

ONLINE BOOKING GUIDE

Web address: www.courier-systems.co.uk

To access the booking screen click on:

- Login
- Enter user name and password

Once successfully logged in, a menu will appear, select 'Booking'.

courier
Systems Good Morning : Bruce 020 7565 1575

Home | Quick Tracking | **Booking** | Control | My Tools | Tracking | Help Logout

Good morning Bruce, welcome back

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If you have access to book under more than one account, use the down arrow next to the account number or name to select the required account.

CONTACT: The contact name, telephone, fax and e-mail will automatically appear (if all information produced at time of set up) and relate to the user.

TARIFF: (Defaults usually to motorbike unless requested otherwise). To change vehicle click on down arrow - this will produce a drop down list – highlight required vehicle and click.

REFERENCE: There maybe 1- 4 reference fields to complete – this is customer specific and relates to information that will be shown on the invoice. If shown in red, these are mandatory and must be completed before being able to save the booking.



324 Kensal Road
London W10 5BZ

e:sales@couriersys.co.uk
Central London bookings t: 020 7565 1575
Nationwide booking t: 0870 850 7500
Administration t: 020 7565 1559
IT & website support t: 020 7565 1526

SERVICE DETAILS: Please select same day, overnight or international. See below for Overnight and International Booking guide.

WAIT & RETURN: If a driver is required to collect, deliver then return to the SAME COLLECTION address – this is classed as a wait and return. For this service the box must be ticked.

ADDRESS 1 OR COLLECTION ADDRESS: The collection will always default to the account address.

To choose an alternative collection address, click on down arrow next to 'Account Address' to produce a drop down list with the options 'Address Book' and 'Clear Address'.

Address Book - Will show a list of regular addresses. Click on required address

Clear Address – Allows you to type in an adhoc address.

Account Address – Re-enters your account address.

To enter an address, type the company name or postcode in the relevant sections and click on Lookup. A table will appear with the options for the search criteria. Double click on the required entry.

**When entering an address the full collection details must be given. (Locality, county and country is optional)

If an option is not available please enter the full details of the collection address.

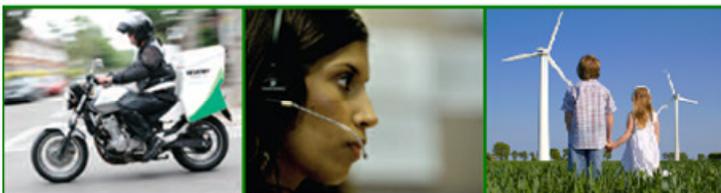
CONTACT: enter the contact name of the person who has the package if different to the main contact.

TELEPHONE: Enter the telephone number of the pick up contact, if different to the main contact number.

READY NOW: If the consignment is ready at a set time then the box must be unchecked and the required time entered –e.g. 16:00. The date can also be changed for pre-booked movements.

NO LATER THAN: Enter a PICK UP DEADLINE if required.

NOTES: Each address has its own notes section which when entered only relate to that address.



ADDRESS 2 or DELIVERY ADDRESS: This section is structured similar to the pick up section and works in the same way.

READY AT: Enter a time if booking is a wait and return or multi drop and the courier is doing 2 pick-ups and 1 delivery. A pick up time is only entered here if required.

NO LATER THAN: Enter a DELIVERY DEADLINE if required. All deadlines must be entered in 24-hour clock in the following format 14:30, and confirmed by Courier Systems.

The bottom menu displays a list of options.

New Booking: reverts the screen back to the original template. All data entered will be wiped

Save: will send the booking through and produce a consignment number for your records. Once you have submitted your booking – it will be available to track in the tracking section.

Save & Reuse: will send the booking through, produce a docket number for your reference, and allow you to reuse the same details as before for the next booking.

Price: will give an estimated price. Select the price option before saving the booking. Once the booking has been saved it is not possible to show the price. Price will appear in the top right hand corner.

Add Pick and Drop Addresses: for multi collections and drops. Follow the same steps as above for entering the address. To delete simply put the cursor on the address details and click on remove address in the bottom tool bar.

If there is an information error on the booking form the job will not be accepted and an error message will appear explaining what has to be changed.

N.B Bookings cannot be cancelled or amended online – These must be called through to the Courier Systems office.



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Example Booking Page

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Booking Details

Account Code: <input type="text" value="1611"/>	Account Name: <input type="text" value="Courier Systems"/>
Contact Name: <input type="text" value="Bruce Lovelock"/>	Booked By: <input type="text" value="Bruce"/>
Contact Telephone: <input type="text" value="020 7565 1575"/>	Internal Cost Centre: <input type="text" value="12345"/>
Contact Email: <input type="text" value="bruce.lovelock@couriersys.co.uk"/>	External Charge Code: <input type="text" value="12345"/>
Tariff: <input type="text" value="Bike"/>	Bookers Site: <input type="text" value="Site 2"/>
POD confirmation: <input checked="" type="checkbox"/>	

Service Details

Same Day
 Over Night
 International
 Wait & Return

Address Details

Address 1 collect from:

Company: <input type="text" value="Courier Systems"/>	Contact: <input type="text" value="Bruce"/>
Building: <input type="text"/>	Telephone: <input type="text" value="020 7565 1575"/>
Street: <input type="text" value="324 Kensal Road"/>	Ready at: <input checked="" type="checkbox"/> Now
Locality: <input type="text"/>	No later than: <input type="text" value=""/>
Town: <input type="text" value="W10"/>	Notes: <input type="text" value="Collect 3 Boxes"/>
County: <input type="text"/>	
Postcode: <input type="text" value="W10 5BZ"/> <input type="button" value="Lookup"/>	
Country: <input type="text" value="United Kingdom"/>	

Address 2 Deliver to:

Company: <input type="text" value="NFT Logistics Ltd"/>	Contact: <input type="text" value="Simon"/>
Building: <input type="text" value="1 David House"/>	Telephone: <input type="text" value="01753 561480"/>
Street: <input type="text" value="David Road"/>	Ready at: <input type="text" value=""/>
Locality: <input type="text" value="Colnbrook"/>	No later than: <input type="text" value=""/>
Town: <input type="text" value="SLOUGH"/>	Notes: <input type="text" value=""/>
County: <input type="text" value="Berkshire"/>	
Postcode: <input type="text" value="SL3 0DB"/> <input type="button" value="Lookup"/>	
Country: <input type="text" value="United Kingdom"/>	



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How to book an International and Overnight courier

To book an international or overnight delivery simply click on the required service in the service details section of the booking page. The tariff drop down menu will then change to reflect the services available.

Overnight

Please select from the following services:

Before 09.00 hours

Before 10.30 hours

Before 12.00 hours

Before 17.30 hours

Saturday AM

International

EEC Delivery (VAT applies)

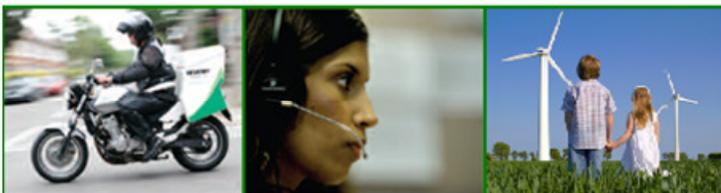
Non EEC Delivery (VAT does not apply)

Once you have selected your service type and delivery option please complete how many items there are and the approximate total weight. We need this information so we can send the appropriate vehicle to collect.

Complete the rest of the booking as normal but please ensure you input full collection and delivery addresses. Contact names and telephone numbers are useful for delivery and will decrease the chance of a query.

If you are in any doubt about the information you should supply please feel free to contact us. Courier Systems cannot be held responsible for any delays incurred due to lack of the information requested above.

If you experience any difficulties or if you have any questions or queries please do not hesitate to contact us on 020 7565 1526.



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