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# FLIWAY WEB SITE USER GUIDE

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[www.fliway.com](http://www.fliway.com)

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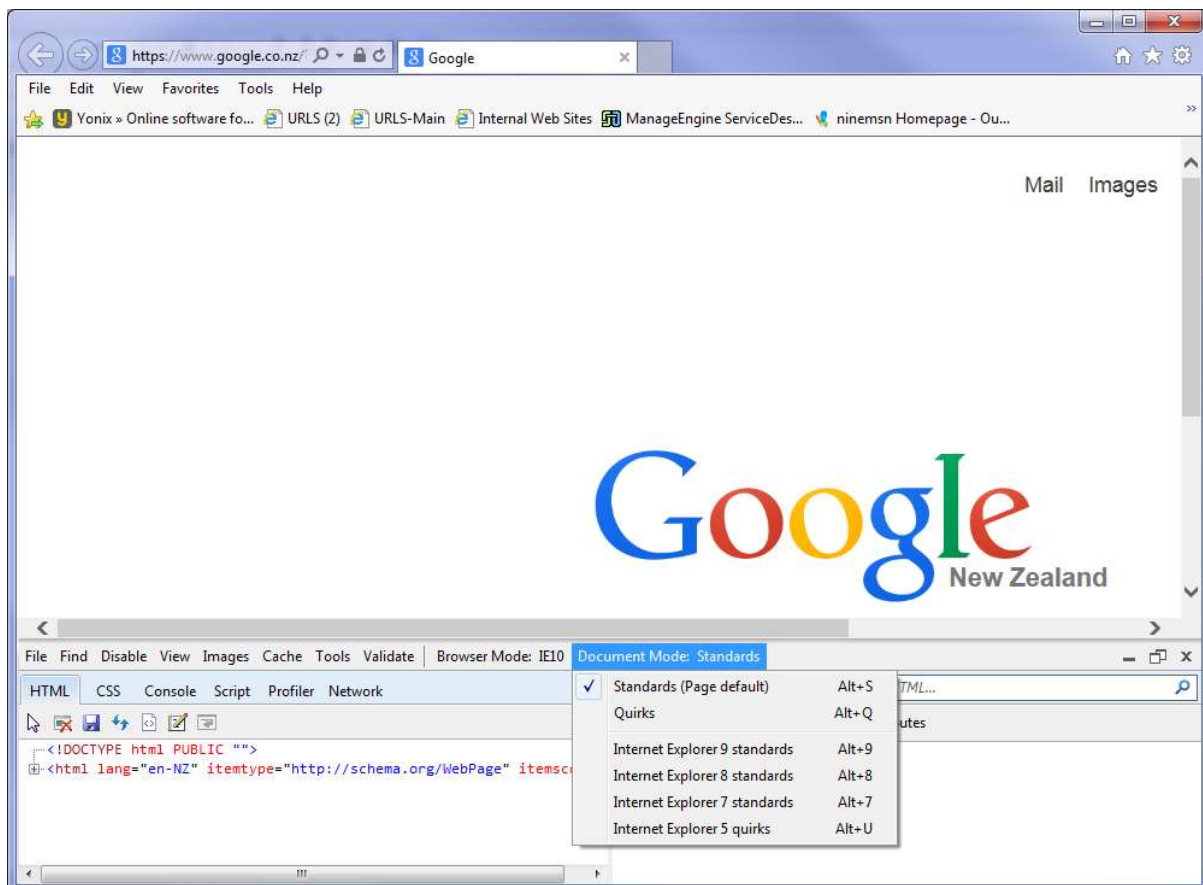
## PREREQUISITES

Browsers supported are:

- Internet Explorer 9.0 and above
- Google Chrome
- Firefox

If you are using Internet Explorer, make sure you turn the compatibility mode off. This is achieved by:

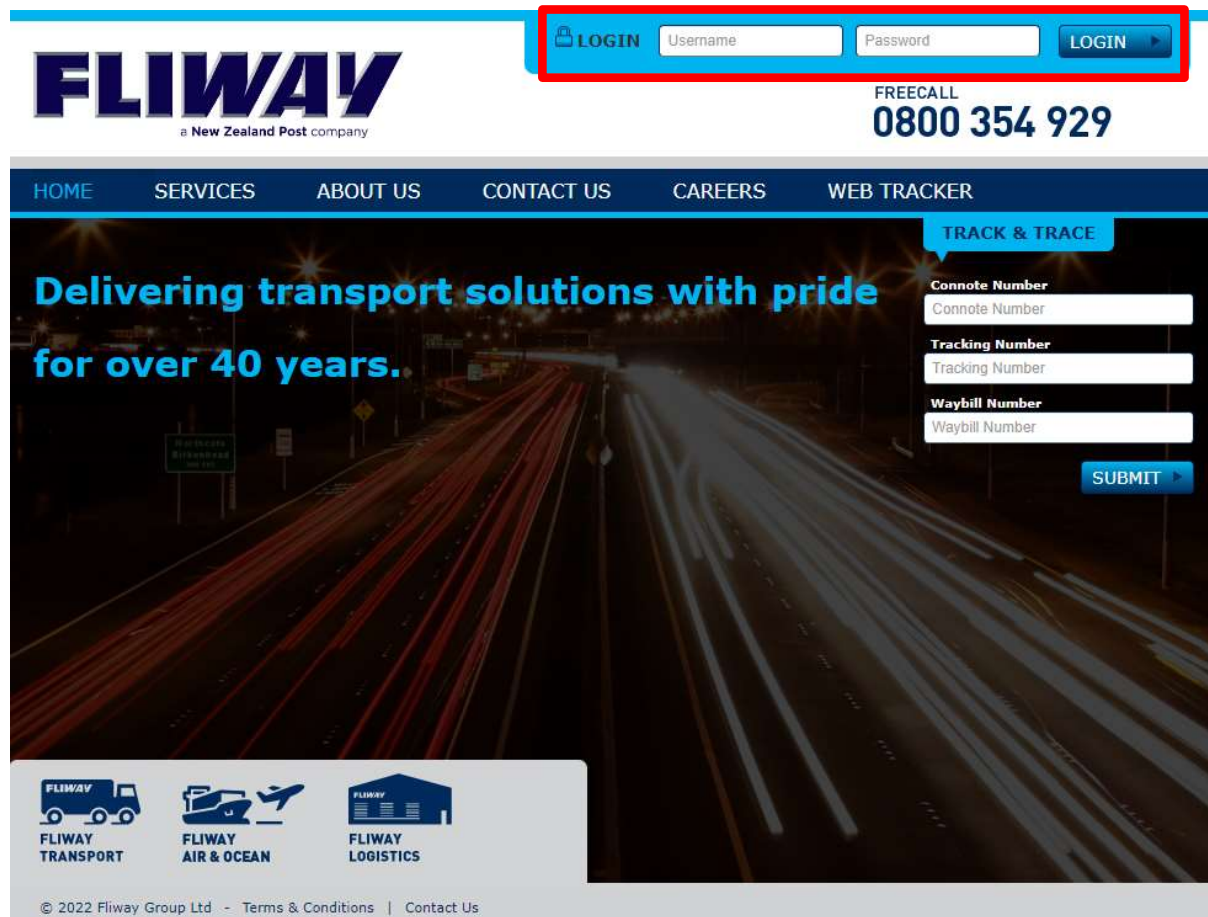
1. Start your browser
2. Select the “F12” function key on your keyboard
3. Select the “Browser Mode” menu
4. Select the normal option 9 (9 or higher), not the one that says “Internet Explorer x Compatibility View”
5. Select the “Document Mode” if you have it (v10) and choose 9 or higher.



## LOGIN

To login to the Fliway Transport Booking Web site you need to:

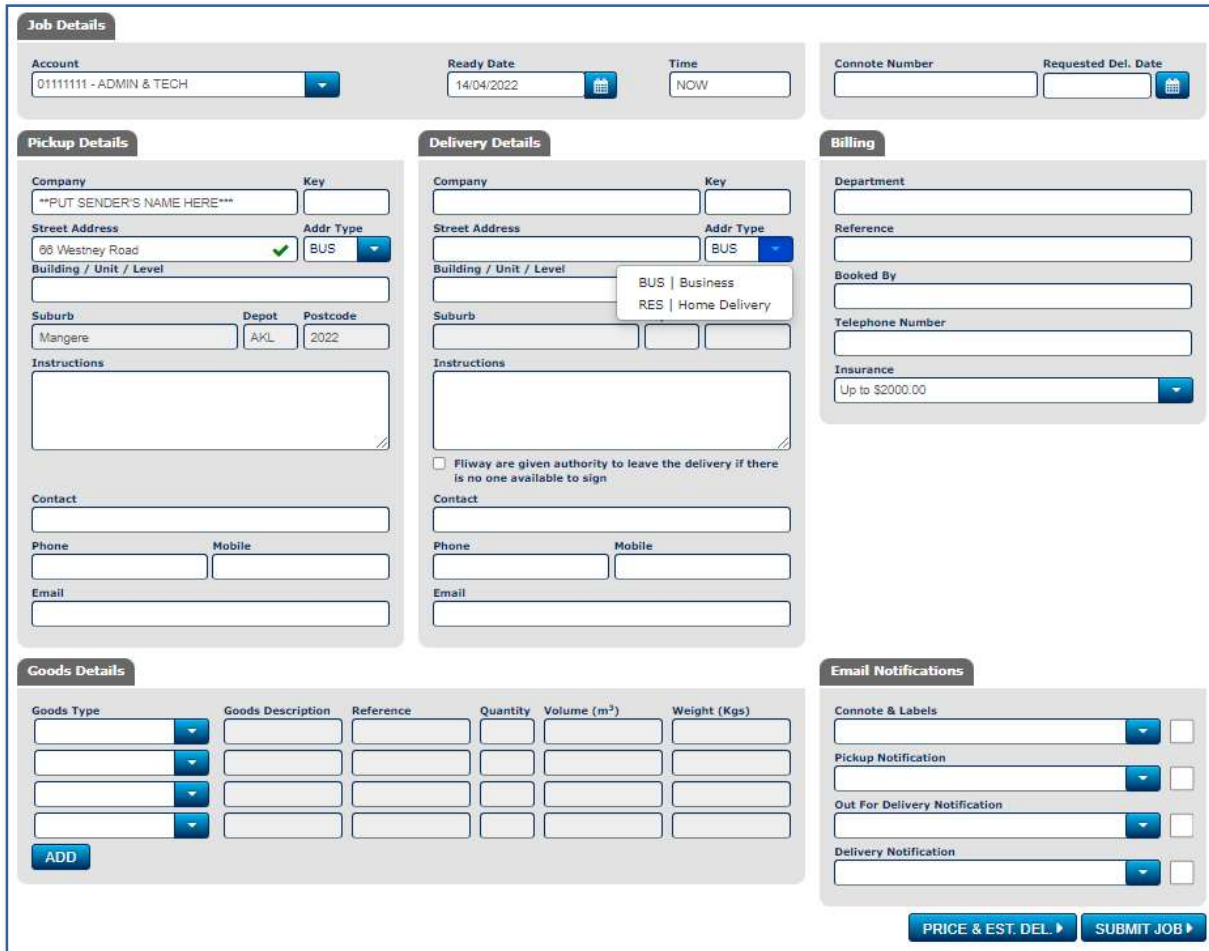
- Open your browser and type the URL address in the address bar
- The address is **www.fliway.com**, in the address bar at the top.
- Enter your login details provided by Fliway Transport (Top of the screen).



The screenshot shows the Fliway website interface. At the top left is the **FLIWAY** logo with the tagline "a New Zealand Post company". To the right is a login form with a "LOGIN" button, a "Username" input field, and a "Password" input field. Below the logo is the "FREECALL 0800 354 929" number. A navigation bar contains links for HOME, SERVICES, ABOUT US, CONTACT US, CAREERS, and WEB TRACKER. The main content area features a large banner with the text "Delivering transport solutions with pride for over 40 years." and a "TRACK & TRACE" section with input fields for "Connote Number", "Tracking Number", and "Waybill Number", and a "SUBMIT" button. At the bottom, there are three service icons: "FLIWAY TRANSPORT" (truck), "FLIWAY AIR & OCEAN" (airplane and ship), and "FLIWAY LOGISTICS" (warehouse). The footer contains the copyright notice "© 2022 Fliway Group Ltd - Terms & Conditions | Contact Us".

## JOB BOOKING

Once logged in you click on the “JOB BOOKING” link, where you can start creating a new booking. The table below describes each field of the “Job Booking” page.



The screenshot shows a comprehensive job booking form with the following sections:

- Job Details:** Account (01111111 - ADMIN & TECH), Ready Date (14/04/2022), Time (NOW), Connote Number, and Requested Del. Date.
- Pickup Details:** Company (\*\*PUT SENDER'S NAME HERE\*\*), Key, Street Address (88 Westney Road), Addr Type (BUS), Building / Unit / Level, Suburb (Mangere), Depot (AKL), Postcode (2022), Instructions, and Contact information.
- Delivery Details:** Company, Key, Street Address, Addr Type (BUS), Building / Unit / Level, Suburb, Instructions, and Contact information. Includes a checkbox for "Fliway are given authority to leave the delivery if there is no one available to sign".
- Billing:** Department, Reference, Booked By, Telephone Number, and Insurance (Up to \$2000.00).
- Goods Details:** A table with columns: Goods Type, Goods Description, Reference, Quantity, Volume (m<sup>3</sup>), and Weight (Kgs). Includes an "ADD" button.
- Email Notifications:** Connote & Labels, Pickup Notification, Out For Delivery Notification, and Delivery Notification, each with a dropdown menu and a checkbox.

Buttons at the bottom right: PRICE & EST. DEL. and SUBMIT JOB.

This table highlights the fields that are **not mandatory** have been marked as (NM) next to their field name below.

SECTION	FIELD	FIELD DESCRIPTION
Job Details	Account	This is the account that you have been assigned by Fliway (you might have more than one account, make sure you book against the correct one).
	Ready date	The date you want Fliway to pick up your booking
	Time	Default is “now”, meaning that Fliway will pick it up anytime from now on. After 11:30am pickup will be the next working day, we are in that area.
	Connote Number (NM)	If you have registered your connote numbers with Fliway you can enter your own connote number, if not filled in, a number will automatically be assigned. Filters have been applied to the Connote Field to prevent incorrect characters from being entered.

		Allowable characters are space, comma, A-Z, a-z, 0-9, ., /, -, @, # and :
	Requested Delivery Date	This can be on or after the normal scheduled deliver date, and for some companies it will be mandatory. (contact Fliway if you require this option)

SECTION	FIELD	FIELD DESCRIPTION
<b>Pickup Details</b>	Company	Name of the party to pick up from.
	Key	If you have code that you know your addresses by, and you have saved it using the Addresses > Import function, then you can put your code here and your address will be used on the job
	Address (1)	Address of the party to pickup from. After you type in the first 3 characters, the web site will search for the correct NZ Post address
	Addr Type	You can choose Business (BUS) or Residential Pickup (RES). It defaults to Business if you leave it empty.
	Address (2) <b>(NM)</b>	Additional Address (if required) of the party to pickup from.
	Suburb	Suburb of the party to pickup
	Instructions <b>(NM)</b>	Used if special instructions are required during the pickup.
	Contact	Name of the person we can contact at the pickup site
	Phone	Phone number of the person we can contact at the pickup site
	Mobile <b>(NM)</b>	Texts will be sent to this number just prior to delivery
Email <b>(NM)</b>	An Email will be sent just prior to delivery	
<b>Delivery Details</b>	Company	Name of the party to deliver to.
	Key	If you have code that you know your addresses by, and you have saved it using the Addresses > Import function, then you can put your code here and your address will be used on the job
	Address (1)	Address of the party to deliver to. After you type in the first 3 characters, the web site will search for the correct NZ Post address
	Addr Type	You can choose Business (BUS) or Home Delivery (RES)
	Address (2) <b>(NM)</b>	Additional Address (if required) of the party to deliver to.
	Suburb	Suburb of the party to deliver to
	Instructions <b>(NM)</b>	Used if special instructions are required during the delivery.



The screenshot shows a form with the following fields and values:

- Company: [Empty text box]
- Key: [Empty text box]
- Street Address: [Empty text box]
- Addr Type: [BUS (selected)]
- Building / Unit / Level: [Empty text box]
- Suburb: [Empty text box]

A dropdown menu for Addr Type is open, showing options: BUS | Business and RES | Home Delivery.

	Contact <b>(NM)</b>	Name of the person we can contact at the delivery site
	Phone <b>(NM)</b>	Phone number of the person we can contact at the delivery site
	Mobile <b>(NM)</b>	For Home Delivery, texts will be sent to this number just prior to delivery
	Email <b>(NM)</b>	For Home Delivery, an Email will be sent just prior to delivery
	ATL <b>(NM)</b>	We are given authority to leave the delivery at the address, if no one is available to sign

SECTION	FIELD	FIELD DESCRIPTION
<b>Billing</b>	Department	This is used in the case you have requested to split your invoices amongst different cost centres. Max Length = 30
	Reference	Additional reference field (i.e. your customer order number). Max Length = 30
	Booked By <b>(NM)</b>	The person's name that is creating the booking. This is filled in automatically , and can be left blank
	Telephone Number <b>(NM)</b>	The person's phone number that is creating the booking. Can be automatically filled in from the Users log in details

SECTION	FIELD	FIELD DESCRIPTION
<b>Email Notifications</b>	Connote & Labels <b>(NM)</b>	Email address where the consignment notes and labels are sent to
	Pickup Notification <b>(NM)</b>	Email address where notification of Pickups are sent to
	Out for Delivery Notification <b>(NM)</b>	Email address where notification of Out for Delivery scans are sent to
	Delivery Notification <b>(NM)</b>	Email address where notification of Deliveries are sent to

**Email Notifications**


**Connote & Labels**

**Pickup Notification**

**Out For Delivery Notification**


**Delivery Notification**

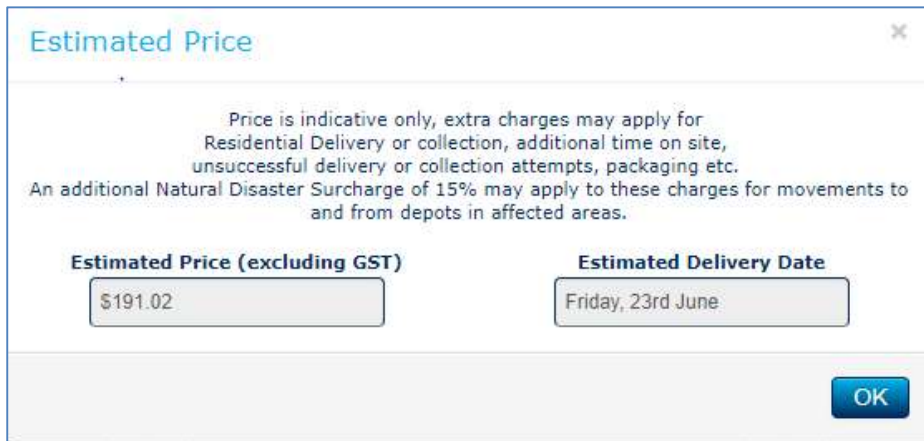
SECTION	FIELD	FIELD DESCRIPTION
Goods Details	Goods Type	Click on the blue drop down arrow, and choose the goods type from the list that fits best with your goods.
	Description	Description of items
	Quantity	Number of items
	Volume	Volume of total Quantity
	Weight	Weight of total Quantity


To continue entering more than 4 lines press the  button.

**Example of Goods Type**

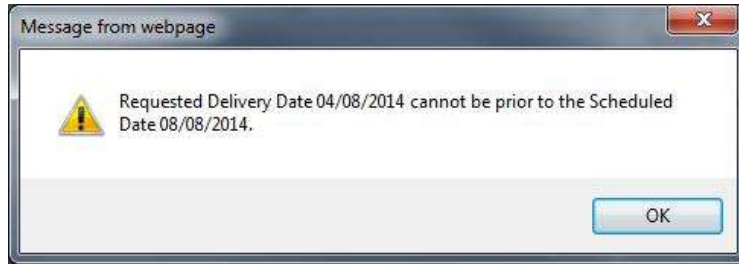


 To get an estimate of the price of a job click the Price & Estimate Del Button.



 Above is an example of a job entered after all required fields have been populated, you can now select the “Submit Job” button.

If a mandatory field has been missed, you will be prompted with an error message specifying which field is needed to be completed.




Once you have submitted your booking you are presented with the following screen, on this screen you have the option to:

- Send the POD to another person. Click on the Share Tracking Button
- Copy this job to create the next one. Use the button to do so.
- Go to the job query screen by selecting the button.
- Selecting the button will display a preview of the consignment note and give you the option to print a copy (see picture below).
- Selecting the button will display a popup window that will show the current status of your booking in regard to its movement.

Job Entry Screen



If you want to print the **CONNOTE** or the **LABELS** you can click on the Print Labels Button, and this will come up on your screen and you will be able to print it off any printer that is known to your computer. See examples below.

CTS00011169			
 a New Zealand Post company 0800 FLIWAY www.fliway.com		DATE: 23/01/19	
		ACCOUNT: 01111111	JOB: 19432514
		DEPT: STAFF	REF: JAMES ANDERSON
FROM:	FLIWAY TRANSPORT WLG SPECIAL SERVICES / JAMES ANDERSON 410 EASTERN HUTT ROAD SILVERSTREAM WLG 5019	TO:	Goldilocks The Woods place CLENDON PARK MANUKAU AKL SOUTH 2104
CONTACT: PH:		CONTACT: PH:	
Instructions:		Instructions: MUST GET SIGNATURE*	
		RDD:	
These goods are deemed to be forwarded subject to the provisions of the Contract + Commercial Law Act 2017 and the conditions of cartage available at www.fliway.com. LIMITED CARRIER'S RISK The carrier shall be liable for the loss of or damage to the goods up the maximum amount of \$2,000.00			
Qty	Goods Type	Code	Description
1	OTHER GOODS (PLS SPECIFY)		MACBOOK
TOTAL PCES: 1		TOTAL WEIGHT: 10 kgs	TOTAL CBM: .06 cbm
First Ticket No: CTS00011169001		Last Ticket No:	
DELIVERY SUMMARY			
Tickets:	Clean Delivered: 0	Endorsed Delivered: 0	Rejected: 0
Sent from		Received in good order & condition	
NAME:		NAME:	
SIGNATURE:		SIGNATURE:	
Date:	Time:	Date:	Time:

Connote



Label

## JOB QUERY

The Job Query function gives you the capability to search for previous bookings as well as tracking their latest status.

You can enter Connote numbers or reference numbers in the search filter boxes to assist you in finding what you are looking for. The Job Query Screen has been modified to show the Delivered Date and a new function has been added that enables the data to be exported in a CSV format.

HOME
JOB BOOKING
JOB QUERY
BULK PRINT
ADDRESSES
USER GUIDE
FAQS

**Job Details**

**Account**  
01111111 - ADMIN & TECH

**From Date** 09/04/2022 **To Date** 11/04/2022

Required date format: dd/mm/yyyy

**Connote No.**

**Booked By**

**Sender**

**Department**

**Reference**

**Receiver**

CLEAR
EXPORT
QUERY JOBS ▾

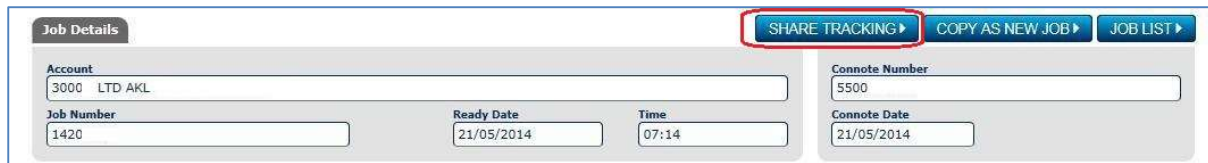
Connote	Date	Booked By	Dept.	Ref.	Sender	Receiver	Status	NZ\$	Qty	m <sup>3</sup>	Kgs	Signed By	Delivered Date
INT00874127	11/04/2022	Darren Couchman	IT	TEST	**PUT SENDER'S NAME HERE***	darren	Delivered	\$108.88	1	0.8	80	Stacey	09/04/2022
INT00874128	11/04/2022	Darren Couchman	IT	TEST	**PUT SENDER'S NAME HERE***	darren	Delivered	\$284.56	1	0.02	15	Dave	09/04/2022
INT00874132	11/04/2022	Darren Couchman	IT	TEST	**PUT SENDER'S NAME HERE***	darren	In Transit	\$116.72	1	1	100	No POD recorded	
INT00874133	11/04/2022	Darren Couchman	IT	TEST	**PUT SENDER'S NAME HERE***	darren	Delivered	\$94.38	2	0.43	22	Fred	09/04/2022

< 1 >

Results: Page 1 of 1

## Send the POD to another person

If someone enquires about a delivery POD, then there is a new feature that allows you to click on the **SHARE TRACKING** button, and you will be able to email the link to another person.



The screenshot shows a 'Job Details' form with the following fields and buttons:

Job Details			SHARE TRACKING ▶	COPY AS NEW JOB ▶	JOB LIST ▶
Account	3000 LTD AKL		Connote Number		
Job Number	Ready Date	Time	5500		
1420	21/05/2014	07:14	Connote Date		
			21/05/2014		

## Home Delivery Notification

If you put in a delivery address type of **RES**, then notifications will be sent by text and email to the mobile number and email address entered.

The text will contain a message like this example.

The Warehouse has sent you a delivery (ref CTS00018768), click here to see details & book a delivery date:  
<https://m.fliway.com/o/c178aa8090b>

You will be sent notifications for;

- Delivery Offer time
- Out For Delivery
- Close to Home

Web Bulk Printing of Connnotes and labels.

1. Log in to the web and choose Bulk Print - over a date range

**Bulk Print**

Account: 01111111 - ADMIN & TECH

From Date: 12/09/2016 To Date: 23/09/2016

Required date format: dd/mm/yyyy

Connote	Date	Booked By	Dept.	Ref.	Sender	Receiver	Qty	m <sup>3</sup>	Kgs	Select (All)
INT00203912	23/09/2016	Roger Mayhill	IT	IT	*NAME OF SENDER*	test Shop2	1	0.01	10	<input checked="" type="checkbox"/>
INT00203909	13/09/2016	Roger Mayhill	IT	IT	test shop	test Shop2	4	0.01	10	<input type="checkbox"/>
INT00203910	13/09/2016	Roger Mayhill	IT	IT	*NAME OF SENDER*	test Shop2	5	0.01	10	<input checked="" type="checkbox"/>
TOTAL: 2 Consignments							6	0.02	20	

PRINT CONSIGNMENTS PRINT LABELS

2. Print

To print, click on the picture of the printer and choose your printer.

**CTS00011169**

**FLIWAY**  
a New Zealand Post company  
0800 FLIWAY www.fliway.com

DATE: 23/01/19  
ACCOUNT: 01111111 JOB: 19432514  
DEPT: STAFF REF: JAMES ANDERSON

FROM: FLIWAY TRANSPORT WLG  
SPECIAL SERVICES / JAMES ANDERSON  
410 EASTERN HUTT ROAD  
SILVERSTREAM WLG 5019

TO: Goldilocks  
The Woods place  
CLENDON PARK  
MANUKAU AKL SOUTH 2104

CONTACT: PH: (blank)

Instructions: MUST GET SIGNATURE\*

## Frequent address List

You can add a list of frequent addresses that will speed up the entry of your Collection and Delivery addresses.

HOME    JOB BOOKING    JOB QUERY    BULK PRINT    **ADDRESSES**    USER GUIDE    FAQs

**Account Query**

Account: 01111111 - ADMIN & TECH

Company:      Key:      Contact:      Address:      Suburb:

CREATE    IMPORT    EXPORT    CLEAR    **FIND ADDRESS**

Company	Address	Suburb	Instruction	Contact	Phone	Address Usage	Key
**PUT SENDER'S NAME HERE**	66 Westney Road	Mangere				Pickup and Delivery	100
100%GUINNESS APPLIANCE	107 FIRST AVENUE	TAURANGA				Pickup and Delivery	
4 WD & COMMERCIAL PARTS WORLD	169 ELLIS STREET Frankton	HAMILTON				Pickup and Delivery	

There are some additional functions that will allow some permitted users to

- **Create** new addresses
- **Import** a CSV file of new addresses
- **Export** a CSV file of current addresses

To get the format of the CSV list, add an address manually, then export the list. This will show you what the list must look like.

e.g.

Identity	Co.	Address1	Add 2	Suburb	Cont act	Ph	Type	Key
29692	MRS A	1 Walters Road		OTAHUHU AKL SOUTH			Pickup AndDelivery	Mrs A
24772	BUNNING S	MAUNGAKAHI A ROAD		KAIKOHE AKL OUTER			Pickup AndDelivery	
23097	BUNNING S	STATE HIGHWAY ONE		WHANGARE I			Pickup AndDelivery	

All addresses added will be validated against the NZ Post Address List, when you start typing the first line of address.



The **Key field** shows your short code for this address. This can make it faster to find your address.



The address will show a **TICK** when it has been validated against the NZ Post Address List.

There are also some filter functions that allow you to **FIND THE ADDRESSES** you are looking for.

The **CLEAR** button clears the filter selection that you have typed in.