

# For even faster deliveries by Pace

## Online Users Guide



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## WELCOME TO PACE ONLINE

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You have been registered to book online with Pace. We look forward to helping you meet your urgent courier needs.

Our online facility is an automated order processing system for the acceptance of bookings and provides an inquiry & administration functionality.

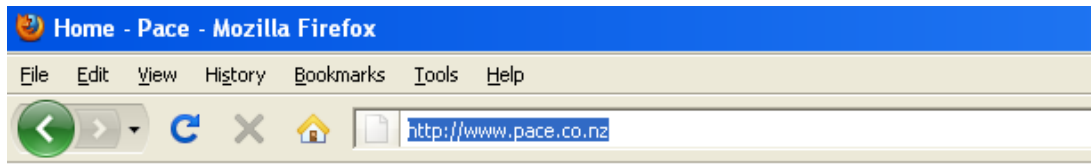
The online booking facility is available to accept job bookings between 7.00am and 6.30pm Monday - Friday excluding public holidays.

For job bookings outside these hours or to talk to a Pace Representative at anytime, please contact our award winning customer services team on 0800 501-502.

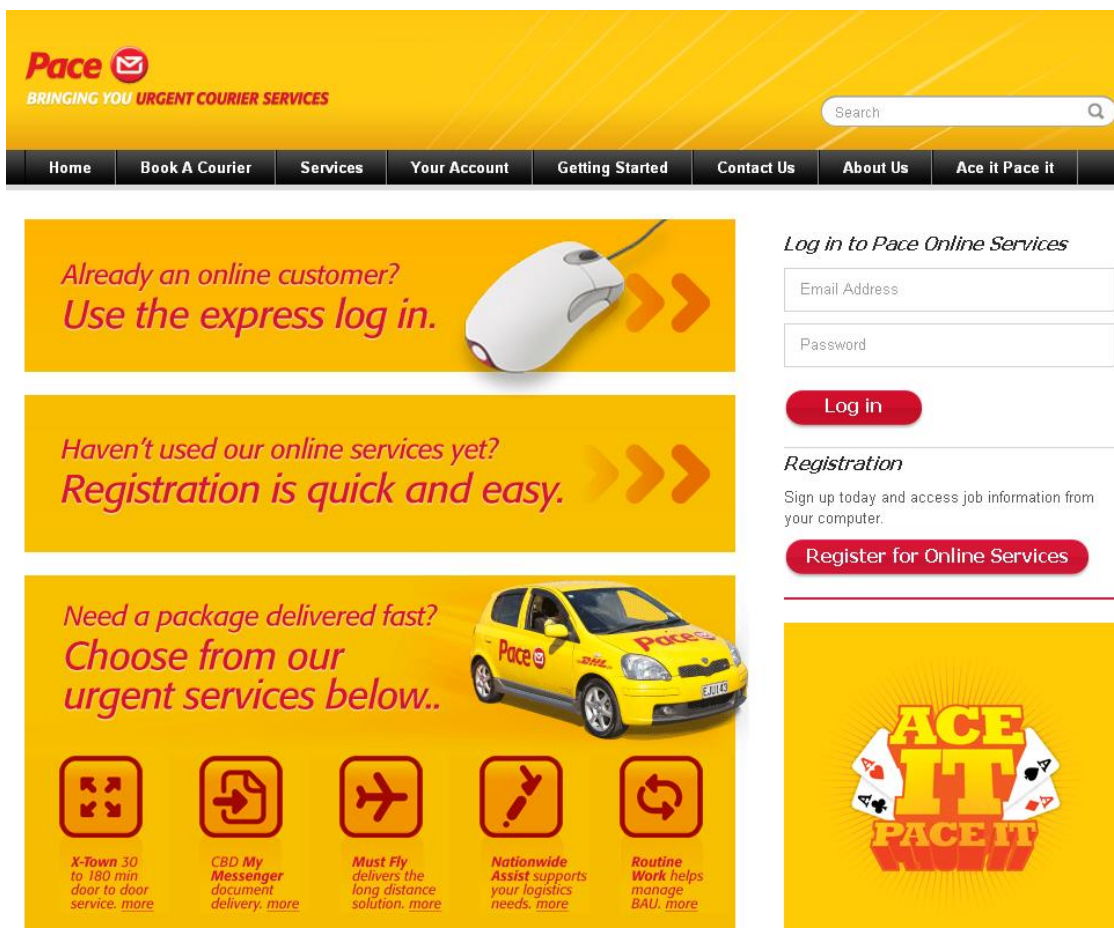


## USER GUIDE TO THE PACE WEBSITE

To log on to the Pace “Online Booking” application, type [www.pace.co.nz](http://www.pace.co.nz) in the URL address line



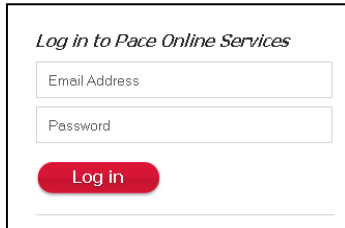
You will be presented with our home page. Feel free to browse around.



The screenshot displays the Pace website home page. At the top left is the Pace logo with the tagline "BRINGING YOU URGENT COURIER SERVICES". A search bar is located on the right. A navigation menu includes links for Home, Book A Courier, Services, Your Account, Getting Started, Contact Us, About Us, and Ace it Pace it. The main content area features three promotional banners: "Already an online customer? Use the express log in." with a mouse icon; "Haven't used our online services yet? Registration is quick and easy." with arrow icons; and "Need a package delivered fast? Choose from our urgent services below.." with a yellow Pace van and five service icons: X-Town 30, CBD My Messenger, Must Fly, Nationwide Assist, and Routine Work. To the right of the banners is a login section titled "Log in to Pace Online Services" with fields for Email Address and Password, a "Log in" button, and a registration section titled "Registration" with a "Register for Online Services" button. At the bottom right is a graphic with the text "ACE IT PACE IT" and playing cards.

## LOGGING IN

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*Log in to Pace Online Services*

Email Address

Password

Log in

➤ On the right hand-side of the screen is the Log In section.

Login requires the following details:

Email Address: <type your email address> \*  
Password: <type your password> (all in lowercase)\*

\* Details e-mailed to you by a Pace representative.

➤ Enter your Web Account Details\* and click 



*Use the TAB key to move to the next line and use lower case characters*

**We strongly recommend that you go to the administration page and change your password once you have logged in.**

## LOGIN FAILURE

If you have entered your details (email address or password) incorrectly you will be directed to this page to re-enter your details.



Welcome to the Pace Couriers  
Web Booking System

Please use your e-mail address to log in below

E-mail Address:

Password:

Invalid User or password entered, try again.

Login will require entry of:

Email Address: <type your email address> \*

Password: <type your password> (all in lowercase)\*

\* Details e-mailed to you by a Pace representative.

Login:  <type your email address>

Password:  <type your password>



*If this still fails to log you in please call 0800 501 502*

## JOB QUERY – View Your Current Bookings

Once you have logged in, all your job bookings for the last two days will be displayed in this screen.

From here you can generate reports, search for individual jobs, follow the current status of your job, view more detail of individual jobs, book identical/duplicate jobs and manager your account.

Job Query
Job Booking
Maintenance
Logout

User: Brett Perkins

---

### Job Query

Pace Account:

From (date):  v

Job No:

Ref 1:

Pickup Suburb:

Booked By:

To (date):  v

Service:

Ref 2:

Delivery Suburb:

Required format for dates is dd/mm/yyyy.

Prices shown are GST exclusive

Job No.	Job Date	Booked By	Service	Ref 1	Ref 2	From	To	Status	Price \$	VFR \$	Total \$
<a href="#">11995</a>	02/09, 11:43	RAY	P75A	RAY	JOB-8095-STACEY	KELSTON AKL	CBD AKL	Delivered		\$0.00	
<a href="#">11924</a>	02/09, 10:07	RAY	P60A	RAY	JOB-7858-STACEY	GREY LYNN AKL	PT CHEVALIER AKL	Delivered		\$0.00	

## SEARCH FOR and REQUEST A REPORT

To do a search on bookings made:

- Select an account, search dates and then type in to one of the search fields search criteria and click the **QUERY JOBS** button.

Selecting a date range and not typing into any of the search fields will result in all jobs done between those dates being presented.

### Job Query

Pace Account:

From (date):  ▼

Job No:

Ref 1:

Pickup Suburb:

Booked By:

To (date):  ▼

Service:

Ref 2:

Delivery Suburb:

Required format for dates is dd/mm/yyyy.

To do a search on all bookings made in the last 30 days:

- Click the **CLEAR** button to clear all the search fields and date ranges.
- Then click the **QUERY JOBS** button.

### Job Query

Pace Account:

From (date):  ▼

Job No:

Ref 1:

Pickup Suburb:

Booked By:

To (date):  ▼

Service:

Ref 2:

Delivery Suburb:

Required format for dates is dd/mm/yyyy.

Email Results to:

Prices shown are GST exclusive


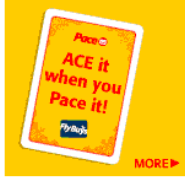
Job No.	Job Date	Booked By	Service	Ref 1	Ref 2	From	To	Status	Price \$	VFR \$	Total \$
<a href="#">11995</a>	02/09, 11:43	RAY	P75A	RAY		KELSTON AKL	CBD AKL	Delivered		\$0.00	
<a href="#">11924</a>	02/09, 10:07	RAY	P60A	RAY		GREY LYNN AKL	PT CHEVALIER AKL	Delivered		\$0.00	
<a href="#">11721</a>	01/09, 12:04	RAY	P60A	RAY		GREY LYNN AKL	GREY LYNN AKL	Delivered		\$0.00	

## VIEW JOBS IN MORE DETAIL

To view a particular job in more detail:

- Click on the job number

### Job Detail

<b>Job</b> Job 11995 on 2/09/2008 11:43:08 AM		<input type="button" value="COPY AS NEW JOB"/> <input type="button" value="JOB LIST"/>
<b>Pickup Details</b> Company: Address: 4085  Suburb: KELSTON AKL Instructions: Pickup Time: Sep 2 2008 12:02PM	<b>Delivery Details</b> Company: Address: QUAY ST  Suburb: CBD AKL Instructions: Delivery Time: Sep 2 2008 2:01PM	
<b>Status</b> Status: Delivered	Receiver: D  	
<b>Details</b> Service Type: PACE 75 Ref 1: RAY Ref 2: Booked by: RAY Item Type: Unspecified Confirmation to: None Requested Further Details:	Quantity: 1 Total Weight: 2 Price \$: VFR \$: Total \$: Legs: 1	

To quickly and easily book this **exact** job again:

- Click  and this will populate the job details in to the job booking tab for you.



*All you have to do is choose a service and click the submit button to book this job again.*



## EMAILING A REPORT

Once your results have been presented and you are satisfied with them:

- Type in your email address in the 'Email Results to:' field

Email Results to:

- Click the  button to receive the email.



*You can add more than one email address to the 'Email Results to: field' by separating the email address with a semi colon ;  
For example, joe.bloggs@company.co.nz; john.smith@company.co.nz*

- To change dates or request a different result click  and request new data.

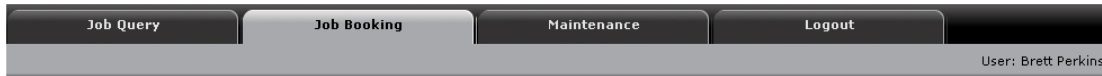
You will be emailed the results as an attachment.

Open the attachment which opens as an .xls spread sheet.

1	A	B	C	D	E	F	G	H	I	J	K	L
	JOB NO	STATUS	BOOKED DATE	BOOKED TIME	SUBURB FROM	SUBURB TO	BOOKED BY	SERVICE	REF ONE	REF TWO	POD NAME	PRICE
2	6482	Delivered	31/05/2005	10:00	WELLESLEY ST WST AKL	QUEENS ST AKL	sam mamea	B60	WM123456789	NEC	Brett Perkins	
3	10104	Delivered	27/05/2005	09:11	PETONE WLG	WELLINGTON	WILLY	NFM	WM505260088	1KG	D	
4	9275	Delivered	26/05/2005	12:00	WELLESLEY ST WST AKL	WHANGARE	SCOTT	NFP	WM505250210	15KG	D	
5												
6												
7												
8												

## MAKING A BOOKING WITH PACE

- Click on the job booking tab to book a courier and have an item picked up.



*You are always only one click away from booking a job with Pace. The job booking tab can be seen in the entire web booking application. Simply click it to book a job.*

- Choose the account (if you have more than one) you want to book the job on.
- In the 'Pickup/Delivery Details' window, enter in all the details of where you want the item picked up from and delivered to.

Also in the 'Pickup/Delivery Details' window you can:

1. 'Swap' the pickup details to the delivery details,
2. Choose a delivery address from the 'Your Frequent Address' list by clicking the Delivery Details button,
3. Save addresses to 'Your Frequent Address' list,
4. 'Clear' the details in the 'Pickup' or 'Delivery Details' fields, and
5. You can even book a return job by checking the 'Return box'.

- Enter all your reference details as required in the 'Billing' window.

**Account**

Pace Account:

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**Pickup / Delivery Details**

PICKUP DETAILS
SWAP
DELIVERY DETAILS

Contact:

Phone:

Company:

Address:

Suburb:

SAVE
CLEAR

Return

Contact:

Phone:

Company:

Address:

Suburb:

SAVE
CLEAR

**Billing**

Ref 1:

(or select from list)

---

Ref 2:

Order Number:

**Notification:**

- In the 'Required Service' window click the 'Show services' button,
- Choose the service you require
- You can also specify if you need a van for larger items, a motorbike or a pushbike (CBD only).

## MAKING A BOOKING WITH PACE (continued)

**Required Service**

Click the show services button to see services available for the addresses selected above

**SHOW SERVICES**

NOTE: Pricing excludes Variable Fuel Rate, Information on Variance can be found [here](#)

PACEBIKE 30                       PACEBIKE 60                       PACEBIKE BULLET  
 PACE 30                               PACE 60                               PACE BULLET

**Select the vehicle suitable for this pickup:**

Any Vehicle    Pushbike    Motorbike    Car - Hatchback    Station Wagon    Truck    Van

- To book this job just click the submit button at the bottom of the 'Job Details' window.

**Job Details**

Ready Date:

Ready Time:  (hh:mm)

Item Type:

Quantity:

Dangerous Goods:

Further Details:

Delivery Confirmation:

Email Address:

**SUBMIT JOB**

All bookings are subject to the terms and conditions of your Customer Contract with Pace. Delivery times may be delayed by factors outside Pace's control.

If you need to add more information, or let us know that how many items to pick up, just add this into the 'Job Details' window.

In this window you can

1. Book your job for a future date if required.
2. Let us know if your item is a dangerous goods.
3. Add further information about pickup or delivery details.
4. And if you require a proof of delivery we can email it to you if you tick the box at the bottom of the screen and fill in the email address.



*You can add more than one email address to the 'Email Results to: field' by separating the email address with a semi colon ;  
For example. joe.bloggs@company.co.nz; john.smith@company.co.nz*

**Job Details**

Ready Date:

Ready Time:  (hh:mm)

Item Type:

Quantity:

Dangerous Goods:

Further Details:

Delivery Confirmation:

Email Address:

**SUBMIT JOB**

All bookings are subject to the terms and conditions of your Customer Contract with Pace. Delivery times may be delayed by factors outside Pace's control.



*If you need to make any changes to the pickup or delivery details you will need to click the **SHOW SERVICES** button again.*

## MANAGING YOUR WEB ACCOUNT

- From the “Job Query” or “Job Booking” pages click the “Maintenance” tab to access the “Users, Frequent Addresses and Booking Options” tabs.



## MANAGING USERS

- Click the “Users” tab.



### Web Users

							<a href="#">ADD USER</a>
	E-mail <i>Password</i>	Full Name	Phone	Region	Active	Permissions	
<a href="#">EDIT</a>	brett.perkins@pace.co.nz <i>danielle</i>	Brett Perkins	027 489 6696	Auckland	Yes	<b>ADMIN USER</b> Job Query, Can View Price, Can View Details, Can View Signatures, Job Booking, Maintenance, Maintain Web Users, Can Modify Users, View Passwords, View Frequent Addresses, Can Modify Addresses, Can Delete Addresses, Modify Booking Options	<a href="#">DELETE</a>

From here you can:

1. Access and modify Job Query,
2. View Price,
3. View Details,
4. View Signatures,
5. Job Booking,
6. Maintain and modify Web Users,
7. View Passwords,
8. View Frequent Addresses,
9. Modify or Delete Addresses,
10. Modify Booking Options

## MANAGING USERS (continued)

- To modify users click the **EDIT** button and simply tick the boxes.

### Edit Web User

\*Email: brett.perkins@pace.co.nz

\*Full Name:

Region:

\*Phone Number:

Unsolicited E-Mails:

Web Password:

Retype Password:

Active:

Default Customer:

**Accounts:**

91049989-Aim Proximity

91712904-Repco Grey Lynn

**Permissions:**

Job Query

Can View Price

Can View Details

Can View Signatures

Job Booking

Maintenance

Maintain Web Users

Can Modify Users

View Passwords

View Frequent Addresses

Can Modify Addresses

Can Delete Addresses

Modify Booking Options

## MANAGE FREQUENT ADDRESSES

- Click the “Frequent Addresses” tab

Job Query
Job Booking
Maintenance
Logout

Users
Frequent Addresses
Booking Options
User: Brett Perkins

### Your Frequent Addresses

Key:

Company:

Contact:

Address:

Suburb:

**NEW ADDRESS**

**FIND ADDRESSES**

	Key	Company Name	Contact Name	Address	Suburb	
<b>SELECT</b>		abc	shaun		CBD AKL	<b>EDIT</b>
<b>SELECT</b>	027	ABC AUTOMOTIVE	Garry	390 G N R	GREY LYNN AKL	<b>EDIT</b>
<b>SELECT</b>	47	ACL		73 LANDSFORD CRES	NEW LYNN AKL	<b>EDIT</b>
<b>SELECT</b>	1	Aim Proximity		111 Franklin Rd	CBD AKL	<b>EDIT</b>
<b>SELECT</b>		AIM PROXIMITY		111 Franklin Road Level 1	CBD AKL	<b>EDIT</b>
<b>SELECT</b>	3	Air New Zealand		185 Fanshawe Street	CBD AKL	<b>EDIT</b>
<b>SELECT</b>	21	AKL AUTO WRKS		55 ST LUKES RD	MT ALBERT AKL	<b>EDIT</b>
<b>SELECT</b>	13	ALBERT LEE MOTORS		139 NEWTON RD	NEWTON AKL	<b>EDIT</b>

- To find a frequent address type in to one of the search fields window a search criteria and click the **FIND ADDRESSES** button.
- To modify a frequent address click the **EDIT** button and change or add detail as required.

**Edit Frequent Address**

\*Contact:

Phone:

\*Company:

\*Address:

\*Suburb:

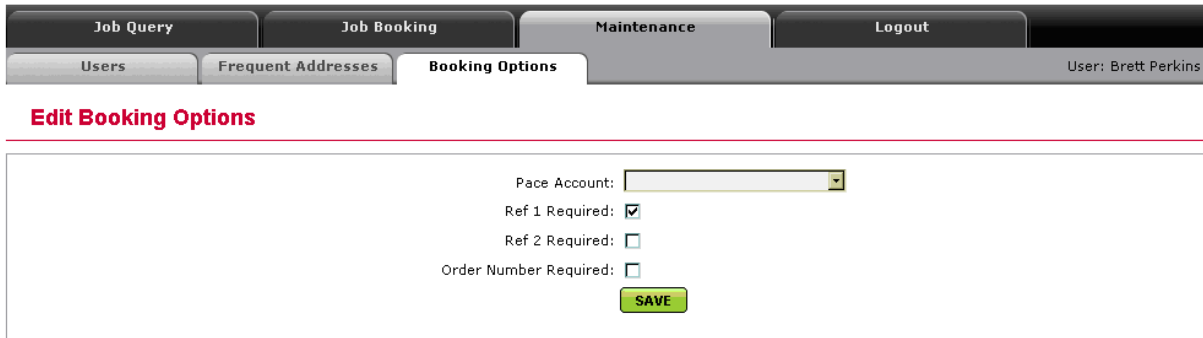
Customer Key:

- To 'Save' the address, 'Cancel' the changes or 'Delete' the address click the **SAVE** **CANCEL** **DELETE** buttons.

## MANAGE BOOKING OPTIONS

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- Click the “Booking Options” tab.



Job Query   Job Booking   Maintenance   Logout

Users   Frequent Addresses   **Booking Options**   User: Brett Perkins

**Edit Booking Options**


Pace Account:

Ref 1 Required:

Ref 2 Required:

Order Number Required:

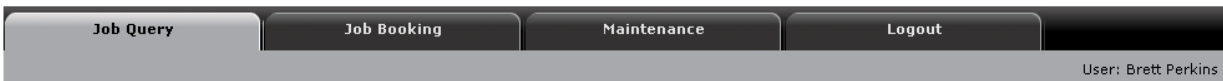
**SAVE**

- To modify users simply tick the boxes and click the  button.

## LOG OFF

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- Click the “Logout” tab to return to the Pace home page.



Job Query   Job Booking   Maintenance   **Logout**   User: Brett Perkins