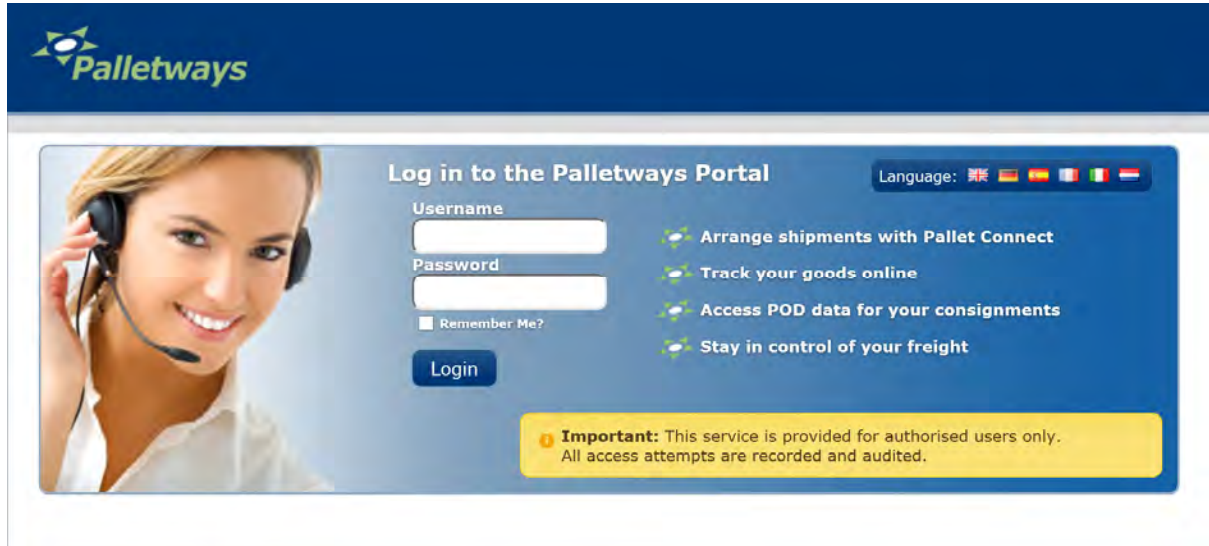


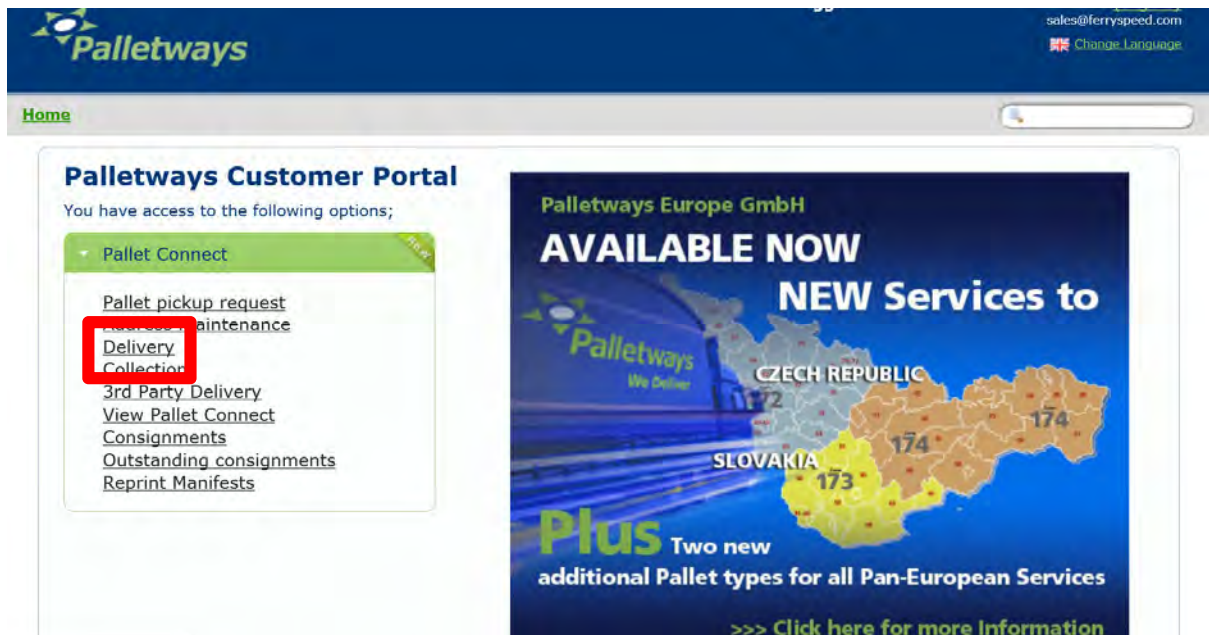
Palletways Portal – Brief User Guide

(a) Arranging the collection and subsequent delivery of pallets

1. Go to <https://portal.palletways.com>, and login.



2. The Home Page is displayed. Click 'Delivery':



3. The main 'Arrange a delivery' screen is now displayed.

The screenshot shows the 'Arrange a delivery' screen on the Palletways website. The page has a blue header with the Palletways logo and contact information. Below the header, there is a navigation bar with 'Home' and 'Pallet Connect'. The main content area is titled 'Arrange a delivery' and contains several sections:

- Collection Address:** A dropdown menu showing 'FERRYSPEED, ACKWORTH ROAD, PORTSMOUTH, PORTSMOUTH, HAMPSHIRE, ENGLAND, PO3 5JT'.
- Deliver To:** A form with a 'Quick Search' box containing 'FERRYSPEED'. Below it are fields for Company Code (cv21 1p), Company Name (FERRYSPEED), Address (NATIONAL LOGISTICS CENTRE, MILL ROAD), Town (RUGBY), County (WARWICKSHIRE), Post Code (CV21 1PR), and Country (United Kingdom). There are also fields for Contact Name, Contact Telephone, and Contact Fax.
- Consignment Information:** Fields for Consignment No and Customer Ref.
- Pallets:** A section titled 'The following pallet sizes are available:' with checkboxes for Full Pallet, Half Pallet, and Quarter Pallet. Below this are fields for Pallet Lifts (0) and Weight (0) kg.
- Service information:** A dropdown for Delivery Service (PREMIUM NEXT DAY STAN) and checkboxes for Booking in required?, Hand Ball? (checked), and Tail Lift?.
- Special Instructions:** A text area for entering special instructions.

A yellow tip box states: 'Tip: Addresses entered will automatically be saved. They can be quickly re-used in the future by using the quick search box above.' A 'Finish' button is located at the bottom right of the form.

Complete the following fields:

- Company Code – i.e., your code for the company you are delivering to. This is an optional field;
- Company Name – i.e., the name of the Company to whom the pallet is to be delivered;
- Address – i.e., the address of the Company where the pallet is to be delivered to (especially postcode, and where applicable, Country);
- The Contact Name at the receiving site;
- A Contact Telephone number at the receiving site;
- Consignment No – i.e., your reference for the consignment;
- Customer Ref – i.e., a secondary reference for the consignment, if you have one;
- The number of Pallet Lifts comprising the consignment (i.e., the number of pallets, whether standard or oversize);
- The number of full, half or quarter pallets – whereby a quarter pallet has maximum dimensions of 1.2m (w) x 1m (d) x 80cm (h) and a maximum weight of 250kg; a half pallet has maximum dimensions of 1.2m (w) x 1m (d) x 1.1m (h) and a maximum weight of 500kg; and a full pallet has maximum dimensions of 1.2m (w) x 1m (d) x 2.2m (h) and a maximum weight of 1,200kg. If your pallet is larger than these dimensions (i.e., oversize), enter it as a multiple of these single units. So, if you have a single pallet which has a footprint larger than 1.2 x 1m, but is only stacked to 60cm in height, you would enter it as 2 x quarter pallets.

- (j) Enter the approximate weight of the entire consignment;
- (k) Delivery Service – this will default to premium next day, but if you would like to select another service, use the drop down menu to select as required.
- (l) If the delivery needs to be booked in with the consignee, requires a tail lift delivery, or if there are any special delivery instructions, please enter the details where stated.

N.B. If you would like to request a timed delivery, please select this service using the 'Delivery Service' drop down menu described in (k) above – entering the details in the 'Special Instructions' box alone **will not** flag the consignment to the delivery depot as requiring a timed delivery.

4. Click 'Finish':

Arrange a delivery

Please choose the collection address you wish to use

● FERRYSPEED, ACKWORTH ROAD, PORTSMOUTH, PORTSMOUTH, HAMPSHIRE, ENGLAND, PO3 5JT

Deliver To: Quick Search: FERRYSPEED

Company Code: cv21 1p
 Company Name: FERRYSPEED
 Address: NATIONAL LOGISTICS CENTRE, MILL ROAD
 Town: RUGBY
 County: WARWICKSHIRE
 Post Code: CV21 1PR
 Country: United Kingdom

Contact Name: Joe Bloggs
 Contact Telephone: 01234 567 890
 Contact Fax:

Tip: Addresses entered will automatically be saved. They can be quickly re-used in the future by using the quick search box above.

Consignment Information

Consignment No: A123456
 Customer Ref:

Pallets

The following pallet sizes are available:

Full Pallet: Half Pallet: Quarter Pallet:

Pallet Lifts: 1 750

Service Information

Delivery Service: PREMIUM TIMED DELIVER

Requested Delivery Date: 24/09/2013
 Delivery Time: 1000

Booking in required? Hand Ball? Tail Lift?

Special Instructions: Please deliver on a rigid vehicle

Finish

The Consignment Confirmation screen will now be displayed:

Palletways [Change Language](#)

Home » Pallet Connect

Consignment Confirmation

Consignment: A123456, (ref:)

Collect From: FERRYSPEED ACKWORTH ROAD PORTSMOUTH PORTSMOUTH HAMPSHIRE PO3 5JT GB	Deliver To: FERRYSPEED NATIONAL LOGISTICS CENTRE MILL ROAD RUGBY WARWICKSHIRE CV21 1PR GB
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CLICK TO VIEW CONSIGNMENT MAP

Service Information

Service chosen: TIMED DELIVERY (PRE BOOKED)
Requested delivery date: 24/09/2013
Requested delivery time: 1000

Consignment Information:

Consignment:
Billing Units: FP-1|HP-0|QP-0|
Physical Lifts: 1
Weight: 750 kg

- Print Details
- Print A4 Pallet Labels
- + Add another delivery**
- Main Menu
- List Outstanding Consignments

- To add another delivery, click 'Add another delivery' (circled above), and follow these instructions for your next consignment from Step 3.

- Once you have added all of your consignments to the submission queue, you will need to submit them to Ferryspeed. **THIS IS VERY IMPORTANT – until you submit the consignments to us, we will have no visibility of them.**

To do so, click 'List Outstanding Consignments':

Consignment Confirmation

Consignment: A123456, (ref:)

Collect From:
 FERRYSPEED
 ACKWORTH ROAD
 PORTSMOUTH
 PORTSMOUTH
 HAMPSHIRE
 PO3 5JT
 GB

Deliver To:
 FERRYSPEED
 NATIONAL LOGISTICS CENTRE
 MILL ROAD
 RUGBY
 WARWICKSHIRE
 CV21 1PR
 GB

Consignment Information:
Consignment:
 Billing Units: FP-1|HP-0|QP-0|
 Physical Lifts: 1
 Weight: 750 kg

[Print Details](#)
[Print A4 Pallet Labels](#)

[+ Add another delivery](#)
[Main Menu](#)
[List Outstanding Consignments](#)

Service Information
 Service chosen: TIMED DELIVERY (PRE BOOKED)
 Requested delivery date: 24/09/2013
 Requested delivery time: 1000

A list of those consignments awaiting submission to Ferryspeed will now be displayed:

Outstanding consignments on Pallet Connect

Information: This is a list of your pallet connect consignments. You must confirm each of these consignments to send them to Palletways. Alternatively, you can select multiple consignments using the checkboxes; once confirmed, no further changes can be made.

Consignment	Type	Entered	Status	From/To	Actions
<input type="checkbox"/> A123456	Delivery TIMED DELIVERY (PRE BC	20/09/2013	1 lift not sent	From: FERRYSPEED To: FERRYSPEED Requested date: 24/09/2013 Requested time: 10:00	Delete Modify Print

[Confirm all selected](#)

7. To submit your consignments to Ferryspeed, tick the box to the left of each relevant consignment listing, and click 'Confirm all Selected':

The screenshot shows the Palletways web interface. At the top, the Palletways logo is on the left, and the user is logged in as '027-001-FERRYSPEED' with a 'Logout' link and 'sales@ferryspeed.com' email address. A 'Change Language' link is also present. Below the navigation bar, the page title is 'Home > Outstanding Consignments'. The main content area is titled 'Outstanding consignments on Pallet Connect'. An information box states: 'Information: This is a list of your pallet connect consignments. You must confirm each of these consignments to send them to Palletways. Alternatively, you can select multiple consignments using the checkboxes; once confirmed, no further changes can be made.' Below this is a table with the following data:

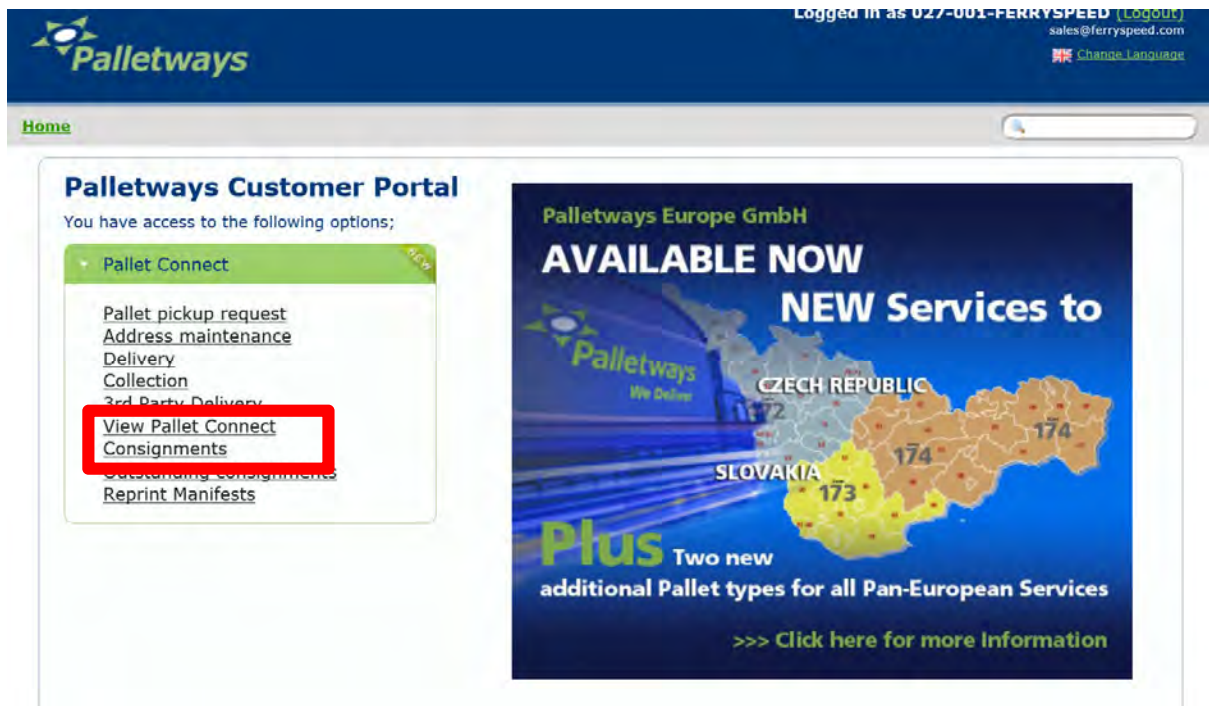
Consignment	Type	Entered	Status	From/To	Actions
<input type="checkbox"/> A3456	Delivery TIMED DELIVERY (PRE BC	20/09/2013	1 lift not sent	From: FERRYSPEED To: FERRYSPEED Requested date: 24/09/2013 Requested time: 10:00	Delete Modify Print

Below the table, there is a blue button with a checkmark icon and the text 'Confirm all selected'.

8. A manifest will then be produced, which can be printed off for your own records.

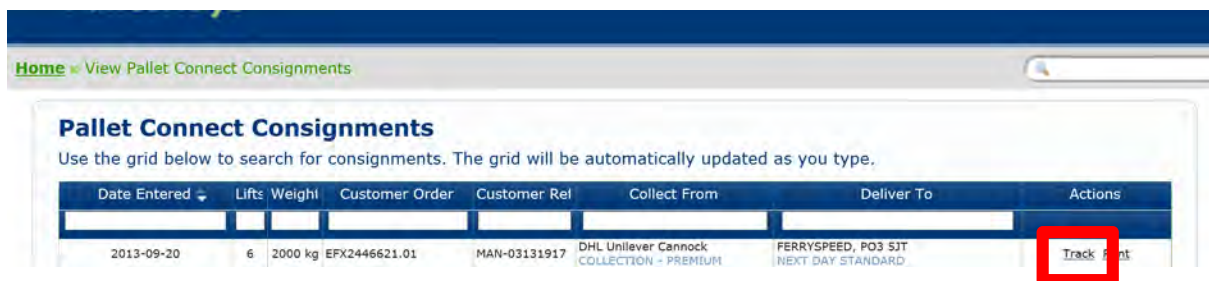
(b) Tracking a Consignment

1. Login to the Palletways Portal, according to Step 1 (above).
2. Click 'View Pallet Connect Consignments':



The screenshot shows the Palletways Customer Portal interface. At the top right, it says "Logged in as 027-001-FERRYSPEED" with a "Logout" link and "sales@ferryspeed.com". There is also a "Change Language" link. The main content area is titled "Palletways Customer Portal" and lists several options under "Pallet Connect": "Pallet pickup request", "Address maintenance", "Delivery", "Collection", "3rd Party Delivery", "View Pallet Connect Consignments" (highlighted with a red box), "Suspending consignments", and "Reprint Manifests". To the right is a promotional banner for "Palletways Europe GmbH" titled "AVAILABLE NOW NEW Services to" with a map of Central Europe showing "CZECH REPUBLIC" and "SLOVAKIA" with pallet icons labeled 172, 173, and 174. The banner also says "Plus Two new additional Pallet types for all Pan-European Services" and includes a "Click here for more Information" link.

3. To track a consignment, click 'Track' to the right of the relevant consignment details:



The screenshot shows the "Pallet Connect Consignments" page. It includes a search instruction: "Use the grid below to search for consignments. The grid will be automatically updated as you type." Below this is a table with the following data:

Date Entered	Lifts	Weight	Customer Order	Customer Ref	Collect From	Deliver To	Actions
2013-09-20	6	2000 kg	EFX2446621.01	MAN-03131917	DHL Unilever Cannock COLLECTION - PREMIUM	FERRYSPEED, PO3 5JT NEXT DAY STANDARD	Track

The "Track" button in the Actions column is highlighted with a red box.