

# Tara Client Portal Quick Guide – Cash & COD Customers

Last Updated: 2019Mar26

This guide is intended to provide instructions for Cash/COD customers to book their orders directly into the online portal, and will replace the current format, in which the users enter the data into a form, which is then emailed to Customer Service.

Step 1: Go to the Tara Courier Services Webpage (<https://www.taracan.com/>)

Step 2: Click on Services, then on Local Delivery



Step 3: Scroll down to just below Saturday Pickup, and choose Book an Order online

## SATURDAY PICK UP

Call to book a pick up by 11:00 am on Saturday within the towns of Kingston, Montego Bay and Ocho Rios, for delivery elsewhere on the island, will be on Monday.

- ✓ Jamaica's #1 Courier Service
- ✓ Fleet of over 70 Vehicles
- ✓ Over 2,000 packages delivered daily
- ✓ Book an Order **online**
- ✓ Competitive **Rates**

Step 4: This will open the instructions page (which is the contents of this document), and will have a link at the end to the actual portal.

## Step 5: The client portal will now open. Click on New Order to begin booking



**TARA COURIER SERVICES LTD.**  
Head Office: 49 1/2 Lyndhurst Road, Kingston 5, Jamaica W.I.  
• Tel: (876) 926-7982, Fax: 968-0711 • www.taracan.com • mail@taracan.com

Hi Online Cash Caller  
ONLINE CASH & COD CUSTOMERS

[Logout](#)

[Quick Quote](#) [Quick Track](#)

[Main](#) [New Order](#)

# Main

Select an Account: ONLINE CASH & COD CU... ▾

## Step 6: Enter the information for the pick-up location

- You can select an address record from the address book or enter each field manually.
- Fields with red asterisks (\*) are required.
- All addresses require a City/State/Zip Combination. The city is the (nearest) town/city of the address. The state is arrived at by using the **first and last letter of the parish** but ignore the saint (St.) portion e.g. St. James is JS, Clarendon is CN, St Catherine is CE, etc
- If there is an applicable City & State combination, the Zip code will automatically populate. Relevant Zip Codes follow the format **JMxxx##**. This is extremely important that it generates a zip, or else the order will not be able to be processed.
- In the instruction field, declare the items to be picked up and the amount.

## Step 7: Enter the information for the delivery location

- See step 6.

Pick Up & Delivery

| Pick Up Information                              | X Clear Switch | Delivery Information                             | X Clear Switch |
|--|----------------|--|----------------|
| <a href="#">Address Book</a>                     |                | <a href="#">Address Book</a>                     |                |
| Company *<br>My Company                          |                | Company *<br>Next Company                        |                |
| Contact<br>Contact Name                          |                | Contact<br>Contact Name                          |                |
| Street *<br>45 Company Street                    |                | Street *<br>6 Next Company Drive                 |                |
| Street2  |                | Street2  |                |
| City *<br>MONTEGO BAY                            |                | City *<br>KINGSTON                               |                |
| State *<br>JS                                    |                | State *<br>KN                                    |                |
| ZIP Code *<br>JMCJS90                            |                | ZIP Code *<br>JMAAW90                            |                |
| Phone *<br>123-45678                             |                | Phone *<br>678-1234                              | X              |
| Email  |                | Email  |                |
| Instructions                                     |                | Instructions                                     |                |
| Make Default <input checked="" type="checkbox"/> |                | Make Default <input type="checkbox"/>            |                |
| Save Address <input checked="" type="checkbox"/> |                | Save Address <input checked="" type="checkbox"/> |                |

### Step 8: Select service type & vehicle type

- Service type should be “Standard Pricing”.
- Vehicle type should be “Bike/Van”.

Service Type \* Standard - Standard Prici... ▼

Vehicle Type \* Select... ▼

Delivery Type Select...

One Way Trip

Pick Up Target From \*

### Step 9: Set date and time for pickup and Delivery


Pick Up Target From \*  📅 ⌚

Pick Up Target To \*  📅 ⌚

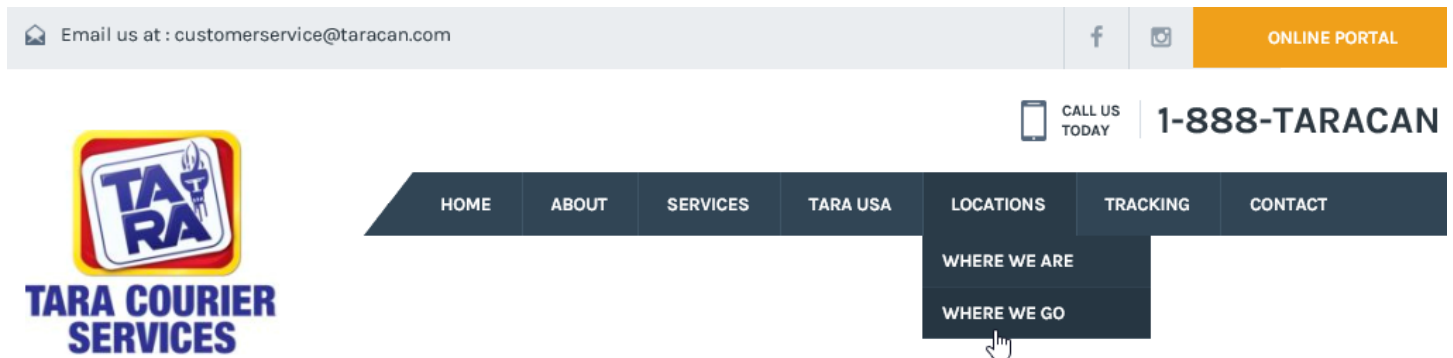
Delivery Target From \*  📅 ⌚

Delivery Target To \*  📅 ⌚

- For a morning pick-up (Orders being created before 10:15 AM) use the times in the **illustration above**.
- For an afternoon pick-up (After 10:15 AM, before 3:00 PM) see illustration **below**.

|                        |  |   |
|------------------------|--|---|
| Pick Up Target From *  | <input type="text" value="03/12/2018 02:00 PM"/> |   |
| Pick Up Target To *    | <input type="text" value="03/12/2018 05:00 PM"/> |   |
| Delivery Target From * | <input type="text" value="03/13/2018 09:00 AM"/> |   |
| Delivery Target To *   | <input type="text" value="03/13/2018 12:00 PM"/> |   |

If you are unsure of what time range we go to your locations, you can check out the Locations -> Where We Go link on our website (see screenshot below), or [click on this link to see our basic delivery rates](#). Either of these 2 links will assist.



### Step 10: Choose COD location

- Choose the location (Pickup **OR** Delivery) at which payment will be collected. Payment **cannot** be done at both ends in any way, shape or form!

COD Location

Add a number of predefined package types

Locked & Attached

### Step 11: Add packages to the order

- For each package type, add the amount in the input box for that type then press set.
- This has to be done for one package type at a time.
- Then click 'Close' after all items are added.

×

## Add / Edit Packages

Total Added: 0 Close

|            |   |
|------------|---|
| Bag [0]    | -   |
| Count      | <input style="width: 40px; text-align: center;" type="text" value="1"/> <span style="background-color: #f4a460; color: white; padding: 5px 10px; border-radius: 3px; margin-left: 5px;">Set</span> <span style="background-color: #f4a460; color: white; padding: 5px 15px; border-radius: 3px; margin-left: 5px;">Set &amp; Close</span> |
| Box [0]    | +   |
| Env [0]    | -   |
| Count      | <input style="width: 40px; text-align: center;" type="text" value="2"/> <span style="background-color: #f4a460; color: white; padding: 5px 10px; border-radius: 3px; margin-left: 5px;">Set</span> <span style="background-color: #f4a460; color: white; padding: 5px 15px; border-radius: 3px; margin-left: 5px;">Set &amp; Close</span> |
| Hazmat [0] | +   |
| Other [0]  | +   |

### Step 12: Auto Notification Email

- To provide an electronic receipt of this order, enter the email address in any of the fields

#### Auto Notification Email

|           |  |   |
|-----------|--|---|
| Sender    | <input style="width: 95%;" type="text" value="CustomerService@taracan.com"/> | <input style="width: 95%;" type="text" value="Select events..."/> |
| Pick Up   | <input style="width: 95%;" type="text"/>                                     | <input style="width: 95%;" type="text" value="Select events..."/> |
| Recipient | <input style="width: 95%;" type="text"/>                                     | <input style="width: 95%;" type="text" value="Select events..."/> |

- After entering the email address on the left-hand side, choose any or all of the applicable events from the right-hand side by clicking in the box Select events... The applicable events are **On Submittal**, **On Pickup** and **On POD**. If you would like to receive more than one event, click back in the same box to choose the additional.

- On Submittal
- In Route To PU
- On Pickup
- In Route To Del
- On POD

### Step 13: Press "Continue" and review the summary

- You will not be allowed to continue if all required fields (\*) are not filled out.

Fill out required fields to display a quote here

Additional Options (Optional) +



### Step 14: Order Review

- Review the order details carefully because this is the final point of return.
- Select edit order if you wish to go back to the order to make changes.
- Note that this screen also displays the Quote Summary, showing the pre-GCT, GCT and Total Rate, along with the **OrderTrackingID**
- Once everything is completed, press Submit Order to complete the process.
- Close the browser

Main    New Order

## Order Review

Edit Order

Submit Order

### Quote Summary

|                          |                   |
|--------------------------|-------------------|
| <b>Base Rate:</b>        | <b>\$1,115.88</b> |
| [Tax] GCT                | \$184.12          |
| <b>Total Quote Rate:</b> | <b>\$1,300.00</b> |

Order Tracking ID: 1853.032619    AWB#:

### Step 15: Order Tracking

- The status of the order can be reviewed periodically by clicking on the Tracking link at the top of the webpage

Email us at : [customerservice@taracan.com](mailto:customerservice@taracan.com)



ONLINE PORTAL



1-888-TARACAN



**TARA COURIER SERVICES**

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SERVICES

TARA USA

LOCATIONS

TRACKING

CONTACT

- Scroll down to review the instructions, and then enter the OrderTrackingID into the box

## INSTRUCTIONS TO RECEIVE TRACKING INFORMATION:

There are 3 things that the user can track by: 1) Order Tracking ID 2) Airway Bill 3) Package Barcode

The user would choose, from the Tracking Method dropdown box, which field they are searching, enter the information in the Tracking ID textbox, and then press submit to view the result. If a match is found, then the job status will be shown. If no match is found, the user will receive a message stating same.

|  |  |
|--|--|
| Tracking Method                            | Tracking ID                                |
| <input type="text" value="Tracking ID"/> ▼ | <input type="text" value="1234.040918"/> x |

**SUBMIT**

The Order Tracking ID is usually found on the Airway bill (see below), or may be hand-written onto the package. Its format is ####.MMDDYY (e.g. order tracking ID 1234.040918 is the 1234 order for the 9<sup>th</sup> of April, 2018).

- The current status of the order will be highlighted. Scrolling down will give additional information, such as the POD name, date & time, packages and rates. Print Friendly can be used to get a printout of same.

## Order 1234.040918 ✕



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Target Delivery

Monday

09<sup>Apr</sup> 2018

by: 8:30PM



New Order



Driver Assigned



Next Stop Pickup



Pickup Complete



Next Stop Delivery



Delivery Complete

Print Single Label

Print Order

Print Friendly