

Booking online Made easy...

Get your deliveries on the road faster and book using our online booking platform. Accessible via our website, your same day deliveries can all be taken care of in just a few clicks.

Here's 5 reasons why booking online will save you time and money:

- Default settings mean you can get your deliveries booked fast
- The favourite bookings feature lets you save sender, job and address information to make rebooking easy
- Selecting your notifications preference means you can keep up to date with your delivery while on the go (and keep the recipient informed too, if you choose)
- Access online real-time tracking for your delivery every step of the way, complete with an electronic POD for peace of mind
- Your online delivery reports, including carbon emissions, can be exported for ease of use

Deliveries on the go

Need a courier in a hurry or whilst you are on the go? The CitySprint MyCourier app is perfect for booking, amending and tracking your deliveries when you are about and about.

Available for free download on Android and iOS, the app helps you to:

- Book a SameDay courier service using your credit card or existing CitySprint account
- Amend or cancel bookings (before they are allocated to a courier)
- View PODs and the full audit trail of your delivery
- Add favourite addresses and set a default collection point
- View the status of your job



There are a load of different ways to use our online platform; it is designed to make, manage and track bookings easily, as well as assist with things like reporting and monitoring.

I want to..	In a nutshell
Login to my account	➔ Login via our homepage using your registered email address and password
Update my profile details	➔ Click on the 'My profile' button to update your details, including your mobile number, default sender settings and to change your password
Get a quote	➔ Get a quote for your job in a few simple clicks; you can also save these quotes for later, print them, or convert them into a booking
Make a booking	➔ Simply select the service you require; you can book same day, next day or international jobs all with the same login details. If you get a bit stuck, your local service centre will be happy to help
Save favourite delivery info	➔ Save your frequently used addresses for future use and even amend or delete individual addresses. Even better, you can save your favourite deliveries to re-book in just a few clicks.
Amend or cancel a booking	➔ All of your bookings can be amended or cancelled online up until your job has been allocated to a courier. Never fear, if you do need to change your booking after it has been allocated, just give your local service centre a call
View my delivery dashboard	➔ Your delivery dashboard covers all of your past, current and future bookings- there are even filters available to ensure you find what you need fast
Receive notifications about my delivery	➔ You can set your own preferences for status notifications- these include email and/or SMS as well as notifications for different parts of the delivery journey (booked, collected and delivered)
Let the recipient (and the sender) know where the delivery is	➔ You can add their email or phone number to the booking in the notifications section and select which notifications you want them to have - booked, collected and delivered - so you don't have to worry about keeping them updated
Track in real-time	➔ Track the real-time location of your courier using our leading edge technology- you will even be able to see their exact route with GPS tracking
Report	➔ All reports can be saved and printed as Excel files and you can filter by job status. Carbon emission reporting is also available.
Track parcels internally in my office once delivered	➔ Just ask for access to ParcelTrak; It can be used to track deliveries from your reception or postroom to your desk to ensure full track and trace
Use MyCourier app	➔ The MyCourier app is free to download on both iOS and Android and is the perfect tool to get your deliveries on the road when you are on the run
View a full audit trail and electronic POD	➔ Using your online account, you can access a full audit trail of your delivery, including an electronic proof of delivery, to provide you with peace of mind
Ask for help	➔ We are always here to help! You have a few options to get in touch with the CitySprint team: send us a message via our LiveChat (available both when you are logged in and not), call your local service centre or send us an email to deliver@citysprint.co.uk
Access the online resource hub	➔ We have a hub of handy guides to make booking easy. These include information about our consignment indemnity cover, packaging, international deliveries and vehicle size guidelines- visit citysprint.co.uk/support/resources