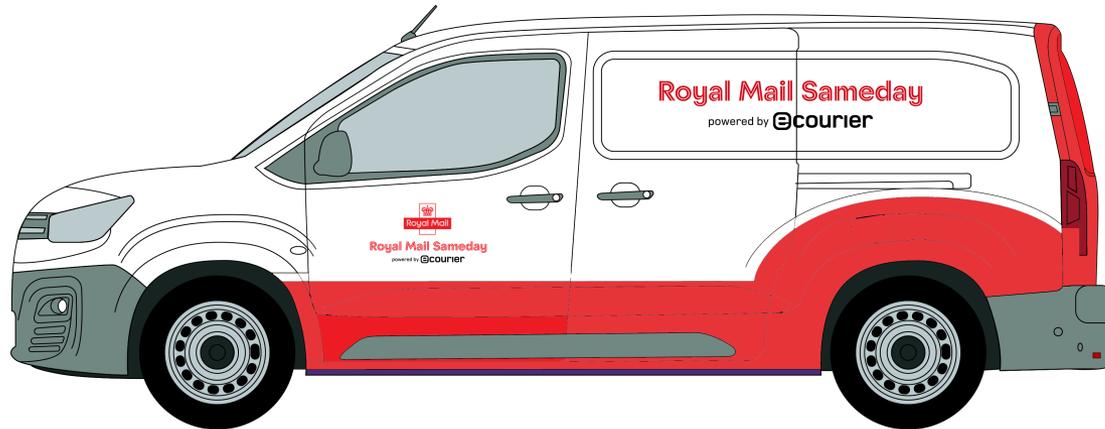


Royal Mail Sameday

powered by **@courier**

A Quick Start Guide for
Courier Booking & Tracking

Contact details



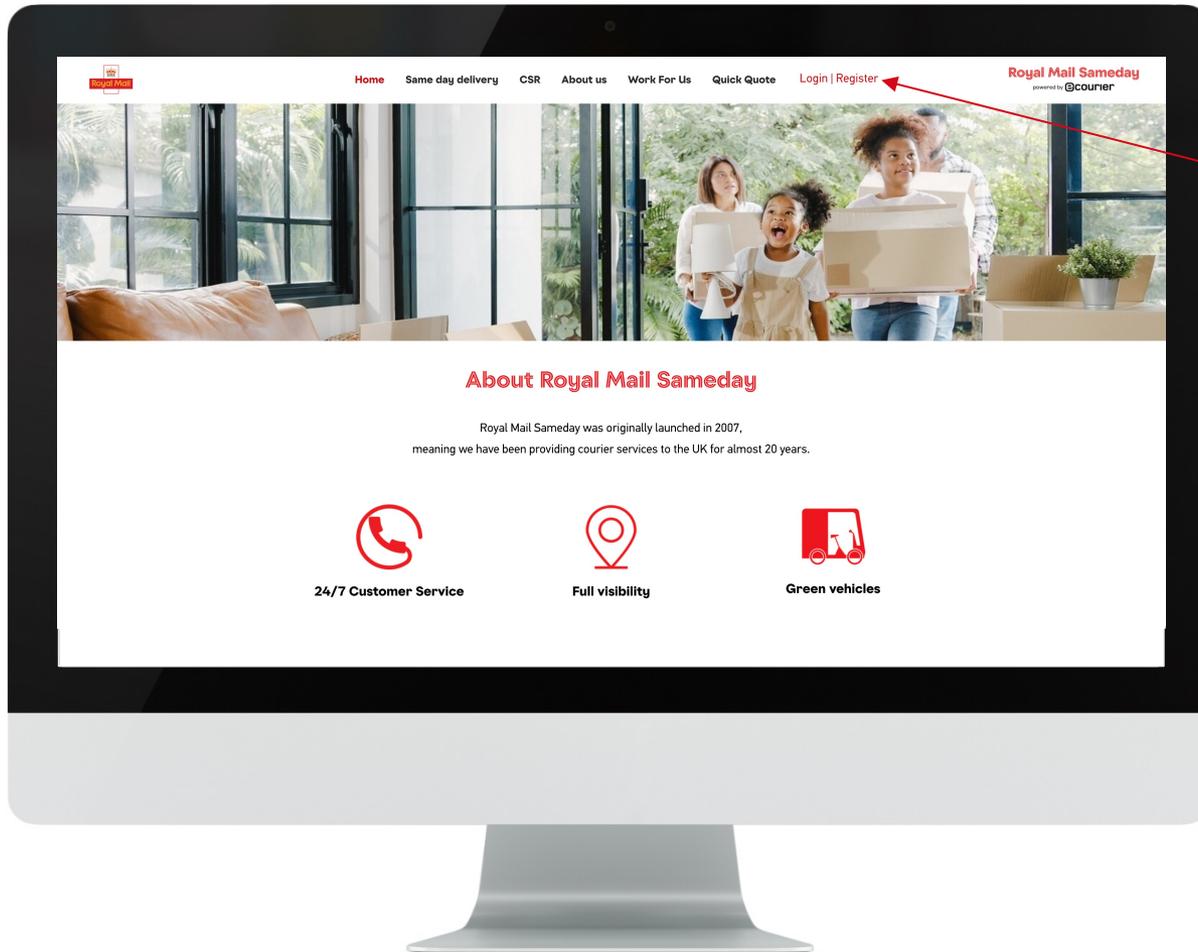
033 0088 5522

operations@royalmailsameday.com

Royal Mail Sameday

powered by **@courier**

Start by visiting www.royalmailshameday.com



Click here & Sign in
Using your e-mail address.

To reset your password,
click **“Login in”** then click
“Forgot your password?”

Sign In

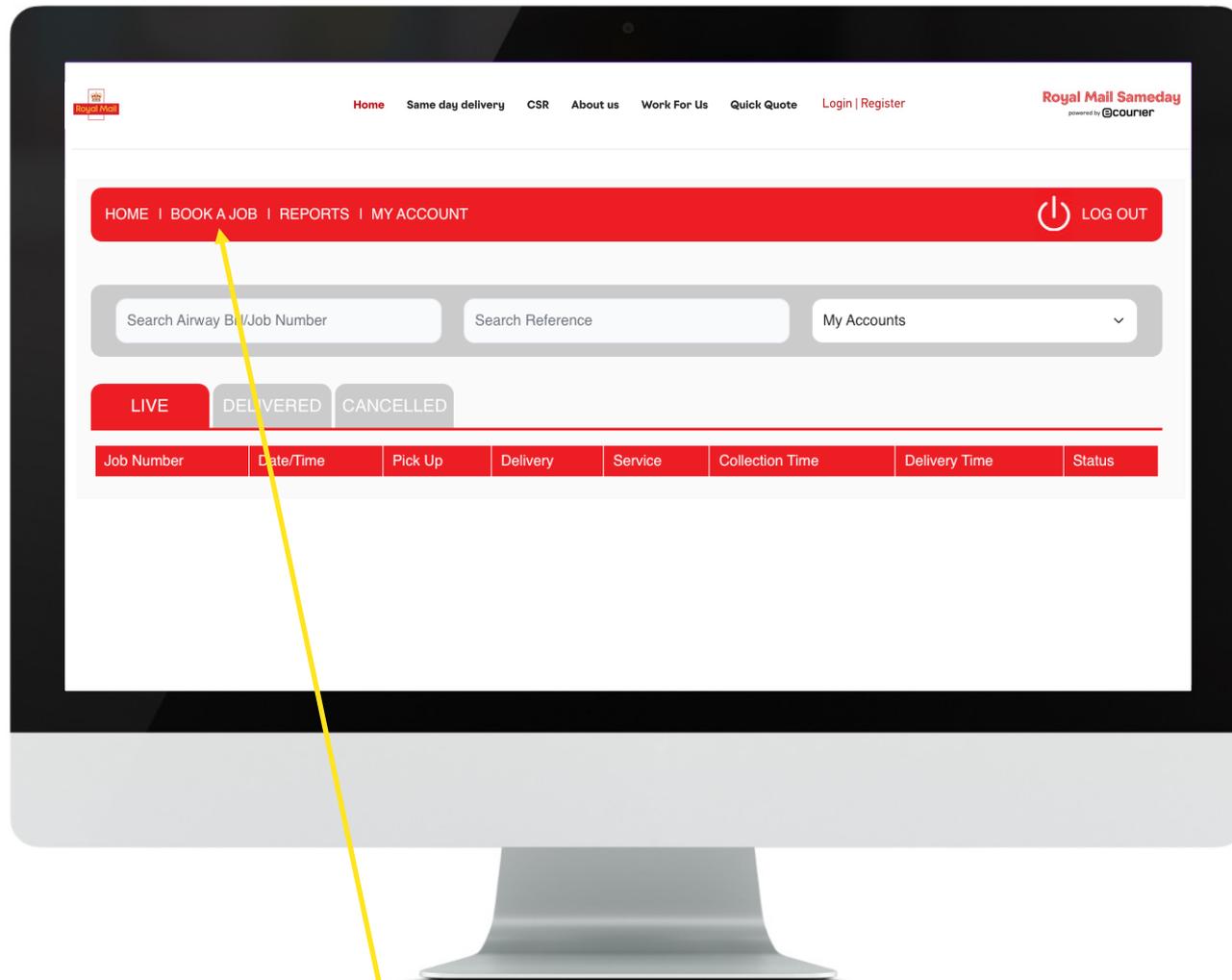
New Member? [Create an account](#)

Username
Password
Forgot your password?

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How to make a booking

How to make a booking



Click on "BOOK A JOB"

How to make a booking

DASHBOARD | GET A QUOTE | MY ACCOUNT LOG OUT

Your job details

Contact Name

Test

Reference 2

Booked By

Invoice Note

Invoice Note

Notification Email

Notification email i

Check that your contact details are correct and then fill in the references

How to make a booking contd....

➤ Select the vehicle type you require:

What vehicle do you need? ⓘ



Small Van



Large Van



Extra Large Van



Larger Vehicles



Insurance

Bookings are insured up to £2500 standard. To add additional coverage, please contact operations@royalmailsameday.com or call 033 0088 5522.

How to make a booking contd....

Pick up from? ⓘ

Address Search

Enter your pick up address

Save to address book

When do you need the courier?

ASAP Pre-book

Add another collection +

You can start by typing your collection postcode, and then selecting the full address from the dropdown list.

Click the **home** icon if the collection is from your registered account address



Alternatively, you can select your saved addresses from your address finder

Save to address book

When do you need the courier?

ASAP Pre-book

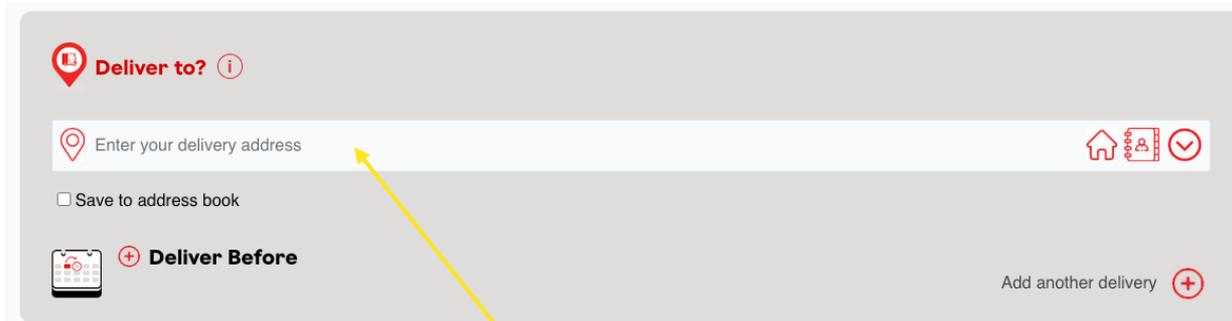
Add another collection +

Adding the address to your address book will make it easier for future use.

If the item is ready for collection leave it on **ASAP**, if you need more time, select **Pre-book**

To add an extra collection address, click the plus sign.

How to make a booking contd....



The screenshot shows a grey panel with a red location pin icon and the text "Deliver to?" followed by an information icon. Below this is a white input field with a red location pin icon and the placeholder text "Enter your delivery address". To the right of the input field are three icons: a house, a document with a person icon, and a checkmark. Below the input field is a checkbox labeled "Save to address book". To the left of the "Deliver Before" section is a calendar icon with a red plus sign and the text "Deliver Before". To the right of this section is the text "Add another delivery" followed by a red plus sign. A yellow arrow points from the bottom right towards the input field.

You can start by typing your delivery postcode, and then selecting the full address from the dropdown list.

Click the **home** icon if the delivery is to your registered account address 

Alternatively, you can select your saved addresses from your address finder 

How to make a booking contd....

Deliver to? ⓘ

PE4 5PE

Last Address

Company Name
Company Name

Contact
Idris Elba

Address Line 1
PETERBOROUGH MAIL CENTRE

Address Line 2
PAPYRUS ROAD

Address Line 3
Street Address Line 3

Postcode
PE4 5PE

Town / City
PETERBOROUGH

Telephone
Phone number

Consignee Email

Notes
Add details (Item description, call on arrival, door bell not working etc.) for the courier

Save to address book

Deliver Before
Delivery to PE4 5PE we estimate to be between 19:41:00 and 21:01:00

Add another delivery +

Adding the address to your address book will make it easier for future use.

Click the plus sign to add a delivery deadline

To add an extra delivery address (Multi-drop), click the plus sign.

Delivery Information

Contact name and phone number:

Provide your full name and a phone number where you can be reached during the day. This will allow the delivery driver to contact you if there are any problems with your delivery.

Delivery address:

Please double-check your shipping address to make sure it is correct. The delivery driver will not be able to deliver your order if the address is incorrect.

Notes:

The item description should always be added. If you have any special instructions for the delivery driver, such as a gate code please include them here.

How to make a booking contd....

Any Extras? ⓘ



WAIT & RETURN



PERMISSION
TO POST

WAIT & RETURN

Upon delivery, the driver will wait for the allotted time to pick up the package.

After that, we'll return your delivery directly to you, or wherever you'd prefer for us to send it.

PERMISSION TO POST

If the recipient is not going to be in, please tick "**Permission to post**"

COST

You will also be able to find out the price before you confirm the booking.
Click '**Continue**' to proceed to the confirmation screen.

CONFIRMATION

The confirmation page allows you to confirm the job details, and if something needs to be changed, select edit to return to the booking page.

Edit Job

Total£32.60

Confirm Job

Royal Mail Sameday
powered by @courier

How to track a booking

Hi Test,
Not Test? [Click here](#)

DASHBOARD | GET A QUOTE | MY ACCOUNT LOG OUT

Search Airway Bill/Job Number Search Reference My Accounts

LIVE DELIVERED CANCELLED

Job Number	Date/Time	Pick Up	Delivery	Service	Collection Time	Delivery Time	Status
Track 83668318	2024-06-25 11:21:00	Royal Mail Sameday Test PETERBOROUGH MAIL CENTRE PAPYRUS ROAD PETERBOROUGH PE4 5PE	Royal Mail Sameday Test WHITECHAPEL DELIVERY OFFICE 206 WHITECHAPEL ROAD LONDON E1 1AA	Small Van	12:41 - 14:01	16:02 - 17:22	Assigning Courier

To view your pre-bookings & all your live jobs select **'Dashboard'**

You can now track all live online or phone bookings on your dashboard screen as well as check the status of any pre-bookings and live jobs that you've booked.



How to track a booking contd....

DASHBOARD | GET A QUOTE | MY ACCOUNT

 LOG OUT

My Online Requests



MY ACCOUNT



HISTORIC JOBS



ONLINE BOOKINGS



CREATE REPORT



INVOICES



CREDIT NOTES

After you book a job online, you will be diverted to **"ONLINE BOOKINGS"** where you can view all the bookings that you have made online.

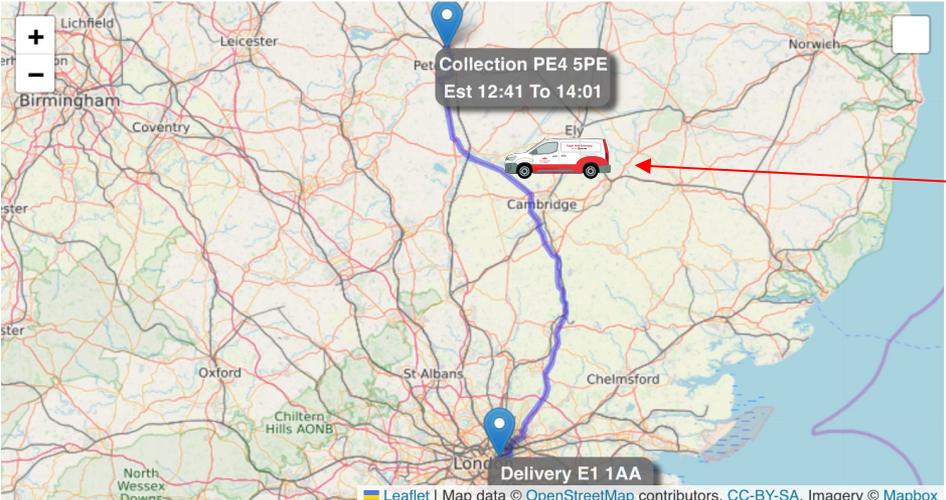
Click the **DASHBOARD** button at the top of the screen to see ALL your bookings.

Number	Date Time	Service	Consignee	Operator	Status
81637249	2023-06-09 11:43:00	Small Van	Daniel Wright	Gateway	Consignment Delivered
81637197	2023-06-09 11:35:00	Bike	Mo Gilligan	Gateway	Consignment Delivered
81637188	2023-06-09 11:34:00	Small Van	Halle Berry	Gateway	Driver has confirmed Collection
81637177	2023-06-09 11:32:00	Bike	Taylor Swift	Gateway	Driver has confirmed Collection

How to track a booking contd....

Job Summary

Summary Details Notes



Job Timeline 83668318

- Estimated Delivery from 16:02 to 17:22**
Royal Mail Sameday Test, WHITECHAPEL DELIVERY OFFICE 206 WHITECHAPEL ROAD, LONDON E1 1AA
- Estimated Collection from 12:41 to 14:01**
Royal Mail Sameday Test, PETERBOROUGH MAIL CENTRE PYPYRUS ROAD, PETERBOROUGH PE4 5PE
- 11:21 Consignment has been Booked**

Tue 25/06/2024

You can still add notes & special instructions on the job notes section up until the point that a driver is allocated, once allocated to a driver you will have to contact our Customer Service team to make any further updates.

You can track the driver's process via the map.



Our system will give you estimated collection and delivery times.

Any Questions?



This user guide is designed to make your experience smoother and faster

If you are still unclear on anything after reading, please don't hesitate to get in touch using the details below

033 0088 5522

operations@royalmailssameday.com

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