



TRANSPORT
LOGISTICS
MATCHMAKERS

CUSTM SHIFTS - CUSTOMER TUTORIAL

Merge Jobs into one optimised Shift.

From manifested Jobs to one booked route.

Learn how to select Custm-carrier Jobs, build the route, review the price and operations, confirm the booking on account, and download the final documents.

Select
Jobs — Build
Route — Optimise — Review — Book

Open your My Shifts customer portal

Start from My Shifts and make sure you are signed in to the company that owns the Jobs you want to merge.

Start in My Shifts

Use the signed-in company profile that owns the Jobs you want to merge.

Active routes

Completed Shifts

Total spend

Unallocated Sync - Jobs

My Shifts

PREMIUM

Signed in as kel@custm.com.au

CUSTOMER

Marnie Frid

admin@propellogistics.com.au

COMPANY

Propel Logistics - Main

billing profile

RATES

Special Rates Applied

Client Config

GROUPED COMPANIES

2

Show companies >

ACTIVE ROUTES

1

in progress

COMPLETED

0

all time

TOTAL SPEND

\$1,926.84

inc. GST

TOTAL ITEMS

1

booked

Last & Next 30 Days

04 Aug 2026 - 03 Oct 2026

BOOK A SHIFT

All 1

Completed 0

In Progress 1

Recurring Routes 0

Pending Routes 0

Unallocated Sync Jobs

Search reference, address, company, status or consign

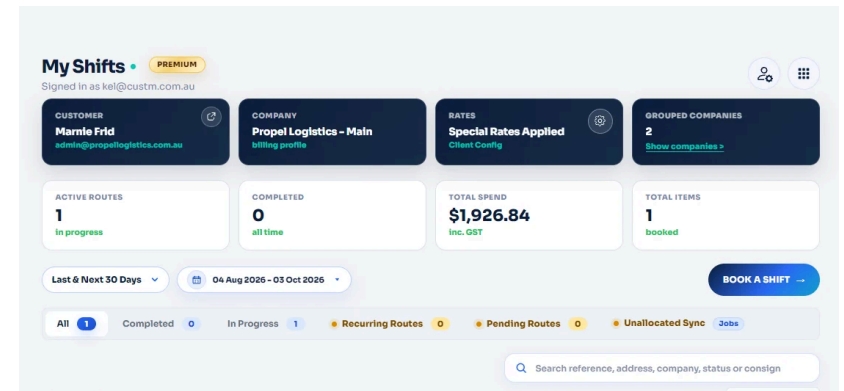
My Shifts customer portal.

Select the Jobs you want to merge

Manifested Jobs. Custm carrier. One Shift route.

Open Unallocated Sync with the Jobs badge. Tick the manifested Jobs you want in the same Shift route, then click Create Route .

- ✓ Select the Jobs that belong in the same route.
- ✓ Use Create Route when your selection is ready.
- ✓ The selected Jobs move into the standard Shifts route-building flow.



Select the Jobs you want to merge, then click Create Route.

Review the Route Builder

The Route Builder automatically fills the pickup address, pickup notes, and the earliest valid pickup date and time from the selected Jobs. Review the information and switch on any additional requirement you need.

ROUTE BUILDER

Build route from selected records

Group manifested sync records into a new Shifts route. This does not change the carrier manifest; it prepares the route for Shifts optimisation and booking review.

SELECTED RECORDS

2

COMPANY

Propel Logistics - Main

Pickup details

Required to start the Shifts route

PICKUP DATE

04/09/2026

PICKUP TIME

08:00 AM

PICKUP / DEPOT ADDRESS

35 Wangara Road, Cheltenham VIC 3192, Australia

Select Frequent Address

PICKUP / ROUTE NOTES

Optional route notes

Additional requirements and surcharges

Applied to Job Options before route pricing

Tailgate Required

Vehicle must have a tailgate lift.

☒

Jockey Required

Second driver required for loading or offloading.

☐

Refrigerated Van Required

COLD CHAIN

For chilled or temperature-sensitive freight.

☐

Cancel

Proceed

Review the automatically populated pickup details and any additional route requirements.

The Route Builder brings through

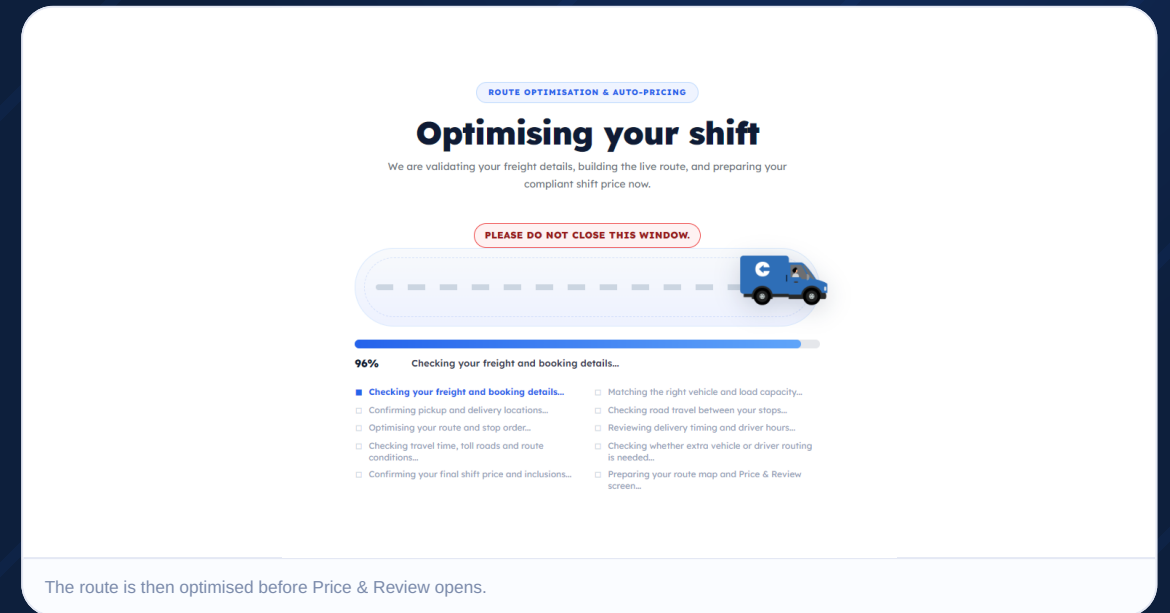
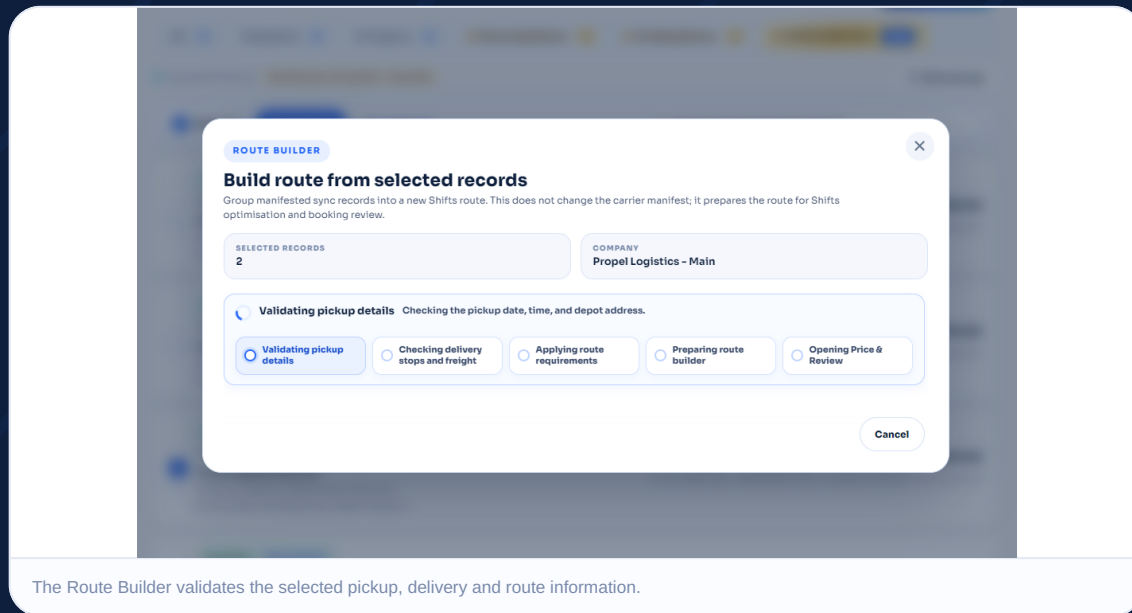
- Pickup / depot address
- Pickup / route notes
- Earliest valid pickup date and time
- Selected route requirements

Example shown: Tailgate Required enabled.

STEP 4 - ROUTE OPTIMISATION

Let Custm build and optimise the route

After you click Proceed, the route is validated and prepared. Custm then optimises the selected stops and prepares the pricing and review screen.



1 Validate pickup details

2 Check delivery stops

3 Apply route requirements

4 Optimise and open Price & Review

Review the Shift price, route map and stop order

You are taken directly to Price & Review. Check the Shift price and route summary, then review the delivery sequence on the map.

ACCOUNT BOOKING

Propel Logistics - Main

You are logged in as **Marmie Frid**. This premium account booking will be billed to account. No card payment or Stripe fee will be added.

PREMIUM ACCOUNT

1 Job Details

2 Stops & Freight

3 Options

4 Price & Review

OVERNIGHT SHIFT DETECTED

This shift requires 1 overnight rest period(s). Day 1 is capped at 12 hours. The customer config removes the overnight allowance from pricing. 8-hour rest is non-billable.

10 Pallet

VIC REGIONAL ZONE 2

TOTAL INC. GST

\$1926.84

\$1751.67 ex. GST

Shift Price

2 stops - 12.26 hrs billable - 500.5 km

VEHICLE

10 Pallet

EST. DISTANCE

500.5 km

km (round trip)

DRIVE TIME

546

minutes

TOTAL SHIFT

12.3

hours

TOTAL ITEMS

6

Items included

TOTAL VOLUME

10.944

m³

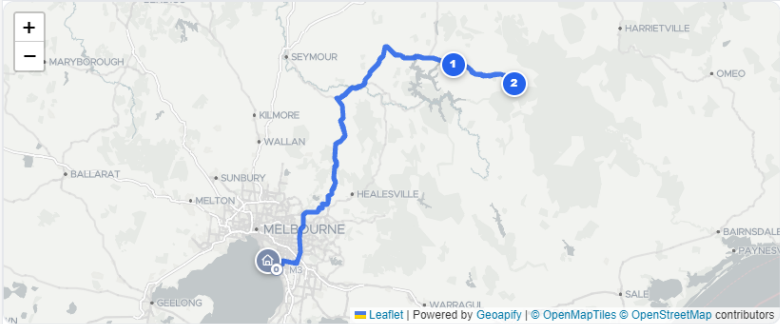
TOTAL WEIGHT

4000.0

kg

Price & Review opens with your Shift price and route overview.

ROUTE SUMMARY



DELIVERY STOP ORDER

Reverse or drag stops to change the final booking order. Pickup is locked and pricing is not recalculated.

Reverse route

Depot / Pickup

35 Wangara Road, Cheltenham, VIC 3192, Australia

Start 8:00 AM

LOCKED

1 Stop 1

8 Timothy Lane, Mansfield, VIC 3722, Australia

12:57 PM - 1:27 PM

2 Stop 2

18 Goal Post Road, Mount Buller, VIC 3723, Australia

2:16 PM - 2:46 PM

Use the large route map to visually review the journey and reorder delivery stops if required.

Tip: You can reorder delivery stops before booking if you want a different final stop sequence.

Check the price breakdown and operational summary

Review what makes up the Shift price and confirm the operational details before booking.

Price Breakdown

PRICE BREAKDOWN		SPECIAL RATES APPLIED	Customer Rate Config
Special rates are applied for Propel Logistics - Main .			
Labour 12.26 hrs x \$72/hr x 1.5x (VIC Regional Zone 2) - 8h zone minimum applied - ex GST - base inc GST \$1456.75	\$1324.32		
Break 60 min break required (shift > 10.5h) - 60 min billable	+60m		
Fuel Levy 21.3% of labour	\$282.08		
Tailgate Required (+10.0%) Surcharge	\$132.43		
Tolls (auto-detected) EastLink - Heavy Vehicle	\$12.00		
Toll Admin Fee 7% of toll cost	\$0.84		
Subtotal (ex. GST)	\$1751.67		
GST (10%) Includes labour/base GST \$132.43	\$175.17		
Total (inc. GST) All surcharges and levies applied	\$1926.84		

Review the full price breakdown before you confirm the booking.

Operational Summary

OPERATIONAL SUMMARY	
Selected Vehicle	10 Pallet
Unload Requirement	Tailgate required
Drive Time	546 min (live)
Service Time	40 min (20 min x 2 stops)
Dangerous Goods	No Dangerous Goods declared
Load Time	60 min
Return Unload / Admin	30 min
Break Required	60 min break required (shift > 10.5h) - 60 min (billable)
Overnight Rest	8 hours non-billable per night
Rest Period Rules	7h continuous rest required after 12h work in any 24h period
Weekly Rest	24h continuous rest required after 72h work in 7 days
Total Working Time	736 min (12.3 h)
Route Distance	500.5 km (live route)
Billable Hours Applied	12.26 hrs (min 8h applied)
Tolls Detected	EastLink
Back Confirm Booking	
Print Quote Export CSV Save Template Save Pending Route	

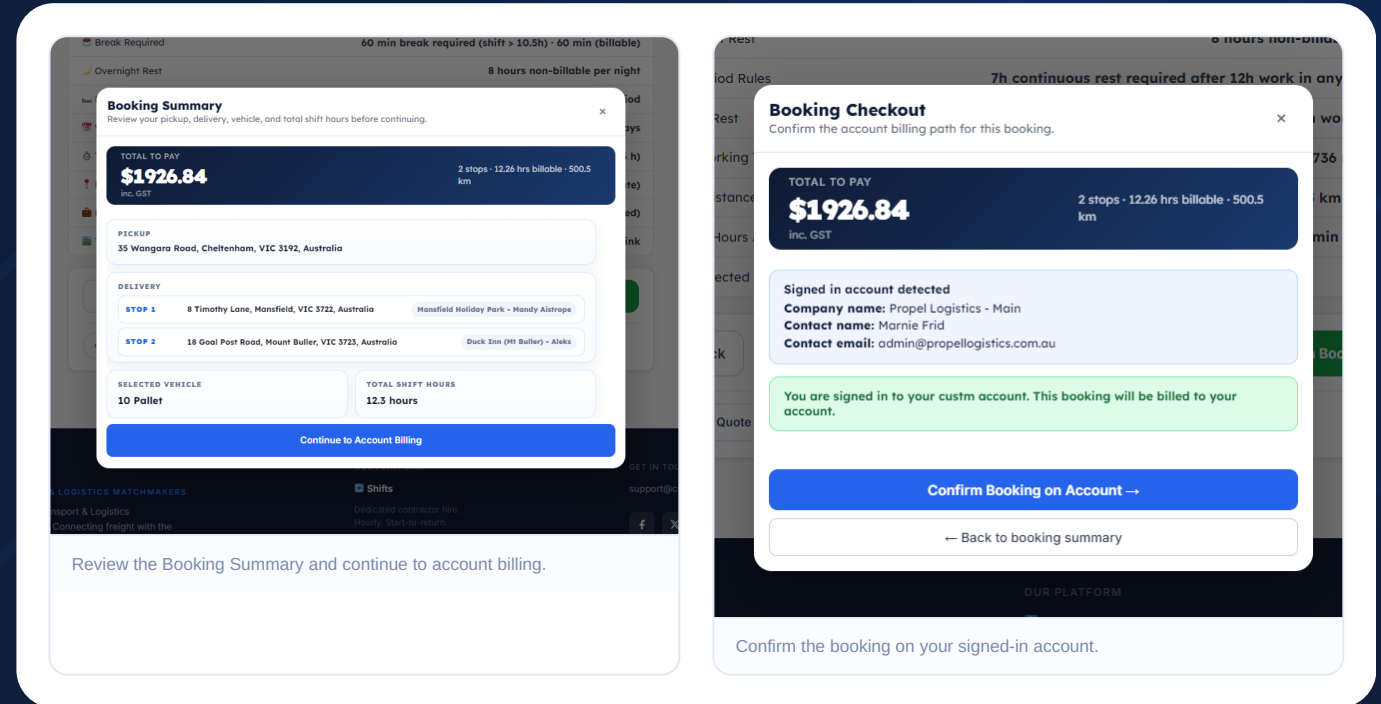
Review the operational summary and then click Confirm Booking when you are ready.

STEP 7 - ACCOUNT BOOKING

Confirm the Shift and continue to account billing

Click Confirm Booking , review the Booking Summary, and then choose Continue to Account Billing . On the next screen, confirm the signed-in account details and click Confirm Booking on Account .

- ✓ Review the Booking Summary.
- ✓ Continue to Account Billing.
- ✓ Confirm Booking on Account.



Your Shift booking is confirmed

Once the account booking succeeds, the confirmation page shows your booking reference and booking details. You can then download the booking information and the Shift label PDF.

BILLED TO ACCOUNT

✓

Your account booking is confirmed

We are sending your confirmation email to `admin@propellogistics.com.au`

Booking confirmation sent successfully.

BOOKING REFERENCE

SHFRU7QXVIGZY

Confirmed Thursday 03 September 2026 at 9:51 pm AEST

BOOKING STATUS

Your booking has been received.

Status: Billed to Account

NAME

Marnie Frid

PAID WITH

Billed to Account (invoice will be sent)

DURATION

12.3 hours

DISTANCE

500.5 km

ZONE

VIC Regional Zone 2

TOTAL

\$1926.84

Your account booking is confirmed and your booking reference is displayed.

BILLED TO ACCOUNT

Keep your booking reference.

The success page confirms the account booking and shows the booking reference.

Download the final files.

Download the booking information PDF and the Shift label PDF for your records.

PRICE SUMMARY

Shift total

\$1926.84

MANIFEST & BOOKING INFO

PDF

Your booking document is ready

Download the delivery manifest and booking summary for your records.

Download PDF →

Shift label PDFs

Download one label PDF per submitted shift below.

Shift 1 label PDF

Shift 1 - SHFRU7QXVIGZY-D1-S1 to SHFRU7QXVIGZY-D1-S2 (2 consignments)

Download label

Need help? Call (03) 9793 7262 or email support@custm.com.au

Book a new shift

Download your booking information and Shift label PDFs for your records.

MERGED JOBS TO SHIFT

You're ready to build the route.

The full customer journey is now clear: select the manifested Jobs, create the route, review the automatically populated pickup details, optimise, review the price and operations, then confirm the Shift on account.

01

Select Jobs

02

Create Route

03

Optimise & Review

04

Confirm & Download