



Online Bookings Portal Manual

Login page: <https://portal.lmccompany.co.za>

Look on our login page under the How to... section for further help

Contents:

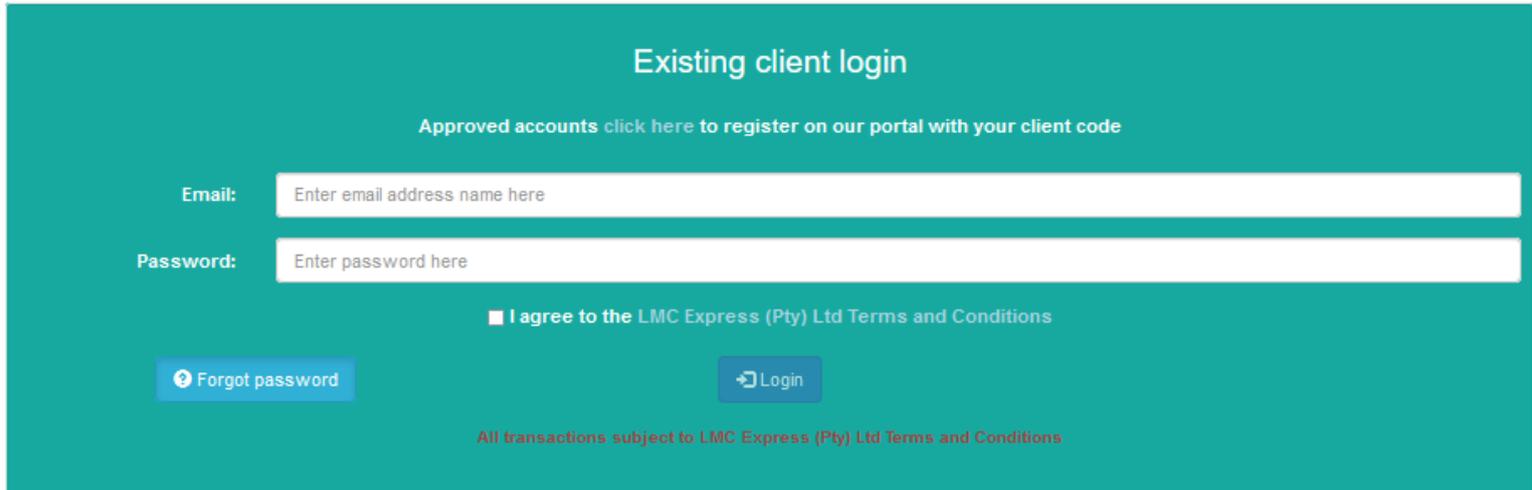
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- Book a parcel box (page 8-11)
- How to obtain invoices, PODs and pay outstanding invoices (page 12)
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Important:

- **Familiarise yourself with our Terms and Conditions.**
- Pallets must adhere to LMC Express pallet specifications as shown at the end of this manual.
- See our route schedule and running days on our website [Running Days - LMC Express](#)
- Payments must be made on the portal. Bookings will not be submitted if payment is done outside the system.
- LMC Express cannot make bookings for clients, if LMC Express makes a booking on your behalf, you will be charged a R240.00 ex vat booking admin fee.

How to register

Go to: <https://portal.lmcexpress.co.za>



Existing client login

Approved accounts [click here to register on our portal with your client code](#)

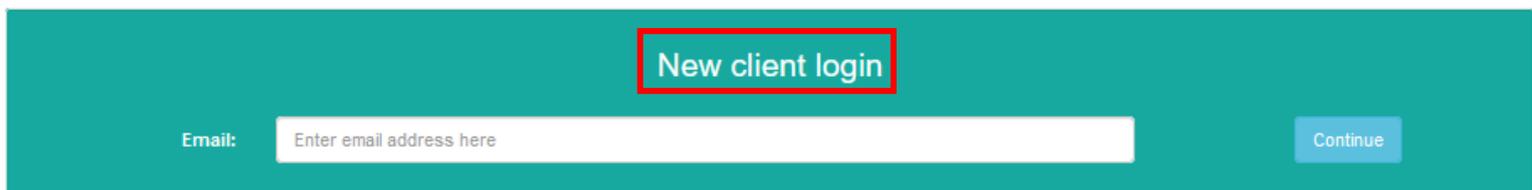
Email:

Password:

I agree to the LMC Express (Pty) Ltd Terms and Conditions

[Forgot password](#) [Login](#)

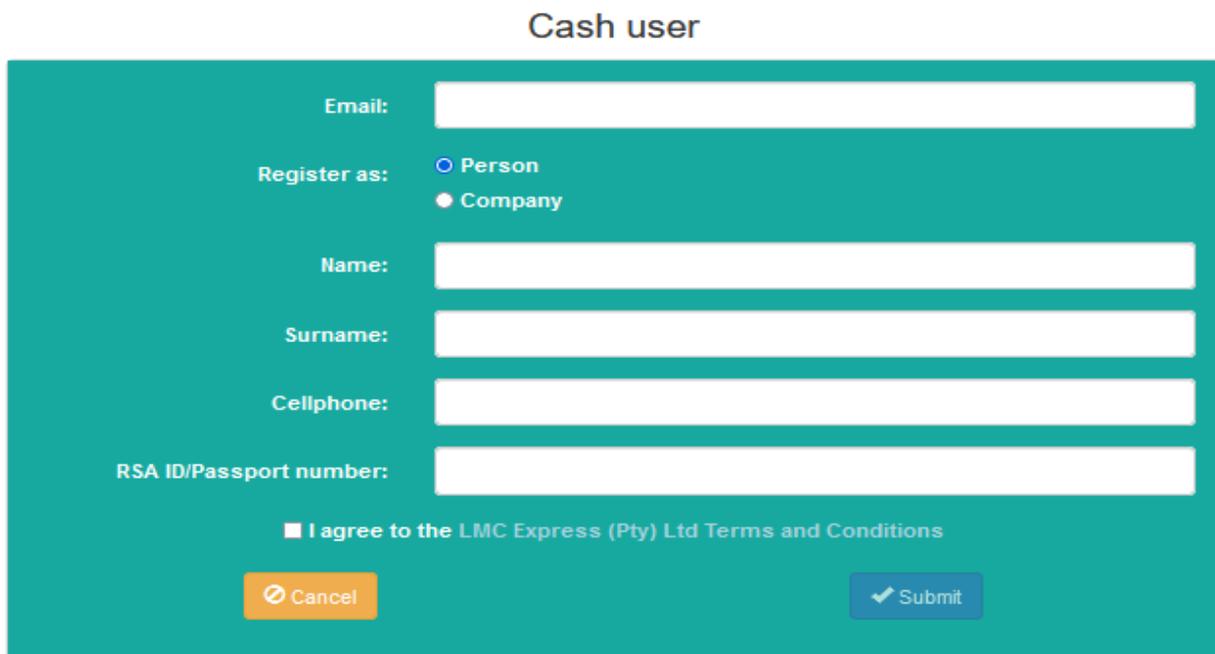
All transactions subject to LMC Express (Pty) Ltd Terms and Conditions



New client login

Email: [Continue](#)

1. Enter your email address under NEW CLIENT LOGIN and click CONTINUE.



Cash user

Email:

Register as: Person Company

Name:

Surname:

Cellphone:

RSA ID/Passport number:

I agree to the LMC Express (Pty) Ltd Terms and Conditions

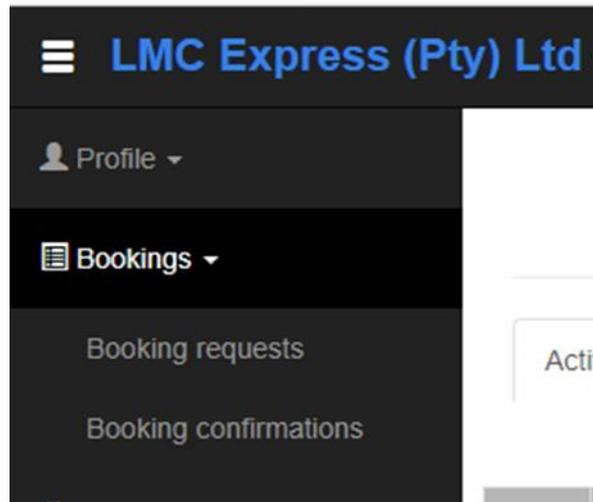
[Cancel](#) [Submit](#)

2. Enter all the information as prompted by the portal. Go through the Terms and Conditions and then accept it. Click submit to proceed with registration.

3. A temporary password will be sent to you via email after registering, please keep it so that you can log in with it next time under existing client login.

Booking a Half or Full Pallet

1. On the left-hand panel, click on BOOKINGS > BOOKING REQUESTS



2. Click on NEW BOOKING REQUEST



3. **Origin:** select where the stock is coming from. **Destination:** select where the stock is going to.

Select rate

Quote	Origin	Destination	Rate	Commodity	UoM
	Please select	Please select the Origin		Any	Any

4. Click on CREATE to open a booking request.

Select rate

Quote	Origin	Destination	Rate	Commodity	UoM
	Cape Town	Johannest		Please selec	pallet
23386	Cape Town	Johannesburg	CPT - JHB - CPT (RD 2022)	combined products	pallet

Create
Rate table

5. The booking request is now open. Please take note of your booking reference number. You will need it for any queries.

Booking request

Reference number: 299220

Client code:

Client: Route: CPT - JHB

Commodity: combined products Debtor:

UoM: pallet Quantity: 0

Booking value: R 0.00 (0 invoices, 0 unpaid, 0 credit notes) Booking status: Incomplete

Save

6. Scroll down and click on NEW CONSIGNMENT to proceed with your booking information.

Collection date: date when LMC Express must collect the stock or when the sender is dropping the stock off at our depot.
Bookings for next day collection/drop off must be made 24 hours in advance. Same day bookings are not allowed.

Collection Date:

06 December 2023



Delivery date: date when the stock must be delivered by LMC Express or when the recipient is collecting the stock at our depot.
For major routes, allow 48 hours/2 days in transit.

Delivery Date:

06 December 2023



We do not accept timeslots for collections.

Timeslots are only for deliveries to Distribution Centres.

Collect at:

- Choose sender site if LMC Express must collect at the sender's address (Client to Client or Client to Depot bookings).
- Choose LMC Express depot if the sender is dropping it off at the depot (Depot to Client or Depot to Depot bookings)

Collect at:

Please select ...



Commodity:

Please select ...

Sender site

LMC Express Depot

Quantity:

Deliver to:

- Choose recipient site if LMC Express must deliver at the recipient's address (Client to Client or Depot to Client bookings).
- Choose LMC Express depot if the recipient is collecting at the depot (Client to Depot or Depot to Depot bookings)

Deliver to:

Please select ...



Temperature:

Please select ...

Recipient site

LMC Express Depot

- Choose the correct commodity of the stock, and make sure the temperature is corresponding.
- Choose the quantity of the pallets that will be transported.
- Half pallet bookings will always reflect as quantity = 1

Commodity:

Please select



Temperature:

Dry



Quantity:

1



(From 1 to 30)

Optional use: client order number and reference. Example, purchase order numbers or any other internal reference between sender and recipient.

Client order number:

Reference:

- If you do not have a pallet(s) of your own, you must tick it under add-on options.
- If you do not have shrink wrap of your own, you must tick it under add-on options.
- If you need assistance in pallet sorting/unpacking/repacking/packing, you must tick you must tick it under add-on options.
- Should you NOT select any of these options, but do make use of any of these add-on services, your consignment will NOT depart from the sending depot until your account is fully paid.
- Pallets must be fetched from an LMC Express depot; please bring proof of payment with.

Add-on Options: Pallets (R 200 each)
 Shrink Wrap (R 150 each)
 Pallet sort/unpack/repack/pack (R 300 each up to R 9,000 max)

Required POD documents are mainly for clients with *Account Terms* as you do receive a copy of the POD upon collection and delivery.

Required POD documents:

Should you wish LMC Express to send you any of these documents, please select accordingly.

In consignment notes: you can add any notes here that you would like LMC Express to note on the booking.

Consignment notes:

Click save to save the consignment booking form.

Save

9. If you would like to attach any documents that you want the recipient to receive, you can add it here.

Attachments:

File name	Description	To consignor	To consignee

10. This ONLY applies to full pallet bookings:

- If you have more than one collection or delivery address or you are booking for different commodities that's on the SAME ROUTE, that is ON THE SAME COLLECTION DATE, please click on NEW CONSIGNMENT again once you saved your first booking.
- It should have the same Booking Reference Number.

11. Click on pay now to proceed with your booking:

- Your booking will NOT be submitted if you fail to pay on the portal.
- Your stock will therefore NOT be transported.
- Your payment will be unallocated.

Once portal payment is successful, your booking is complete.

Wait for a booking confirmation to be sent to you via email.

You must use the LMC Express label that is attached on the booking confirmation email.

Pay now

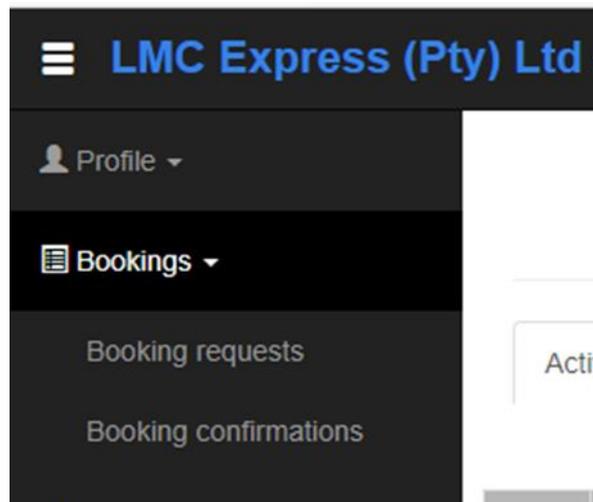
Payfast allows the following type of payment options:

How will you be paying today?

Credit & Cheque card	
Samsung Pay	
Instant EFT	
Capitec Pay	
SnapScan	
Zapper	
Bank QR Code Apps	
Scan to Pay	
Store Cards 	
Debit Card	
MobiCred	

Book a Parcel Box

1. On the left-hand panel, click on BOOKINGS > BOOKING REQUESTS



2. Click on NEW BOOKING REQUEST



3. **Origin:** select where the stock is coming from. **Destination:** select where the stock is going to.

Select rate >

Quote	Origin	Destination	Rate	Commodity	UoM
	Please select <input type="text"/>	Please select the Origin <input type="text"/>		Any <input type="text"/>	Any <input type="text"/>

4. Click on CREATE to open a booking request on the box type you want to book.

Create Rate table	26077	Johannesburg	Durban	N/A	parcel	Customer own parcel box
Create Rate table	26077	Johannesburg	Durban	N/A	parcel	LMC Express Parcel Box (49.5L x 32W x 30H)

Box type: LMC Express Parcel Box (49.5L x 32W x 30H)

The box length is indicated.
Weight Limit: 25kg

Box type: Customer own parcel box

Your own custom box.
Weight Limit: 25kg

5. The booking request is now open. Please take note of your booking reference number: you will need it for any queries.

Booking request

Reference number: 299411	Client code:
Client:	Route: CPT - JHB
Commodity: parcel	Debtor:
UoM: parcel	Quantity: 0
Booking value: R 0.00 (0 invoices, 0 unpaid)	Booking status: Incomplete

Consignment pop-up form:

Sender	Recipient
<p>Sender: name of person who is dropping off the stock.</p> <p>Sender: <input type="text"/></p>	<p>Recipient: name of person who is collecting the stock.</p> <p>Recipient: <input type="text"/></p>
<p>Name of the company of the person who is sending the stock. Add their contact information.</p> <p>Company: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Contact number: <input type="text"/></p>	<p>Name of the company of the person who is receiving the stock. Add their contact information.</p> <p>Company: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Contact number: <input type="text"/></p>
<p>Collection date: date when the sender is dropping the stock off at our depot. Bookings for next day collection/drop off must be made 24 hours in advance. Same day bookings are not allowed.</p> <p>Collection Date: <input type="text" value="06 December 2023"/> <input type="button" value="X"/> <input type="button" value="Calendar"/></p>	<p>Delivery date: date when the recipient is collecting the stock at our depot. For major routes, allow 48 hours/2 days in transit. It cannot be the same date as the collection date.</p> <p>Delivery Date: <input type="text" value="06 December 2023"/> <input type="button" value="X"/> <input type="button" value="Calendar"/></p>
<p>Choose how many boxes will be transported.</p> <p>Quantity: <input type="text" value="1"/> (From 1 to 25)</p>	
<p>Temperature for:</p> <ul style="list-style-type: none"> Frozen: type -25 Chilled: type +4 Dry: type or leave it as N/A <p>Temperature: <input type="text" value="N/A"/></p> <div style="border: 1px solid #d9534f; padding: 5px; background-color: #f4cccc; display: inline-block;"> Enter -25 or +4 if it is not a dry parcel (N/A is for dry parcels) </div>	
<p>Maximum weight per box is 25KG</p>	

Weight:

We do not insure parcel boxes. If you would like to take out insurance on your box(es), tick the insurance box enter that value of your stock in this field and an additional insurance cover cost will be calculated at 10% of the value.

Leave it as 0 if you are not taking out insurance.

Insurance:

Value:

Optional use: client order number and reference. Example, purchase order numbers or any other internal reference between sender and recipient.

Client order number:

Reference:

In consignment notes: you can add any notes here that you would like LMC Express to note on the booking.

Consignment notes:

Click save to save the consignment booking form.

Save

9. If you would like to attach any documents that you want the recipient to receive, you can add it here.

Attachments: [Add attachment](#)

File name	Description	To consignor	To consignee
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11. Click on pay now to proceed with your booking:

- Your booking will NOT be submitted if you fail to pay on the portal.
- Your stock will therefore NOT be transported.
- Your payment will be unallocated.

Once portal payment is successful, your booking is complete.

Wait for a booking confirmation to be sent to you via email.

You must use the LMC Express label that is attached on the booking confirmation email.

Pay now

Payfast allows the following type of payment options:

How will you be paying today?

Credit & Cheque card



Samsung Pay



Instant EFT



Capitec Pay



SnapScan



Zapper



Bank QR Code Apps



Scan to Pay



Store Cards 



Debit Card

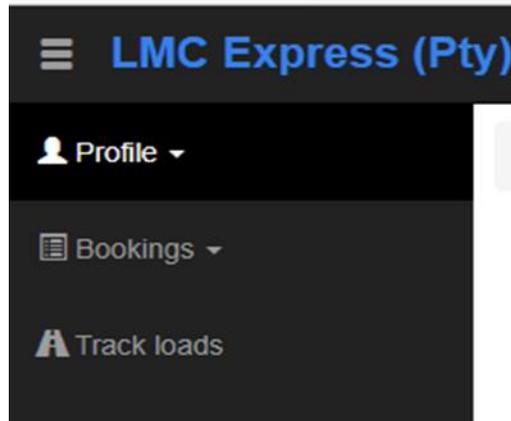


MobiCred

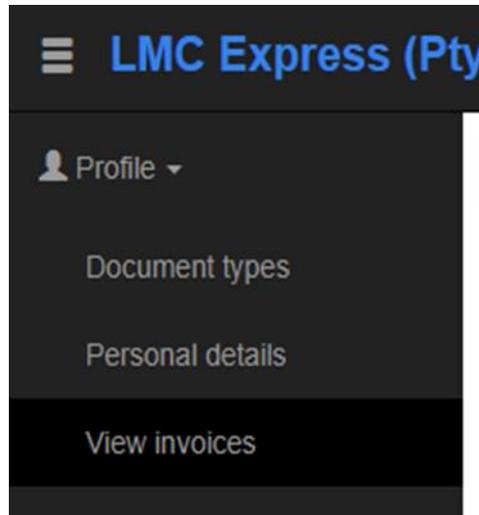


How To Obtain Invoices, PODs and Pay Outstanding Invoices

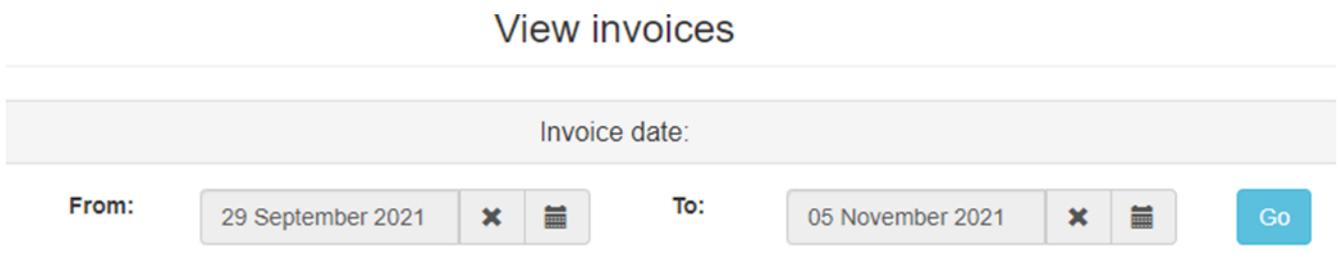
1. Click on PROFILE.



2. Click on VIEW INVOICES.



3. Filter the dates as applicable and click GO.



4. Click on the following icons to view your documents.



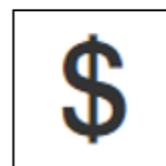
INVOICES



BOOKING
CONFIRMATION



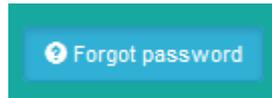
POD



Link to Payfast to make
payments for additional
invoices

How To Change Your Password

1. Click on FORGOT PASSWORD and wait for the email to come through.



2. Contact the nearest customer care member to reset your password:

Cape Town: Brianne 0215517668 OR WhatsApp on 0737582255

Durban: Samantha 0319401100 OR WhatsApp on 0605708252

Johannesburg: Michelle 0119746428 OR WhatsApp on 0605707935

Labels and Pallet Specifications

***PLEASE PRINT TWO (2) LABELS PER PALLET**

RECEIVING COMPANY NAME:	
RECEIVING DESTINATION I.E. JOHANNESBURG / CAPE TOWN ETC.	
SERVICE TYPE: PLEASE SELECT CLEARLY	DEPOT TO DEPOT
	CUSTOMER TO DEPOT
	DEPOT TO CUSTOMER
RECEIVING COMPANY CONTACT PERSON NAME:	
RECEIVING COMPANY TELEPHONE NUMBER:	
SPECIFIC TEMPERATURE REQUIREMENT:	
DETAIL: HALF PALLET NUMBER OF TOTAL CONSIGNMENT	___ of ___ Pallet(s)
DEBTOR	

Half pallet specification



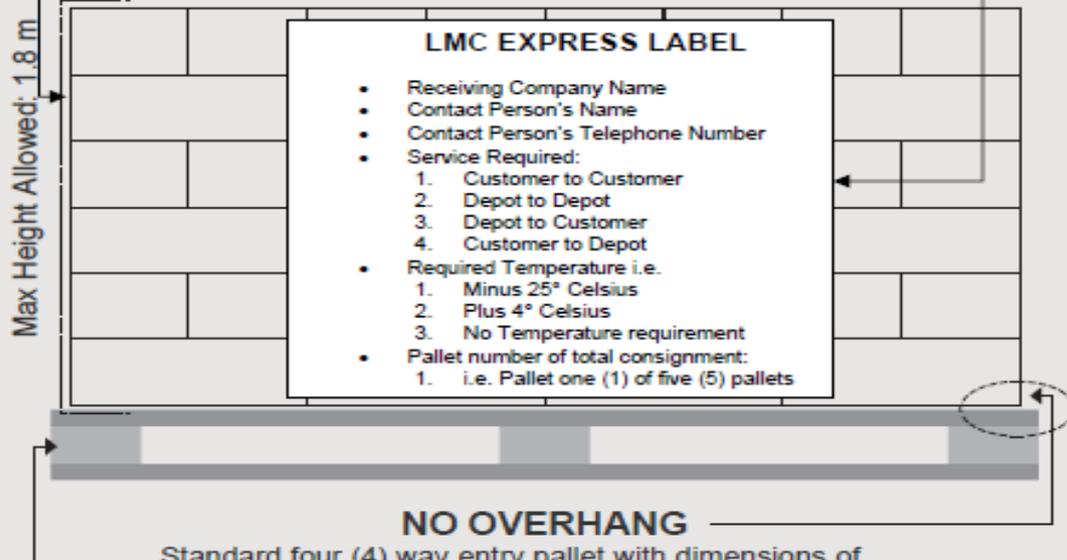
- ✓ Flat top, covered with a cardboard.
- ✓ Pallet: 1 x 1,2 m footprint; four-way entry.
- ✓ Loaded height: 90 cm/900mm.
- ✓ Weight: on route CPT – JHB / JHB – CPT: 450kg
- ✓ All other routes: 425 kg.
- ✓ Correctly labeled and shrink-wrapped, top of pallet wrapped as well.
- ✓ Information on label and POD overrides information on the Booking.
- ✓ Penalty of R3,50 per kg if weight is exceeded.
- ✓ Full pallet rate will be charged if height is exceeded; top of loaded pallet not flat and covered with hardboard.
- ✓ Half pallet service only available on selected routes.
- ✓ Half pallets will be stacked on top of each other: ensure that your packaging is strong enough.
- ✓ Our General T&C apply in all other aspects.
- ✓ Bookings for full pallets may not be changed to half pallets on the day of loading: we have already reserved a full pallet space for the client in our planning.



THE PERFECT PALLET

The shrink-wrap must be tied around the foot of the pallet and then around and over the top of the pallet. If the shrink-wrap is not tied around the foot of the pallet, the consignment will shift off the pallet as it is not secured to the pallet.

Labelled on all four (4) sides with the **Receiving Customer's Details**. We prefer that you use the prescribed LMC Express label, which you receive with every booking confirmation.



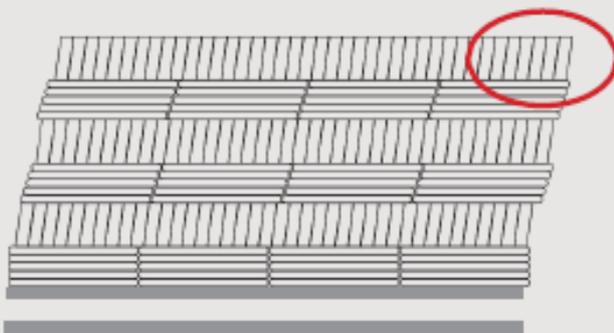
Standard four (4) way entry pallet with dimensions of 1 m x 1.2 m x 1.8 m

Maximum Gross Weight Allowed:
950 Kilograms for route JHB – CPT – JHB
850 Kilograms for all other routes

Unacceptable Pallet Configurations

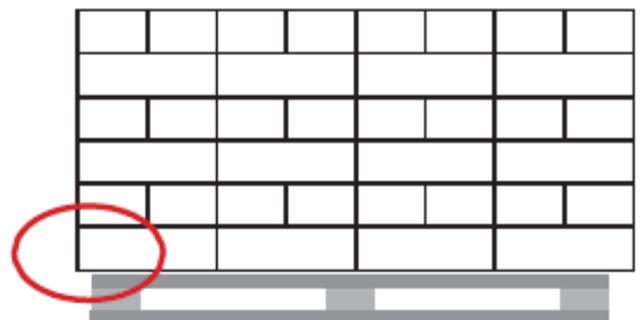
Please note that palletised consignments collected by LMC Express (Pty) Ltd in any of the conditions as indicated below will not be accepted and must be re-packed by yourselves.

LMC Express (Pty) Ltd charges R300.00 excl. vat per pallet to be re-packed and we do not accept any liability for shortages, damages if re-packed by our staff or loaded when not adhering to our requirements.



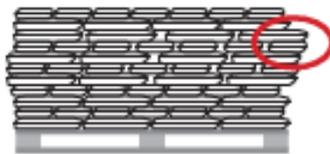
LOAD SHIFTING

Can not be transported without subsequent damage.



PRODUCT OVER-HANG

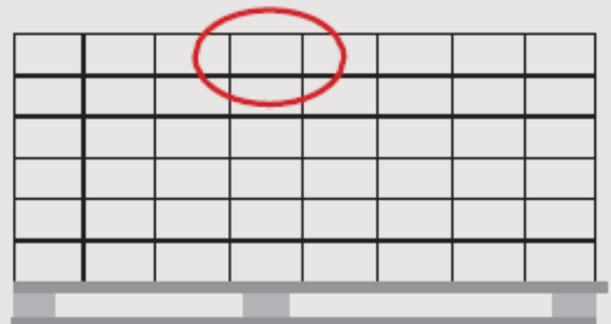
Can not be transported without subsequent damage.



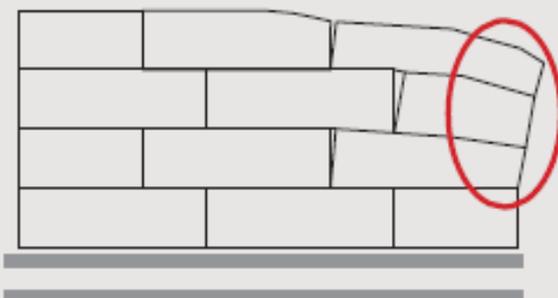
Product (bags or buckets) slipping due to lack of package surface adhesion. Use of slip sheets would assist in keeping stable configuration.

Empty pallet must be covered with a layer of cardboard prior to loading the first layer of buckets as well as inserting cardboard between the layers of buckets in order to stabilize the load.

- Minimum 5 layers of shrink-wrap required for consignments consisting of buckets and bags.
- One (1) to Five (5) kg buckets must be packed in boxes.
- Ten (10) kg buckets may be stacked three (3) levels high.
- Twenty (20) kg buckets may be stacked two (2) levels high.

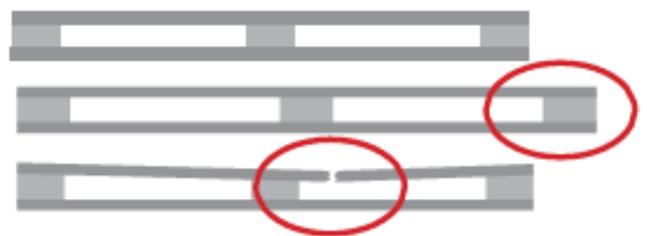


Poor carton configuration resulting in unstable load. Essential that all loads be shrink-wrapped.



PRODUCT DAMAGE

Possibly due to poor quality packaging material.



INCORRECT SIZE AND / OR BROKEN AND WEAK PALLET
Pallets must be strong with no broken slats or weak spots.