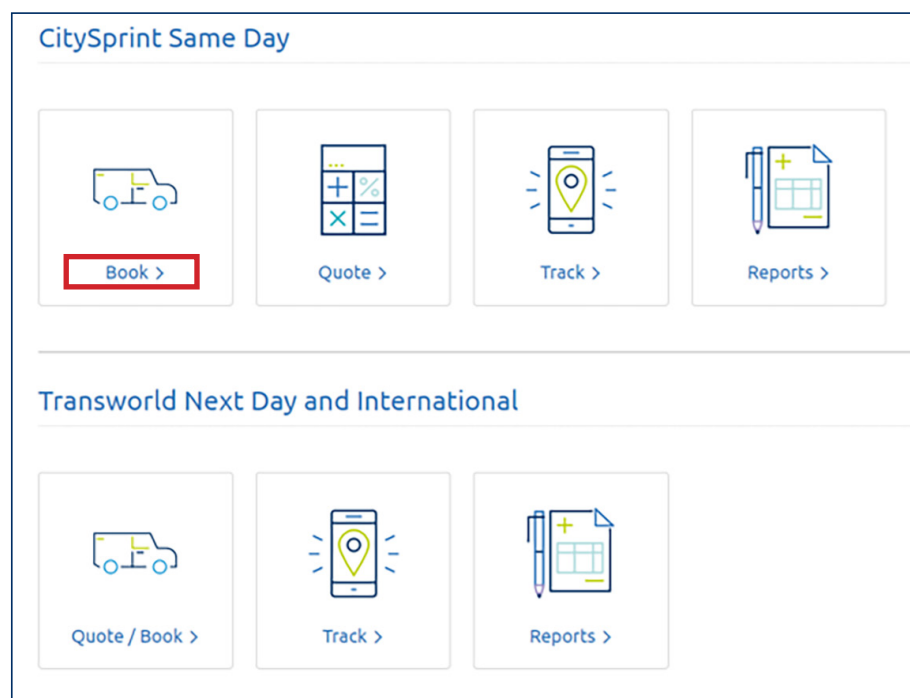


# CitySprint SameDay Online booking...

Get your deliveries on the road faster and book using our SameDay Online portal. Booking using our portal is pain-free but we have outlined some key steps of the booking journey to help you along the way.

## Sign in to your dashboard

You can do this via both the [citysprint.co.uk](https://citysprint.co.uk) website and the [twglobal.co.uk](https://twglobal.co.uk) website. Simply login using your email address and password, you'll then land on the dashboard screen.



Add your default settings via [My Profile](#) and book faster:

You can set your:

- ➔ Collection address
- ➔ Delivery address
- ➔ Service
- ➔ Status notifications

Your single login will give you access to all accounts that are aligned to your profile and you also have access to our Transworld UK Overnight and International booking portal.

**Quick tip:** You can manage your profile and address book for both platforms via the dashboard.



## Select your account and booking references

Choose the account you want to book against. If you have access to multiple accounts, they will be listed in the dropdown (highlighted in red below).

Your booking reference fields can be altered to suit your needs, for example cost codes, PO numbers, user IDs. You can have up to four reference fields set and each field will accept up to 30 characters.

CLIENT NUMBER

10014418

ACCOUNT NUMBER

LONDON - CS - ALAN SMITH

**Attention:** We've added extra reference fields! You now have up to 4 reference fields for your booking; we've also increased the character limit to give you

[MyCitySprint](#) > [Booking](#) > [New booking](#)

### My favourite bookings

Favourite

BOOK

OTHER SAVED BOOKINGS

### Sender details

☐ Use My Details

Sender Name \*

Contact Number

Email Address

### Your booking reference

Department

Reference

Reference2

Reference3

## Select your booking type

### Booking type

☒ Single delivery
 ☐ Multiple deliveries
 ☐ Wait and return

**Please note:** If you need help with routing your deliveries, please call your local service centre team.

## Add your collection details

If you have saved addresses, click on the **Address Book** button to search for and select your preferred one. Alternatively, you can select your default address. You can set your default and upload saved addresses via your address book which can be found on the dashboard.

Address list ×

**Please enter the details below**

Address name <input type="text"/>	Street <input type="text"/>
Company name <input type="text"/>	Town <input type="text"/>
Building name/ no. <input type="text"/>	County <input type="text"/>
Postcode <input type="text"/>	<input type="checkbox"/> Show all <div style="margin-left: 20px;"> <input type="button" value="SEARCH"/> <input type="button" value="CLOSE"/> </div>

Search and  
select to a  
saved address

If you're not using a saved address, start by entering your house number and postcode in the respective fields. Click the **Find address** button and select the correct address. If you do not have the postcode you can click on the **Postcode unknown** box and use the postcode checker to locate your collection address. Don't forget to select if you package is ready for collection now or pre-book for a future date and time.

**Collection details**

☐ Use my default address

Recent Addresses --Select--

Building Name/No.  Postcode

POSTCODE UNKNOWN

FIND ADDRESS

☒ Ready Now
 ☐ Pre Book

Total No. of Items

Postcode look up ×

**Please select the correct address**

Addresses	Select
<input checked="" type="radio"/>	Citysprint (UK) Ltd,58-62 Scrutton Street,,LONDON,,EC2A 4PH
<input type="radio"/>	Westone Couriers,58-62 Scrutton Street,,LONDON,,EC2A 4XP

1

Complete your collection details by adding the contact name and number for the collection, as well as the date and time for when you want the collection to take place.

**Quick tip:** We want to make sure your delivery gets to its final destination safely. Ensure your consignment is well packaged; if you need help our guide can be found [here](#).

Collection details ?

ADDRESS BOOK

☐ Use my default address

Recent Addresses

CITYSPRINT (UK) LTD,58-62 SCRUTTON STREET,LONDON,GBR,EC2A 4PH

Building Name/No. \*

58-62 SCRUTTON STREET

Postcode \*

EC2A 4PH

Company name

CITYSPRINT (UK) LTD

☐ Save to Address Book

CLEAR ADDRESS

POSTCODE UNKNOWN

FIND ADDRESS

Contact Name

Tom Parks

Contact Number

0218562475

Instructions \*

Please collect from reception

☒ Ready Now
 ☐ Pre Book

Total No. of Items

3

WHAT ARE YOU SENDING? ?

Please add details for each parcel the courier is to collect. This will give your courier a clearer indication of what they are collecting for you, and will also ensure that the correct vehicle is chosen.

Describe what is being sent ?

Item Code

Item Name

Width

Weight(kg)

Length

Height

SAVE

CANCEL

Items you are sending ?

Item Code	Item Name	Weight(kg)	Width	Height	Length

## Add your delivery details

Follow this section as you did when you entered your collection details- you can also use your saved and default addresses here. **Please note**, if you have booked a multiple delivery job you'll need to add the delivery address details for each delivery stop (you can add up to five). If you have more than 5 addresses that need to be added, please email [nationalcustomercare@citysprint.co.uk](mailto:nationalcustomercare@citysprint.co.uk) with your account number and full address details - We can enable up to 30 addresses on your profile so you will be able to self-serve after we've enabled this functionality for you.

Delivery details ⓘ

ADDRESS BOOK

☐ Use my default address

Recent Addresses

Citysprint UK Ltd, Unit 3, Sovereign House, Bricklayers Arms Distribution Centre, Mandela Way, LOND ▾

Building Name/No.

Unit 3, Sovereign House

Postcode

SE1 5SR

Company name

Citysprint UK Ltd

☐ Save to Address Book

CLEAR ADDRESS

POSTCODE UNKNOWN

FIND ADDRESS

Contact Name

William Lewis

Contact Number

07912552829

Instructions

Please deliver to reception

## Pick the service that's right for you

You can select either our standard SameDay courier service or our Priority one. Each option has a range of vehicle types to choose from but you'll see its default is a small van. We are unable to auto-populate the right vehicle type for the size of your delivery so if you need help choosing the right vehicle, check out our guide [here](#). Don't forget, you can also set your default service via [My Profile](#).

We also have a range of specialist vehicles which our support team can book for you. Get in touch with them by calling your local service centre or by emailing [nationalcustomercare@citysprint.co.uk](mailto:nationalcustomercare@citysprint.co.uk).

Which service do you need ? ⓘ

☒ SameDay Courier
 ☐ SameDay Priority

Service vehicle:

Small van ▾

## Estimated delivery time

We want to be as transparent as possible. Our estimated delivery time is an approximate indication of when your courier will complete the delivery. You can edit this to suit your requirements as well (but you won't be able to make this any earlier than the default time). If you've booked a multi-stop booking, the time displayed will be to complete the whole journey.

Estimated delivery time ⓘ

Deliver by date (dd/mm/yyyy)

Deliver by time


00 ▾

00 ▾

**Please note:** Changing the delivery time to one later than that quoted doesn't mean the courier will not attempt to deliver prior to this time. If there are conditions that need to be set for your delivery, please insert them in the instructions section of the delivery address section.

## Confirm your booking

Click on the **Next** button at the bottom of the page and review your booking summary. Check your details carefully - if you are happy to proceed click the **Confirm** button; if you want to make any changes click on the **Amend** button. If you're not quite ready to book yet, click **Save quote** (you can also print this summary page). Don't forget to add your promo code if you have one!

Service details		Service price	
SameDay Priority - Bike		Net price (Ex. VAT)	£ 5.77
		VAT	£ 1.15
		Total	£ 6.92

Promo code

All bookings are subject to our Terms & Conditions. Bookings may incur extra charges such as waiting/loading time, road tolls and congestion charge.

Your booking will only be confirmed if you have a booking number.


Booking confirmation

Thank you for booking with CitySprint. Your booking number is: **39692433**

✓ BOOKED

## Amend or cancel a booking

You can amend or cancel your booking up until the point where your job has been allocated to a courier. Do this by clicking on the **View online bookings** button to the right of your screen.



Contact us  
For more information contact us on 01442  
231 231

MyCitySprint

[New booking](#)

[New quotes](#)

[Book from saved quote](#)

[Manage saved bookings](#)

[View online bookings](#)