



**Self Guided Customer Portal Document
By Karachi Logistic IT Department**



Introduction

This manual provides comprehensive guidance on navigating the Customer Portal for Cash on Delivery (COD) and non-COD booking. It contains clear instructions on effectively utilizing the portal for various tasks such as booking shipments, generating address labels, creating loadsheets, and tracking deliveries.

Customer Portal URL

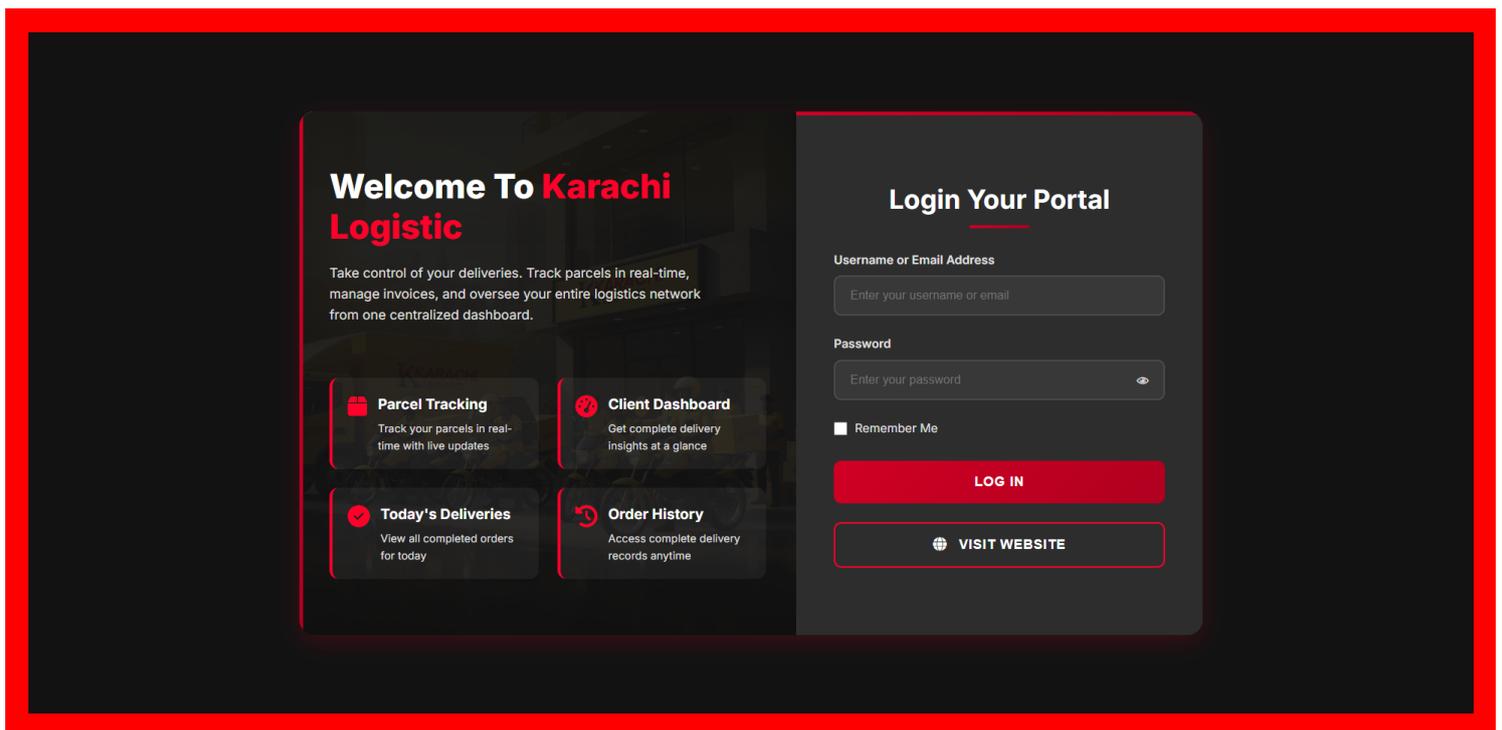
To access the Customer Portal, visit:

<https://portal.karachilogistic.com>

Log in using the ID provided by Karachi Logistic

Login page

The Login Page is the first step to access the Karachi Logistic Portal. Clients can enter their registered username and password to securely log in to their account.



Dashboard

The Dashboard is the main control panel of the Karachi Logistic Portal. After logging in, users will land on this page where they can quickly view and manage their shipment activities.

The dashboard provides a summary of important information, including:

- Total Orders – Shows the total number of orders created.
- Recent Orders – Displays the latest shipments added to the system.
- Complete Orders – Shows parcels that have been successfully delivered.
- COD Amount – Displays the total Cash on Delivery amount.
- Pending Delivery Charges – Shows outstanding delivery charges.

Users can also manage their shipments from the Orders Management section, where they can view, search, and filter all booking records. The dashboard helps clients quickly monitor their logistics operations and track order progress.

The screenshot displays the Karachi Logistic Portal dashboard. On the left is a dark sidebar with the logo 'Karachi Logistic' and user information 'K100demo Client Dashboard'. The sidebar contains navigation links: 'Orders Management', 'View Invoice', 'Single Order Booking', 'Bulk Order Booking', 'Pickup Alignment', and 'Track Order', along with a 'Logout' button at the bottom.

The main content area is titled 'Running Orders' and shows 'Active view: Running Orders • Last updated: 8:59:28 PM'. It features five summary cards with icons and zero values: 'Total Orders', 'Return Orders', 'Complete Orders', 'COD Amount Process', and 'Pending Delivery Charges'.

Below the cards is the 'Orders Management' section, which includes tabs for 'Booking', 'Running Orders', 'Alerts', 'Payment', and 'History'. A red bar displays 'Tab Parcels' and 'Current Tab COD', both with zero values. A search bar is present with the placeholder 'Search orders by ID, name, or status...'. Below the search bar is a table with the following columns: NO, Date, Order Tracking Number, Pickup Name, Weight, Per Parcel, City, COD Amount, Consignee Name, Consignee Mobile, Consignee Address, Delivery Status, and DC Status.

Orders Tabs Explanation

The Orders Section is divided into different tabs to help you easily manage and track the status of your shipments.

Booking:

This tab shows the orders that you have created but have not been picked up yet by the Karachi Logistic team.

Running Orders:

This tab contains the orders that are currently in transit or being processed for delivery.

Alert:

This section shows orders that have some issue during delivery. Examples include:

Customer not available, Incomplete address, Customer refused to accept,, Return in transit

Payment:

This tab shows orders that have already been delivered, but the COD payment is still in process and has not been received by you yet.

History:

This section contains orders that are fully completed, meaning the parcel has been delivered and the payment has already been received.

These tabs help you quickly check the status of all your shipments and manage your orders efficiently.

The screenshot displays the Karachi Logistic Client Dashboard. The main header shows 'Karachi Logistic' and 'KL00demo Client Dashboard'. The left sidebar contains navigation options: Orders Management, View Invoice, Single Order Booking, Bulk Order Booking, Pickup Alignment, and Track Order. The main content area is titled 'Running Orders' and shows 'Active view: Running Orders • Last updated: 8:59:28 PM'. Below this, there are five summary cards: Total Orders (0), Return Orders (0), Complete Orders (0), COD Amount Process (0), and Pending Delivery Charges (0). The 'Orders Management' section is active, showing a search bar and a table with columns: NO, Date, Order Tracking Number, Pickup Name, Weight, Per Parcel, City, COD Amount, Consignee Name, Consignee Mobile, Consignee Address, Delivery Status, and DC Status. The table is currently empty.

Invoice

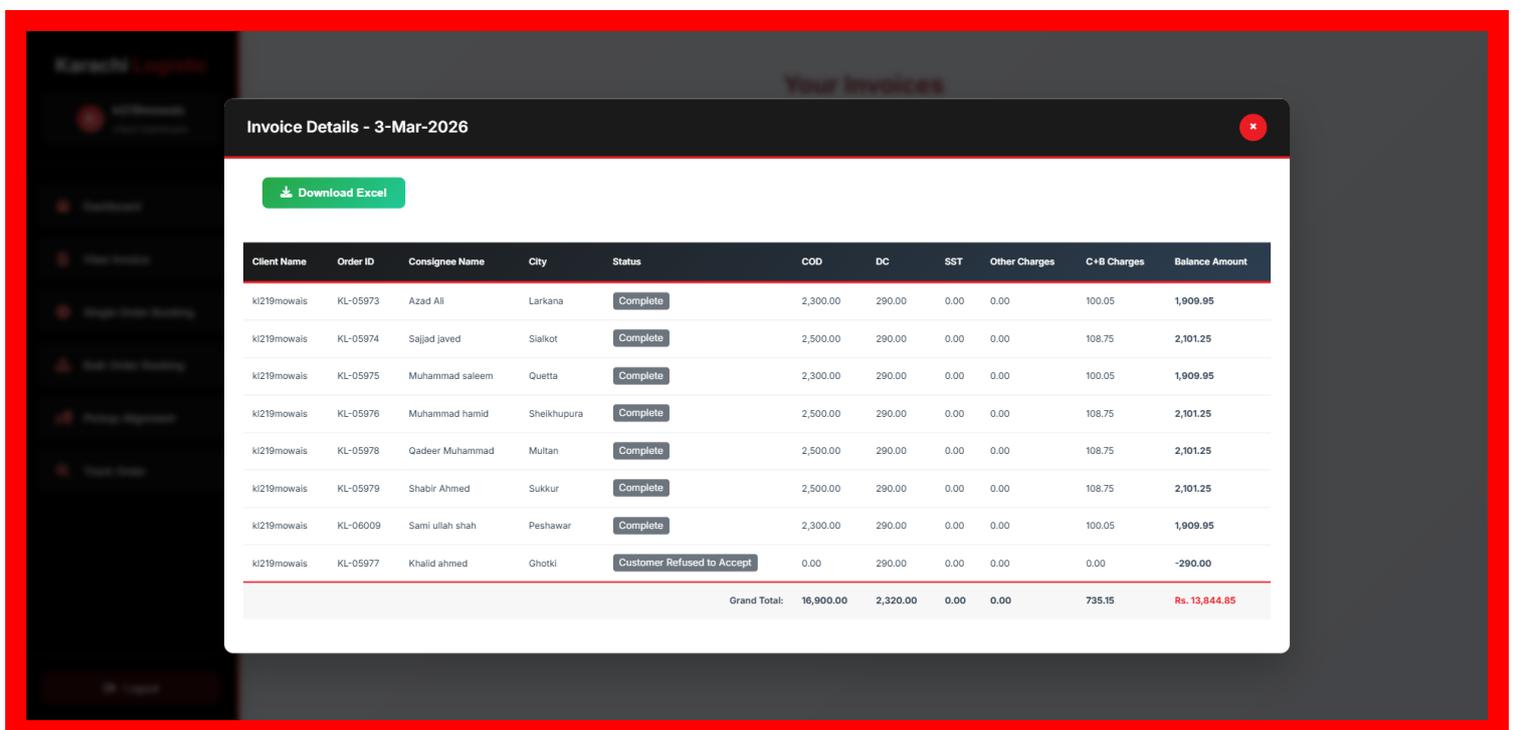
The Invoices section allows you to view and manage all your shipment invoices. Here you can see a detailed summary of your delivered orders, charges, and the final balance amount.

Each invoice includes the following details:

- Client Name: The account name under which the orders were booked.
- Order ID: The unique ID assigned to each shipment.
- Consignee Name: The name of the receiver of the parcel.
- City: The destination city of the shipment.
- Status: Shows the delivery status of the order (e.g., Complete, Customer Refused, etc.).
- COD: The Cash on Delivery amount collected from the customer.
- DC (Delivery Charges): The delivery fee applied to the shipment.
- SST: Any applicable sales tax.
- Other Charges: Additional charges if applicable.
- COD Tax (4%): A 4% tax applied to the COD amount as per policy.
- Balance Amount: The final amount payable to the client after deducting all

At the bottom of the invoice, the Grand Total section shows the total COD amount, total charges, and the final payable balance.

You can also click the Download Excel button to export the invoice data in Excel format for your records and accounting purposes.



The screenshot displays a web interface for viewing invoice details. At the top, there is a 'Download Excel' button. Below it is a table with the following columns: Client Name, Order ID, Consignee Name, City, Status, COD, DC, SST, Other Charges, C+B Charges, and Balance Amount. The table contains 9 rows of data, with 8 'Complete' status orders and 1 'Customer Refused to Accept' order. A 'Grand Total' row is at the bottom, showing a total COD of 16,900.00, DC of 2,320.00, SST of 0.00, Other Charges of 0.00, C+B Charges of 735.15, and a final balance of Rs. 13,844.85.

Client Name	Order ID	Consignee Name	City	Status	COD	DC	SST	Other Charges	C+B Charges	Balance Amount
ki219mowais	KL-05973	Azad Ali	Larkana	Complete	2,300.00	290.00	0.00	0.00	100.05	1,909.95
ki219mowais	KL-05974	Sajjad javed	Sialkot	Complete	2,500.00	290.00	0.00	0.00	108.75	2,101.25
ki219mowais	KL-05975	Muhammad saleem	Quetta	Complete	2,300.00	290.00	0.00	0.00	100.05	1,909.95
ki219mowais	KL-05976	Muhammad hamid	Sheikhupura	Complete	2,500.00	290.00	0.00	0.00	108.75	2,101.25
ki219mowais	KL-05978	Qadeer Muhammad	Multan	Complete	2,500.00	290.00	0.00	0.00	108.75	2,101.25
ki219mowais	KL-05979	Shabir Ahmed	Sukkur	Complete	2,500.00	290.00	0.00	0.00	108.75	2,101.25
ki219mowais	KL-06009	Sami ullah shah	Peshawar	Complete	2,300.00	290.00	0.00	0.00	100.05	1,909.95
ki219mowais	KL-05977	Khalid ahmed	Ghotki	Customer Refused to Accept	0.00	290.00	0.00	0.00	0.00	-290.00
Grand Total:					16,900.00	2,320.00	0.00	0.00	735.15	Rs. 13,844.85

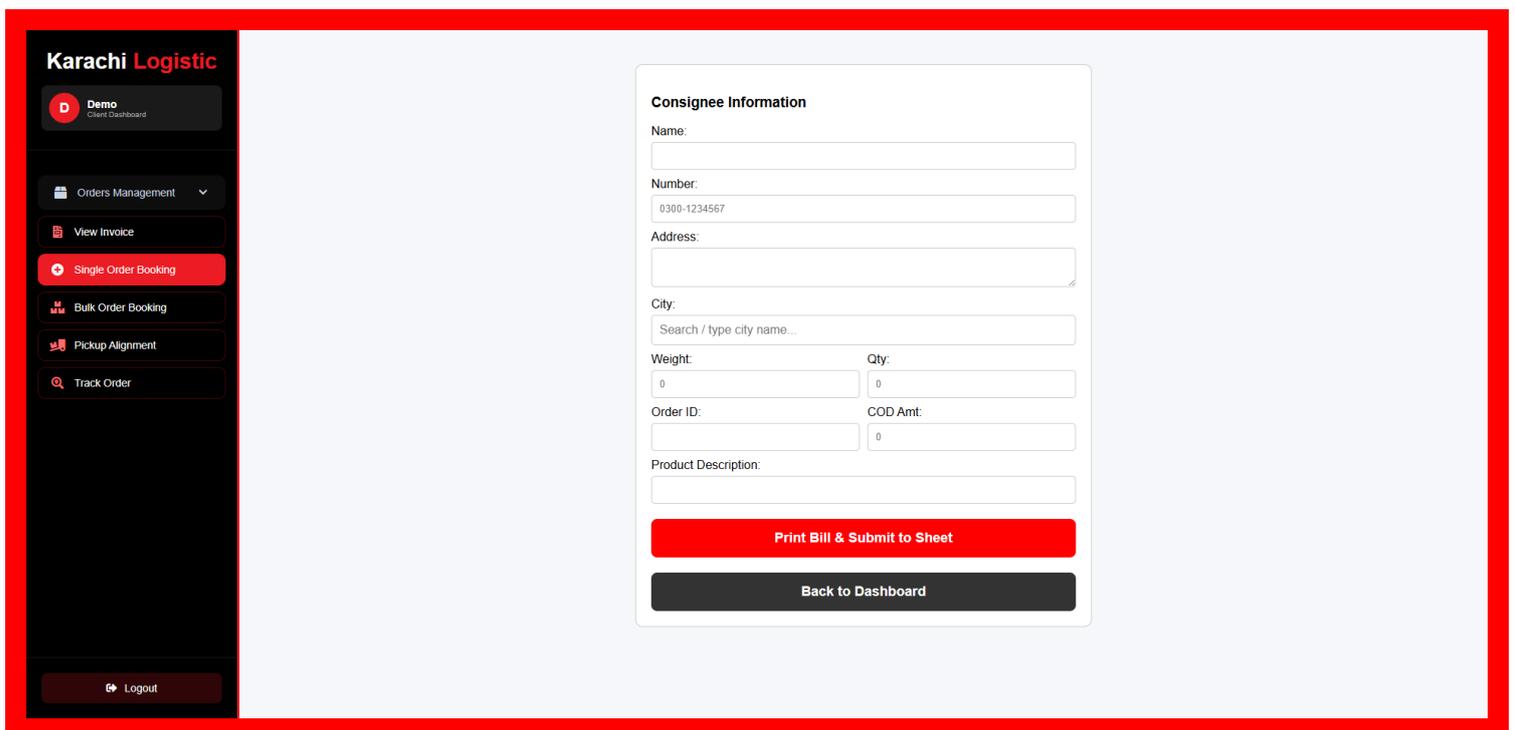
Single Order Booking

The Single Order Booking section allows you to create a shipment for one parcel at a time. Fill in the required details carefully and then print the shipping label. The bill will be printed on a single A4 page, which should be attached to the parcel before handing it over to Karachi Logistic.

Fields Explanation:

- **Consignee Name:** Enter the name of the person who will receive the parcel.
- **Consignee Numbers:** Enter the receiver's contact number so they can be contacted during delivery.
- **Consignee Address:** Write the complete delivery address of the receiver.
- **City:** Select or enter the city where the parcel will be delivered.
- **Weight:** If you know the parcel weight, you can enter an estimated value. Otherwise, our team will measure the exact weight when the parcel arrives at our facility.
- **Qty:** Enter the total number of items included in the parcel.
- **Order ID:** If you have your own order ID, you can enter it here. Otherwise, you may leave it blank or add "--".
- **COD Amount:** Enter the amount that needs to be collected from the customer upon delivery. If no payment needs to be collected, enter 0.
- **Product Description:** Write a short description of the product inside the parcel.

After completing all the fields, click Print Bill to generate the shipping label and attach it to your parcel.



The screenshot shows the Karachi Logistic web interface. On the left is a dark sidebar with navigation options: Demo (Client Dashboard), Orders Management, View Invoice, Single Order Booking (highlighted in red), Bulk Order Booking, Pickup Alignment, Track Order, and Logout. The main content area features a 'Consignee Information' form with the following fields: Name, Number (pre-filled with 0300-1234567), Address, City (with a search prompt 'Search / type city name...'), Weight, Qty, Order ID, and COD Amt (pre-filled with 0). A 'Product Description' field is also present. At the bottom of the form are two buttons: a red 'Print Bill & Submit to Sheet' button and a dark grey 'Back to Dashboard' button.

Bulk Order Booking

The Bulk Order Booking feature allows you to create multiple shipment bookings at once and print them together. This option is useful when you have many orders and want to save time by uploading them in one file.

To create bulk bookings:

- Click on Download Excel Template to download the bulk booking template file.
- Open the Excel file and enter all your order details in the provided fields.
- Make sure all required information is filled correctly, such as consignee details, city, COD amount, and product description.
- After completing the file, save the Excel sheet on your device.
- Return to the portal and upload the completed Excel file.
- Click Upload to process the file.

Once the file is submitted, the system will automatically generate all the bookings, and you will be able to print the shipping labels for all orders together.



Bulk Order Data Preview & Errors

After uploading your Excel file, the system will show an Excel Data Preview where you can review all your orders before generating invoices.

If any field is incorrect, it will be highlighted in red so you can fix the issue before proceeding.

- **Phone Number Error:**

If the phone number is not written in the correct format, it will be highlighted in red. The correct format should be: 0300-1234567. For example, 3022417105 is incorrect because it does not follow the required format.

- **City Error:**

The city field may also show an error if the spelling is incorrect or if the city is not selected from the available list. For example, writing "isb" instead of "Islamabad" may cause an invalid city error.

Please correct these errors first in the preview table. Once all fields are correct, click Generate Invoices.

After clicking this button, the system will generate all invoices and open the print window, allowing you to print the shipping labels for your bulk orders.

Print Bill Include Load Sheet Choose File No file chosen Upload Download Excel Template

Excel Data Preview (8 rows)Generate InvoicesTotal Rows: 8

S.No	Name	Phone *	Address	City *	COD Amt	Weight	Qty	ORD ID	Product Description	Actions
1	Test 01	0300-1234567	Urdu bazar	Karachi	200	1	1	-	OIL	Delete Duplicate
2	Test 02	0300-1234567	Urdu bazar	Islamabad	0	1	1	KL-45415	OIL	Delete Duplicate
3	Test 03	0300-1234567	Urdu bazar	Multan	5,400	2	1	-	OIL	Delete Duplicate
4	Test 04	0300-1234567	Urdu bazar	Karachi	587	5	1	-	OIL	Delete Duplicate
5	Test 05	0300-1234567	Urdu bazar	faisalabad	54,756	8	1	-	OIL	Delete Duplicate
6	Test 06	0300-1234567	Urdu bazar	Karachi	5,475	9	1	-	OIL	Delete Duplicate
7	Test 07	0300-1234567	Urdu bazar	Karachi	478	48	1	-	OIL	Delete Duplicate
8	Test 08	3022417105 <small>Format: 0300-1234567</small>	Urdu bazar	isb <small>Invalid city</small>	787	56	1	-	OIL	Delete Duplicate

* City must be selected from list | Phone must be in format: 0300-1234567