



www.inboundconnect.com

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 and click on the blue button 'One off Booking'
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.
4. Use the dropdown box to choose the service your vehicle requires
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 the required documents (e.g. delivery order for pickup, interim receipt for dropoff)
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 or call us on 1300 803 873.