

HOW-TO-GUIDE DOMESTIC DELIVERY SERVICE

OCTOBER 2020



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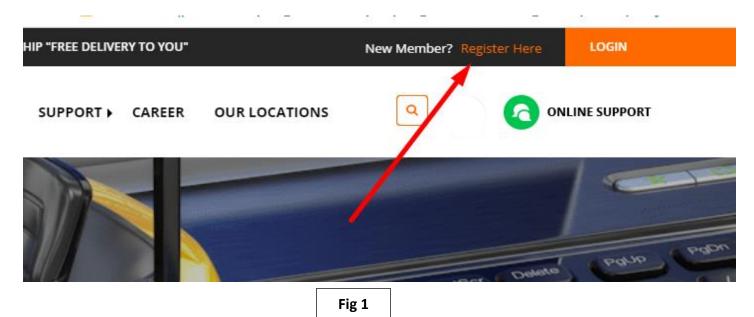
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REGISTERING AS A MERCHANT

1. A potential Merchant can register for a Merchant Account on CSF's Website:

www.csfcouriersltd.com

2. Go to "Register Here" near the top right-hand side of the CSF Website. See Fig 1



3. Click on "Become a Merchant" as illustrated in Fig 2;

Become a Merchant 🔫 What is it? CSF offers a domestic delivery service for citizens of Trinidad and Tobago. If you own a business and are looking for ways in which you can deliver your products to interested buyers, you can use this service. What is it? CSF is at its core an international skybox provider. If you wish to purchase items from international retailers, we provide you with a US Skybox Postal Address to send the packages. We Bring the World to You! Cost? Registration is free! Our delivery packages start as low as TTD25.00 to all of our delivery locations. Cost? Registration is free! You pay based on the package, and you can use our one calculator to estimate the cost: Length of Time? 2-5 business days delivery time when collected in Miami to your Trinidad address. 4-7 business days for pickup or delivery in Tobago Length of Time? Print your labels and request delivery 24-72 hours guaranteed from pickup date. Benefits? Benefits? Access to CSPs delivery fleet to deliver your package anywhere in Trinidad and Tobago at a low price. 2. You can use multiple pickup locations for your packages. CSF can collect payments on your behalf (no cash, all payments CSF collects from your customers will include a 5% processing fee), but you can also make arrangements with your customers for payments. CSF Online Shapper? CSF will now assist our customers with no access to a credit card (or customers who would prefer not to use their cards online) to make online purchases. We will use our credit card facilities to purchase the item(c) on your behalf. NB this service is only being offered for Amazon purchases in the first instance CSF Online Shopper? CSF can promote your products on our Social Media Pages (for a nominal fee) and offer to assist other customers in purchasing your items through our Online Shopper service. Live Tracking of Packages? Yes Live Tracking of Packages? Yes ✓ Ocean Facility? No ✓ Ocean Facility? Yes ✓ Cash Payments? No Cash Payments? No Online Payments? Yes, through your Member Dashboard We accept PayPal, Smare, and Amazon Pay. Online Payments? Yes, through your Member Dashboard We accept PayPal, Square, and Amazon Pay. ✓ Credit Card/Linx Payments? Only through our Couriers Credit Card/Linx Payments? Only through our Couriers ✓ Customer Support Office: 225 - 4C5F (225 - 4273) OR 225 5273 ✓ Customer Support Office: 225 - 4CSF (225 - 4273) OR 225 - 5273 **Register Now Register Now**

4. You will then be redirected to the Registration Page. Fill out the form with accurate information. See form in Fig 3. If you do not have a Business Name, your own name can be used.

CONNERS SINTED	HOME SERVICES , RATES ESTIMATES FAQ SU	PPORT) CAREER OL	JR LOCATIONS					
* Required fields								
BASIC DETA	ILS							
FIRST NAME *	Enter your first name	LAST NAME *	Enter your last name					
EMAIL ADDRESS *	Enter your email address	DATE OF BIRTH *						
MOBILE #*	868	PHONE #	Enter your phone no (xxx-xxx-xxxx)					
NATIONAL ID TYPE *	Select national id type 👻	NATIONAL ID # *	Enter national id #					
HOW DID YOU HEAR ABOUT US? : *	SELECT ONE -							
GENDER	Male Female	PROFILE IMAGE	Please select image					
BUSINESS D	(jpg, jpeg and png file only) BUSINESS DETAILS							
BUSINESS NAME *	Enter your business name	BUSINESS ADDRESS *	h					
CITY *	Type or Select city here 👻	EMAIL ADDRESS *	Enter your email address					
MOBILE #*	868							
I agree with Terms of Use * ENSURE TO CHECK FOR AGREEING TO THE TERMS OF USE BEFORE CLICKING SAVE Cancel								
	Fig	g 3						

- 5. An E-mail confirmation will be sent to the e-mail address you provided. This email will have all of your necessary Account Information:
 - a. Merchant Agreement;
 - b. Merchant ID (TM0001, there will be no (-) just numbers);
 - c. Log in credentials, etc.
- 6. When changes are made to the Merchant's Agreement, a pop-up notice will be shown when you log into your Profile.

YOUR MERCHANT'S PANEL

1. Login

To login go to the Merchant's Login:



	COURTEES LIMITED		
Logi	n To Merchant Panel	r	
Ŵ	Account Number Enter your account number(e.g.TMXXXXX)		1
@	Password Enter your password		2
,	Login 🗌 Remember Me <		3
	Forgot password? Click here.		4
5			
	Fig 4		

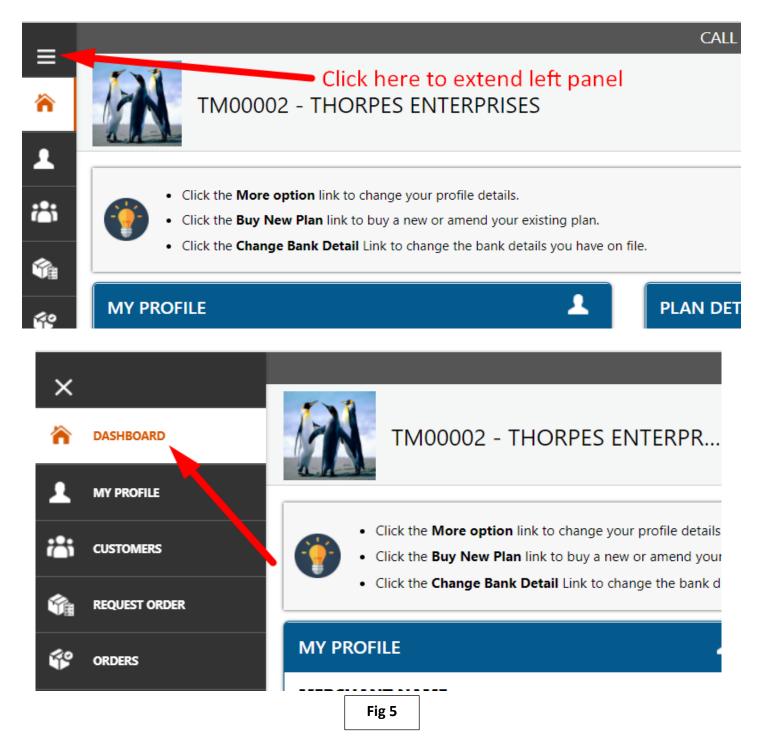
Key:

- 1. Enter your Merchant ID. For example, TM00005. This is sent in the welcome email along with your temporary password.
- 2. Enter your temporary password.
- 3. Remember Me checkbox allows the website to remember/save your login credentials, so that on next login you would not have to enter this information again.
- 4. Forgot password link (Click here), is the process used to reset your password. When you click on "Click here" a popup box asks for your email. Once that is provided, an email will be send to you with a temporary password. After logging in, it is recommended that you change your password.
- 5. The Login button logs the merchant into the Merchant Panel, which we will be showing you in the next section.

YOUR DASHBOARD

The Merchant's Dashboard basically gives and overview or summary of the Merchant's account. In this section, we will be going through all that is shown on the dashboard of the Merchant Panel.

Fig 5 shows how to expand the left panel to see the names of the tabs.

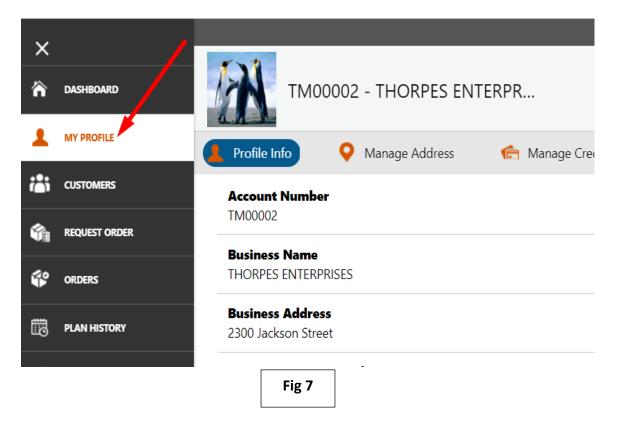


TM00002 - THORPES ENTERPR	4		Wallet Balance 🗨 = 0.00 TTD
 Click the More option link to change your profile details. Click the Buy New Plan link to buy a new or amend your exis Click the Change Bank Detail Link to change the bank details 		\rightarrow	Wallet Balance = 0.00 TTD Deliveries Balance = 29 Total Purchased Deliveries = 42 Add Money to Wallet Click to Purchase Plan
MY PROFILE	PLAN DETAILS	BANK DETAILS	View Purchased Plan History
MERCHANT NAME RAHEL JOE	TOTAL PURCHASED DELIVERIES	BANK NAME FIRST CITIZENS BANK	
BUSINESS NAME THORPES ENTERPRISES	DELIVERIES BALANCE 29	BANK ACCOUNT NUMBER 2556269	τ.
BUSINESS ADDRESS 2300 JACKSON STREET	SEE DELIVERY PLANS	BANK ADDRESS HIGH STREET SIPARIA	
			7
3	6		
	Fig 6 Dashboard Illustration		

Key:

- 1. Your Profile Picture or Company's Logo. This picture will be shown on package labels.
- 2. Your ID number and Name.
- **3.** The "More Options" for "My Profile" takes you to your profile information. There you can update your information such as, Email Address, Contact Number, Credit Card information, etc.
- 4. Your wallet is used to make purchases on the site. Transfer money to your wallet to purchase subscription plans, insurance and even pay for Tobago deliveries.
- 5. Once you click on the Merchant's Wallet, you will see your <u>Wallet Balance</u> as well as your <u>Subscription Balance</u> and plan payment history.
- 6. The "See Delivery Plans" for "Plan Details" takes you to "Our Subscription" page where you can purchase the number of labels you need for the packages you wish to be delivered.
- 7. Notification Bell shows all notifications regarding your account. Here is where you will see alerts for items that have been picked up, dropped off, paid for, etc.

YOUR PROFILE



- 1. Profile Info Allows you to view and update your account information. To edit your profile, follow these simple steps:
 - a. Click on "Edit Profile"
 - b. In the form, edit the information that needs to be changed/updated
 - c. Once editing is complete, click on save to store updated information. Clicking "Back" button will carry user to previous page without saving the information. See Fig 8 and Fig9

Area to view Profile Information

Profile Info O Manage Address	nanage Credit Card 🕼	🎰 Bank Details	📆 Our Subscription	📆 Change Passwo
Account Number TM00002				Date Of Birth 05-Feb-1980
Business Name THORPES ENTERPRISES				Gender Male
Business Address 2300 Jackson Street				National ID Type National ID
Business Contact Number 868-888-5548				National ID No 19800205712
Business Email Address j.doe@csfcouriersItd.com				Phone No
Name JANE JOE				Mobile No 868-888-5548
Email j.doe@csfcouriersItd.com				Profile Picture
				Edit Profile
				1

Fig 8

TM00002 - THORPES ENTERPRISES		
Edit Profile		
Profile picture		
12d21ed-penguins.jpg	ck here to add logo or profile picture	
(jpg, jpeg and png file only)		
First Name *	Last Name *	Email *
JON	JOE	j.doe@csfcouriersltd.com
Phone No	Mobile No *	Date of Birth *
1-868	868-888-5548	05-Feb-1980
National ID Type *	National ID No *	
National ID Type *		Gender
National ID	19800205712	Male Female
Business Name *	Business Address *	Business Email Address *
THORPES ENTERPRISES	2300 JACKSON STREET	j.doe@csfcouriersltd.com
868-888-5548 Save Back Click back to go to the pre	vious page without saving any changes made to profile	
Click on save to store any	changes made to profile Fig 9	

SETTING UP YOUR COLLECTION POINTS

1. Here you have ability to add one or more pickup locations:

ТМ	00002 - THORPES ENTEI	RPRISES					
💄 Profile Info	Manage Address	📻 Manage Credit Card	🎰 Bank Deta	ils 🛛 🧱 Our Sub	scription	📆 Change Password	
			OTHER				
	+		2300 JAC	SON STREET SANTA CR	UZ ZONE 26		
	ADD NEW ADDRESS		Default .	Address		Edit	
	1			1			
					Clic	k here to edit defa	ult address
Click her	e to add new pickup ad	dress					
			Show the deta	ils of default addr	ress		
		L					
			Fig 10				

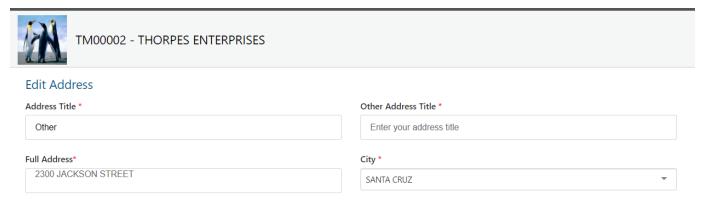
2. Add address as instructed in Fig 11 below:

TM00002 - THORPES ENT	ERPRISES	Full out the necessary address information in these		
Add New Address		fields		
Address Title *				
Please select address title	- 🗲			
Full Address*	Cit			
ENTER YOUR FULL ADDRESS		ype or Select City here		
Default Address	Tick Default Address chec	kbox if address entered is to be the main address		
Click	pack to go to the previous pag	ge without saving		
Click	on save to store address infor	mation		
	Fig 11			

3. Editing an address is pretty simple.

- a. Click on the edit button of the address you wish to edit.
- b. On the edit address page, make the necessary adjustments.
- c. When change is complete, ensure to click on save to store the new information. See Fig 12 (A) and Fig 12 (B).

💄 Profile Info	Manage Address	💼 Manage Credit Card	💼 Bank Details	🐻 Our Subscription	📆 Change Password
			OTHER		
	+		2300 JACKSON S	TREET SANTA CRUZ ZONE 26	
	ADD NEW ADDRE	55	Default Address		Edit
L		Fig	; 12		



✓ Default Address

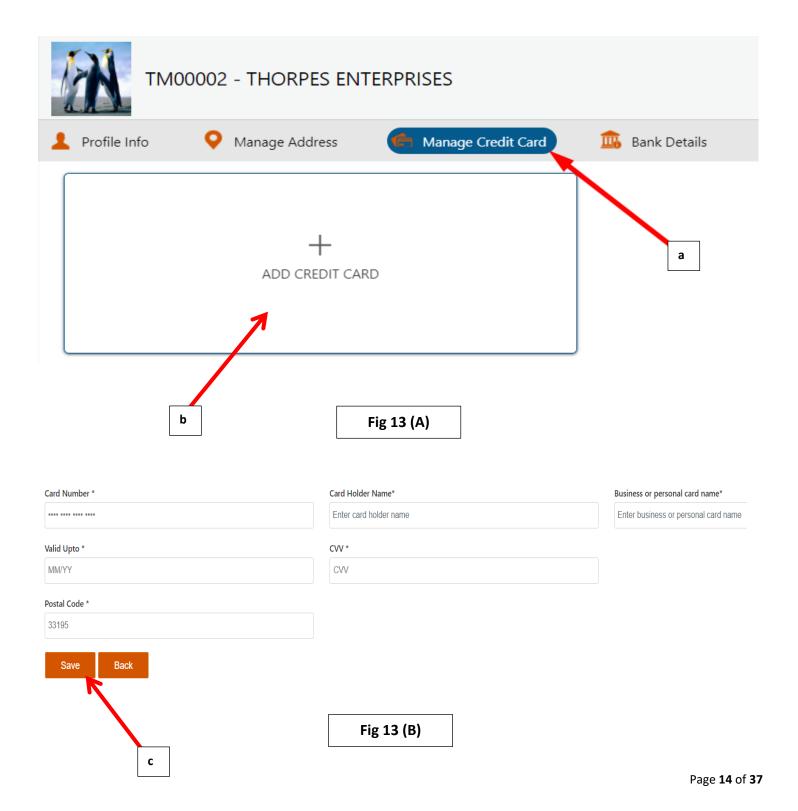


Fig 12

ADDING YOUR CREDIT CARDS

You can also add you credit card to make online payments. Here are the steps to adding your credit card:

- a. Click on "Manage Credit Card" tab within the profile tab.
- b. Select "Add Credit Card" as shown in Fig 13 (A).
- c. Fill out the form shown in 13 (B) with accurate card information.
- d. Click on "Save" to store credit card information. Clicking the Back button takes you to the previous page without save any information.



ADDING YOUR BANK DETAILS

- 1. In "Bank Details" tab, you can add your Bank Details. This will be used when CSF has to transfer payments to you when we collect payment from customers on your behalf.
- 2. If You want CSF to collect payment for the item(s) being delivered, CSF will charge 5% of item cost as a fee.
- 3. You will receive your payments (less CSF's charge) on Tuesday of the following week.
- 4. To add bank details, do the following:
 - a. Click on "Bank Details" tab
 - b. Click on "Edit"
 - c. Full out the form with accurate information
 - d. Tick "Set as Primary" if you have multiple banking details and would like to make this bank your default account
 - e. Hit "Save" to store bank information. See Fig 14 (A) and Fig 14 (B)

💄 Profile Info	• Manage Address	💼 Manage Credit Card	Bank Details	📆 Our Subscription
Bank Name				
Account Numbe	er			а
Bank Address				
Edit				
b]	Fig 14		
dit Bank Details				
nk Name *			Bai	nk Account Number *
IRST CITIZENS BANK	R		-	2556269
nk Address *				
High Street Siparia		`		
Set as Primary				
Save Bac	k	c		
	d			
е		Fig 14		

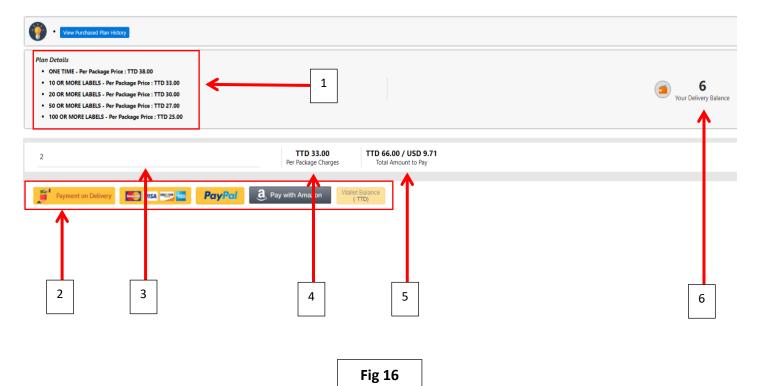
After you click Save, you will see a pop-up confirmation that the bank details were saved Fig 15.

💄 Profile Info 🛛 🤇	Manage Add
Bank details saved successfu	ully.
Bank Name FIRST CITIZENS BANK	
Account Number	
62542584	
Bank Address	
High Street San Fernar	ndo
Edit	

Fig 15

YOUR SUBSCRIPTIONS

- 1. In the "Our Subscription" tab, you can subscribe for a package deal. This means the number of labels you wish to purchase at that time.
- 2. To purchase a plan, follow these steps:
 - a. Enter the amount of label(s) to be purchased
 - b. Select desired payment method:
 - i. If payments are made via PayPal or Amazon Pay, ensure that you have an existing PayPal/Amazon account.
 - ii. If you are paying via online credit card/visa card (Square) but have not yet added a credit card to the account, at this point you will be guided to do so and then confirm payment once card is added.



Key:

2.

- 1. Plan details Shows a breakdown of the subscription plans available.
 - Payment method These are the methods in which you can purchase any one of our plans. They are:
 - a. Payment on Delivery (debit, credit card via linx)
 - b. Online credit card payment
 - c. PayPal
 - d. Amazon Pay
 - e. Merchant's Wallet
- 3. Amount field here is where you enter the amount of label(s) you wish to purchase.
- 4. Shows the TTD Value per label for the amount entered in point 3.
- 5. Shows the total TTD/USD Value for the amount entered in point 3.
- 6. Delivery Balance is the number of labels you have remaining to be used.

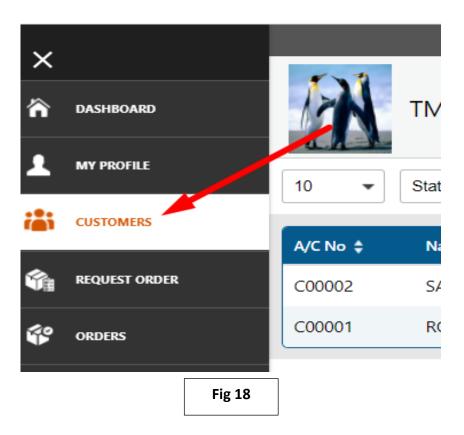
CHANGING YOUR PASSWORD

- 1. The last thing you can do in the "My Profile" tab, is change your password. To change your password follow these quick and easy steps:
 - a. Click on "Change Password" tab.
 - b. Enter old password in field.
 - c. Enter new password in field.
 - d. Instructions on adding new password.
 - i. Passwords must be between 8-12 characters
 - ii. Have at least 1 number and 1 speci@l character
 - iii. Have at least 1 upper and lower case letter
 - e. Confirm/re-enter new password in field.
 - f. Click "Submit" to save new password.

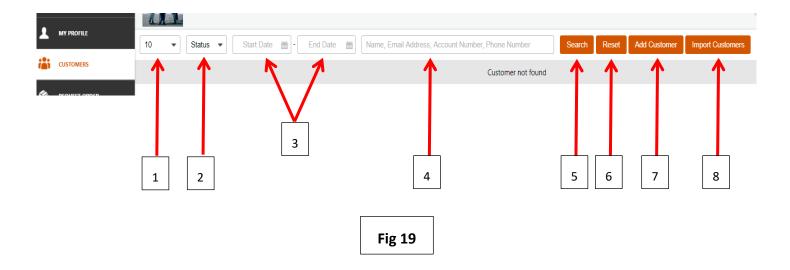
L Profile Info O Manage Address	🚖 Manage Credit Card	💼 Bank Details	🐻 Our Subscription	Change Password
Change Password				\uparrow
Enter your old password *		 ۱	b	
Enter your new password *		 [c	
Passwords should: - Passwords must be beetween 8-12 characters - Have at least 1 number and 1 speci@l character - Have at least 1 upper and lower case letter	•		t	a
Enter your confirm new password *		¢	e	
Submit f				
	Fig 17			

ADDING YOUR CUSTOMERS

1. In this section we will be going all the aspects of the customers tab



- 2. In the Customers' Tab, you have the ability to:
 - a. Add customers to your account as clients (there is no limit to this).
 - b. Edit your customer's account.
 - c. Import customers into database using an excel file.

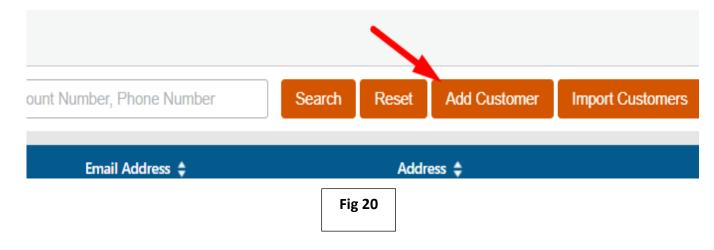


3. Fig 19 shows the following:

- a. Number of customers that can be shown on 1 page at a time.
- b. Status, that shows If the customer is active or inactive.
- c. Date filters that filters the number of customers added in a particular date range.
- d. Search bar, where merchants can search for customers based on Name, Email Address, Account number or phone number.
- e. Search button. Once the filters are set and the merchant selects the search button, it pulls the information based on the filters selected.
- f. Reset sets filters back to default value.
- g. Add customer is used to add a new customer.
- h. Import customers is used to import multiple customers at the same time using an excel file.

To add a customer, do the following: 4.

a. Click on "Add Customer". See Fig 20.



b. Fill out the information in the form shown in Fig 21 and click on "Save" (* means mandatory field):

- i. First Name *
- ii. Last Name *
- iii. Email Address
- iv. Mobile No. *
- v. Phone No.
- vi. Address Line 1*
- vii. Address Line 2
- viii. City *

Add First N

Mobile 868 Addres Add

dd Customer		
rst Name *	Last Name *	Email Address
Enter your first name	Enter your first name	Enter your email address
lobile No *	Phone No	
868	Enter your phone no (xxx-xxxx)	
ddress Line 1 *	Address Line 2	City *
Address Line 1	Address Line 2	Type or Select City here
Save Back		

Fig 21

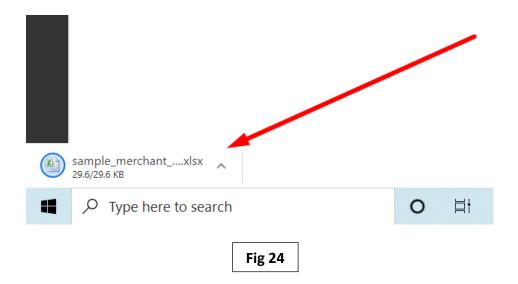
- 5. Instead of adding customers one by one, you can also add multiple customers at once by following these very simple steps:
 - a. Click on "Import Customers" shown in Fig 22.

e, Email Address, Account Number, Phone Number	Search	Reset	Add Customer	Import Customers	
Custom	er not found				
	Fig	22			

b. Click on "Download sample import file" to set up the Excel Template to be used for importing as shown in Fig 23.

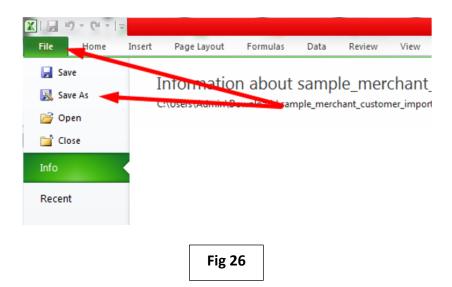
Import Customers	
Upload import file	-
Download sample import file	
Back	
Fig 23	

c. Open downloaded file (Fig 24) and add customer's information. The first line on the sheet shows an example of the information needed for each customer (Fig 25).



E6 .	• (* <i>f</i> x					
А	В	С	D	E	F	G
FullName	EmailAddress	AddressLine1	AddressLine2	City	Mobile Number	Phone Number
John Smith	johnsmith@gmail.com	AddressLine1	AddressLine2	COCOYEA	868-123-4567	868-123-4567
			Fig 25			
			8			

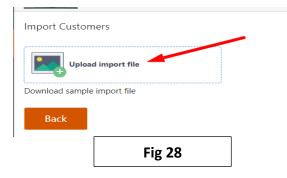
d. When you finish adding all your customers' information in the file, save document. Click on "File" then "Save As".



Computer	Documents Library Library	Sel	ect		
Videos 🗧		Sel	ect	1	- 10
🖳 Computer					
🚢 Windows7_OS	Pictures Library				E
File name: Custom	Videos				
Save as type: Excel W	4				
Authors: Admin	ave Thumbnail	Tags: Add	l a tag		
Hide Folde Rename	e file	Tool	ls 🔹 Save	Cancel	
		Fig 27	Save file]	

e. Rename file, select where you would like to save the file and click "Save".

f. Go back to Merchant Panel > Customers > Import Customer and click on "Upload Import File".



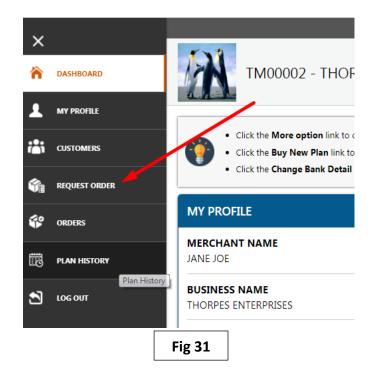
- 📀 Open \times 📜 « Documen... > New folder Q Search New folder ← ↑ Ü v ~ Organize • New folder 0 Name Date modified Туре Import Custome 🖈 Quick access customers 24/09/2020 10:12 pm Micro Downloads * Desktop * Upload 🖹 Documents 🖈 Download sample Back v < 3 File name: customers Custom Files ~ Cancel Open Fig 29
- g. Go to the location where the file was sorted, select the file and click on Open.

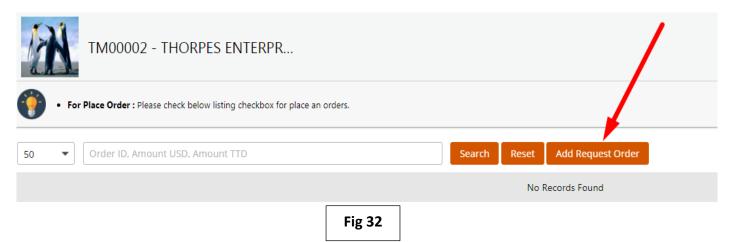
h. Select "Import".



REQUESTING AN ORDER

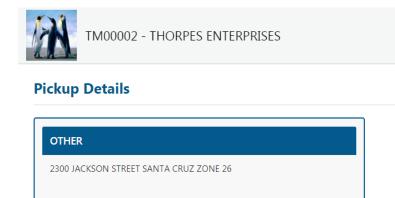
- 1. In this section we will be showing merchants how to go about requesting an order. See below steps:
 - a. Request an Order Merchant will have to click on "Add Request Order":





b. Pickup Details – Choose the address that CSF will be picking up the package.

Edit



c. Customer Details – Select the customer in the drop-down list. Once customer is selected, the customer's address will automatically appear (edits can be made on the address).

Fig 33

Ø

Customer Details		
Customers *		
Type or Select customer here		
	Fig 34	

d. Item Details - Click on "Add Item" to add details of the item to be collected/dropped off.



Add Item	
Description of the item*	Quantity and Full Description*
CLOTHING	
COFFEE	Value(TTD)*
COFFEE GRINDER	
COILS	Estimated Value of Shipment. (n.b. The value placed here is w
COLONGE	will be used to calculate the fee for insurance, which is option
COMPASS	
COMPRESSOR	•
	Fig 36

f. Enter the full description of the item in the "Quantity and Full Description" field.

Add Item	×
Description of item*	Quantity and Full Description*
CLOTHING	2 JEANS, 3 SHIRTS
Weight(LBS)*	Value(TTD)*
Maximum Weight Allowed = 60LBS	Estimated Value of Shipment. (n.b. The value placed here is what will be used to calculate the fee for insurance, which is optional).
Special Instructions	
	<u>A</u>
	Add Item Close
	Fig 37

g. Enter the weight of the item. Note that the maximum weight allowed per order is 60lbs.

Add Item	×
Description of item*	Quantity and Full Description* 2 JEANS, 3 SHIRTS
Weight(LBS)*	Value(TTD)*
Maximum Weight Allowed = 60LBS	Estimated Value of Shipment. (n.b. The value placed here is what will be used to calculate the fee for insurance, which is optional).
Special Instructions	
	Add Item Close
L.	Fig 38

h. Enter the value of the item. This value will be used if you request Insurance.

Add Item	×
Description of item*	Quantity and Full Description*
	2 JEANS, 3 SHIRTS
Weight(LBS)*	Value(TTD)*
4	350
Maximum Weight Allowed = 60LBS	Estimated Value of Shipment. (n.b. The value placed here is what will be used to calculate the fee for insurance, which is optional).
Special Instructions	Add Item Close
F	ig 39

i. Enter any specific instruction for the delivery in the "Special Instructions" field. You can insert notes (example - customer is only available after 2pm on Wednesdays); this way CSF can schedule delivery accordingly. Once completed click on "Add Item".

Add Item	×
Description of the item*	Quantity and Full Description*
CLOTHING	CLOTHING
Weight(LBS)*	Value(TTD)*
4	350
Maximum Weight Allowed = 60LBS	Estimated Value of Shipment. (n.b. The value placed here is what will be used to calculate the fee for insurance, which is optional).
Special Instructions	Add Item Close

j. If you need the package insured click "Yes" if not, click "No".

Insurance Details

Do you want to apply insurance?	Insurance Charges
● Yes ○ No	Insurance charge is TTD4.00(applied 1%).

Fig 41

k. If you want CSF to collect payments from your customers on your behalf, click "Yes", select you preferred bank for the bank transfer transaction and enter the amount to be collected. You will then see the total to be transferred minus the 5% fee.

Collect Payments		
Would you like CSF to collect pay Yes O No	rment from customer?	
Select Bank Details *	(Primary) 2556269 - FIRST CITIZENS BANK	Update Bank Detail
Payment Amount(TTD)* CSF Charges (5% of Payment)	20 1.00 TTD	
Total Amount to be Transfered	19.00 TTD	
Save Request Order	Back Fig 42	

I. If you wish to update you banking information before proceeding, simply click on the "Update Bank Detail button as shown below:

Would you like CSF to collect p Yes No Select Bank Details *	ayment from customer? (Primary) 2556269 - FIRST CITIZENS BANK		Ŧ	Update Bank Detail
Save Bank Detail				
Bank Name * FIRST CITIZENS BANK	•	Bank Account Number *		
Bank Address * High Street Siparia				
Note : This bank detail will update w	/hen you confirm it.			
			Add New Bank Account	Save Bank Detail Close

-

NOTE:

- You are limited in terms of pkg weight; when adding an item(s) it can be 1 item (auto part) that weighs 60 lbs. -> this means no other item can be added to the Request Order
- If the Items are clothing or anything else that can be split multiple items can be added to make up the 60 lbs. (this will be considered one (1) pkg)
- There is no limit to how much packages you would like CSF to pick up.
 - 12. Once the item(s) is/are successfully added, click "Save Request Order"; the orders will be generated under Request Order Tab, or click "Back" to go back to the previous page without saving the order information

Collect Payments		
Would you like CSF to collect payn Yes O No	nent from customer?	
Select Bank Details *	(Primary) 2556269 - FIRST CITIZENS BANK	Update Bank Detail
Payment Amount(TTD)*	20	
CSF Charges (5% of Payment)	1.00 TTD	
Total Amount to be Transfered	19.00 TTD	
Save Request Order	Back	
ſ	Fig 44	

PES ENTERPRIS	Create Duplicate Order				×		Wallet Balance	9 = 0.00 TTD
ow listing checkbox for p	Number of duplicate order* 1 Note: Allow upto 50 duplicate order							
nount TTD				Add Duplicate Order	Close	Added Items	Created Date 🜲	Action
SON STREET SANT	RONIL JIM C00001	r.khelawan@csfcouriersltd.com	868-295-5375	82/5 MACAY	A TRACE MONRO.	1 Items	27-Sep-2020 10:	

You can duplicate orders, if it is the same items for their clients - eight (8) boxes of printing paper - each weigh 50 lbs.

Pickup Title 👙 Pickup Address 🛊 Customer Email 👙 Customer Number 👙 Delivery Address 🛊 Added Items Created Date 🜲 Customer Name 👙 Action 82/5 MACAYA TRACE MONRO... 27-Sep-202011:... 🛛 🗹 🛃 | 🕑 💼 OTHER 2300 JACKSON STREET SANTA... RONIL JIM C00001 r.khelawan@csfcouriersItd.com 868-295-5375 1 Items OTHER 2300 JACKSON STREET SANTA... RONIL JIM C00001 82/5 MACAYA TRACE MONRO... 1 Items r.khelawan@csfcouriersltd.com 868-295-5375 27-Sep-202010:... 🛛 🗹 🗟 | 🕑 💼 Fig 45

You can also copy a previous order and simply edit your client's info (this will come in handy if they have multiple clients receiving the same orders).

Delivery Address 🖨	Added Items	Created Date 🜲	Action
82/5 MACAYA TRACE MONRO	1 Items	27-Sep-2020 11:	v e e i
	Fig 46	Edit Button	

You must select the necessary orders and select "Click for Review & Place an Order" (this is located to the top right of the dashboard).

a	Pickup Title 🖨	Pickup Address 🜲	Customer Name 🖨	Customer Email 🜲	Customer Number 🜲	Delivery Address 🜲	Added Items	Create	Date	Action
2.	OTHER	2300 JACKSON STREET SA	RONIL JIM C00001	r.khelawan@csfcouriersItd	868-295-5375	82/5 MACAYA TRACE MON	1 Items	23-Jar	-2021 1	r e.e
2	OTHER	2300 JACKSON STREET SA	RONIL JIM C00001	r.khelawan@csfcouriersItd	868-295-5375	82/5 MACAYA TRACE MON	1 Items	22-Jar	2021 0	r e ē



Once selected a preview will be shown with the cost (the order can be edited or viewed at this point).

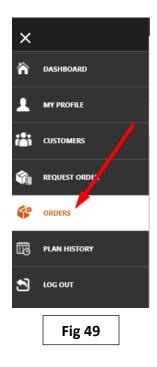
Item Details

#	Pickup Address	Customer Name	Customer No	Delivery Address	Insurance	Collect Payments	Items	Action
1	2300 JACKSON STREET SANTA CRUZ ZONE 26	RONIL JIM C00001	868-295-5375	82/5 MACAYA TRACE MONROE ROAD CUNUPIA ZONE 06	4.00 TTD(1%)	350.00 TTD	1	C B.
2	2300 JACKSON STREET SANTA CRUZ ZONE 26	RONIL JIM C00001	868-295-5375	82/5 MACAYA TRACE MONROE ROAD CUNUPIA ZONE 06	4.00 TTD(1%)	350.00 TTD	1	ľĿ
							Tot	al Request Order : 2
		Г				Total Deliver	y Charges(TTD) :	56.00TTD or 9.71USD
			Payment br	eakdown		Total Insurar	ce Charges(TTD)	8.00TTD or 1.18USD
				culture		Final Delivery	Charges(TTD): 7	4.00TTD or 10.88USD
						Delivery	Balance(TTD) : (-)	56.00TTD or 9.71USD
	Preferred Method of Pa	yment		📲 🖸 🛛 PayPal 💿 🧯 🛛	yment on Delive		amazon pay 🛛 🗙 ur amazon account	
			To finalize	order request payment			Place an or	der Back
			Fig 48	8				

Order placed - you will now have to print out the label and stick to the package(s) - Your Name will be shown on the label if you do not have a Business Name set up.

To Print a label, go to:

• "Orders" in left time



• Click on Downloads icon in "Actions" column.

Amount TTD 💠		Action
74.00		
	Fig 50	

• In the popup box click on the "Print" icon under actions.

Full Description	Weight(LBS)	Item Price(TTD)	Note	Action
2 JEANS, 3 SHIRTS	4	350.00	N/A	
		Fig 51		-

• Your label will then popup. Click on the printer icon again to print label from your PC.

		1 / 1			¢ ± ⊕
Your Label					7
Before handing over this package to our cou	urier				
 Check this package to ensure that you have no othe Print, and cut out around the dotted lines, then fit ins Provide our courier with the package when s/he arriv 	side the clear adhesive	that could affect the successful packing list envelope that CS	I delivery of your package F provided to you.	ə.	
Cus			From: 2300 J/ SANTA 868-88		
tomer	UP NA		From: THOF 2300 JACKSO SANTA CRUZ 868-888-5548		
Specia	To: RONIL JIM 82/5 MACAYA TRACE MONROE ROAD CUNUPIA 868-295-5375		THORP CKSON CRUZ -5548		
l instru	RACE	\$\$\$\$ •	STR ES		
Customer Special instructions			TER		
here -			ENTERPRISES		
- N/A		4	S		•
		Ė		0	
		σ		ŏ	
		S		U)	
		Г		7	
			Fig 52		

• Once the correct printer is selected, click print to have label printed.

Г

			Print	1 shee	t of pap
Your Label			Destination	AnyDesk Printer	,
Before handing over this package to or Check this package to ensure that you have n Print, and out out around the dotted lines, the Provide our courier with the package when all	no other, unnecessary labels that could affect the succ on fit inside the clear adhesive packing list envelope the	cessful delivery of your package. at CSF provided to you.	Pages	All	
T.	ହା® ହୋଇ ଅସ⊒	88 52 T	Color	Color	,
		From: THORPES ENT SAVID ACKSON STREET SAVID ACKSON STREET SAVID ACKSON STREET	More settings		
	The ROULDING ROUCE OF LONG ROU		To s	elect printer	
	4	RISES			
	LBS	06			
i e e					
			o print label 🛛 💳	Print	Canc

YOUR ORDERS

- 1. Placed orders will now be shown under the "Orders" Section
- 2. All your orders will be displayed here. You can edit, print labels, or view log history, which all can be found under the "Action" column.
- 3. Orders can also be searched using the amount in TTD/USD or by order ID.
- 4. You can download the label again (if required) and edit or view logs.

YOUR PLAN HISTORY

DASHBOARD	3. Pending	- meaning th	• • •	already paid s) did not pay		-	and will ma	ke POD (Pa	ayment
MY PROFILE		cription cou	-	of subscriptio	-	-		-	-
CUSTOMERS	Werchan	t S Dashbuar	a - (which is	based on the	amount of	packages	orders they	nave avai	able).
REQUEST ORDER	10 • Status •	🔹 Start Date 🛗 - E	ind Date 🛗 🛛 Plan Name, Ar	mazon transcatior Search	Reset				
	Plan Name 💠	Payment Type 💲	Transaction ID 💠	Per Package 💠	Total Packages 🛊	Total Charges 🗘	Conversion Rate 🖨	Date 👻	Status 🛊
ORDERS	10 OR MORE LABELS 10 OR MORE LABELS	Payment on Delivery Payment on Delivery		33.00 TTD 33.00 TTD	2	66.00 TTD 330.00 TTD	6.80	19-Sep-2020 22-Aug-2020	PENDING
PLAN HISTORY				Fi	g 55				
Fig 54			5	Wallet Bala	nce 🕐 = 0.0	0 TTD			
			Wall	et Balance = 0	0.00 TTD				

Total Purchased Deliveries = 12

VIEW PURCHASED PLAN HISTORY

Fig 56

ADD MONEY TO WALLET

CLICK TO PURCHASE PLAN

IMPORTANT NOTES

- 1. CSF will charge you a 5% fee if we must collect payment from your clients.
 - Example Your Order is \$300.00 (5% of \$300 = \$15)
- 2. When CSF transfers the funds collected from your clients, we will transfer to your Bank Account on a weekly basis the 5% fee will be deducted.
- 3. Insurance is *optional* if you want to insure an item(s) with CSF the following fees will be applied:
 - Standard Insurance 1% any item that is not on the fragile listing
 - Fragile Insurance 10% rounded to the nearest 10th based on CSF's fragile listing

If an item(s) is damaged while in transit to your clients by CSF, you will be refunded based on the value of the package/items you submitted.

- 4. When you add clients to your account/dashboard if the area is not on the listing provided this will be sent as a "Pending Area Request" We will *ONLY* contact the Merchants; the Merchants will be responsible for contacting their clients and providing an update to CSF.
- 5. When you submit your "Order Request", our Warehouse will receive the notification, at this time if a courier is in that specific location he can pass for the pickup the order one time.
 - We will assign that package to the driver's device, once package(s) are collected from you, both you and your client will receive an e-mail.
 - The "Order" can be dropped off the same day if the client is on the same route the courier must pass on his way to the Warehouse.

IF Not

- The courier will return with the package(s) to the warehouse and it will be scanned in as a Merchant Pickup you and your client will receive an e-mail (Received at CSF Warehouse).
- When the package is assigned to your courier the following day, both you and your client will get an e-mail notification, another e-mail will be sent to both you and your client when the courier delivers the package to the client.
- 6. There are two (2) options for Merchants:
 - Deliver ONLY for a package fee.
 - Deliver and collect payment (a 5% fee will be charged based on the item(s) value) + package fee.
- 7. Delivery timeframe 24 72 hours (Mondays Fridays)
- 8. Package fees Breakdown Deliveries
 - \$25.00 for over 100
 - \$27.00 for over 50
 - \$30.00 for over 20
 - \$33.00 for over 10
 - \$38.00 for a single package (one off)
- 9. Your tracking numbers can be used on CSF Website to see the status of the client's package(s).