



TRANSHANDY
CONTAINER TRANSPORT

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How to use Client Portal on Transhandy Container Transport's website

What is Client Portal?

Client Portal allows Transhandy's clients to access their containers delivery information including planned/estimated pickup/delivery, delivery confirmation, gate passes (dehire confirmations) and more. As a client, you will also be able to download the most up to date copy of your **Statement of Account** or find a specific job invoice.

How to set up a Client Portal account?

If you want to set up an account to have access to Client Portal, follow the steps below:

1. Visit <https://www.thandy.com.au/>.
2. Click **Log In** on the top right of the website.



Log In 📞 (02) 9790 2822

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3. Sign up by entering your **organisations preferred email** and **password**.
(Note: this email will be used for all future logins and if you are a large organisation with multiple employees, individual email accounts can be used to access Container Tracker. Please contact info@thandy.com.au if you have any problems).
4. Transhandy Container Transport will email you as soon as possible to **verify your account** along with a unique **Company Code** you will have access to.

How to log in Client Portal?

If you have already set up an account and have a Company Code, follow the steps below to log into Client Portal:

1. Visit <https://www.thandy.com.au/>.
2. Click **Log In** on the top right of the website.



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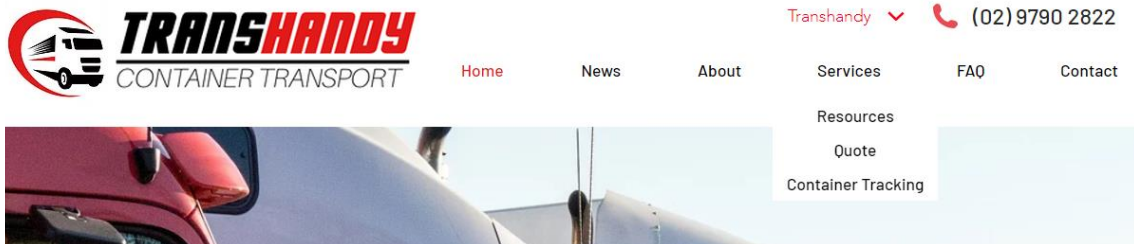
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3. Click **Log In** on the bottom of the Sign Up page.

Sign Up

Already a member? [Log In](#)

4. Enter your **Email** and **Password**. You will be redirected to the homepage.
5. On the homepage, hover over the **Services** tab and click **Client Portal**.



6. Click **Enter Edi Web Tracker**.
7. **Log In** using your unique **Company Code** Transhandy has generated for you and along with your **Email** and **Password** used to log in from Step 4.
(Note: if you do not have a Company Code, please refer to “How to set up a Client Portal account” above or email info@thandy.com.au and we will get back to you as soon as possible).

How to use Client Portal to look at my job/container?

Once logged into Client Portal, you are able to search and access more details about jobs/containers. The following steps explain how:

1. In the **Port Transport** tab, access your job/container by clicking on **Transport Jobs**.

2. Search using the list of filters given or design your own.
(Tip: it is easier to search through **Job #** and **Container Numbers**).
3. Once you have found your job/container, click on the job/container link to give you access to delivery confirmation, gate passes (dehire confirmations) and more.

How to use Client Portal to view/download my Statement of Account or Job Invoices?

It is possible to view a downloaded PDF of your Statement of Account with Transhandy Container Transport, just follow these instructions:

1. Click the **Accounts** tab.
2. Under the heading **Statement of Account**, click **View Statement of Account** for the latest PDF file of your SoA.

Statement of Account

Company:

Transactions

Numbers: Tran. Type:

Dates: From: To:

Issued by:

Payment Status:

3. You can find invoices under the **Transactions** heading. Use the tabs to search through **Job #** or **Container Number** to find the specific invoice.

What to do if you forget your email/password/company code?

If you forget any critical information to logging into Client Portal, please contact info@thandy.com.au to retrieve it.