



## GUIDE TO MAKING ONE-OFF (GUEST) BOOKINGS

If you need to make a one-off booking to pick up or drop off freight at a participating Inbound facility, please follow the instructions below.

### WHO SHOULD MAKE A ONE-OFF BOOKING?

You should make a one-off booking if you are not expecting to pick up or drop off freight at a participating Inbound facility again in future. If you are expecting to pick up or drop off freight at a participating Inbound facility in future, you should register an account with Inbound and use that account to make future bookings.

### HOW TO MAKE A ONE-OFF BOOKING

1. Go to [www.inboundconnect.com](http://www.inboundconnect.com) and click on the blue button 'One off Booking'

A blue rounded rectangular button with the text "One off booking" in white.

2. Click on the blue button 'I agree to all terms' to accept the Website Terms of Use
3. Type the name of the facility you wish to drop off to, or pick up from.

Facility

- Buccini Transport Hemmant
- Cito Transport Tottenham
- Derrimut Container Freight Station (formerly Airwave)
- Mondiale VGL Altona North
- Mondiale VGL Banksmeadow
- Qube Logistics Fremantle (live 1 July)
- Qube Logistics Outer Harbour (Live 1 July)

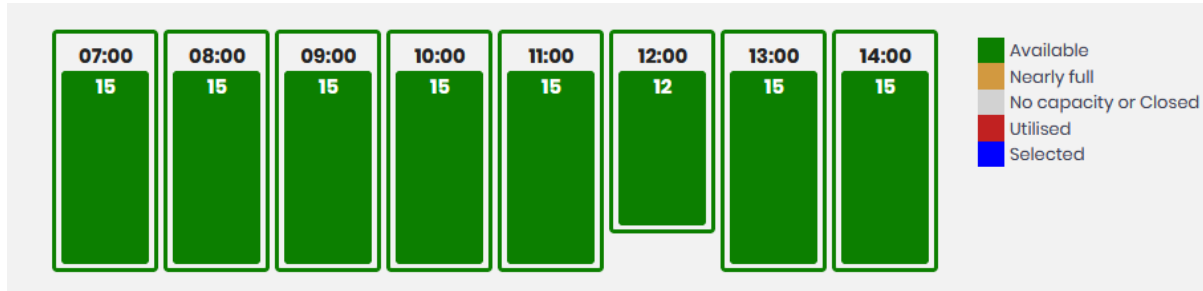
4. Use the dropdown box to choose the service your vehicle requires

Service

- FAK Import Pickup
- FAK Export Dropoff

NEXT STEP

**5. Choose a date and a time that you expect your vehicle to arrive at the facility**



**6. Click the red 'Assign Timeslot' button to confirm**



**7. Enter the mandatory fields required**

**8. Enter any optional fields if you wish to do so**

**9. Upload all required documents (any documents the driver would previously have brought to the facility in paper form need to be uploaded. E.g. delivery orders for FAK import pickup, interim receipts for FAK export dropoff, or delivery orders for breakbulk services – call Inbound Support on 1300 803 873 if not sure)**

Upload Files

Drag and drop files or paste images from your clipboard here.

**At least 1 file is required.**

**10. Enter your name and email address**

**11. Press the green Save button**

**12. If payment is required for this booking, you will be prompted for your credit card details to confirm the booking**

**HOW TO EDIT A ONE-OFF BOOKING**

Once you save your one-off booking, you will receive an email to confirm. On that email is a green 'Edit' button. If you wish to edit any part of your one-off booking, simply hit that button, make the changes you need to make, and press the 'Edit' button at the bottom of the page.

**HOW TO CANCEL A ONE-OFF BOOKING**

If you need to cancel your one-off booking, please call Inbound Support on 1300 803 873. Please note that a cancellation fee may apply in some circumstances.

**NEED MORE HELP?**

If you need more help, please email [support@inboundconnect.com](mailto:support@inboundconnect.com) or call us on 1300 803 873.