CitySprint

Online booking platform.

Welcome to your online booking platform! As a valued part of CitySprint, your single login gives you the ability to book same day, next day and international deliveries online.

CitySprint

Delivering what matters.

As your platform is modern and intuitive, booking should be a breeze. We have highlighted a few important parts of the booking journey in this document to help you along the way.
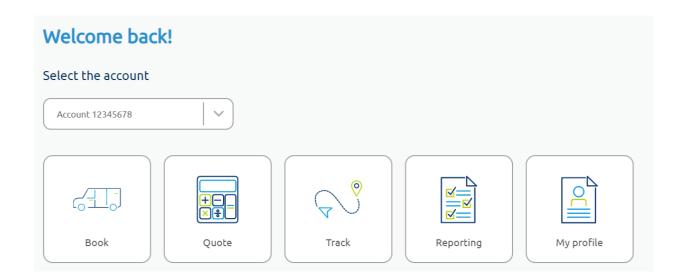
We are always on hand to answer any questions you might have about the platform or if you get stuck. Simply call your local service centre or touch base with the team on LiveChat via the CitySprint website.

Logging in

To book online, you can choose to do so via an existing account or by card payment. Simply visit the CitySprint website to get a quote or book a courier by logging in here.
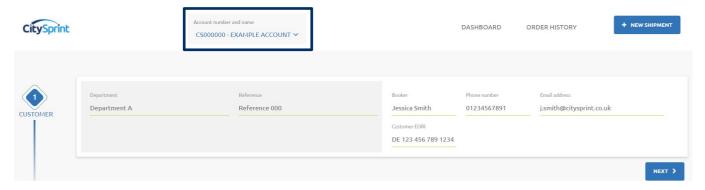
Your dashboard

Via the dashboard you can manage your profile (this is where you can save addresses and set up your default information) as well as book the right service for you. By clicking the "Book" tile, you can either select a next day or international service, or a same day courier. From the dashboard you can also track your deliveries and access reporting.

Adding booker information

Select the correct account you want to book on; this will auto-populate the booker fields with the default information loaded against your profile. Alternatively, you can simply add in booker details manually. This is where you can also enter your EORI number.
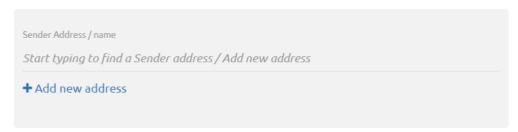
Adding sender information

If you have a default shipping address set on your profile, these details will show in the 'Sender details' section to the left-hand side of the screen as seen below. You can set your default sender address in your address book - head back to your dashboard, click 'My Profile' and then 'Manage address book'.

Sender Details

👤 J Smith

📞 01234567891

CitySprint (UK) Ltd
58-62 Scrutton Street
LONDON-EC2A 4PH | **UNITED KINGDOM**   ✏️ ✖️

If you don't have a default shipping address, the sender details will be empty, so simply search for an address from your address book or click "Add new address". Complete the address details, and don't forget to push **enter** once your postcode has been added to validate the address.

Sender Address / name

Start typing to find a Sender address / Add new address

+ Add new address

Please note, you can only book online with sender address details within the UK. If you want to book a collection from an international address, please give your local team a call.

Selecting a collection time and date

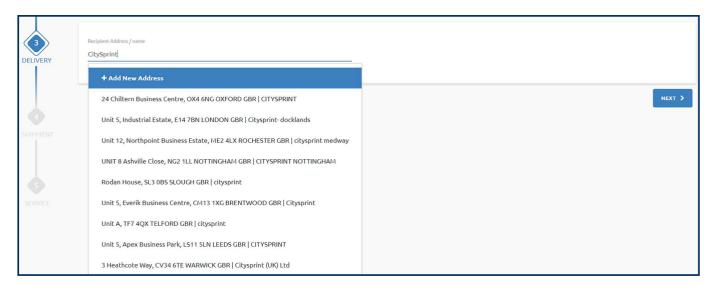You can book a collection for today or pre-book for a future date, just let us know what time your package will be ready. Don't forget to include when you need the parcel collected by as we don't want to miss you.

Collection Timeslot				Closes at
Ready now ▾	21/08/18	17:43 🕐		19:00 🕐

Additional Information

Please collect from reception

NEXT ›

Select a delivery address

As you start to enter your delivery address, the platform will either:

1. Show you saved addresses that match the details you have entered.

```
  3      Recipient Address / name
DELIVERY   CitySprint

           + Add New Address

           24 Chiltern Business Centre, OX4 6NG OXFORD GBR | CITYSPRINT
  4
           Unit 5, Industrial Estate, E14 7BN LONDON GBR | Citysprint- docklands
SHIPMENT
           Unit 12, Northpoint Business Estate, ME2 4LX ROCHESTER GBR | citysprint medway

           UNIT 8 Ashville Close, NG2 1LL NOTTINGHAM GBR | CITYSPRINT NOTTINGHAM
  5
           Rodan House, SL3 0BS SLOUGH GBR | citysprint
SERVICE
           Unit 5, Everik Business Centre, CM13 1XG BRENTWOOD GBR | Citysprint

           Unit A, TF7 4QX TELFORD GBR | citysprint

           Unit 5, Apex Business Park, LS11 5LN LEEDS GBR | CITYSPRINT

           3 Heathcote Way, CV34 6TE WARWICK GBR | Citysprint (UK) Ltd
```

NEXT ›

2. Prompt you to add a new address.

```
  3      Recipient Address / name
DELIVERY   26 Northbourne Road

           + Add New Address
```

NEXT ›

Don't forget to include a local telephone number for the recipient for all bookings.

Accepting country regulations

When shipping abroad, we display information about the country you have are shipping to. It is important that you read and accept this information as there might be something that could alter your delivery.

Additional Information

e.g. Door entry code is AB489

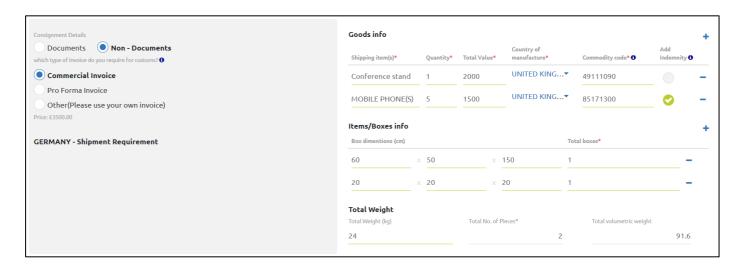✓ **Read & accept the DEU country regulations**

Shipment information

Here we ask some quick questions about what you're delivering. These are important as we want to ensure your shipment gets to its final destination safe and sound. The questions asked change depending on whether you are sending a document or non-document. Some of our most popular items are already in the system to save you time!

1. If you are sending a document, answer the shipping questions and then enter the total weight of your shipment and the number of pieces you are sending.

4 SHIPMENT	Consignment Details ● Documents ○ Non - Documents		Total Weight (kg) 5	Total No. of Pieces* 2

2. When shipping non-document items, we need a little more information, including which customs invoice you require, the quantities, value, country of manufacture and commodity codes of every item you're shipping, and which items require indemnity. To add additional items, click the blue '+' icon on the right-hand side.

   Then add the dimensions for each box (cm) and the total weight of your shipment (kg). The number of pieces and total volumetric weight will automatically calculate for you.

Consignment Details
○ Documents   ● Non - Documents

which type of invoice do you require for customs? ❶

● Commercial Invoice
○ Pro Forma Invoice
○ Other(Please use your own invoice)

Price: £3500.00

GERMANY - Shipment Requirement

Goods info   ＋

Shipping item(s)*	Quantity*	Total Value*	Country of manufacture*	Commodity code* ❶	Add Indemnity ❶	
Conference stand	1	2000	UNITED KING...▾	49111090	○	−
MOBILE PHONE(S)	5	1500	UNITED KING...▾	85171300	✓	−

Items/Boxes info   ＋

Box dimentions (cm)			Total boxes*	
60	x 50	x 150	1	−
20	x 20	x 20	1	−

Total Weight

Total Weight (kg)	Total No. of Pieces*	Total volumetric weight
24	2	91.6

Select a service

Select the service that suits you best! To help make your selection easier, we have put those services that have the fastest transit time at the top.

Service Options	Collection --> Delivery	Price(inc. VAT)	Collection By	Delivery By
INTERNATIONAL EXPRESS	27h 29	**£ 518.10**	22/5/2023 18:55	23/5/2023 17:30
INTL ECONOMY / HEAVYWEIGHT	75h 29	**£ 230.90**	22/5/2023 18:55	25/5/2023 17:30

Add delivery notifications

You can keep as many people as you like up to date with the journey of your shipment. You can set your default booker notification requirements in 'My profile' which can be found back on the dashboard. We would recommend adding the recipient of the shipment to the notification list so they will be ready to accept delivery.

Click the '+ Add new notifications' button which sits just above the 'Review & book' button. We can send booked, collected and/or delivered notifications via SMS and email. When adding a mobile number, don't forget to include the correct country code (using '00' or '+') and you'll need to remove all spaces.

Notification

Email

| j.smith@citysprint.co.uk | ✅ Booking ✅ Collection ✅ Delivery ✅ Exception | — |
| example@citysprint.co.uk | ○ Booking ○ Collection ✅ Delivery ○ Exception | — |

+ Add new notification recipient

Phone

| 01234567891 | ✅ Booking ✅ Collection ✅ Delivery ○ Exception | — |

+ Add new notification recipient

Confirm your booking

Click the 'Review & book' button! If you have any fields that are incomplete, you'll get a red error message which will point you to the field that needs completing.

Review the booking summary page carefully and complete the declarations at the bottom of the page. You can select if you wish to cover any customs duties and/or taxes, or if you'd like the recipient to pay them (if applicable).

If any of your fields are completed incorrectly, you can edit your booking by clicking the 'Edit details' button.

Order Summary

EXAMPLE ACCOUNT (CS000000) | Jessica Smith | (01234567891)
Department - Department A   **Ref 1** - Reference 000

GBR ⟶ **DEU**

Citysprint (UK) Ltd
58-62 Scrutton Street
LONDON EC2A 4PH
UNITED KINGDOM

DPD
Wailandtstrasse 1
Aschaffenburg D-63741
GERMANY
EORI: DE 123 456 789 1234

INTL ECONOMY / HEAVYWEIGHT

Charge: £ 230.90 inc. VAT

Total Boxes	2 boxes
Total volumetric weight	91.6 kg
Total goods value	£ 3500.00
Total weight	24 kg

Collect By
🕐 22/5/2023 | 18:00
👤 J Smith
📞 01234567891
🗒 Collect from reception

Deliver By
🕐 25/5/2023 | 17:30
👤 Mrs Smith
📞 01234567891
🗒 Door is located round the side

✉ j.smith@citysprint.co.uk
✉ example@citysprint.co.uk

✅ Booking ✅ Collection ✅ Delivery ✅ Exception
○ Booking ○ Collection ✅ Delivery ○ Exception

📞 01234567891

✅ Booking ✅ Collection ✅ Delivery ○ Exception

+ Add new notifications

DEU country regulations

1. ALWAYS INCLUDE THE RECIPIENT'S FULL STREET ADDRESS INCLUDING POST CODE. FOR SHIPMENTS TO P.O. BOX ADDRESSES YOU MUST ALSO PROVIDE A CONTACT NAME AND THEIR TELEPHONE NUMBER.
2. SHIPMENTS ADDRESSED TO P.O. BOX ADDRESSES MAY BE DELAYED, WILL NOT BE COVERED BY ANY CITYSPRINT SERVICE COMMITMENTS AND MAY INCUR AN ADDRESS CORRECTION CHARGE.
3. ADDITIONAL SERVICES MAY BE AVAILABLE, PLEASE CONTACT CITYSPRINT TO CONFIRM AVAILABILITY AND PRICING IF THE SERVICE YOU REQUIRE IS NOT SHOWN ON THE SERVICE GUIDE.
4. TRANSIT TIMES QUOTED ARE SUBJECT TO FLIGHT ARRIVAL, AIRLINE HANDLING & LOCAL CUSTOMS CLEARANCE WHERE APPLICABLE.

Declarations

Customer declaration
Are the contents of this shipment subject to HMRC or UK Border Force export controls or restrictions or are they subject to an export license?

○ Yes ○ No

Reason for export

Charge any customs duties or taxes to shipper's account?
○ Yes ○ No

✅ Read & accepted the DEU country regulations

‹ EDIT DETAILS   **BOOK NOW**

If you want to make another booking, simply scroll to the top of the page and click on the 'New shipment' button in the top right-hand corner of the screen.

Status and tracking information

For information on shipments you've sent, click on the 'Order history' button in the top right-hand corner. Here you'll find the shipments booked today, those that are already in transit and those that were most recently delivered. For a more refined list of shipments, use the filters to locate a specific shipment or search via a date range. For all shipments you can print labels and commercial invoices (if applicable) you'll need to be in list view, which you can choose via the hamburger menu and select the shipment/s that you need labels for. Once ready, click on the printer icon and select either label or commercial invoice.

Quick tip: You no longer need a print consignment anymore.