



A Quick Start Guide for Courier Booking & Tracking

ecourier



Contact numbers



Sameday bookings

0845 145 1000 (Option 1 then 1)

customer.services@ecourier.co.uk



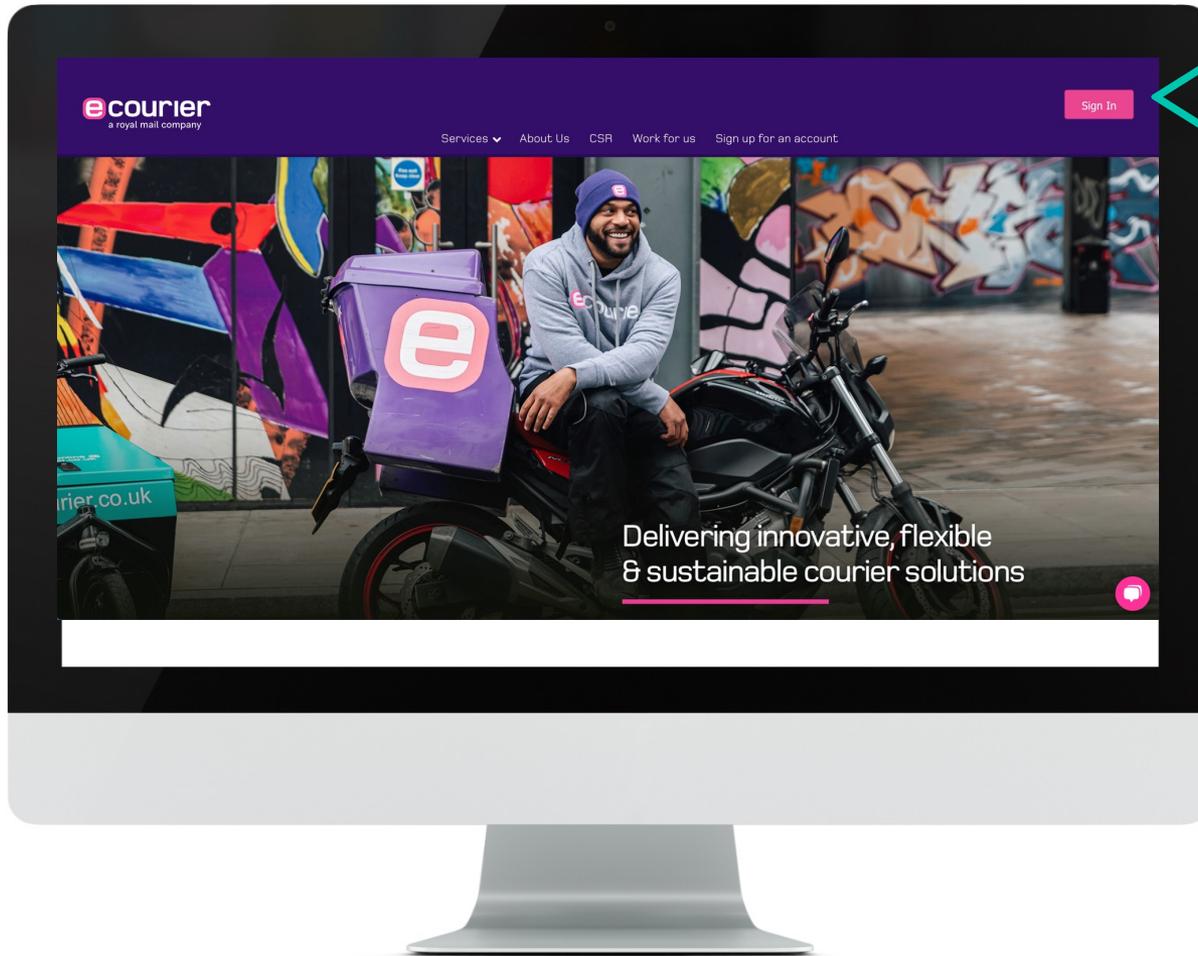
Overnight & International bookings

0845 145 1000 (Option 1 then 1)

ndi@ecourier.co.uk



Start by visiting www.ecourier.co.uk



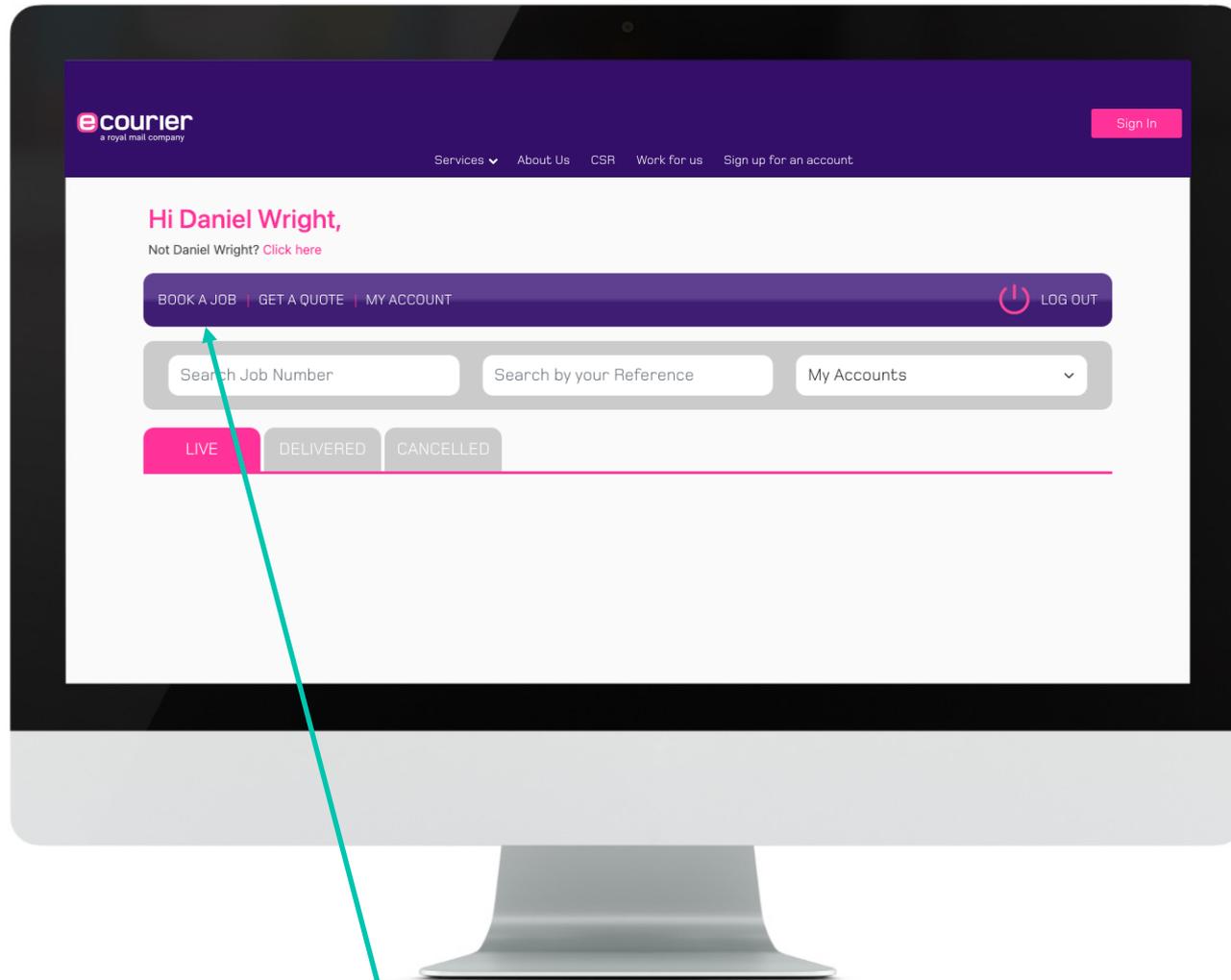
Click here & Sign in
Using your e-mail address.

To reset your password,
click **"Sign in"** then

Forgotten Password



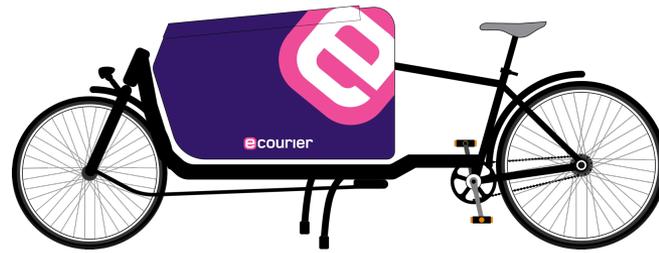
How to make a booking



Click on "BOOK A JOB"



How to make a Sameday booking



How to make a Sameday booking

Hi James Bond

Not James Bond? [Click here](#)

DASHBOARD | GET A QUOTE | MY ACCOUNT

 LOG OUT



SAME DAY



NEXT DAY



INTERNATIONAL

Your job details

Contact Name

James Bond

Purchase Order

Purchase Order

Reference 2

Booked By

Invoice Note

Invoice Note

Notification Email

Notification email



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



How to make a Sameday booking contd....

- > Select the vehicle type you require:
[Click here](#) to view the vehicle guide

What vehicle do you need? ⓘ

 Pushbike	 Cargobike	 Motorbike	 Small Van	 Large Van
---	--	---	---	--

- > For urgent bookings, select premium service

Do you require a premium service? ⓘ

 Premium Service

INSURANCE

Goods worth up to **£250** are insured by default, but if you require additional coverage, kindly reach out to our customer service team at customer.services@ecourier.co.uk with your job number and a description of the goods.

You can obtain insurance for values up to **£10,000** for a fee of **£5** per **£1000**.

However, for values exceeding **£10,000**, we will need to conduct extra checks before providing coverage, but we can still accommodate your needs.



How to make a Sameday booking contd....



Pick up from? ⓘ

Postcode Search

📍 Enter your pick up postcode 🏠 📁 ✓

Save to address book

When do you need the courier?

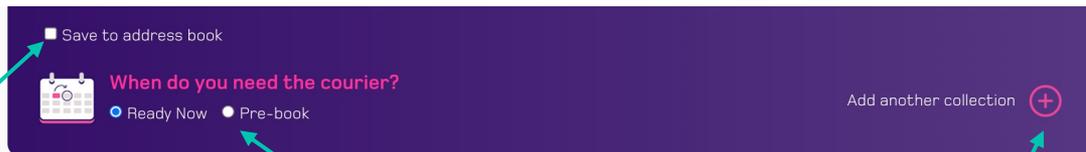
Ready Now Pre-book Add another collection +

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?

Ready Now 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 Ready Now, if you need more time, select Pre-book

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



How to make a Sameday booking contd....

Deliver to? ⓘ

Enter your delivery address

Save to address book

Deliver After

Deliver Before

Add another delivery

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 Sameday booking contd....



Last Address

Company Name
Test account

Contact
Idris Elba

Address Line 1
324

Address Line 2
Kensal Road

Address Line 3
London

Postcode
W10 5LR

Town / City
LONDON

Telephone
03451451000

Consignee Email
info@ecourier.co.uk

Notes
Please Call on arrival, my door bell is not working

Save to address book

 **Deliver After**

 **Deliver Before**

Delivery to

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.

Special instructions:

If you have any special instructions for the delivery driver, such as a gate code please include them here.

How to make a Sameday booking contd....



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 (Incl. VAT) **£14.95**

Confirm Job



How to track a Sameday booking

Hi Daniel Blackwell,
Not Daniel Blackwell? [Click here](#)

DASHBOARD | BOOK A JOB | GET A QUOTE | MY ACCOUNT LOG OUT

Search Airway Bill/Job Number Search Reference My Accounts

LIVE DELIVERED CANCELLED

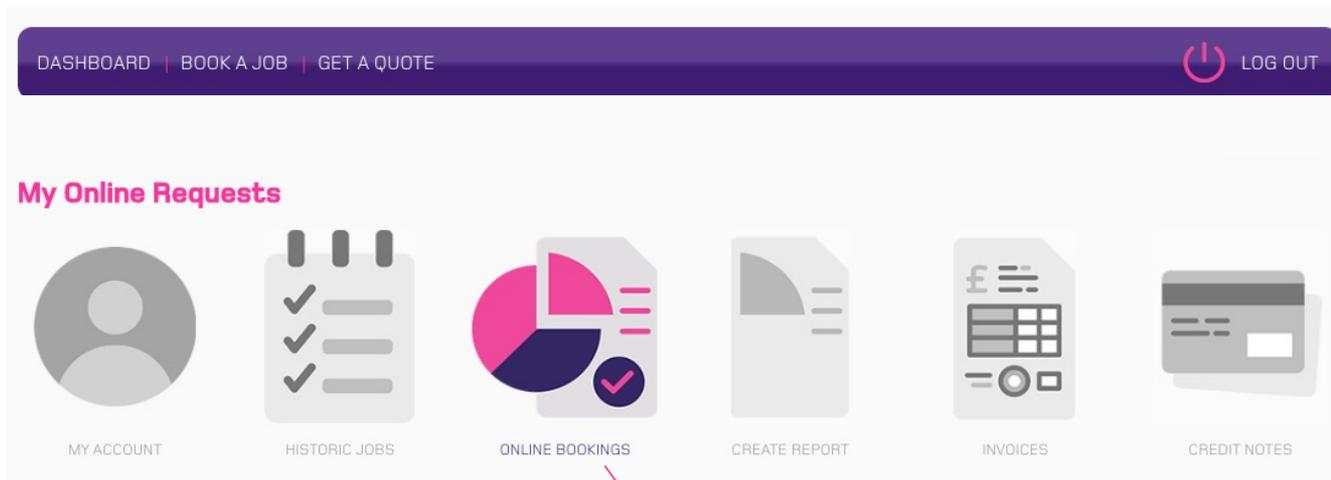
Job Number	Date/Time	Pick Up	Delivery	Service	Collection Time	Delivery Time	Status
Track 80563722	2023-03-24 15:20:00	eCourier Test account 324 Kensal Road W10 5LR	3 DRAYTON BRIDGE ROAD LONDON W7 1ET	Bike (RETURN)	15:50 - 16:50	17:05 - 18:05	Assigning Courier
Track 80563731	2023-03-24 15:35:00	eCourier Test account 324 Kensal Road W10 5LR	14 WINDERMERE DRIVE BRAINTREE CM77 7UA	Bike	16:05 - 17:05	17:27 - 18:27	Assigning Courier
Track 80563734	2023-03-24 15:36:00	eCourier Test account 324 Kensal Road W10 5LR	GERMAN CATHOLIC MISSION ST. BONIFACE CHURCH ADLER STREET LONDON E1 1EE	Small Van (RETURN)	15:51 - 17:21	16:54 - 18:24	Assigning Courier
Track 80563742	2023-03-28 11:05:00	eCourier Test account 324 Kensal Road W10 5LR	13 WATERSON ROAD GRAYS RM16 4NX	Bike	11:35 - 12:35	13:45 - 14:45	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 Sameday booking contd....



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 Sameday booking contd....



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.



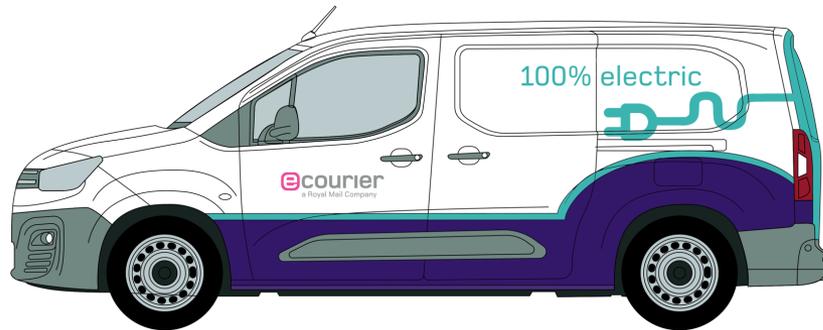
Our system will give you estimated collection and delivery times.

Print PDF Labels, Docket and Invoices.



Job Files

How to make an Overnight booking



How to make an Overnight booking



Select the "Next Day" icon

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

Your job details

Contact Name

Third Party Email
 ⓘ

Purchase Order

Reference 2

Invoice Note

Notification Email
 ⓘ

How to make an Overnight booking contd...

When do you need it for? ⓘ



pre 09:00



pre 10:30



pre 13:00



pre 17:30



Saturday AM



Third Party

Select the service you require.

This section is just for the UK overnight service.

Standard Monday – Friday next-day delivery commitment is by close of business (pre-17:30)

Should your package require a time-definite delivery, please select one of our timed options;

Pre 10:30, Pre 13:00.

Cut-off times – Overnight & Internationals.

The overnight & international cut-off point is 16:30 (from central London), which means it must be booked in to be collected by 16:30 not booked on at 16:30.

If you have any issues with the cut-off time, please e-mail our team at NDI@ecourier.co.uk and we will work with you to produce a suitable solution.

Please Select Third Party Collection if the pick-up is not from the registered account address or Central London. A surcharge will be applied

If we are collecting from outside of Central London (overnight) or outside of England (international) address and returning to London, they must be booked in before 15:30.

A booking made after 15:30 will not be collected the following day, but the day after."



How to make an Overnight booking contd...



Pick up from? ⓘ

Please Select Third Party collection if the pick-up is not from the registered account address, or Central London. A surcharge will be applied

Postcode Search

Enter your pick up postcode

Save to address book

When do you need the courier?

Ready Now Pre-book

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?

Ready Now 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 Ready Now, if you need more time, select Pre-book

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

How to make an Overnight booking contd...

Commodity

What are we moving for you?

Please give us a brief description of what's being sent

Pieces & Weight

Let us know how many pieces, the weight and the measurements of your package.

If you select the wrong vehicle below this will give us enough information to rectify it for you.

Commodity (i)

Goods Description

Goods Value

Add Commodity Detail

Pieces & Weight (i)

Number of pieces

Total Weight (all pieces)

Pieces	Weight	Length (cm)	Width (cm)	Height (cm)	Volume on Row
<input type="text"/>					
<input type="text"/>					

What collection vehicle? (i)



How to make an Overnight booking contd...

Any extras? ⓘ



Please provide an insurable value of your consignment

Save Value

No Insurance

INSURANCE

INSURANCE

We insure up to a maximum of **£3,000** on the overnights, which is charged at **£15** per **£1000**.

We can cover computer equipment, phones, TV's (up to 36" only), all of which must be in original manufacturer's packaging.

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 (Incl. VAT) **£5.76**

Confirm Job



How to make an Overnight booking contd...



Your job has been successfully booked and will be collected by close of play, except for out of area collections which require 24hrs notice to book with the local depot.

Confirm Job

Once you have clicked **confirm job**, you will be able to download the Airway Bill for you to print off and attach to your package.

Job Files



PDF Label PDF Docket PDF Commercial Invoice

81618424
1 Of 1

08451451000

The Address

ROYAL MAIL
WHITECHAPEL DELIVERY OFFICE WHITECHAPEL
LONDON
E1 1AA
UNITED KINGDOM
CONTACT: Bob

Total Pcs: 1
Value: GBP
1 Of 1
Total Wgt: 0.5Kg

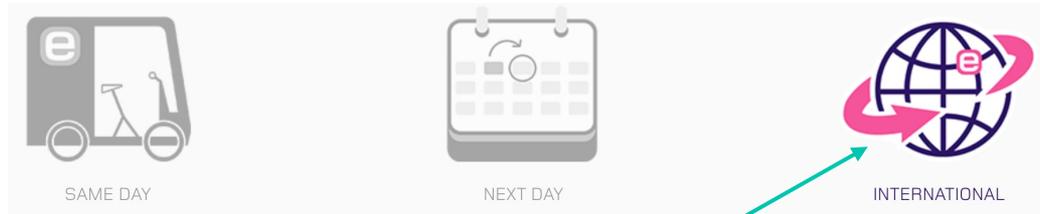
Origin:
eCourier Test account , 324 Kensal Road, London
W10 5LR

Click the relevant heading to Print PDF Labels, Docket and Invoices.

How to make an International booking



How to make an International booking



Select the **"International"** icon

Type in your destination Country

 **Country Destination?** ⓘ

 Please type the country here...



How to make an International booking contd...

Pick up from? ⓘ

Please Select Third Party collection if the pick-up is not from the registered account address, or Central London. A surcharge will be applied

Postcode Search

Enter your pick up postcode

Save to address book

When do you need the courier?

Ready Now Pre-book

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?

Ready Now 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 Ready Now, if you need more time, select Pre-book

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



How to make an International booking contd...



Complete delivery address

Please input the delivery address and recipient details (including their telephone number, email address and VAT/EORI number if you have this).

This ensures optimal customs procedure.

 **Deliver to?** ⓘ

Delivery Address

Company Name
Paris Saint-Germain Football Club

Contact
Kylian Mbappé

Address Line 1
24 rue du Commandant-Guilbaud

Address Line 2
Street Address Line 2

Address Line 3
Street Address Line 3

Postcode
75016

Town / City
Paris

Telephone
+33 147 4371

Consignee Email
info@psg.fr

Notes
Deliver to the main reception

Save to address book



How to make an International booking contd...

Commodity (i)

Goods Description

Goods Value

Add Commodity Detail

Commodity

For all **international shipments**, we must alert Customs of the type of goods being transported.

Please let us know what we are moving and advise the correct Commodity Code which can be found here;

https://www.trade-tariff.service.gov.uk/find_commodity



How to make an International booking contd...

Pieces & Weight (i)

Number of pieces					
<input type="text" value="1"/>					
Total Weight (all pieces)					
<input type="text" value="0.5"/>					
Pieces	Weight	Length (cm)	Width (cm)	Height (cm)	Volume on Row
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Pieces & Weight

Let us know how many pieces, the weight and the measurements of your package.

If you select the wrong vehicle below this will give us enough information to rectify it for you.

To obtain the right quote ensure that you enter the right number of pieces, weight and Dimensions – Internationals are charged by weight or Volume whichever is greater.

If you're unsure we will weigh the parcel once it arrives at our depot and update the cost.



How to make an International booking contd...

International Details ⓘ

Service

Product
Express

Terms of Export
DAP (Duty Unpaid Delivered At Place)

Reason for Export

Customs Information

Information required for the custom's submission at the country of shipping or destination for your consignment is shipping on the Terms of DAP

Complete the relevant details

International Details

Please provide as much information as you can, which enables us to complete the customs declaration on your behalf. Details can be seen on our international page here: <https://www.ecourier.co.uk/international/>

How to make an International booking contd...

Any extras? ⓘ



INSURANCE

Please provide an insurable value of your consignment

Save Value

No Insurance



INTERNATIONAL INSURANCE

We can insure international goods up to £100,000, as long as they are in the original manufacturer's packaging.

Please contact our team at ndi@ecourier.co.uk or via live chat for a quote.
T&C apply.

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 (Incl. VAT) **£21.52**

Confirm Job





How to make an International booking contd...

Your job has been successfully booked and will be collected by close of play, except for out of area collections which require 24hrs notice to book with the local depot.

Confirm Job

Once you have clicked **confirm job**, you will be able to download the Airway Bill for you to print off and attach to your package.

Job Files



PDF Label PDF Docket PDF Commercial Invoice

81618424
1 Of 1

08451451000

The Address

ROYAL MAIL
WHITECHAPEL DELIVERY OFFICE WHITECHAPEL
LONDON
E1 1AA
UNITED KINGDOM
CONTACT: Bob

Total Pcs: 1
Value: GBP
1 Of 1
Total Wgt: 0.5Kg

Origin:
eCourier Test account , 324 Kensal Road, London
W10 5LR

Click the relevant heading to Print PDF Labels, Docket and Invoices.

Any Questions?



This user guide is designed to make your eCourier 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

0345 145 1000

customer.services@ecourier.co.uk



ecourier
a Royal Mail Company