

DHL PARCEL UK
**WEBSITE
USER GUIDE**

www.dhlparcel.co.uk



DHL Parcel – Excellence. Simply Delivered.



CONTENTS

TRACKING WITHOUT A LOGIN 3

Tracking information 4

Rearrange your delivery 5

ESTIMATED TIME OF ARRIVAL (ETA) 5

'YOU'RE NEXT' NOTIFICATIONS 6

Confirming your details 6

REGISTERING WITH DHL PARCEL 7

Creating a login 7

Login options 8

Logged in 9

TRACKING YOUR SHIPMENTS 9

Proof of delivery 10

Delivery history 10

Scan history 11

Consolidation 11

Status history 12

Notes 12

Collection history 13

CHANGING DELIVERY OPTIONS 13

GPS co-ordinates 14

Choosing which option 15

EMAILING PROOF OF DELIVERY 15

Email notification 16

Delivery status (POD) report 16

ADDITIONAL INFORMATION 17

Booking a collection 17

Contact us 17

Service availability by postcode 18

Sync Point 18

Find a depot 18

REPORTS 19

Multi signature viewer 19

ETA reports 20

Customer requested reports 20

Ad hoc reports 21

Scheduled reports 21

TRACKING WITHOUT 'LOGGING IN'

To track a shipment, visit DHLParcel.co.uk and select '**Help Centre**' ¹ > **Track a parcel**' from the main menu. To begin tracking, either enter the DHL Parcel shipment number or your customer reference ² and postcode ³.

The **delivery postcode** is **always recommended** - our system will tell you when it is required.

The screenshot shows the DHL Parcel website's 'Track a Parcel' page. At the top, there's a navigation bar with 'DHL' logo and links for 'Parcel Services', 'Mail, Digital and Packets', 'Specialist Services', 'Help Centre', and 'Login'. The 'Help Centre' link is circled with a '1'. Below the navigation bar, the page title is 'Track a Parcel'. A sub-header explains the tracking service. There are three input fields: 'Shipment number', 'Card number', and 'Customer reference' (all optional), followed by a 'Postcode (recommended)' field which is highlighted with a callout line and a '3'. A red 'Find your parcel' button is below the fields. To the right, there's a 'Important Information' box with a red exclamation mark icon. At the bottom, there's a footer with sections: 'Services', 'About Us', 'Support Hub', and 'Get in Touch'.

Postcode Recommended

The screenshot shows the DHL Parcel website's 'Track a Parcel' page, similar to the first one. However, the 'Postcode' field is labeled 'Postcode (required)' and is highlighted with a callout line. The rest of the page layout, including the navigation bar, input fields, 'Find your parcel' button, 'Important Information' box, and footer, is identical to the first screenshot.

Postcode Required

Note: This view is also available to recipients.

Tracking Information

Once you have entered your shipment number, card number or customer reference and delivery postcode, you will be able to view the details of the shipment. The description of the delivery service the shipment is on will also be stated. This will also give you the redelivery options available for the shipment, in-line with the senders instructions.

You will be able to view the latest status of the shipment or if it has been delivered you will be able to view the name of the person who signed for the shipment.

Track a Parcel

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collected » At sortation facility » In transit » Delivered

Your parcel is out for delivery

Your parcel is due to be delivered on Friday 21st December 2018 between 13:26 and 14:26

Your parcel does not need to be signed for, so if there's no-one at home and your neighbours are not available the driver will leave your parcel in a safe place.

Your parcel journey started at 06:40
Keep track of your parcel below

Rearrange your delivery
To change your delivery please enter your postcode

Postcode **Add postcode**

Do you have a question about this shipment? Click here for help.

Next stop alert
Receive a free email or text notification before your delivery to see driver's next stop.

Booking information
Your parcel has been collected: 20/12/2018
Expected delivery date: 21/12/2018

Your parcel's journey

Date	Time	Message
21st December 2018	07:53	Your parcel is out for delivery
21st December 2018	02:16	Your parcel is at the delivery depot
20th December 2018	16:13	Your parcel has been collected

Track another parcel

☒ Shipment number
 ☐ Card or Customer reference

Postcode (Recommended)

Rearrange your delivery when it is out for delivery

This page will enable the user to track the progress of the shipment when out for delivery.

You or your recipients are able to rearrange the delivery to leave in a safe place, leave with a neighbour, collect from Local Parcel Shop, collect from DHL Parcel depot, or change the delivery day if those options are available for your shipments. **1**

Track a Parcel

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collected → At sortation facility → In transit → Delivered

Your parcel is out for delivery

Your parcel is due December 2018 between 13:26 and 14:26

Your parcel does not need to be signed for, so if there's no-one at home and your neighbours are not available the driver will leave your parcel in a safe place.

Your parcel journey started at 06:40
Keep track of your parcel below

Rearrange your delivery
To change your delivery please enter your postcode

Postcode **Add postcode**

- Leave in a safe place
- Leave with neighbour
- Collect from Local Parcel Shop
- Collect from DHL Parcel UK Depot
- Change delivery day

Do you have a question about this shipment? [Click here for help](#)

Your driver is on his way to stop number 48

ONE HOUR DELIVERY ETA

On the day of delivery, a one hour delivery window will be emailed or text to the recipient. The recipient can then opt to receive a **'You're Next'** notification when the driver is 5-15 minutes away using the notification details you have provided when dispatching.

Note: The delivery time given is approximate and will depend on the local area, the route and traffic conditions.

DHL [FAQ](#) [Contact](#)

GREAT NEWS!

You're next on our driver's route.

Shipment number: **0077 0000 12345678**

Your DHL Parcel driver is expected to be with you in the next 5 – 15 minutes. Please note, we aren't always authorised by the sender to leave your parcel in a safe place or with a neighbour, so it's best if someone is at home to receive it.

Track your parcel

This email is a notification of an expected delivery by DHL Parcel UK.

2018 © DHL – All rights reserved.

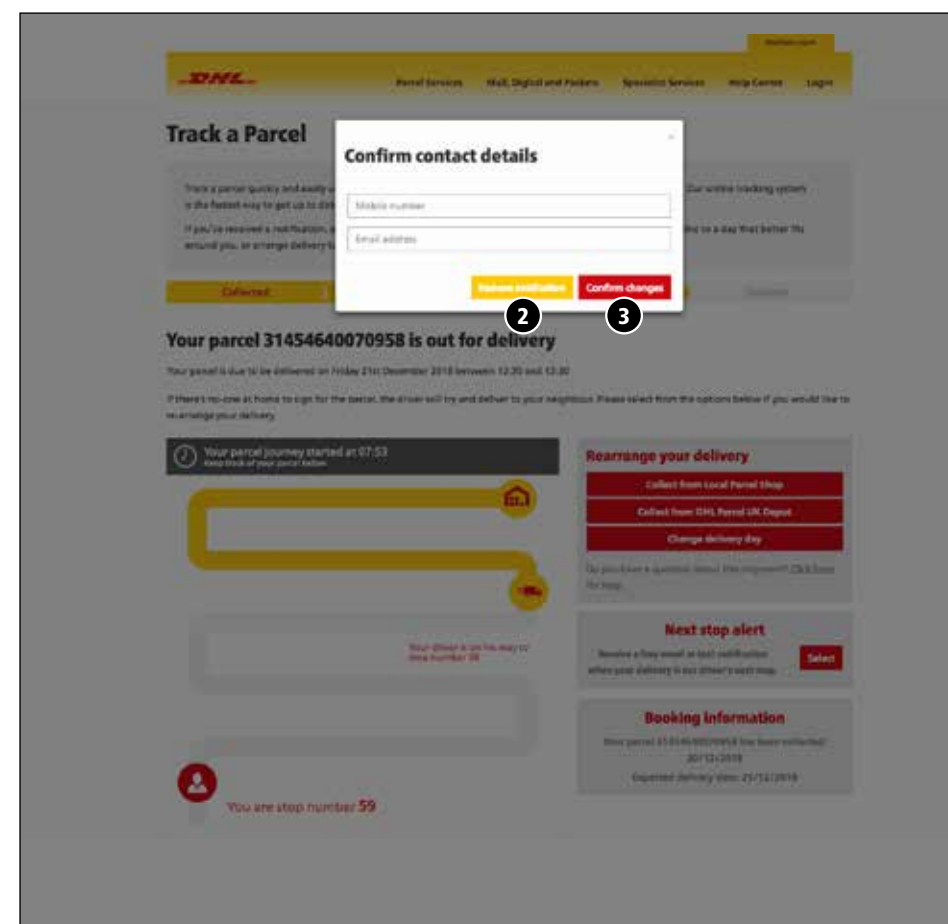
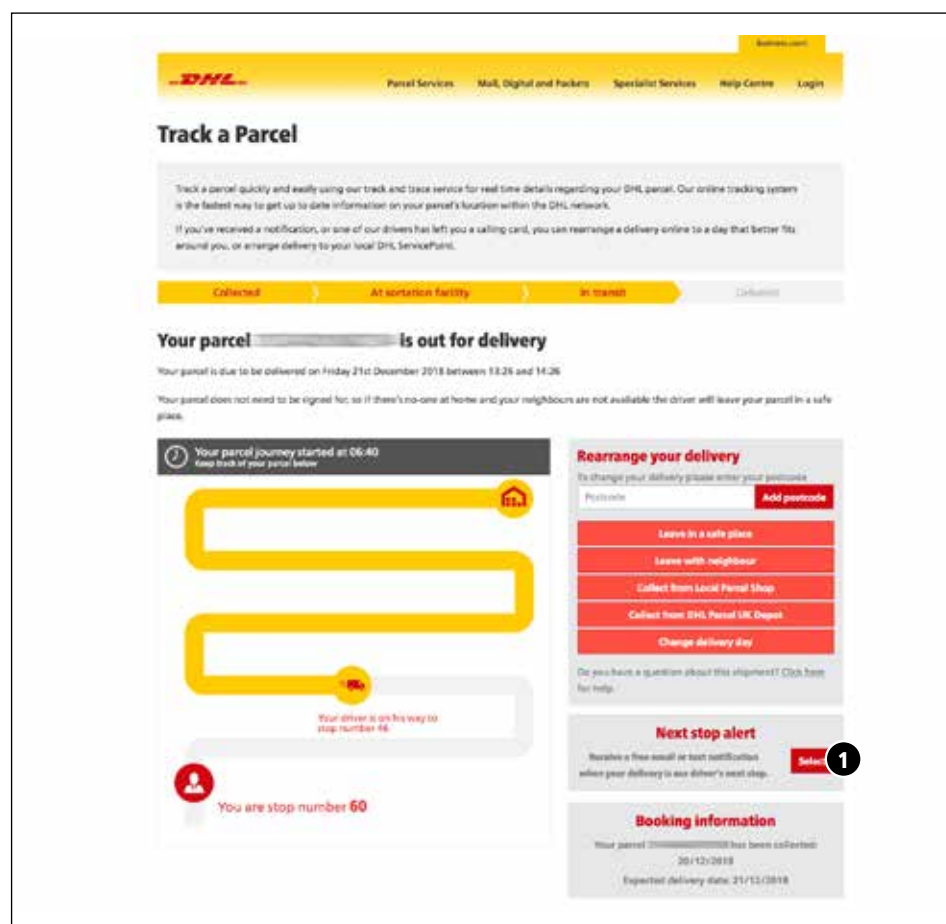
'YOU'RE NEXT' NOTIFICATION

The **'You're Next'** notification option ¹ allows the recipient to choose to receive an email or text to advise when they are the drivers next stop. The notification is triggered by the driver's scanner after the completion of the previous delivery.

Confirming your details

We will display the email address or mobile number we hold for the recipient or the recipient can choose to enter details of their choice.

Remember to press **'Confirm Changes'** ³ to complete. You can also remove any **'You're Next'** notifications here by selecting **'Remove Notification'**. ²



REGISTERING WITH DHL PARCEL

To login **1** into the DHL Parcel website you will need to register with us. To register, you will need your DHL Parcel account number and your account details to hand.

The **'Register Now'** link is accessed from the **'Login'** screen.

Creating a login

Once you have submitted your registration form, our IT team will need to authorise your registration. This will be completed within 48 hours. The IT team will inform the requester via email when the online account details have been created and authorised.

Registering cont.

- 1 Enter your account number. If you have multiple accounts you will need to add each account. To complete this, click **'Add Account'** after each account number you wish to add.
- 2 Your password needs to be unique to you.

Position

Work Phone

Mobile number

Account Number *

Add Account

Remove Account

Email address *

Confirm Email address *

Password *

Confirm password *

☐ I'm not a robot

[Click here if you want to be kept up-to-date on our products and services.](#)

Register

Login options

Once you have received an email confirmation for your online account, you will need to login to the DHL Parcel website to view detailed tracking information

To login, click the **'Login'** button 3 and when prompted enter your registered email address and password.

DHL

Parcel Services Mail, Digital and Packets Specialist Services Help Centre Login

* Indicates a mandatory field

Email address *

Password *

Login

Register Now

Forgotten your Password?

Services

Personal sender

Track a parcel

Rearrange a delivery

Find a depot

Business user login

About Us

DHL Parcel

Press & news centre

Governance

Corporate responsibility

Career opportunities

Support Hub

Live service updates

Business support

FAQs - Parcel delivery

FAQs - Mail and Packets

Get in Touch

Deutsche Post DHL Group

Terms & Conditions

Fraud Awareness

Legal Notice

Privacy Policy

2018 © DHL UK - All rights reserved

Logged in

Once you have logged in, an additional navigation bar will appear. **1**

TRACKING YOUR SHIPMENTS - LOGGED IN

You are able to track your parcels by using your shipment number or customer reference **2** and postcode.

If using a reference number to search, please also insert the delivery postcode. **3** If you have multiple account numbers you can either select **'All Accounts'** or choose the account you wish to search for. **4**

Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot **1**

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Select date Collection date to: Select date Delivery postcode: Select account: All accounts

Shipment No.: 21454640050826 Reference No.: Find your parcel

Please note that when searching for a shipment using the Reference No. field, you must enter the customer reference in full. Partial searches can still be made using the Shipment No. field, but we do not allow partial reference number searches.

Rearrange delivery on behalf of recipient Rearrange Manage your next notifications You're next

Summary Delivery History Scan History Cancelled Status History Notes Collection History Event Activity Map

Out For Delivery

Do you have a question about this shipment? Click here for help.

Shipment Detail

Shipment Number:	21454640050826
Customer Reference:	0006101020064208163
Collection Date:	03/01/2019
Delivery Date:	04/01/2019 between 17:40 and 18:45
Items:	1
Weight:	2 kg

Latest Signature

Latest Signature: No Signature to Display

Latest Recipient Name:

You're Next

Status: In transit

Phone number: 7497384246

Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Select date Collection date to: Select date Delivery postcode: Select account: All accounts

Shipment No.: 21454640050826 Reference No.: Find your parcel

Please note that when searching for a shipment using the Reference No. field, you must enter the customer reference in full. Partial searches can still be made using the Shipment No. field, but we do not allow partial reference number searches.

Services

- Personal senders
- Track a parcel
- Rearrange a delivery
- Find a depot
- Business user login

About Us

- DHL Parcel
- Press & news centre
- Governance
- Corporate responsibility
- Career opportunities

Support Hub

- Use service updates
- Business support
- FAQs - Parcel delivery
- FAQs - Mail and Parcels

Get in Touch

Facebook Twitter LinkedIn

Deutsche Post DHL Group

Terms & Conditions Privacy Notice Legal Notice Privacy Policy

Proof of delivery

Once you have selected **'Find Your Parcel'**, you will be able to view the shipment details. Here, you can view the recipient's signature which is stamped with the date and time.

Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Collection date to: Delivery postcode: Select account:

Shipment No: Reference No: [Find your parcel](#)

Please note that when searching for a shipment using the **Reference No.** field, you must enter the customer reference in full. Partial searches can still be made using the **Shipment No.** field, but we do not allow partial reference number searches.

Send proof of delivery email to: [Send](#)

Summary Delivery History Scan History Consolidation Status History Notes Collection History Event Activity Map

Delivered - Signed for by on Friday 21st December 2018 at 10:26

Do you have a question about this shipment? [Click here](#) for help.

Shipment Detail

Shipment Number:

Customer Reference:

Collection Date: 20/12/2018

Delivery Date: 21/12/2018

Items: 1

Latest Signature

Latest Signature:

Latest Recipient Name:

Additional Details

Delivery history

The tabs will show you various details regarding your shipment.

The **'Delivery History'** ¹ tab will show you the details and signature of delivered shipments.

Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Collection date to: Delivery postcode: Select account:

Shipment No: Reference No: [Find your parcel](#)

Please note that when searching for a shipment using the **Reference No.** field, you must enter the customer reference in full. Partial searches can still be made using the **Shipment No.** field, but we do not allow partial reference number searches.

Send proof of delivery email to: [Send](#)

Summary **Delivery History** Scan History Consolidation Status History Notes Collection History Event Activity Map

Delivery History ¹

Number of Items: 1

Date & Time	Item	ID / KDS	Delivery Type Description	Comments	Signature	Event Map
21/12/2018 10:26	1	Signed for by	Signed for at address			

Contact Name: Reference 1: Reference 2:

United Kingdom

Scan history

Your parcels are scanned at various stages in the DHL Parcel network. The **'Scan History'** ^① tab will show you all scans for each parcel.

The information is also available to the recipient when viewing in **'Track a Parcel'**

The screenshot shows the DHL Track a Delivery - Business Users interface. The 'Scan History' tab is selected and highlighted with a red circle and the number 1. The page displays a table of scan history for a specific parcel.

Parcel	Date & Time	Location	Type
1	21/12/2018 10:26	Belfast	IOD Parcel Scan
1	21/12/2018 08:40	Belfast	On-to-Delivery Van Scan
1	21/12/2018 02:07	Belfast	In-Delivering Warehouse Scan

Consolidation

The **'Consolidation'** ^② tab will show if you have amended your shipment and added additional parcels before we have collected them.

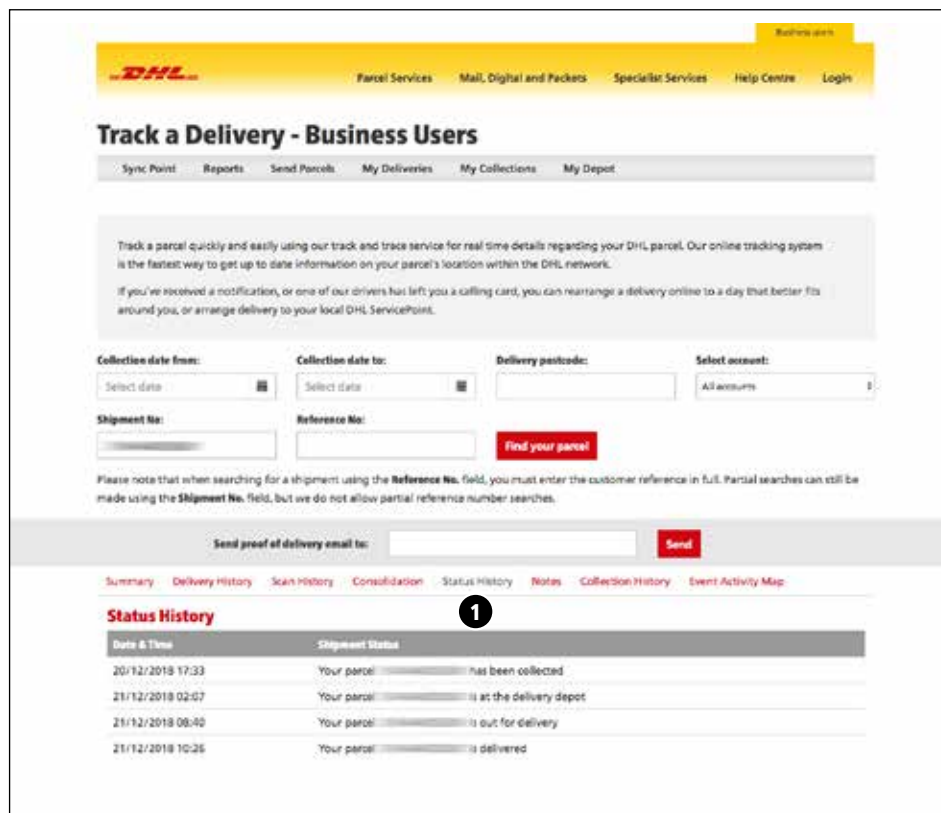
The screenshot shows the DHL Track a Delivery - Business Users interface. The 'Consolidation' tab is selected and highlighted with a red circle and the number 2. The page displays a table of consolidation information for a specific shipment.

Contact Name	Reference 1	Reference 2	Phone	Email	Special Instructions
		United Kingdom			

Status history

The **'Status History'** ^❶ tab will show you each stage of your shipment's journey through the DHL Parcel network.

This information is also available to the recipient when viewing without logging in.



Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Select date Collection date to: Select date Delivery postcode: Delivery postcode Select account: All accounts

Shipment No: Shipment No Reference No: Reference No Find your parcel

Please note that when searching for a shipment using the **Reference No.** field, you must enter the customer reference in full. Partial searches can still be made using the **Shipment No.** field, but we do not allow partial reference number searches.

Send proof of delivery email to: Send

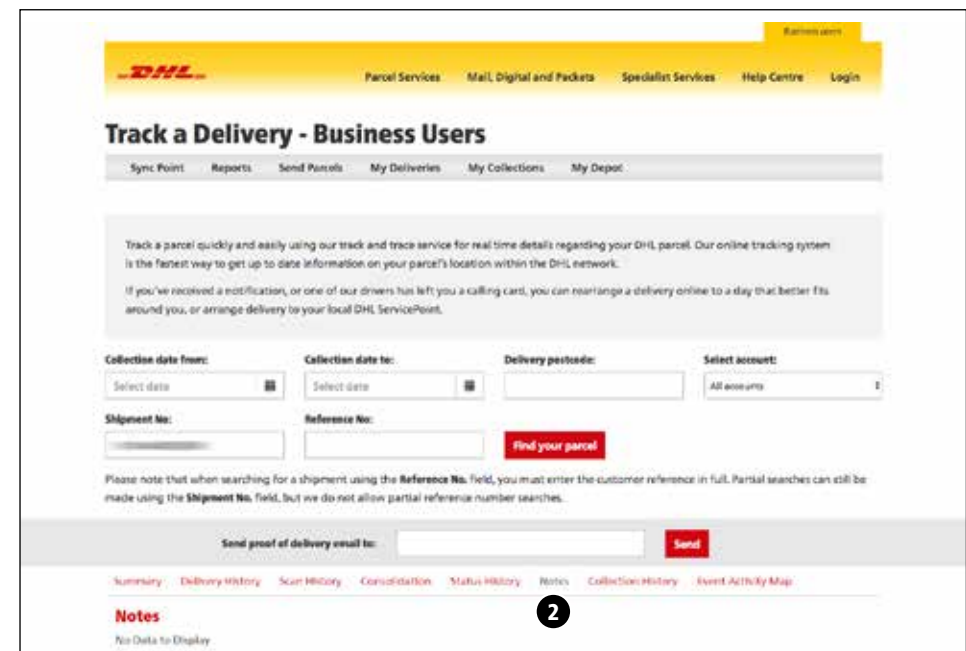
Summary Delivery History Scan History Consolidation **Status History** Notes Collection History Event Activity Map

Status History

Date & Time	Shipment Status
20/12/2018 17:33	Your parcel has been collected
21/12/2018 02:07	Your parcel is at the delivery depot
21/12/2018 08:40	Your parcel is out for delivery
21/12/2018 10:26	Your parcel is delivered

Notes

The **'Notes'** ^❷ tab will show you any notes added against your shipment by either our delivery depots or our Customer Care teams. These notes will enable you to track the progress of any queries which have been raised and will also display the current information available.



Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Select date Collection date to: Select date Delivery postcode: Delivery postcode Select account: All accounts

Shipment No: Shipment No Reference No: Reference No Find your parcel

Please note that when searching for a shipment using the **Reference No.** field, you must enter the customer reference in full. Partial searches can still be made using the **Shipment No.** field, but we do not allow partial reference number searches.

Send proof of delivery email to: Send

Summary Delivery History Scan History Consolidation Status History **Notes** Collection History Event Activity Map

Notes

No Data to Display

Collection history

The **'Collection History'** ^① tab will show you that your shipment has been collected.

The screenshot shows the DHL Parcel UK website interface for business users. The top navigation bar includes links for Parcel Services, Mail, Digital and Packets, Specialist Services, Help Centre, and Login. The main heading is 'Track a Delivery - Business Users'. Below this is a navigation menu with tabs: Sync Point, Reports, Send Parcels, My Deliveries, My Collections, and My Depot. The 'My Collections' tab is highlighted with a red circle and the number 1. The main content area displays a form for tracking a delivery, including fields for Collection date from/to, Delivery postcode, and Select account. Below the form is a 'Find your parcel' button. A message states: 'Please note that when searching for a shipment using the Reference No. field, you must enter the customer reference in full. Partial searches can still be made using the Shipment No. field, but we do not allow partial reference number searches.' At the bottom, there is a 'Send proof of delivery email to:' field and a 'Send' button. The 'Collection History' tab is selected, showing a table with the following data:

Date & Time	Description	Comments
20/12/2018 18:54	Collected	

CHANGING DELIVERY OPTIONS

You can rearrange ^② your customers' delivery for them or set up a **'You're Next'** notification ^③. To do this, simply click the required button and follow the instructions.

The screenshot shows the DHL Parcel UK website interface for business users. The top navigation bar includes links for Parcel Services, Mail, Digital and Packets, Specialist Services, Help Centre, and Logout. The main heading is 'Track a Delivery - Business Users'. Below this is a navigation menu with tabs: Sync Point, Reports, Send Parcels, My Deliveries, My Collections, and My Depot. The 'My Collections' tab is highlighted. The main content area displays a form for tracking a delivery, including fields for Collection date from/to, Delivery postcode, and Select account. Below the form is a 'Find your parcel' button. A message states: 'Please note that when searching for a shipment using the Reference No. field, you must enter the customer reference in full. Partial searches can still be made using the Shipment No. field, but we do not allow partial reference number searches.' At the bottom, there is a 'Send proof of delivery email to:' field and a 'Send' button. The 'Collection History' tab is selected, showing a table with the following data:

Date & Time	Description	Comments
20/12/2018 18:54	Collected	

Below the table, there are two buttons: 'Rearrange delivery on behalf of recipient' (labeled with a red circle and the number 2) and 'Manage You're Next notifications' (labeled with a red circle and the number 3). The 'Rearrange' button is highlighted. The 'You're Next' button is also highlighted. The 'Out For Delivery' section is visible, with a link to 'Click here for help.' The 'Shipment Detail' section shows the following information:

Shipment Number:	3145464009626
Customer Reference:	0969161020044286248
Collection Date:	03/01/2019
Delivery Date:	04/01/2019 between 17:40 and 18:40
Items:	1
Weight:	2 kg

The 'Latest Signature' section shows the following information:

Latest Signature:	No Signature to Display
Latest Recipient Name:	

The 'You're Next' section shows the following information:

Status:	Inactive
Phone number:	7497184248
Email address:	sabanett20@outlook.com

The 'Delivery Details' section is also visible.

GPS Co-ordinates

Display of GPS co-ordinates captured through the driver hand held scanner for shipments where either a Calling Card has been left by the driver or where the shipments has been delivered.

Information available to your customers

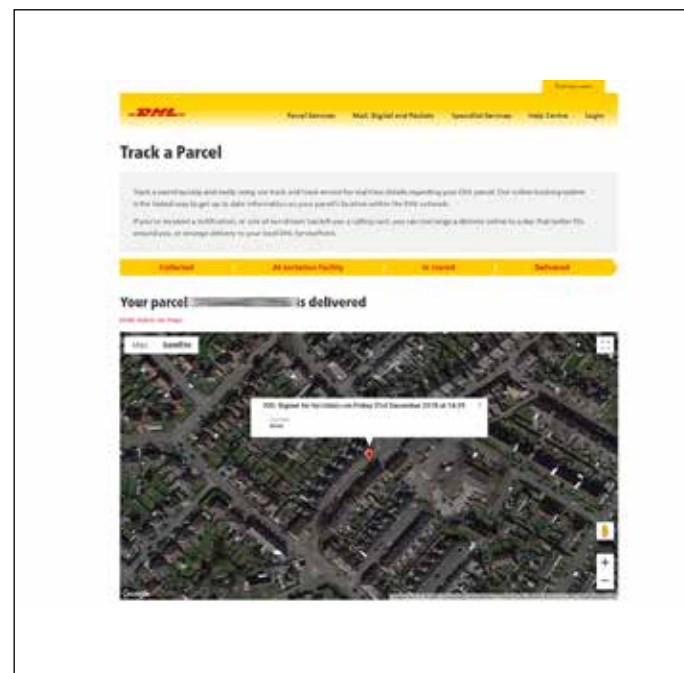
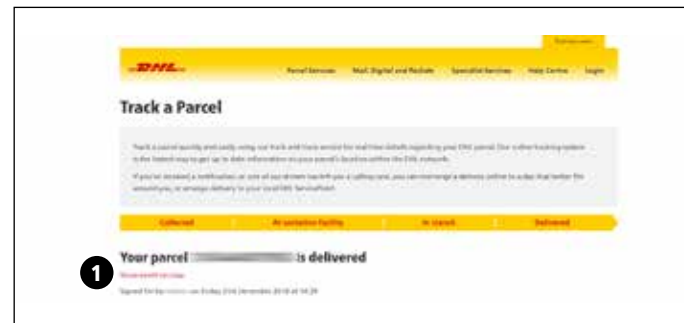
Where we have captured GPS co-ordinates, your customers will be able to see the **'event map'** ¹ in the **'Track a Parcel'** section on track.dhlparcel.co.uk via the pin point of the event on a street view map.

Information available to you as a secure user

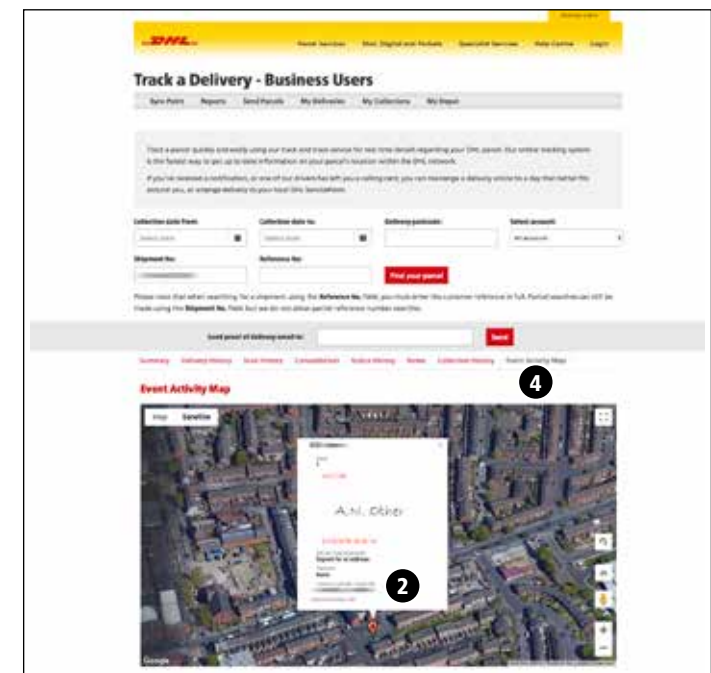
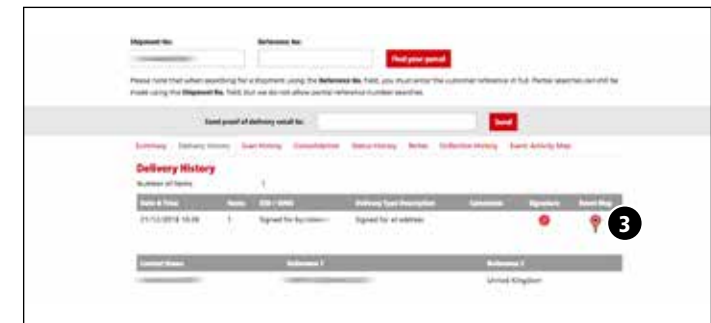
Where we have captured GPS co-ordinates, you will be able to see in addition the actual latitude/longitude co-ordinates ² of the event via the **'event map'** in the Delivery History tab section of track.dhlparcel.co.uk or by selecting **'Event Activity Map'**. ⁴

Where there is more than one event captured, these will be displayed with the most recent event first.

In the event that we have been unable to obtain GPS co-ordinates for an event, a message will be displayed to the user to advise of this.



Left with neighbour
(unsecure user view)



Left with neighbour
(secure user view)

Choosing which option

The options displayed **1** are configured against your account to ensure that only the options you wish to be available are shown.

Track a Parcel

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collected → At sortation facility → In transit → Delivered

Your parcel is out for delivery

Your parcel is due to be delivered on Friday 21st December 2018 between 13:26 and 14:26

Your parcel does not need to be signed for, so if there's no-one at home and your neighbours are not available the driver will leave your parcel in a safe place.

Your parcel journey started at 06:40
Keep track of your parcel below

Rearrange your delivery
To change your delivery please enter your postcode

Postcode **Add postcode**

1

Do you have a question about this shipment? Click here for help.

Next stop alert
Receive a free email or text notification when your delivery is our driver's next stop. **Select**

Booking information

Your driver is on his way to stop number 45

You are stop number 60

EMAILING THE PROOF OF DELIVERY

You are able to email the **'Proof Of Delivery'** **2** summary from the DHL Parcel website to any chosen email address.

Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL ServicePoint.

Collection date from: Collection date to: Delivery postcode: Select account:

Shipment No: Reference No: **Find your parcel**

Please note that when searching for a shipment using the Reference No. field, you must enter the customer reference in full. Partial searches can still be made using the Shipment No. field, but we do not allow partial reference number searches.

Send proof of delivery email to: **2** **Send**

Summary Delivery History Scan History Consolidation Status History Notes Collection History Event Activity Map

Delivered - Signed for by [redacted] on Friday 21st December 2018 at 10:26

Do you have a question about this shipment? Click here for help.

Shipment Detail

Shipment Number:
Customer Reference:
Collection Date: 20/12/2018
Delivery Date: 21/12/2018
Items: 1
Weight: 2 kg

Latest Signature

Latest Signature: **3**
Latest Recipient Name:

Additional Details

Company Name:
Collection Address:
Account Number:

Delivery Details

Proof of Delivery Status: No Parcel received

Email notification

Once your **'Proof of Delivery' (POD)** ① has been successfully sent you will see the green notification bar appear on your screen.

Track a Delivery - Business Users

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Track a parcel quickly and easily using our track and trace service for real time details regarding your DHL parcel. Our online tracking system is the fastest way to get up to date information on your parcel's location within the DHL network.

If you've received a notification, or one of our drivers has left you a calling card, you can rearrange a delivery online to a day that better fits around you, or arrange delivery to your local DHL Servicepoint.

1 Proof of delivery has been successfully emailed to: [redacted]

Collection date from: [Select date] Collection date to: [Select date] Delivery postcode: [] Select account: [All regions/TO]

Shipment No: [] Reference No: [] **Find your parcel**

Please note that when searching for a shipment using the **Reference No.** field, you must enter the customer reference in full. Partial searches can still be made using the **Shipment No.** field, but we do not allow partial reference number searches.

Send proof of delivery email to: [] **Send**

Summary Delivery History Scan History Consolidation Status History Notes Collection History Event Activity Map

Delivered - Signed for by [redacted] on Friday 21st December 2018 at 10:26

Do you have a question about this shipment? [Click here for help.](#)

Shipment Detail

Shipment Number: [redacted]
Customer Reference: [redacted]

Latest Signature

Latest Signature: [redacted]
Latest Recipient Name: [redacted]

Delivery status (POD) report

The recipient will receive a standard email with a PDF attachment of the POD.

Consignment Delivery Status Report
Generated on 21/12/2018 12:03:48

Current Status : Your parcel delivered is

Consignment number : [redacted]
Address : [redacted]
UNITED KINGDOM
Total items : 1
Total weight : 2 kg

Date & Time	Items	Recipient name	Delivery Type	Comments	Signature
21/12/2018 10:26	1	[redacted]	Signed for at address		VECTOR A.N. Other 21/12/2018 10:26:10

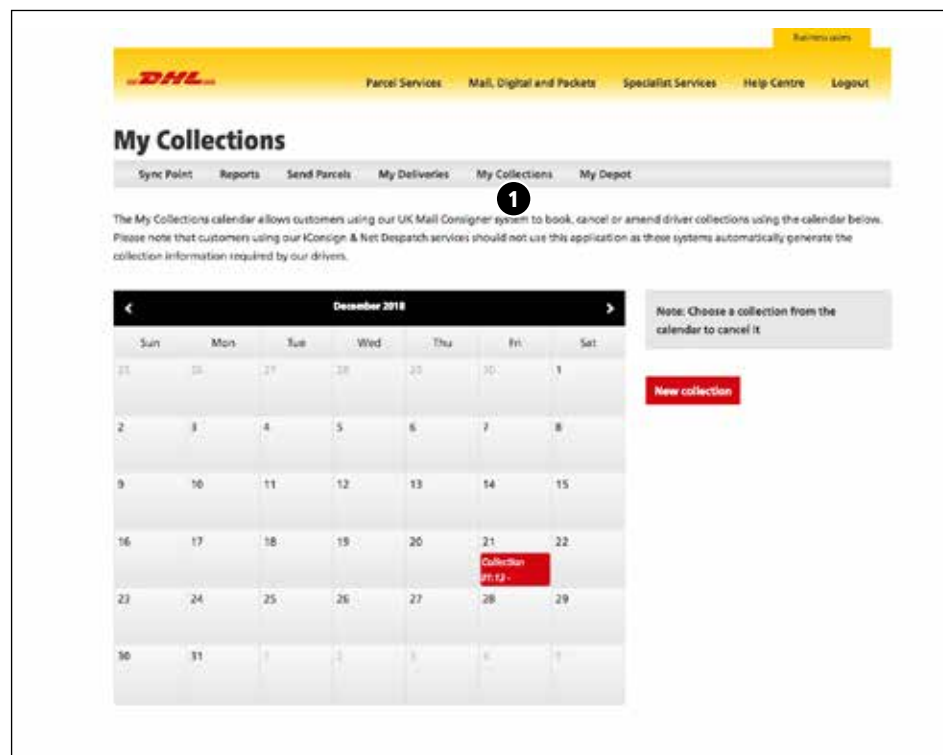
Additional Consignment Details

Contact Name	Reference 1	Reference 2	Phone	Email	Special instructions
[redacted]	[redacted]	United Kingdom	[redacted]	[redacted]	

ADDITIONAL INFORMATION

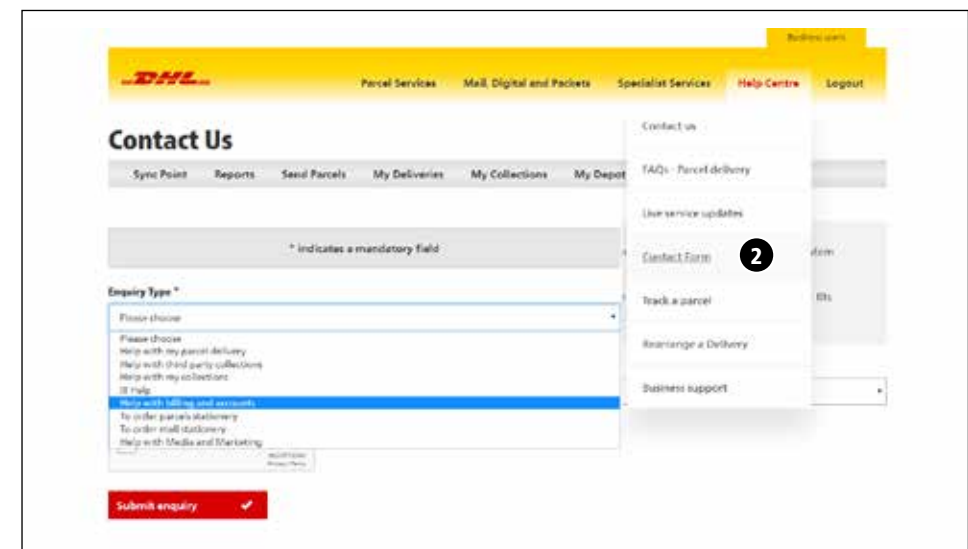
Booking a collection

To book or manage collections use the **'My Collections'** ¹ menu option.



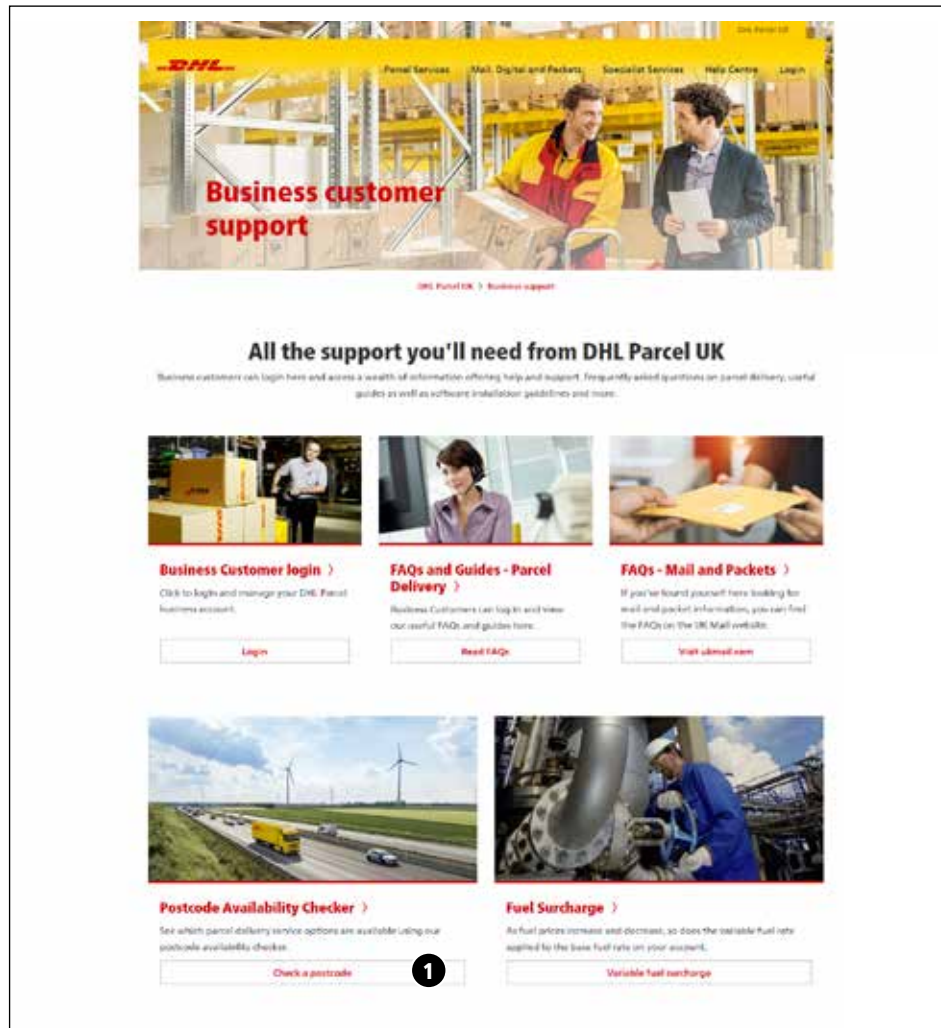
Contact us

Customers who login can access a wider choice of help options in the contact form, ² this includes: ordering stationary, IT help & support with billing/accounts.



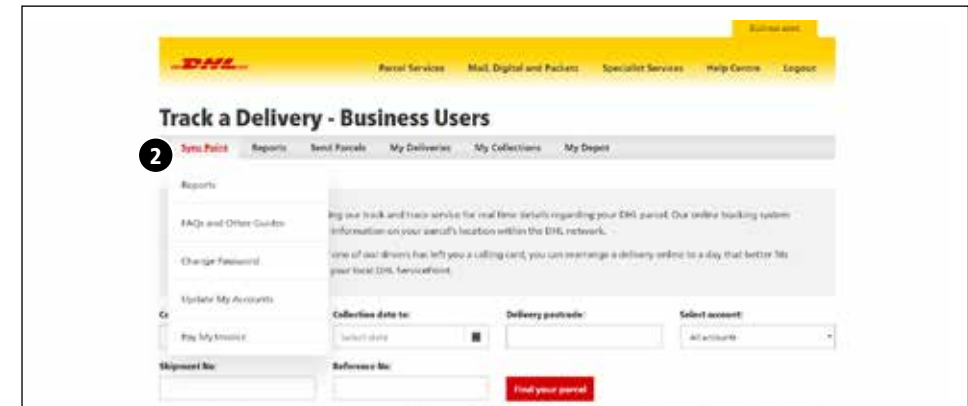
Service availability by postcode

Dynamic Menu based on login status. **1**



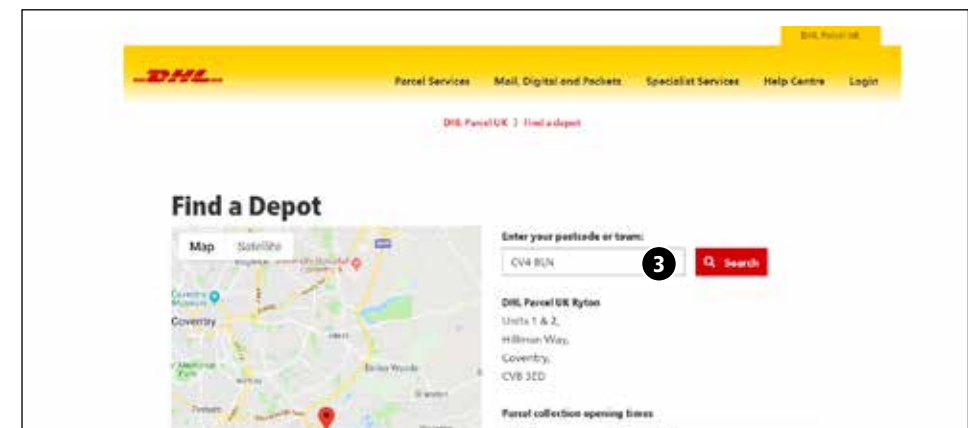
Sync Point

Sync Point **2** allows you to manage your account and access reports - such as ETA Reports. This option is useful for informing your recipients of due delivery.



Find a depot

Search by postcode or town **3** to find the nearest depot and directions.



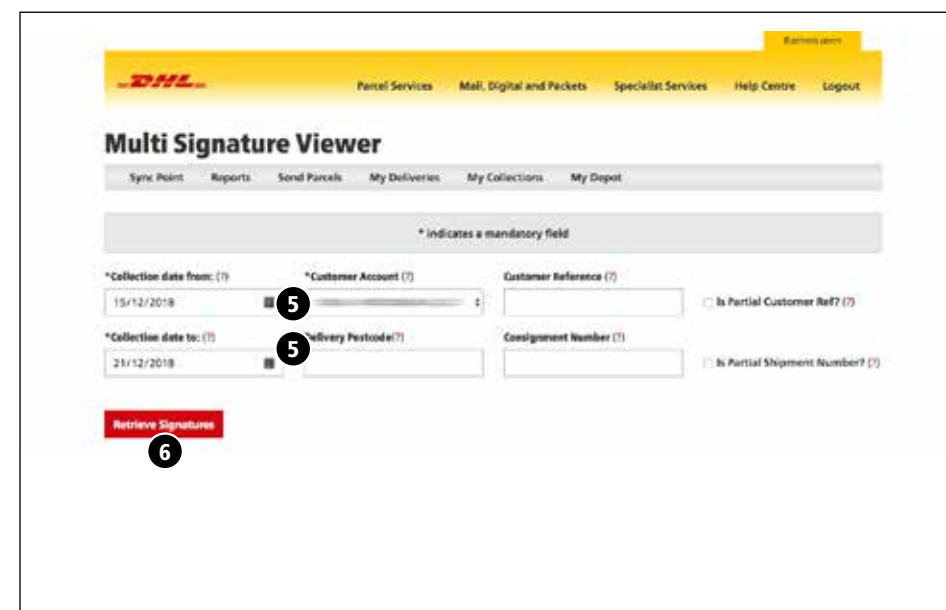
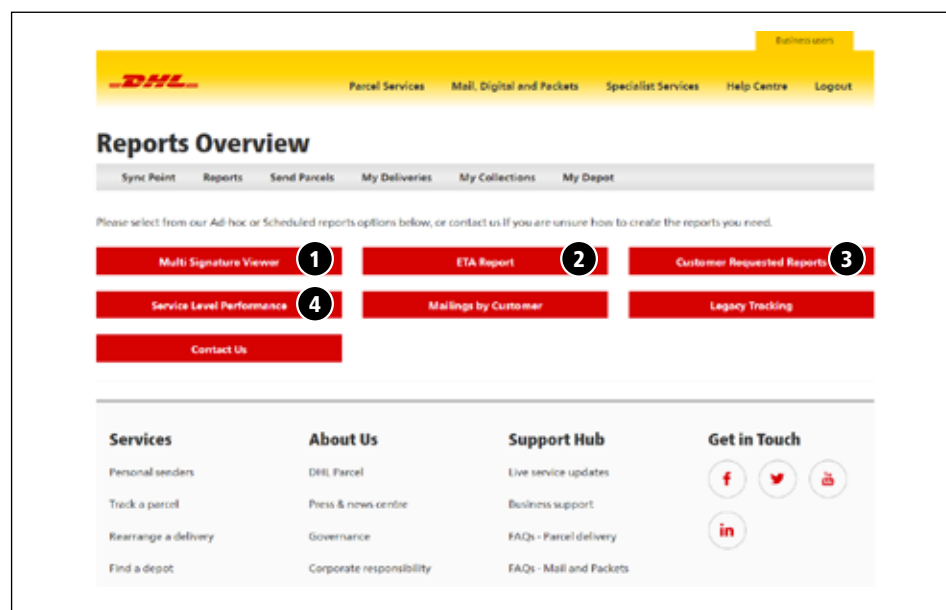
REPORTS

We have a range of reports, FAQs and guides available to you:

- ❶ Find multiple signatures for your deliveries
- ❷ Run a report of the 'Estimated Time of Arrival' (ETA) for your deliveries due today
- ❸ Request your own automatic reports
- ❹ Check your service levels

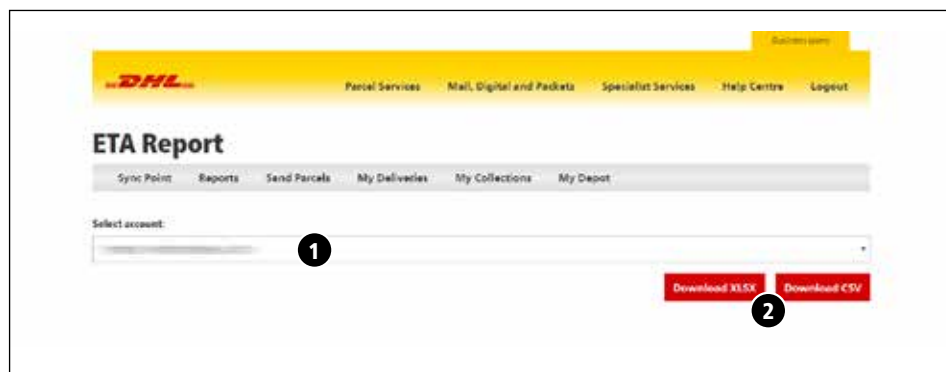
Multi signature viewer

You are able to view up to 100 signatures for your deliveries over a specified time scale. Once you have chosen your time scale, ❺ click **'Retrieve Signatures'**. ❻



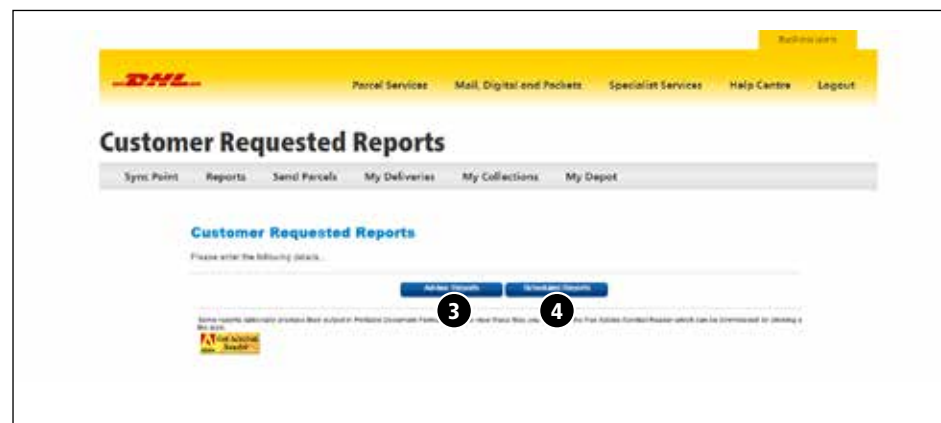
ETA reports

To generate the ETA report for deliveries, choose the account number you wish to retrieve them for **1** and then select '**Download**'. **2** Next, choose the format of the report.



Customer requested reports

You will be able to choose either a one off report **3** or schedule a report. **4** Scheduled reports will be sent on a daily basis to a preferred email address.



Ad hoc reports

You will be able to choose the details, format and time frame of your report by selecting and choosing from these options. **1**

The report will be emailed to the user, once you have clicked **'Submit Request'**. **2**

Customer Requested Reports

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Customer Requested Reports: Ad-Hoc Report Entry

Please enter the following details:

Selected Account: [Account ID]

Report Name: POD Delivery **1**

Report Format: PDF

Report Period: 12/01/2019 to 12/01/2019

Report Type: Data

Submit **18-CLP-D-T** **2**

Ad Hoc Ad Hoc (Same Accounts) Scheduled Scheduled (Same Accounts) View Schedule

Scheduled reports

You can schedule an auto report to be emailed at set times each day. The options are the same as they are for the **'Ad Hoc'** reports. Click **'Create Schedule Report'** **3** and select **'all'** for your account numbers and choose the detail you require.

Customer Requested Reports

Sync Point Reports Send Parcels My Deliveries My Collections My Depot

Customer Requested Reports: View Scheduled Reports

Please select your required options:

This table shows the following scheduled reports setup:

Account ID	Report Name	Report Format	Report Period	Report Type
[Account ID]	[Report Name]	[Report Format]	[Report Period]	[Report Type]

Create Scheduled Report **3**

Ad Hoc Ad Hoc (Same Accounts) Scheduled Scheduled (Same Accounts) View Schedule



We hope you found this guide useful and if you have any further questions, **please contact your Account Manager.**