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Manual for RollsRight Online Client Portal

Click this link -> <http://customerportal.rollsright.ca/TruckPortal/logon.html>, to access the WebPortal. (we recommend using Google Chrome, Microsoft Edge, or Mozilla Firefox for optimal performance)

For further information not covered in this Quick Start Manual please -> http://customerportal.rollsright.ca/TruckPortal/RR_OnlineServiceManual_v2.pdf?code=6841

1. How to reset my password or /and username

In the home page, under the **MY ACCOUNT** tab click the “**CLICK HERE**” on the line change your account information. Change your details as needed.

(PLEASE STORE THE INFORMATION IN A SAFE/SECURE LOCATION)

Rolls Right est. 1976 Logout

MY ACCOUNT **BOOK JOB** **MY JOBS** **MODIFY JOBS** **ADDRESS BOOK**
(BEFORE DISPATCHED / BOOKED)

My Account

Welcome to the Rolls Right Customer Portal

General
To order a shipment: **BOOK JOB**
To track your shipments and get PODs: **MY JOBS**

My Account
To change your account information: **CLICK HERE**

Help and Contact
If you need help, please consult our: **USER MANUAL**
For any job order issues please contact us at: **Appointments@rollsright.ca**
For billing help contact us at: **AccountsReceivable@rollsright.ca**
For technical support contact us at: **IT@rollsright.ca**
To talk to our CSR team phone: **604-298-0080**

Change Account Information

Passwords and logins can only contain letters A-Z, upper or lowercase, and numbers 0-9.
 Passwords and logins must be less than 50 characters in length.
 You must enter your current password before saving any changes.

Change Password

Please enter your current password:

Please enter your new password:

Please confirm your new password:

[Change Password](#)

Change Username

Please enter your current password:

Please enter your new username:

[Change Username](#)

Change Email

Please enter your current password:

Please enter a new email:

Send Load Confirmation Email

[Change Email](#)

2. How to track my jobs and get PODs

Go to **MY JOBS** page, you will see all your jobs in the past two weeks listed there. You can change the Date Range by clicking the date button to select a new date range, you can also search jobs by typing full or partial job #s, PO#s, or any other reference #s.

My Jobs

Note: Charges & Cost data is INACCURATE before job status turns to "Available" and will be ACCURATE after job status turns to "Approved".

Select Date
2021-05-26 to 2021-06-23

Get Report

Search:

Job ID	Status	Service Type	Pickup Location	Scheduled Dropoff Time	PODs & Supporting Docs	Transport Charge	Extra Charges	GST	Total Cost
B78888	PENDING	Less than Trailer Load		16 JUN 2021 22:00	WayBill Tracking				
B78884	PENDING	Less than Trailer Load		16 JUN 2021 20:00	WayBill Tracking				
B78889	PENDING	Less than Trailer Load		15 JUN 2021 17:00	WayBill Tracking				

Showing 1 to 3 of 3 entries

[Load Highlighted Job](#)

For the POD or any other supporting documents look under **PODS & SUPPORTING DOCS** and click the blue link to download the files.

3. How to order a job online

Go to **BOOK JOB**, fill out the form with the requisite details (please note the **"required!"** on required boxes), With the shipper/consignee/billing fields type in a few letters to get the drop-down menu and select the right entry.

4. How to modify a job online

(PLEASE NOTE THAT YOU ARE UNABLE TO MODIFY AN EXISTING ORDER IF DISPATCHED/BOOKED ALREADY AND IF THE TIME OF PICK-UP DATE ENTRY MISMATCHES THE CURRENT TIME)

In the MODIFY JOB page find the correct job using the various filters (Job ID, Search Bar, Pickup Location, etc.) And click the MODIFY HIGHLIGHTED JOB button.

MY ACCOUNT BOOK JOB MY JOBS **MODIFY JOBS**
(BEFORE DISPATCHED / BOOKED) ADDRESS BOOK

Modify Jobs

(Before Dispatched / Booked)

Note: To modify a dispatched or booked job, please call the CSR team or email us at appointments@rollsrigh.ca.

Show 10 entries Search:

Job ID	Status	Service Type	Pickup Location	Dropoff Location	Scheduled Pickup Time	Scheduled Dropoff Time	Billing Org	Appt. Req	Ref #(s)
B864332	AVAILABLE	Tractor Trailer	VANC WESTERN GROCERS EKE	18 WHEELS - BURNABY	01 AUG 2021 13:00	01 AUG 2021 14:00	18 WHEELS - BURNABY	No	
B864331	AVAILABLE	Tractor Trailer	VANC WESTERN GROCERS EKE	18 WHEELS - BURNABY	01 AUG 2021 10:30	01 AUG 2021 12:00	18 WHEELS - BURNABY	No	
B864330	AVAILABLE	Tractor Trailer	VANC WESTERN GROCERS EKE	18 WHEELS - BURNABY	01 AUG 2021 07:00	01 AUG 2021 08:00	18 WHEELS - BURNABY	No	
B869531	AVAILABLE	Tractor Trailer	18 WHEELS - MANITOBA STREE	WHISTLER WATER INC	30 JUL 2021 11:00	30 JUL 2021 13:00	18 WHEELS - BURNABY	No	A532955, S66894
B860136	AVAILABLE	Less than Trailer Load	CHEP CANADA WAREHOUSE	18 WHEELS - BURNABY	30 JUL 2021 08:00	30 JUL 2021 10:00	18 WHEELS - BURNABY	No	3672983244, D0085
B869528	AVAILABLE	Tractor Trailer	18 WHEELS - MANITOBA STREE	WHISTLER WATER INC	28 JUL 2021 11:00	28 JUL 2021 13:00	18 WHEELS - BURNABY	No	S66893, A532954
B867421	AVAILABLE	Tractor Trailer	18 WHEELS - BURNABY	BC LIQUOR DELTA	26 JUL 2021 15:00	27 JUL 2021 08:45	18 WHEELS - BURNABY	No	1143809, S66008
B867423	AVAILABLE	Tractor Trailer	18 WHEELS - BURNABY	BC LIQUOR DELTA	26 JUL 2021 14:30	26 JUL 2021 23:30	18 WHEELS - BURNABY	No	1143810, S66009
B869985	AVAILABLE	Tractor Trailer	18 WHEELS - BURNABY	BC LIQUOR DELTA	26 JUL 2021 15:30	26 JUL 2021 22:45	18 WHEELS - BURNABY	No	S66700, 1144684, 1144683, 11446
B869508	AVAILABLE	Tractor Trailer	18 WHEELS - MANITOBA STREE	WHISTLER WATER INC	26 JUL 2021 11:00	26 JUL 2021 13:00	18 WHEELS - BURNABY	No	S66892, A532376

Select a single job above by clicking on a row in the table. Then click me to modify it.

Previous 1 2 3 4 5 6 7 Next

Modify Highlighted Job

5. Address Book

If you need to add entries to your address book, please contact us at our email/phone IT@rollsrigh.ca / [604-298-0080](tel:604-298-0080)

6. Keyboard Shortcuts

Some Keyboard shortcuts can be accessed via "Shift + ?" in the various page tabs.

My Account

Welcome to the Rolls Right Customer Portal

General

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To track your shipments and get PODs: [MY JOBS](#).

My Account

To change your account information: [CLICK HERE](#)

Help and Contact

If you need help, please consult our: [USER MANUAL](#).

For any job order issues please contact us at: Appointments@rollsright.ca

For billing help contact us at: AccountsReivable@rollsright.ca

For technical support contact us at: IT@rollsright.ca

To talk to our CSR team phone: [604-298-0080](tel:604-298-0080)

Helpful Keyboard Shortcuts

To check out a list of available shortcuts on each page, press **SHIFT** + **?**

An example of a few shortcuts that are currently available.

Keyboard Shortcuts ×

Navigate to another page

My Account	1
Book Job	2
My Jobs	3
Modify Jobs	4
Address Book	5

Keyboard Shortcuts ×

Navigate to section

Shipping Organization **g** → **s**

Consignee Organization **g** → **c**

Pick-up Time **g** → **p**

Drop-off Time **g** → **d**

Goods **g** → **g**

Reference Nums **g** → **r**

Additional Info **g** → **a**

Next closest item **TAB**

Previous item **SHIFT** + **TAB**

Navigate to another page

My Account **1**

Book Job **2**

My Jobs **3**

Modify Jobs **4**

Address Book **5**

Extra functionality

Finish work order **c**

Review work order **r**

Clear org info **CTRL** + **o**