

On-line booking system FAQ's

What is an order number?

An order number should be entered if your accounts department require one in order to pay any invoice.

What is a release code?

A release code should be entered when the collection point require a code in order to release the vehicle to our driver, for example Motability collections.

How do I select a date for collection and delivery?

When inputting a job onto the system at the bottom of the collection and delivery pages there is a tick box, asking if you would like us to select the dates or not. If you click no a calendar will appear enabling you to select the dates for both collection and delivery.

What is the personal address book?

The personal address book enables you to save any addresses you frequently use so that you don't have to re-enter them over and over again.

Can I book transported non-driven movements through the on-line booking system?

The on-line booking system does not offer the ability to transport vehicles, however if you call us we can talk to other logistics companies who do offer this facility and try arrange it for you.

What movement type should I select?

Select the appropriate movement type to go with the movement, i.e. standard, end user. Whether the job is an intersite movement or going to an end user please select the Intersite movements only movement type. Do not select the "expired" movement type.

Who shall I put in the collection and delivery contacts?

Please put the person who is able to confirm the vehicle is on site and the number of the collection site in the collection contacts. In delivery contacts please can you put down the contact of who is to receive the vehicle and their contact number?

How do I add instructions that need carrying out?

If you have specific instructions for the driver to carry out please put the instructions in the special instruction boxes on the collection and delivery tab. If you have information Automotive Logistics need to be aware of regarding the delivery please put that in the Job notes section at the beginning of loading the job.

Can I select an exact time of delivery?

Automotive Logistics offer an AM and PM time slot, AM being before 1pm, PM being after 1pm, due to the unpredictable nature of logistics and the British road network we cannot guarantee exact delivery times.

What is the job documents page?

Under the job documents page you can upload documents the drivers may need such as C21's. However the driver will not have a facility to print out any paperwork that the end user will need to sign. This must be made available at the point of collection.

How do I load a job onto the on-line booking system but get it invoiced to another dealership?

When inputting a job onto the on-line booking system, on the last page, Confirmation Details, you may select a tick box to invoice to an alternative site, here you can type in and select the site you would like to invoice it to. To do this you must have a contact name who has agreed to pay the invoice. Once you have loaded the job onto the on-line booking system, contact customer support at Automotive Logistics on 01977 519719 if you do not have the above facility.

How can I get a POD?

To access a POD, go onto the main screen, click jobs, then once you have found the registration of the vehicle you want, click on the down arrow next to that job. At the bottom there will be a "View POD" button, click that and a POD will load up for you in PDF.

Why am I unable to submit a job?

The main reasons for being unable to submit a job:

- Not using Google Chrome, the on-line booking system is tailored to work best on the web browser Google Chrome, some features may not work as well on Internet Explorer or Mozilla Firefox.

- There is required information missing on one of the pages, on the left hand side there is a series of tick boxes that go green, if any are orange or red, please go back to them to check for the error.
- The information entered is wrong, such as the postcode is miss spelt or a contact number is less than 11 digits.

Job statuses explained

- *Pending* – The job is currently being put on the system or has not been submitted, if you want it submitting please call Automotive Logistics on 01977 519719.
- *Query* – There is a problem with the movement and Automotive Logistics are looking into resolving it.
- *Submitted* - The job is submitted to the system and is awaiting acceptance from Automotive Logistics.
- *Accepted* – Automotive Logistics have accepted the job and are looking to plan the movement within the coming days.
- *Allocated* – The job has been planned to a driver and will be completed within the next 48 hours.
- *Booked* – The job has been booked for a driver to collect and deliver.
- *Collected* – The vehicle has been collected and is on route to the delivery point
- *Completed* – The vehicle has been delivered.
- *Admin complete* – The post-delivery checks have been completed by the accounts department and is ready to be invoiced out.