

Cal Customer Portal Guide

A step by step guide to navigating our customer portal, so you and your team can make the most of all its benefits.

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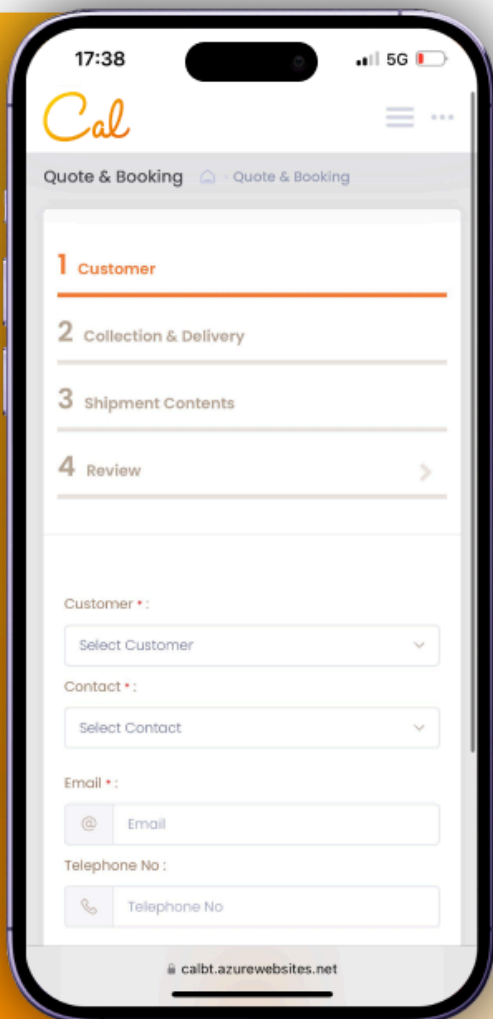
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www.cal.delivery | 0845 490 2423

Explore the benefits of our portal

Your CAL customer service team will remain the same, and you'll still have the flexibility to call or email us whenever you need. The portal is simply an option to give you more control and visibility at your convenience.

If you'd like a portal login or have any questions, feel free to contact us—we're here to help every step of the way.



1 Make your own bookings/quotes

Take control of your bookings, freely create your own quotes to price your customer and come back later to confirm your booking, we will do the rest! Create a booking within seconds and our team will be instantly notified and take action to ensure a swift collection.

2 Find past & present paperwork

Easily locate all paperwork from past and present jobs. Paperwork can be accessed in real time the as soon as they are uploaded by our drivers, helping you to ensure proof of delivery is with your customer right when they need it. Past paperwork can be located up to

3 View live job status

View your job status in live time to check for any status changes and progress made to keep your customer updated as soon as they need to know. This will also include live ETA updates so you can keep updated on when your goods will be collected or arrive on site at delivery.

4 Have multiple users per account

Share our portal with your team with multiple user capabilities. Just let us know exactly who you need setting up and we can get their information in and have them set up to start booking immediately. This can be done on set up, or anytime after.

Making a quote or booking

STEP 1: SELECT QUOTE AND BOOKING

Once logged in, select the quote and booking tab which will be present upon login. This is the place for you to start the process of booking a quote, or a live job.

STEP 2: ENTER YOUR CONTACT DETAILS

Next, we develop a custom social media strategy that aligns with your brand's voice and goals, including content themes, posting schedules, and engagement tactics.

STEP 3: COLLECTION & DELIVERY

Now you can input all of the information required for the booking.

This includes, addresses, references, contact details & most importantly, timing.

Repeat this for both collection & delivery. If you need to add an extra stop for either, click the plus button below the section, to remove a stop, click the minus button.

STEP 4: SHIPMENT CONTENTS

Here, you can tell us all we need to know about the package you are moving, as well as what vehicle it will need, the more info the better.

Below, you can choose the vehicle you require, each vehicle contains guidelines of the limits for transport.

STEP 5: REVIEW & BOOK

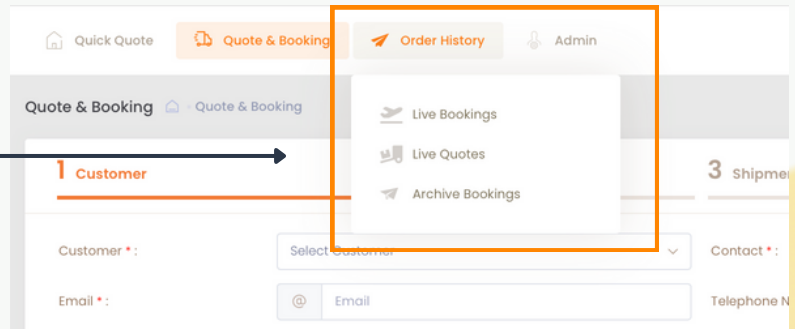
Review the details of your booking/quote and then select what you would like to do.

After confirming you agree to our terms & conditions, you can decide if you are going to book the job, or save it as a quote by selecting one of the two buttons at the bottom right.

How to convert a quote to a booking

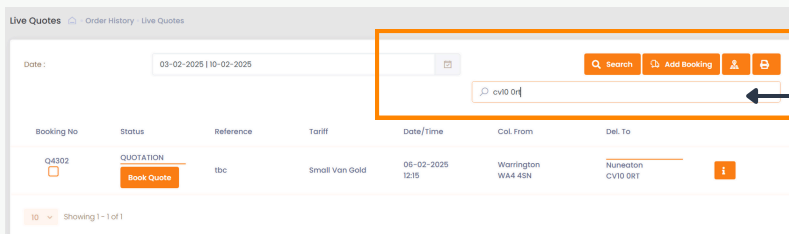
1 Go to 'Live Quotes'

Find the quote you made by searching the postcodes or Quote reference.



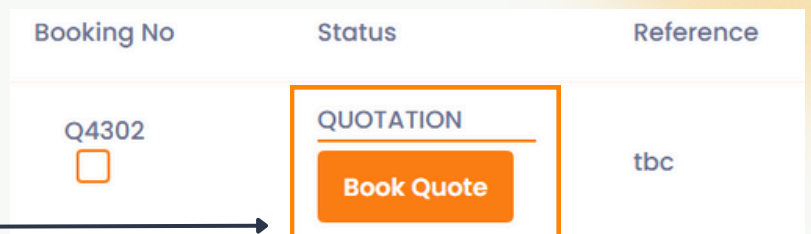
2 Find Your Quote

Find the quote you made by searching the postcodes or Quote reference.



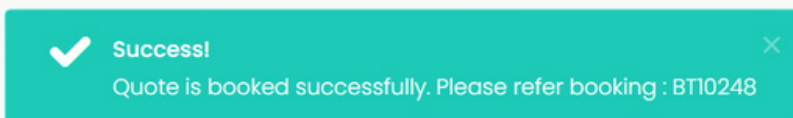
3 Book Quote

If you are happy to book, select the 'book quote' button.



4 Find Confirmation

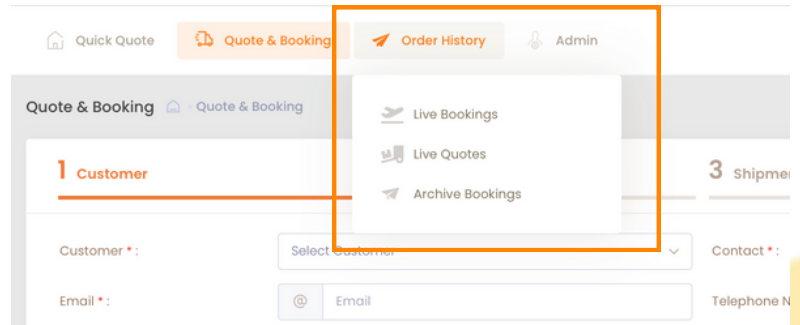
You should immediately get the confirmation in the bottom left of your screen, it should look like this.



Viewing a live or past consignment

1 Select Order History

Select 'Order History' and choose from one of the below options. Each are labelled to their location.



2 Live Bookings

Select 'live bookings' to view all current bookings that are in progress. Here you can monitor the status of each ongoing job.

Date: 04-02-2025 | 10-02-2025 Search Add Booking

BT10398

Booking No	Status	Reference	Tariff	Date/Time	Col. From	Del. To
BT10398	Waiting	TEST BOOKING dont allocate	Small Van.	10-02-2025 17:00	Warrington WAS 7YE	test Wigan WN4 0SZ

Showing 1 of 1

3 Live Quotes

Select 'Live Quotes' to view all of the quotes you have made, here you can decide if you wish to book them in, this can be done by selecting 'Book Quote'.

Date: 04-02-2025 | 10-02-2025 Search Add Booking

with

Booking No	Status	Reference	Tariff	Date/Time	Col. From	Del. To
Q4427	QUOTATION Book Quote		Luton.	10-02-2025 17:05	London N0 DGH	London W04 6SZ

Showing 1 of 1

4 Archive Bookings

Select 'Archive Bookings' to view all past, complete and cancelled bookings. You can go back as far as your account has been open with us, giving you complete access to all paperwork, costings and information regarding each job.

Archive Bookings Order History Archive Bookings

Date: 04-02-2025 | 10-02-2025 Search Add Booking

ax25 6ed

Col. From: Solihull B90 4QU Del. To: Bicester OX26 6WD

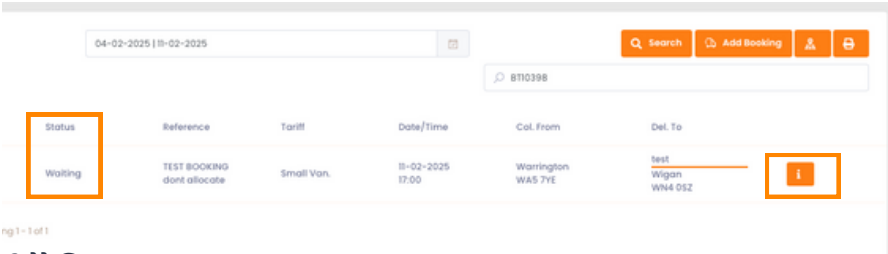
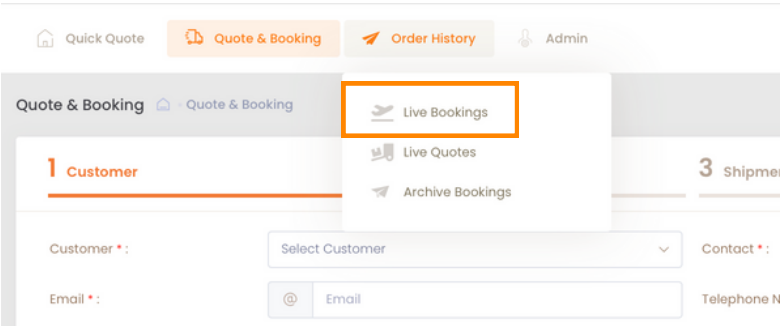
Today
Yesterday
Last 7 Days
Last 30 Days
This Month
Last Month
Custom Range

02/04/2025 - 02/11/2025 Cancel Apply

Viewing ETA’s, POB’s & POD’s

1 Select Live Bookings

Select ‘Order History’ and then ‘Live Bookings’. This will take you to all currently ongoing bookings, where you can find any updates.



All Statuses

Waiting	Allocated	POB Arr	POB	POD
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3 ETA & POD

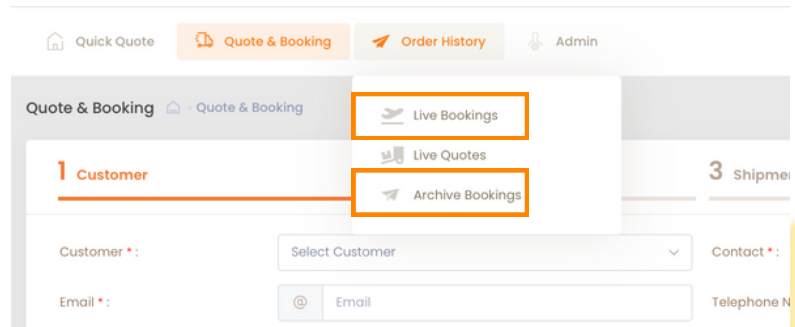
Here, you can view the live status of the job (left) and locate any paperwork and ETA's by clicking the information button (right).



Printing a Delivery Note

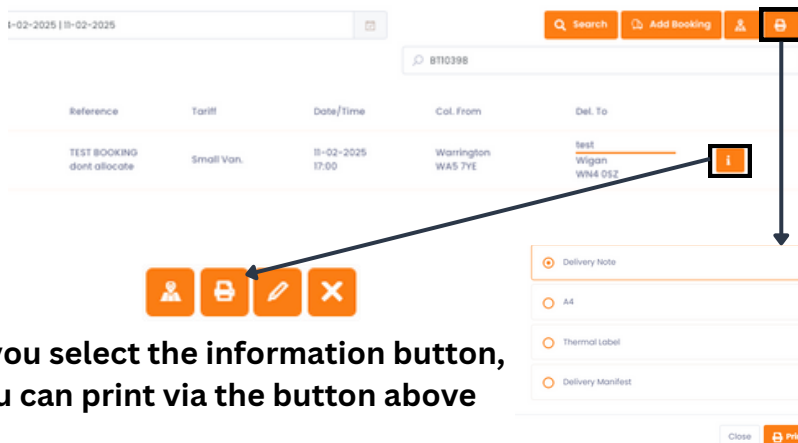
1 Order History

Select 'Order History' and then you will select either of 'Live bookings' or 'Archive bookings' depending on how recently the job was completed.



2 Live Bookings

If you know the reference of the job you need to locate, then simply filter by that, select and press the printer button above. Then you will be asked what format you wish to print, please select 'Delivery Note' and it will instantly download your delivery note.

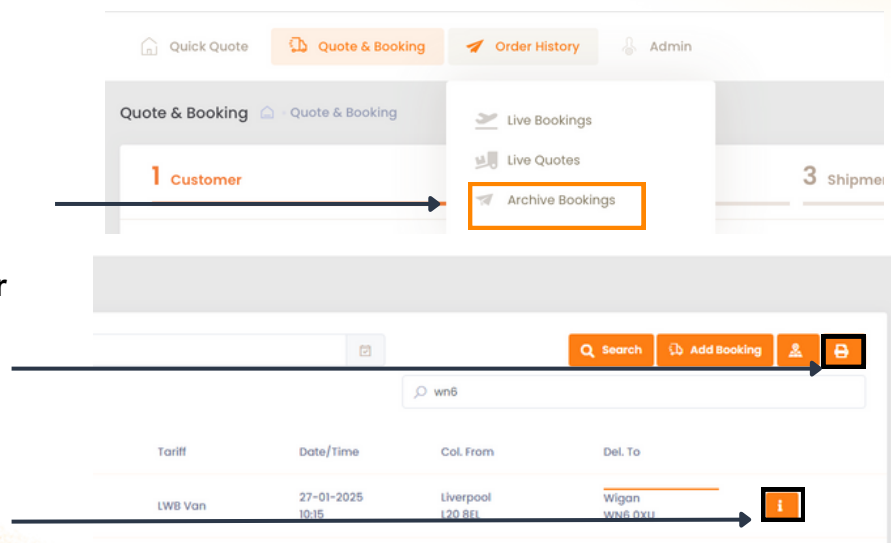


If you select the information button, you can print via the button above

3 Archive Bookings

To find the delivery note for a previous job, simply select the 'Archive bookings' section and to locate, either type in the reference or either postcode.

To print, either select and press the printer button above. Then you will be asked what format you wish to print, please select 'Delivery Note' and it will instantly download your delivery note.



Vehicle Size Guide



Length: 150cm
Width: 100cm
Height: 100cm

Max payload: 400kg
Up to: 1x standard pallet



Length: 240cm
Width: 130cm
Height: 130cm

Max payload: 700kg
Up to: 2x standard pallets



Length: 320cm
Width: 130cm
Height: 180cm

Max payload: 1200kg
Up to: 3x standard pallets



Length: 420cm
Width: 135cm
Height: 180cm

Max payload: 1000kg
Up to: 4x standard pallets



Length: 400cm
Width: 200cm
Height: 200cm

Max payload: 1000kg
Up to: 6x standard pallets



Length: 600cm
Width: 220cm
Height: 225cm

Max payload: 2400-2700kg
Up to: 10 standard pallets



Length: 700cm
Width: 250cm
Height: 236cm

Max payload: 9000kg
Up to: 14 standard pallets



Length: 1200cm
Width: 250cm
Height: 270cm

Max payload: 27000kg
Up to: 26 standard pallets

This is a guideline only, as actual vehicle sizes, dimensions and carrying capacity vary depending on the vehicle make and model.



SPECIALIST VEHICLES

Specialist vehicles can be provided on request such as HIAB, moffetts, temperature controlled, ADR and FORS certified vehicles.



ADDITIONAL EXTRAS

Different variations of vehicles are available on demand such as curtain side and tail lift vehicles. 2 man teams can be provided upon request.

Contact us

Cal are available 24/7 to assist you, with representatives working around the clock to ensure we are here right when you need us.



0845 490 2423



bookings@cal.delivery