CUSTOMER WELCOME PACK

Welcome to Croft Cargo.

Thank you for trusting us with your cargo. Here’s how to get set up, meet your team and follow your first shipment.



WELCOME

Thank you for choosing Croft.

Your Croft team is here to help from your first booking through to delivery. This pack brings together your setup steps, portal access and the people to contact along the way.



AT A GLANCE

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NEXT STEPS

Get set up for your first shipment.

Complete your account forms

Customer Information Form
Tell us who handles bookings, updates and invoicing.

Direct Customs Agent appointment
Complete this if Croft will act as your direct customs agent.

Credit Application Form
Use this if you want to apply for a credit facility.

Postponed VAT Accounting (PVA)
Ask your Croft contact if you plan to use PVA for imports.

Open forms and downloads

Send completed forms to your Croft contact. We'll confirm when your account is ready and advise on any credit terms.

Send us your shipment details

Route and timing
Collection and delivery addresses, cargo-ready date and any delivery deadline.

Cargo and packaging
Goods description, package count and type, dimensions and gross weight.

Terms and handling
Agreed Incoterm and named place, plus any temperature or special handling needs.

Documents
Send the commercial invoice and packing list when available. We'll confirm what else we need.

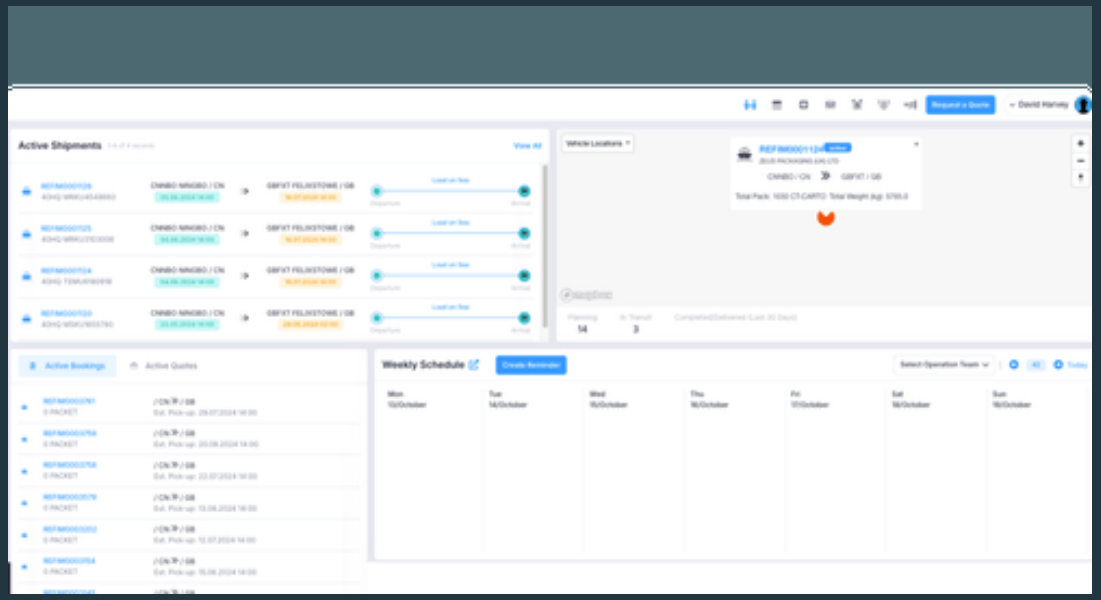
Ask Sales for a quote

Your account manager will share the proposed schedule and confirm the booking with your carrier once you approve it.

CUSTOMER PORTAL

Croft Assist.

Track shipments, find paperwork and see the rates Croft has shared with your account, all in one place. Powered by Modaltrans.



Example dashboard shown with demo data.

Track your shipments

View shipment status, key milestones and estimated arrivals where tracking is available.

Find your paperwork

Download the shipping documents and invoices Croft has shared with you.

Check agreed rates

See the tariffs available to your account and check their validity dates.

Request a quote or booking

Send your route, cargo details and ready date where online requests are enabled.

Get access for your team

Ask your account manager or email Sales to get set up.

Log in to Croft Assist Request access Portal overview

CROFT UK OFFICE

Management team.



Lee

Managing Director

lee@croftcargo.com



Stuart

Finance Director

stuart@croftcargo.com



Martin

Operations Manager

martin@croftcargo.com

Company owners

Lee Meadowcroft

lee@croftcargo.com

Laura Meadowcroft

laura@croftcargo.com

Croft Cargo Ltd

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+44 (0)1274 442888

MEET THE TEAM

Come and see us.

You’re welcome to visit us in Cleckheaton and meet the people looking after your freight. We can also visit your site to learn more about your products and how your supply chain works.



Email Sales to arrange a visit

MEMBERSHIPS AND ACCREDITATIONS

Federation of Small Businesses

British International Freight Association

Authorised Economic Operator

GET IN TOUCH

Your Croft contacts.

For an existing shipment, contact your account manager first and include the Croft reference if you have one.

Sales

sales@croftcargo.com

Quotes, account setup and new enquiries

Operations

operations@croftcargo.com

Bookings, tracking and delivery queries

Accounts

accounts@croftcargo.com

Invoices, payments and credit queries

Terms and privacy

Ask Sales for a copy of the applicable BIFA Standard Trading Conditions.

Trading terms

Privacy notice

Meet the team online



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