Its a small world

when you're registered at parcelforce.com



Your local force in world delivery



Svalbai

(Norway)

www.parcelforce.com

Online services



With Parcelforce Worldwide you can keep track of your packages, confirm delivery, find a price or arrange a delivery – all online. Visit parcelforce.com and you can access our services 24 hours a day, 7 days a week.

Track and trace

You can find out exactly where your package is, instantly, on our tracking page at parcelforce.com You can track your parcel up to 14 points throughout its journey, with tracking available for all UK and European deliveries, as well as most major international destinations.

Free confirmation of delivery

You can see the name of the person who signed to receive your parcel, for all UK and European deliveries, as well as most major international destinations. For UK parcels you can even view the signature online.

Flexible collections

You can arrange a regular or an ad hoc collection for those unexpected items – saving you time and hassle making a call.

Pricing a delivery

Get an instant quote online for all your International and UK deliveries and then click through to arrange collection.

International support information

There's a whole host of information on our website dedicated to international senders. Click on "Exporters Club" at parcelforce.com

Registered users benefits

Become a registered user and you'll enjoy all sorts of additional benefits. You can request a collection, view invoices online, order documentation and track multiple consignments.

How to register your account on www.parcelforce.com

- Go to www.parcelforce.com
- Click on 'Register'



- The online registration page appears
- Complete the form

Home	Sending	Receiving	About us	My account	
Home Registrat	tion	Par	celforce	e Worldwide re	egistration
		To reg sure t a reco	pister with Para you complete a ent Customer S i have already	celforce Worldwide, please all of the boxes marked with Service Report or invoice to registered on www.royalm	complete the form below and click on 'Submit'. Make an asterisk*, You'll need your Trading Agreement, refer to in order to fill in some of the boxes. all.com or www.postoffice.co.uk you do not need to
		regist boxes Your i facilit	er here. Just e above, log on registration de ies available to	enter the e-mail address an n and follow the subsequent stails will be validated online o a Parcelforce Worldwide n	d password you use on those sites in the log in t online instructions. e and you will then be able to access the additional egistered account customer.
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				Title* First name*	Select I
				Last name*	•

- Enter your CARRS account number/s (format ABC123401). This can be found on a recent Customer Service Report
- Enter your generic contract number/s (e.g. P012345 with no suffixes). If you have multiple contract numbers associated with one account number, just enter one number and all contract numbers for that account number will be registered
- If you enter the incorrect contract number or account number details more than 3 times you will be locked out from registering for 30 minutes.
 Please try again after 30 minutes.

Registration queries

Are you getting an error message about already being registered?

If so, this means you have previously registered on one of the other Royal Mail Group sites. To extend your registration to include Parcelforce Worldwide, go back to the home page and enter the e-mail address and password you use on those sites in the log in boxes at the left hand side of the page, (if you do not know the password, request a new one from the website), log on and follow subsequent online instructions. The instructions will involve you clicking on a link 'my profile' and filling in a short registration form. If you cannot remember the password for this e-mail address then try to log on and click the link in the error message to get a password reminder or a new password.

Are you getting an error message about your account number not being recognised?

Are you putting in a valid account number and contact number? Please check the formats and numbers. Only enter your generic contract number (P012345). Your contract number should be in the format of one letter (a P or H or R) followed by 6 numbers.

Booking an ad hoc contract collection

Open up www.parcelforce.com and log in by entering your e-mail address and password in the login boxes.



The 'My account' page appears. Click on 'Book a collection' and our 'Welcome to online collections' page opens up. Click on 'next' to bring up our collection application.

Victor Sending VaceWing About out My account More Categories retrieves online My account My account Tracking Multiple tracking Categories of entropy Categories				MRCEL
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View and amend your resistered accounts Log off	vivoloss Jupples ordening Laims Oblication requests 4y registered accounts Wetcome Heather > My Prostle Log off	Headente Headente Bege track of your account satus here: Bede a collection Tack multiple ancels Were Customer service resorts and invoices Core succities Core succities Core succities Core succities Core and amend your profile Customer and amend your realistered accounts	If you have items to send which the Uk or Workwide you can array this online the more than the send that the send that the send has convenient and there's no need for any more phone contection link in the Welcome box on your left. To see the services and delivery speeds for your destination was our toostimate Directory.	Whervery rour parcel is going, track is progress online for extra pasce of rourd, As the account handle parcel at sime with our multiple parcel tracking system.

On the first page choose whether you want to print your own labels, let the depot print them or if you have pre-printed labels just book for a driver to collect. Please note: International collections cannot be booked if you choose the option for the driver to bring the labels • Enter number of parcels to send and total consignment weight

			PARCEL
Home	Shipping	Archive Addresses	- Addition of the second secon
Welcom	ne	Welcome	
	5	IMPORTANT NOTE:	
Address	s Details	It's business as usual for all Parcelforce Worldwide services during the current Royal Mail industrial action, so you can continue to despatch your parcels with confidence.	
Service	Details		
Despate	다 Details 흓	Welcome to our online collection booking system. You can book a collection and print the necessary paperwork to send a parcel anywhere in the world. You will be taken through a series of screens allowing you to enter the necessary information and make the appropriate decisions.	Help
Paymen	nt 長	Labelling your Parcel	Select your label option: Sending within LK - choose any
Print	R	I am going to print the labels from my printer.	option Sending abroad - you need to prin your own labels
Finish		* Number of parcels	Enter the number of parcels being desnatched.
		* Total consignment weight Kg	Enter the total weight of these parcels. We reserve the right to charge if your parcel is beauer the
		Cancel (Next >>)	advised.

• If you choose to print your own labels the following screens appear.

Address details page

Enter the collection postcode and click on 'complete from postcode' to automatically fill out the address details. Enter the contact name and phone number. You can also use the address book function or save your collection address to be your normal collection address.

To send to the United Kingdom, enter your delivery postcode and click on 'complete from postcode' or use your address book. To send an International item click on the delivery address 'country' drop down box and choose a country and complete address details.

		MRCELFORCE
Home Shipping	Archive Addresses	
Welcome 륫	Address Details	
Address Datalis 중 Service Datalis 중 Despatch Details 중 Payment 중 Print Finish	Collection/Sender's details Codress bit Country: United Kingdom	Click to solar (new) ss. Giar pations (in the hubers label to be a solar solar solar solar solar solar label to be a solar solar solar solar solar We need this in case we need to Dear tosse details of no Lif Piyo New a solaritudity

If you choose a UK delivery destination

On the Service and Despatch details page select the service you want to use and contract number from the drop down boxes, then select whether you want additional compensation and add any text regarding special instructions and a senders reference. You will be given an option to choose the collection date and time window you require and book the collection.

		PARCEL-
Home Ship	oping Archive Addresses	MONTOWIDE
Welcome	Service & Despatch Details	
\$		
Address Deta	ils Collection/Sender's details	Help
Service Detail	dadfdff sweta 1234562	
4	FLAT 1 ANCHOR HOUSE	
Despatch Det	ails	
4	LONDON EC1V 9JL	
Payment	United Kingdom	
- Print	No of parcels: 1 Total consignment weight: 1.00 Kg	Enter any special instructions
÷	Special Instructions	delivery. Please note the driver cannot phone the collection addre before arrival.
Finish		
		Enter a customer reference numb if required.
	Sender Reference	Select the collection date and times. You should choose the earliest and latest possible time w
	Collection Details	can collect your parcel, allowing t longest 'time window' possible.

Then click the print box on the following page

						MRCELFORCE
Home SI	hipping	Archive	Addresses			
Welcome	ŀ	Print				
Address De	tails ails		fou have now successfully collection request and part fou MUST now click on the appears in the print brows	r entered all of the details require cel label will be printed at our col e button below and print the rece ser window for your records.	d and the lection depot. lpt that	Help
Despatch D	etails		Please note: Ensure any pop ups on our site befo	y pop up blockers are turned o ore proceeding (new window o Print my receipt	off to allow opens).	
Finish	,					

A pop up print box appears. Click the print button to print out labels and receipt.



Once the labels and documentation have been printed out, the print box disappears leaving a web page confirming the parcel number with options to book another collection to finish.

If you choose an International delivery destination

On the Service Details page enter your parcel dimensions in cm, choose a service and your contract number from the drop down boxes.

You can choose additional compensation and add any text regarding special instructions and a senders reference.

		PARCELFORCE
Home Shipping	Archive Addresses	1 - SAR
Welcome	Service Details	
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Address Details	Collection/Sender's details Delivery Address	Hala
Service Details	dsdfdff gfhgfhfgh sweta djikisfsdikfi bb	(integr
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Despatch Details	OLD STREET	
\$	LONDON Asker ECIV 9JL 1370 Asker	
Payment 8	United Kingdom Norway	
Print	Parcel Dimensions Chargeable	
	* Weight * Dimensions Weight Height Length Width	
Finish	1. 1 kg cm cm kg	Total Price:
	Total: kg Total: kg	Calculate price
	Sending your parcel	
	I would like Parcelforce Worldwide to collect.	
	Service & Contract	
	Service: Global Express To Contract: H997404 Your parcel will be collected today and will leave the UK on the next business	
	day. Please see the worldwide directory for full collection and delivery speed information.	If your parcel is valuable and you want to ensure you have sufficient
	Enhanced compensation	compensation cover, select the appropriate level.
	None	

Depending on the country you have chosen you may require a customs declaration and invoice to accompany the parcel. If so, a customs declaration page appears. Once the details of one parcel is entered, select 'add' to add the parcel information to the table at the bottom of page. This information has to be entered, then added for each parcel.



The bottom of the page gives an option to create a commercial invoice. If chosen, a new web page opens up allowing you to fill in the necessary information.

Home	Shipping	Archive	Addresses			
Welcon	ne	Comr	merical Invoice Details			
	₽					
Addres	s Details	Del	ivery Address	Sold To Address (Change if different) Business/Contact Name		If you are sellinging goods you ar sending, you may be sending then to a different address to the
Service	Details	gfhg	rhfgh	gfhgfhfgh	_	You need to specify the company
Despat	⇔ ch Details	djkk	sfsdikfi bb	djklsfsdlkfl bb Address	_	if it is different to the address the are being sent to.
Custo	ms Info	1.67	luu askers vei	1 Knud askers ver	-	
Involo	e Details				_	
Despa	atch Options			Town		
	4	Aske	br	Asker		
Davmo	nt			Post Code	_	
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		Alex.		Country	-1	
Print		NON	Nay	Norway	-	
	A			Phone		
Finish		Fax	Number	Fax Number	_	
rinish		VAT	Number	VAT Number	-	

Next choose a collection time and date and book the collection.

Home	Shipping	Archive	Addresses					
Welcome	3	Despa	tch Options					
	₽							
Address	Details 문	Col	lection/Sender's	details	Delive	ry Addres	is	Help
Service I	Details	swe 123	ta 45662		djkisfsdi	kfi bb		
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Payment	Ę.	Part Part 1.	cel Dimensions el Weight 1 Kg	Height 1 cm	Length 1 cm	Width 1 cm	Chargeable Weight 1.00 Kg	
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Finish		Ser	vice: Global Expres	5	Con	tract: H9	97404	
		Enh	anced compensa	ition: Up t	o £150			

Click the print box on the following page.



A pop up print box appears. Click the print button to print out labels and despatch documentation.

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Once the labels and documentation have been printed out, the print box disappears leaving a web page confirming the parcel number with options to book another collection or to finish.