



## FAQs

**Q: What will the transfer mean to me as a customer?**

A: There will be no change to your customer experience as CitySprint will retain the services of your familiar contacts at Express Couriers Ltd.

**Q: Are there any changes to the service I receive?**

A: There will only be enhancements to your service – for example, more couriers available to give you quicker collection times, enhanced online booking and tracking facilities for greater visibility of your deliveries, and a 24/7 service, 365 days a year.

**Q: Who is CitySprint?**

A: CitySprint is the UK's leading distribution network, offering SameDay Courier, SameDay Logistics and International & UK Overnight services. We have over 41 locations and over 3500 couriers, providing local through to national and international courier solutions. We have specialist distribution knowledge within many business sectors including Healthcare, Retail, 3rd Party Logistics, Parts Logistics and Public Sector.

**Q: Will there be any changes to my tariff?**

A: No, your agreed pricing will remain in place with CitySprint.

**Q: How do I make bookings?**

A: If you book using the telephone, you can now call us on this phone number:  
**0131 3385200**

CitySprint also offers online booking and real-time GPS tracking and we have an app, MyCourier, so you can book and track on the go.

**Q: Will there be any changes to my existing point of contact?**

A: Yes, there are two ways that you can get in touch with us. You can either email us at [expresscouriers@citysprint.co.uk](mailto:expresscouriers@citysprint.co.uk) or call **0131 3385200**.

**Q: CitySprint is not registered as a supplier on our system. What is your company registration number and other details to register you?**

A: CitySprint is a registered trading name of CitySprint (UK) Limited (no.4327611), England.

Our registered company address is: Ground Floor, RedCentral, 60 High Street, Redhill, Surrey, RH1 1SH. VAT number: 997 3273 64.

**Q: How do I pay my invoice?**

A: We will be sending through a letter with your invoice with all the payment details.