

Its a small world

when you're registered
at parcelforce.com



Your local force in world delivery



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

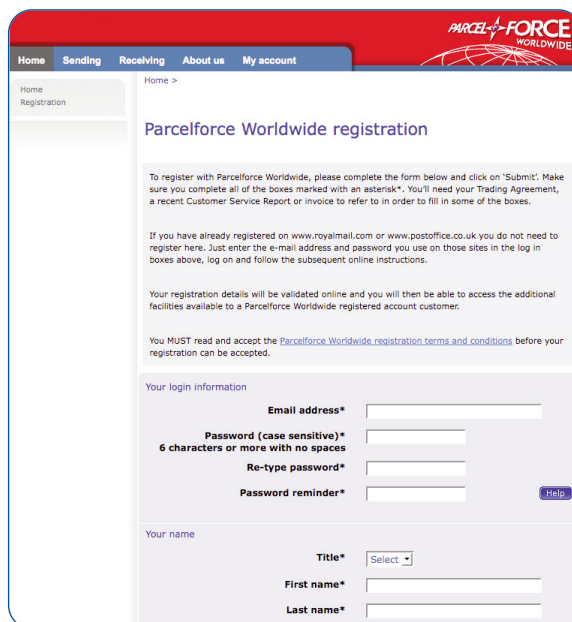
Become a registered user and you'll enjoy all sorts of additional benefits. You can request a collection, view invoices online, order documentation and track multiple consignments.

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



- 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.

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

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

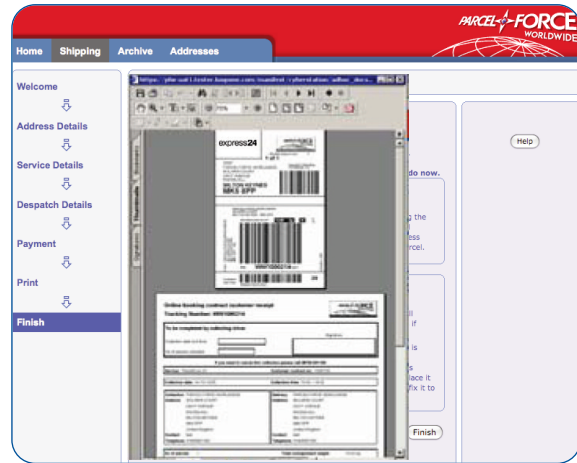
Address details page

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.

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.



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.

Then click the print box on the following page

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

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.

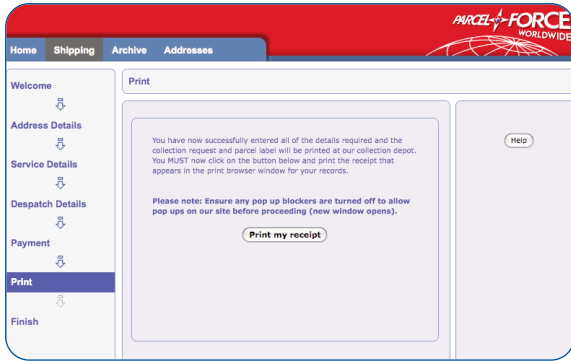
You can choose additional compensation and add any text regarding special instructions and a senders reference.

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.

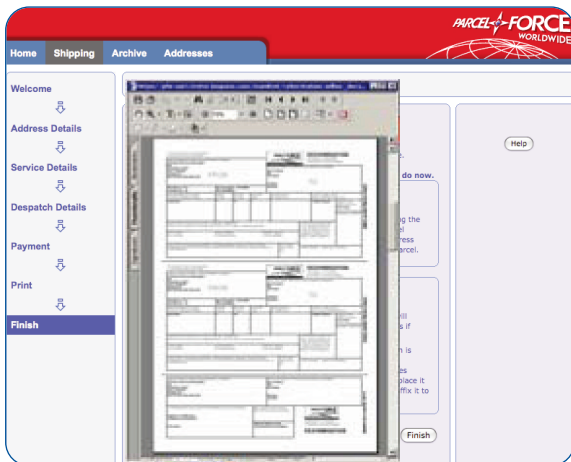
The bottom of the page gives an option to create a commercial invoice. If chosen, a new web page opens up allowing you to fill in the necessary information.

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

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.



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.