



Customer Portal - Cargo Distribution User Guide



www.motis.com/uk-irl-distribution-and-consolidation



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Introduction

Welcome to the user guide for the Motis Online Cargo Distribution Quoting and Booking System. This guide is designed to provide you with a comprehensive understanding of our new online platform, empowering you to efficiently manage your freight shipments with precision.

In response to the evolving demands of the logistics industry, we have developed a streamlined online system that allows you to effortlessly obtain accurate quotes, make bookings, and monitor your cargo distribution history with Motis. This user guide will walk you through the system's functionalities, ensuring that you can navigate the platform confidently and make the most of its features.

Whether you're a frequent user of online booking systems or new to the concept, this guide will provide clear instructions and insights to help you effectively use the Motis Cargo Distribution Quoting and Booking System. From initiating quotes to finalizing bookings and tracking your shipments, this guide covers the essential steps to ensure a seamless experience.

We understand the importance of reliable and efficient logistics management, and our new online system is a testament to our commitment to enhancing your cargo distribution process. This guide is your reference to harnessing the power of the Motis platform and optimizing your freight operations.

Thank you for choosing Motis as your logistics partner. Let's delve into the details of the Motis Online Cargo Distribution Quoting and Booking System and discover how it can elevate your cargo distribution experience.

Log into your account

When you open a Motis account, we will also create your Customer Portal access using the email address submitted as part of your account application.

You can request additional customer portal accounts via your Motis sales representative.

Before you login for the first time, you will need to set your password.

To do this, navigate to the login page <http://www.motis.com/accounts/login/>

If you know your username and password:

Username (email): info@motis.com

Password:

Keep me logged in

LOG IN

Forgotten your password?
[click here...](#)

Select the [Forgotten Password](#) link

NO PROBLEM

Just type your email address and click on the submit button.

We will send you an automatic e-mail containing your password.

Email Address **Submit**

Enter your account email address and hit submit.

Your password will be e-mailed to you at the address you have specified.

This may take a few minutes to arrive, so feel free to visit other areas of motis.com while you are waiting.

OK

You should shortly receive an email instructing you to set/reset your password credentials.

PLEASE ENTER YOUR NEW PASSWORD

Enter Password **Submit**

Confirm Password

Once done, navigate to the main login page once more and enter your email and newly created password.

Typically, your browser will remember your credentials, so you won't have to go through this every time.

But don't worry, if you do forget your password, just click on the forgotten password link, as before to reset it.

Main Menu

The customer portal's main menu is where you can navigate the various services available to our customers. From here you can make a ferry booking, complete multiple customs clearance declarations, update your vehicles list, and much more. Motis is constantly looking for ways to improve our service and the options available to you here are growing all the time. Simply select the icon for the service you are looking for.



Cargo Distribution has its own section in the menu for users to select from. It's contains three options, [Get a price](#), [Make a booking](#) and [My History](#)

Get a Price

This is where users can request a price quotation. Simply select the icon and the Get a Price process will start.

Initially users are asked to clarify if they are seeking a palletised or non-palletised booking.

ACCOUNT: 666666 – JD

Would you like to make a **palletised or non-palletised booking?**

Palletised or Non-Palletised and parcel freight requests

Palletised or Non-Palletised and parcel freight requests

Non-Palletised

Palletised

Palletised Quote

If Palletised is selected, the users will be presented with the following form to complete.

ACCOUNT: 666666 – JD

Would you like to make a palletised or non-palletised booking?

Palletised

Collection/Delivery: Collection or Delivery

Pallet Type: Pallet Type

Postcode: Postcode Prefix

Service Type: Service Type

No. of Pallets: No. of Pallets

Extra Requirements: Extra Requirements

I accept the [Terms & Conditions](#) of Use

Email me this Quote

Book Now

It is essential that users accurately complete all required fields to ensure our quotes are representative of the work required.

All freight movements are either to or from our Port of Dover hub. Motis Freight can either Collect from any point in the UK or Ireland to be brought to Dover, or to be Delivered from Dover to a destination of your choice. Select as required.

Indicate the pallet type, depending on the size of the cargo.

- Full
- Half
- Quarter

Provide the Postcode for Collection or Delivery.

Select the Service Type required:

- Premium (next day)
- Economy

Please note that certain further afield destinations cannot be delivered to as a premium service.

Please indicate the number of pallets in your shipment.

Please indicate and extra requirements for your load:

- Next day AM delivery
- Next day PM delivery
- None
- Saturday AM
- Timed delivery

Once completed, an indicative price for the shipment is presented to the user.

Users can then either leave the process altogether or select from the following:

- Email me this Quote
- Book Now

Email me this Quote

Users can opt to have the quote just created, emailed to themselves for their records.

Simply select agreement to our T's and C's, then select the Email me this Quote button.

Users are required to tick their agreement to the terms and conditions of our service usage. Submission will not be possible without this.

Book Now

Users can also transfer this quote directly into a booking by selecting the Book Now button.

Users are required to tick their agreement to the terms and conditions of our service usage. Submission will not be possible without this.

The quote information will be automatically transferred into a full booking form, that contains the additional information required to complete the process.

ACCOUNT: 666666 – JD

Would you like to make a palletised or non-palletised booking?

Palletised

Collection/Delivery: Vehicle Registration of Drop off Vehicle:

Postcode: No. of Pallets:

Full Collection/Delivery Address: Pallet Type:

Service Type:

Extra Requirements:

Shipment Date & Time:

Postcode / Zip Code:

Do you require a Customs Clearance Service for your load?

Price: £74.35

Charges are presented in GBP but will be invoiced to EUR Account Customers at the prevailing EUR exchange rate.

I accept the [Terms & Conditions](#) of Use

Submit

Non-palletised

If Non-palletised is selected, the users will be presented with the following form to complete. Upon submission, this will send the details of the enquiry through to our Freight team to assess and price accordingly. They will respond via email to the enquiry.

ACCOUNT: 666666 – JD

Would you like to make a palletised or non-palletised booking?

Non-Palletised

For non-palletised and parcel freight bookings, please fill in the form below and a member of our team will get back to you. Thank you.

* Name

Address

City

Postcode / Zip Code

Country

* Mobile

* Email

Your Enquiry

Submit

Make a Booking

This allows customers to directly complete a full booking with our Freight Team.

Simply select the icon and the Make a Booking process will start.

Initially users are asked to clarify if they are seeking a palletised or non-palletised booking.

ACCOUNT: 666666 - JD

Would you like to make a **palletised or non-palletised booking?**

Palletised or Non-Palletised and parcel freight requests

Palletised or Non-Palletised and parcel freight requests

Non-Palletised

Palletised

If Non Palletised is selected see [Non-palletised](#).

Palletised Booking

If customers select a Palletised booking, they will be presented with the following form to complete:

ACCOUNT: 666666 - JD

Would you like to make a palletised or non-palletised booking?

Palletised

Collection/Delivery: Collection or Delivery

Vehicle Registration of Drop off Vehicle: Vehicle Registration of Drop-off Vehicle

Postcode: TW

No. of Pallets: 1

Full Collection/Delivery Address: Address

Pallet Type: Full

City

Service Type: Premium

County/State

Extra Requirements: None

Country

Postcode / Zip Code

Shipment Date & Time:

Do you require a Customs Clearance Service for your load?

Price: £74.35

Charges are presented in GBP but will be invoiced to EUR Account Customers at the prevailing EUR exchange rate.

I accept the [Terms & Conditions](#) of Use

Submit

It is essential that users accurately complete all required fields to ensure bookings are representative of the work required.

All freight movements are either to or from our Port of Dover hub. Motis Freight can either Collect from any point in the UK or Ireland to be brought to Dover, or to be Delivered from Dover to a destination of your choice. Select as required.

Indicate the pallet type, depending on the size of the cargo.

- Full
- Half
- Quarter

Provide the Postcode for Collection or Delivery.

Select the Service Type required:

- Premium (next day)
- Economy

Please note that certain further afield destinations cannot be delivered to as a premium service.

Please indicate the number of pallets in your shipment.

Please indicate and extra requirements for your load:

- Next day AM delivery
- Next day PM delivery
- None
- Saturday AM
- Timed delivery

Please provide the Vehicle Registration of Drop off/collection Vehicle.

Please indicate the Full Collection/Delivery Address.

Customers also have the option to select if they require support with Customs clearance for their load.

Once complete, indicate agreement to our T's and C's, then select the Submit button.

Users are required to tick their agreement to the terms and conditions of our service usage. Submission will not be possible without this.

My History

Selecting the My History icon from the main menu gives customers access to all their historically requested Quotes and Bookings.

MY SUBMITTED BOOKINGS AND QUOTES

Date From Date To **SEARCH** Export History To CSV

Request Reference	Request Type	Date of Request	Collection / Delivery	Date/Time of Shipment	Collection / Delivery Postcode	Status	Service Charge
CARGO-QUOTE-REF0046	Quote	25/8/2023	Delivered by you into FSA for onward Delivery to UK/IRL	N/A	N/A	Pending	£74.35
CARGO-QUOTE-REF0045	Quote	25/8/2023	Collection from UK/IRL for delivery to Dover FSA (to be collected by you from Dover)	N/A	N/A	Pending	£74.35
CARGO-P-REF0036	Booking	25/7/2023	Delivery	27/07/2023 08:31:00	TW77DE	Pending	£108.6
CARGO-QUOTE-REF0035	Quote	25/7/2023	Collection	N/A	N/A	Pending	£108.6
CARGO-QUOTE-REF0034	Quote	25/7/2023	Delivery	N/A	N/A	Pending	£60.35

The table provides information for each submission, including:

- Request reference
- Request Type
- Date of request
- Collection / Delivery type
- Date / time of Shipment
- Collection / Delivery Postcode
- Status
- Service Charge

Customers can select any of the column headers with a symbol, to sort their data and more easily find what they are looking for.

Customers can use the **to** and **from date filters** to find specific bookings more easily.

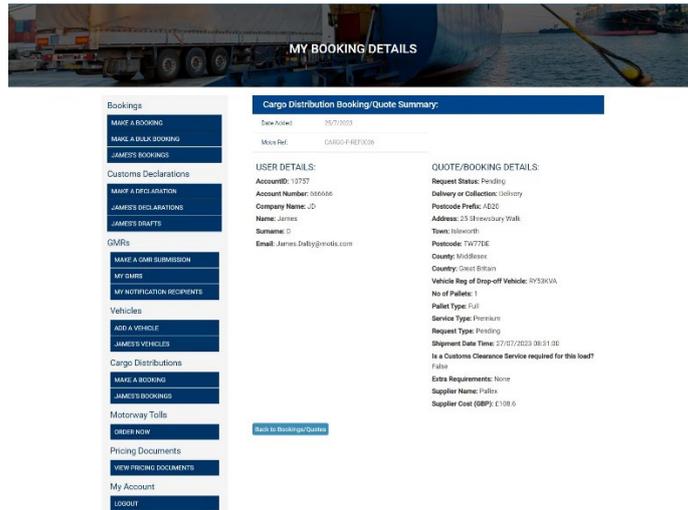
Customers can also export results data from the list into a CSV file for their own records by selecting the **Export History to CSV** button.

At the end of each row are two button options for customers:



View

If **View** is selected, this takes the user into a detailed view of the submission:



Clone

If the customer selects the clone button on a history record, this will automatically make a copy of that previous submission as a live booking. It allows the customer to make any changes to fields that are required prior to submission. This saves time and effort if you have multiple submissions the same or if you wish to come back to a previously submitted quote and make it a booking later.

For details on how to submit a booking, see [Make a Booking](#).



ACCOUNT: 66666 - JD

Would you like to make a palletised or non-palletised booking?

Palletised

Collection/Delivery: Delivered by you into FSA for onward Delivery to UK/IRL

Vehicle Registration of Drop off Vehicle: RY53KVA

Postcode: AE20

No. of Pallets: 1

Full Collection/Delivery Address: 25 Shrewsbury Walk

Isleworth

Pallet Type: Full

Middlesex

Service Type: Premium

Great Britain

Extra Requirements: None

TW77DE

Shipment Date & Time: 27/07/2023 08:31:00

Do you require a Customs Clearance Service for your load?

Price: £108.60

Charges are presented in GBP but will be invoiced to EUR Account Customers at the prevailing EUR exchange rate.

I accept the [Terms & Conditions](#) of Use

Submit