



TRANSITION TO OUR NEW SYSTEM

From 1 July 2020, BT customers can receive updates and check the status of their consignments 24/7 via our Customer Portal on Transmate Online.

All BT Transport & Logistics, LDJ Logistics and S&S Freight Services Proofs of Delivery (PODs) will be digital, submitted via a mobile app from the point of delivery.

We have created this quick guide to assist you with the transition from our old system to Transmate Online, and related changes in our business.



Updated Terms & Conditions and Credit Application Form

In line with the changeover to our new digital platform we have taken the opportunity to update our Terms and Conditions and revise our company structure, which includes a change of ABN and a new bank account.

We therefore ask you to please complete a new credit application form, review all documents, sign and return them to us at your earliest convenience.

When completing the credit application form, please ensure that you enter:



- an email address for receiving PODs at the time of delivery, and
- an email address for receiving invoices and PODs

(You can provide up to three email addresses each.)



Receive your login for the online portal

Our team will provide you with your login details for our online portal, which you can access via www.bttransportlogistics.com.au/login from 1 July 2020.



You can view the status of your consignments, and view PODs that have been received - available 24/7 on our portal via Transmate Online.



Do you have questions on how our new, paperless system is going to affect your business?

Speak to our Strategic Partnership Managers or the State Manager in your state, or contact our Head Office on (08) 8169 1300.

NEED HELP?



If you have any questions or technical difficulties, contact our Helpdesk team on helpdesk@bttransportlogistics.com.au or on (08) 8169 1300 (Monday to Friday 9am to 5pm, Australian Central Time).