

SameDay Online FAQs

Q The online platform states that my username and/or password is incorrect!

A Go to www.citysprint.co.uk and select log in, then click forgotten password and enter your email address. A new password will then be sent.

Q The online platform states that my username and/or password is blocked!

A Go to www.citysprint.co.uk and select log in, then click forgotten password and enter your email address. The account will then automatically unlock and a new password will then be sent.

Q The online platform states that the collection and/or delivery contact number is wrong but I have entered one ...

A Please ensure that there are no spaces in the contact number, it must be in the following format 01234567890.

Q I cannot locate or validate the collection and/or delivery address!

A Within the collection or delivery address field only enter the postcode (no other details), then click validate. This will populate a list of addresses, select the address that you require. If the address you need does not show, select any entry and then once populated you can overtype freely.

Q I want to save my credit card details for future use, how is this done?

A Once you have logged in, click on my profile, then scroll to the bottom of the page to the 'Add new card' option.

Q How can I save my regular collection and/or delivery addresses in my online account?

A Once you have logged in, click on my profile, then on the right hand side of the page will be the 'Manage my address book' option.

Q I have multiple accounts, how do I change which one I am booking against?

A Once logged in, toward the top of the screen there is an 'Account' section. If the client has access to multiple accounts then there will be a drop down arrow to select between them.

Q I cannot locate the UK Overnight and/or International booking screen!

A Once logged in, the SameDay delivery option is located at the top of the screen, UK Overnight is approximately ½ way down and International at the bottom. Users will need to scroll down the page to see all the different options.

Q Your website is not loading correctly or keeps timing out!

A Our website is compatible with the following browsers – Internet Explorer V11 or higher, Google chrome, Firefox and Safari. Your customer might need to update their browser version.

Q I need to view a list of all jobs that have been completed against my account

A Once logged into the online platform, under the SameDay section click on 'Reports', this will then allow you to produce a report and also export into Excel.