



## QUICK REFERENCE GUIDE (QRG)

# Freight Order Confirmation

### Purpose of this guide

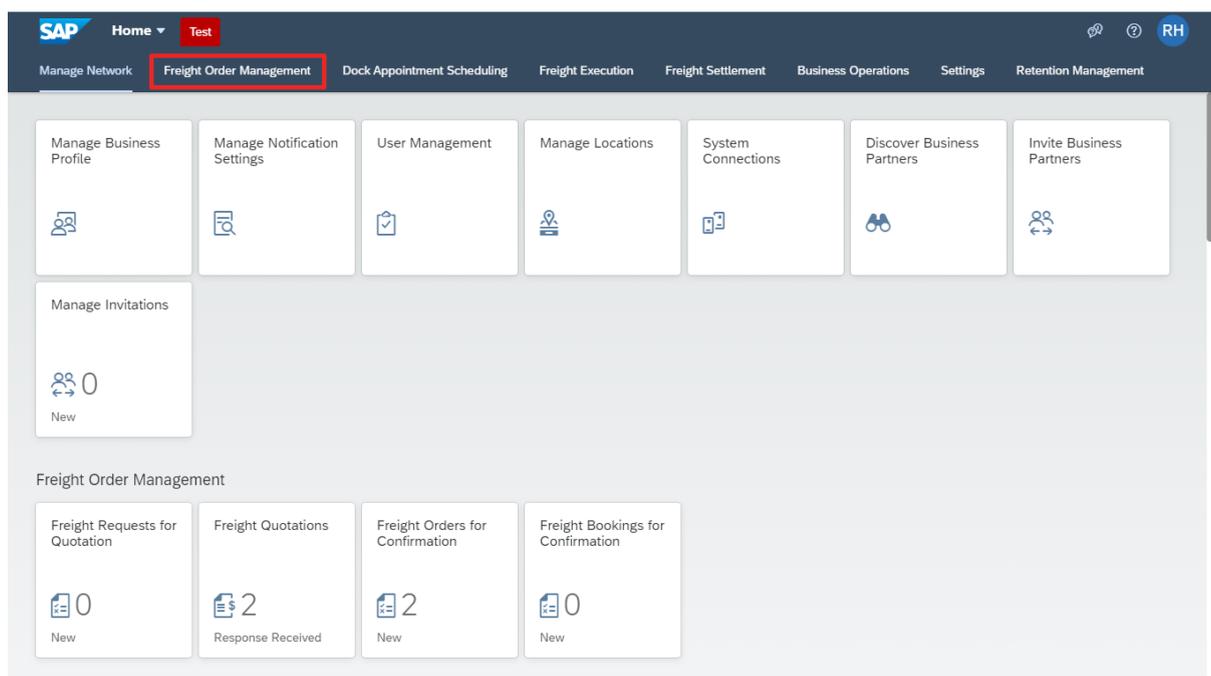
In this QRG you will learn how to Confirm a Freight Order when working with CSR.

This CSR guide provides instructions for Transport Partners on how to 'Confirm a Freight Order' in the LBN Portal.

Please follow the process steps and tips referenced below.

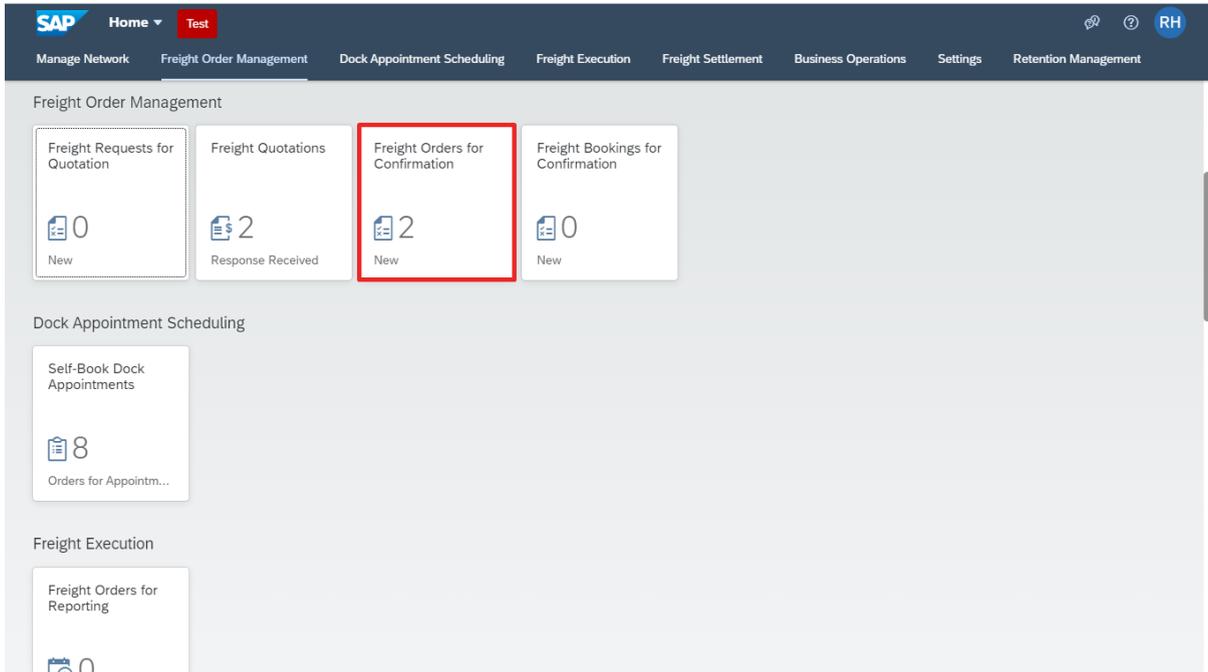
### Step 1

Open your SAP LBN portal and **select** the 'Freight Order Management' tile.



## Step 2

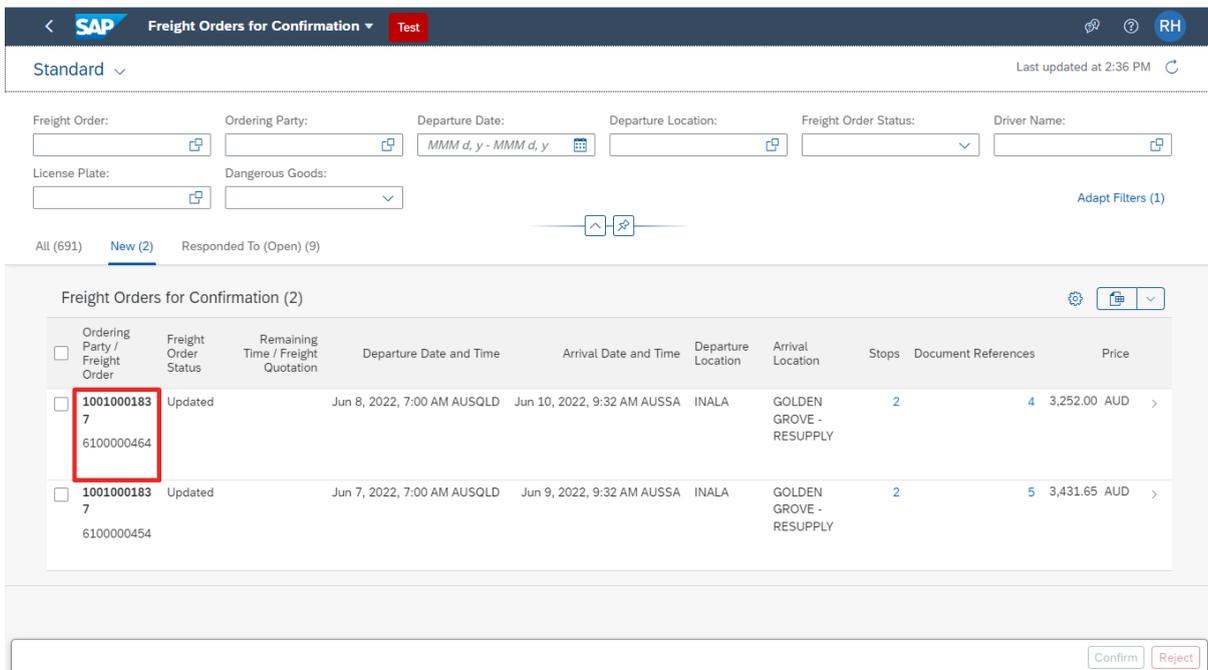
Select the 'Freight Orders for Confirmation' tile.



The screenshot shows the SAP Freight Order Management dashboard. The 'Freight Orders for Confirmation' tile is highlighted with a red border, indicating it is the selected option. It displays 2 new orders. Other tiles include 'Freight Requests for Quotation' (0 New), 'Freight Quotations' (2 Response Received), and 'Freight Bookings for Confirmation' (0 New). Below these are sections for 'Dock Appointment Scheduling' (8 Orders for Appointment...) and 'Freight Execution' (Freight Orders for Reporting).

## Step 3

Click on the 'Freight Order Number' to view the Freight Order details.



The screenshot shows the SAP Freight Orders for Confirmation details page. The 'Freight Order Number' 100100018376100000464 is highlighted with a red box. The table below shows two freight orders with details like Ordering Party, Status, Remaining Time, Departure Date and Time, Arrival Date and Time, Departure Location, Arrival Location, Stops, Document References, and Price.

| Ordering Party / Freight Order | Freight Order Status | Remaining Time / Freight Quotation | Departure Date and Time     | Arrival Date and Time       | Departure Location | Arrival Location        | Stops | Document References | Price        |
|--------------------------------|----------------------|------------------------------------|-----------------------------|-----------------------------|--------------------|-------------------------|-------|---------------------|--------------|
| 100100018376100000464          | Updated              |                                    | Jun 8, 2022, 7:00 AM AUSQLD | Jun 10, 2022, 9:32 AM AUSSA | INALA              | GOLDEN GROVE - RESUPPLY | 2     | 4                   | 3,252.00 AUD |
| 100100018376100000454          | Updated              |                                    | Jun 7, 2022, 7:00 AM AUSQLD | Jun 9, 2022, 9:32 AM AUSSA  | INALA              | GOLDEN GROVE - RESUPPLY | 2     | 5                   | 3,431.65 AUD |

## Step 4

Select the 'Drivers and Licence Plate tab.'

The screenshot shows the SAP Freight Order Details interface for order 10010001837. The 'Drivers and License Plate' tab is highlighted with a red box. The interface includes a top navigation bar with the SAP logo, 'Freight Order Details', and a 'Test' button. Below the order number, there is a summary table with columns: General Details, Price, Submitted Price, Remaining Time, Freight Order Status, and My Latest Response. The 'My Latest Response' is 'Confirmed'. A secondary navigation bar contains tabs for Information, Cargo, Tour, Contacts, Notes (0), Attachments (0), and Drivers and License Plate. The main content area is divided into three columns: General, Departure Location, and Arrival Location. The 'General' column contains fields for Freight Order, Total Distance, Total Duration, and Response Due Date. The 'Departure Location' column contains Date and Time, Address, and Country. The 'Arrival Location' column contains Date and Time, Address, and Country. At the bottom right, there are 'Confirm' and 'Reject' buttons.

| General Details  | Price                          | Submitted Price | Remaining Time | Freight Order Status | My Latest Response |
|--|--------------------------------|-----------------|----------------|----------------------|--------------------|
| Freight Order: 6100000464<br>Document Category : Freight Order<br>Contact Details: 10010001837 | 3,252.39 AUD<br>Non-Negotiable | 3,252.00 AUD    |                | Updated              | Confirmed          |

Information | Cargo | Tour | Contacts | Notes (0) | Attachments (0) | **Drivers and License Plate**

| General                                     | Departure Location  | Arrival Location  |
|---|---|---|
| Freight Order:<br>6100000464                | Date and Time:<br>Jun 8, 2022, 7:00 AM AUSQLD   | Date and Time:<br>Jun 10, 2022, 9:32 AM AUSSA   |
| Total Distance:<br>2,102.65 KMT             | Address:<br>PGH Clay Bricks and Pavers Oxley QLD PGH Factory<br>Gate 4 371 Boundary Road<br>4077 INALA<br>Australia | Address:<br>Golden Grove SA PGH Factory PGH Clay Bricks and Pavers<br>Greenwith Rd<br>5125 GOLDEN GROVE - RESUPPLY<br>Australia |
| Total Duration:<br>2 days 3 hours 2 minutes |   |   |
| Response Due Date and Time:                 |   |   |
| Number of Loading Stops:<br>1               |   |   |
| Number of Unloading Stops:<br>1             |   |   |
| Total Gross Weight:<br>20,111.50 KGS        |   |   |

Confirm Reject

## Step 5

Update the 'Truck and Driver Details' fields. It is important you enter the licence details in, with **letters and numbers only**. Do not include spaces or characters such as (. / , -) when inputting licence and mobile number details.

The screenshot shows the same SAP Freight Order Details interface as Step 4, but with the 'Drivers and License Plate' tab active. The 'Name of Driver' field contains 'Will Smith'. The 'Name of Additional Driver' field contains '0412546785'. The 'License Plate / Country or Region of Registration' field contains 'TA86RD' and 'AU'. At the bottom right, there are 'Confirm' and 'Reject' buttons.

10010001837  
INALA to GOLDEN GROVE - RESUPPLY

| General Details  | Price                          | Submitted Price | Remaining Time | Freight Order Status | My Latest Response |
|--|--------------------------------|-----------------|----------------|----------------------|--------------------|
| Freight Order: 6100000464<br>Document Category : Freight Order<br>Contact Details: 10010001837 | 3,252.39 AUD<br>Non-Negotiable | 3,252.00 AUD    |                | Updated              | Confirmed          |

Information | Cargo | Tour | Contacts | Notes (0) | Attachments (0) | **Drivers and License Plate**

Name of Driver:  
Will Smith

Name of Additional Driver:  
0412546785

License Plate / Country or Region of Registration:  
TA86RD AU

Confirm Reject

The 'Name of Additional Driver' field must be used to record the driver's mobile phone number. You must check any notes from CSR relevant to the freight order by clicking on the Notes tab.

## Step 6

Add notes and **upload** any attachments to your freight order in the **'notes'** and **'attachment'** tabs.

The screenshot shows the SAP Freight Order Details page for order 10010001837. The header includes the SAP logo, 'Freight Order Details', and a 'Test' button. The main content area displays order details: INALA to GOLDEN GROVE - RESUPPLY, General Details, Price (3,252.39 AUD), Submitted Price (3,252.00 AUD), Remaining Time, Freight Order Status (Updated), and My Latest Response (Confirmed). Below this, there are tabs for Information, Cargo, Tour, Contacts, Notes (0), Attachments (0), and Drivers and License Plate. The 'Notes (0)' and 'Attachments (0)' tabs are highlighted with a red border. The 'Drivers and License Plate' tab is active, showing a form with fields for Name of Driver (Will Smith), Name of Additional Driver (0412546785), and License Plate / Country or Region of Registration (TA86RD, AU). At the bottom right, there are 'Confirm' and 'Reject' buttons.

## Step 7

Click the **'confirm'** button to process the freight order request.

This screenshot is identical to the one in Step 6, showing the SAP Freight Order Details page for order 10010001837. The 'Confirm' button at the bottom right of the 'Drivers and License Plate' tab is highlighted with a red border, indicating the next step in the process.

### **Some key tips to remember:**

- Based on the notification settings, Transport Partners will receive a 'new freight order' notification via email with a link to the LBN Portal to review the order, as well as an email notification confirming the freight order.
- Please note, Freight Orders will be automatically confirmed after a certain period of time. This will move orders from the 'New' tab to the 'Responded To (Open)' tab in the Freight Orders for confirmation tile.
- Transport Partners can access the Freight Order in the 'Responded To (Open)' tab to review information and update driver details and vehicle licence information.
- Transport Partners have the ability to either confirm/reject the freight order.
- When the first and last name is typed in, this should have a space. When the mobile number and licence are typed in, do not include spaces or characters such as (. / , -).
- Any changes made by CSR Transport Hub will automatically flow through to the Transport Partner in the LBN Portal.

**For more information or assistance regarding Freight Order Confirmation**

For help you can call 1300 488 814 or for further information go to

[TransportSupport@csr.com.au](mailto:TransportSupport@csr.com.au)