

Next Day Online Booking Guide

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.

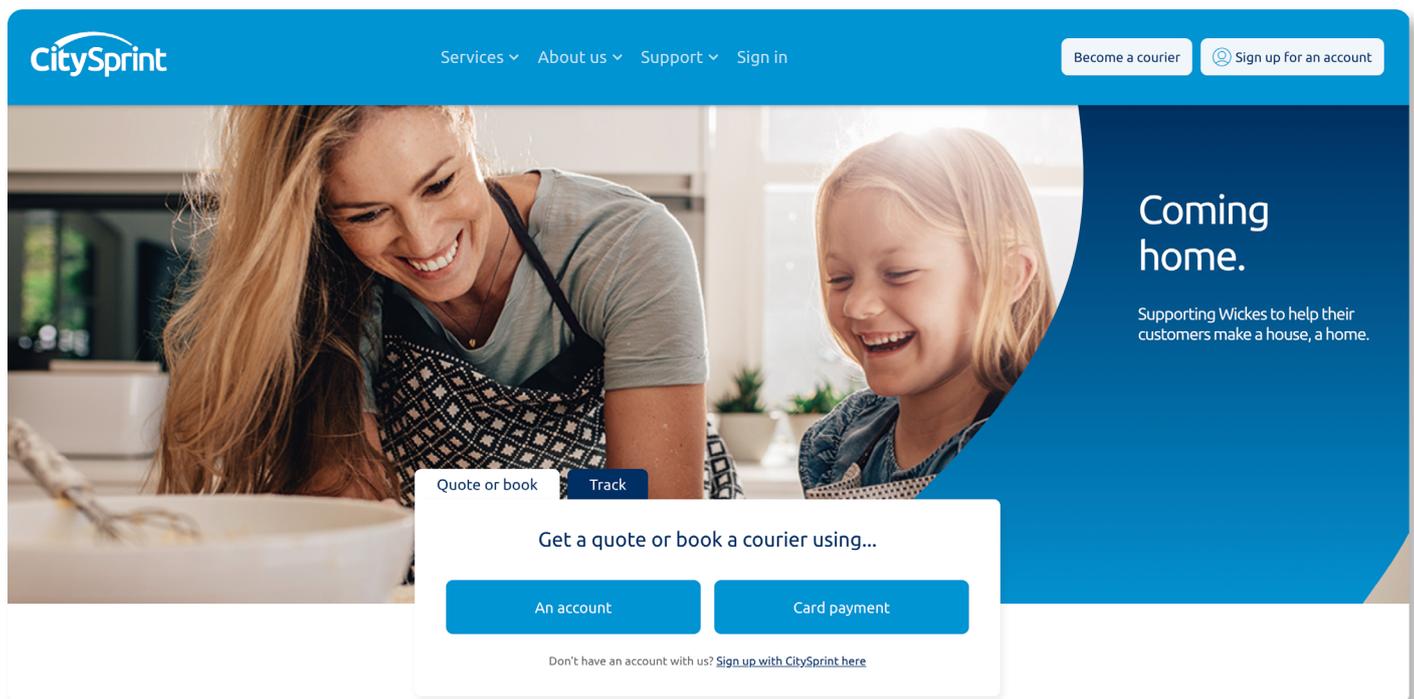


As your platform is modern and intuitive, booking should be a breeze. We have highlighted a few important parts of the booking journey in this document to help you along the way.

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 live chat via the CitySprint website.

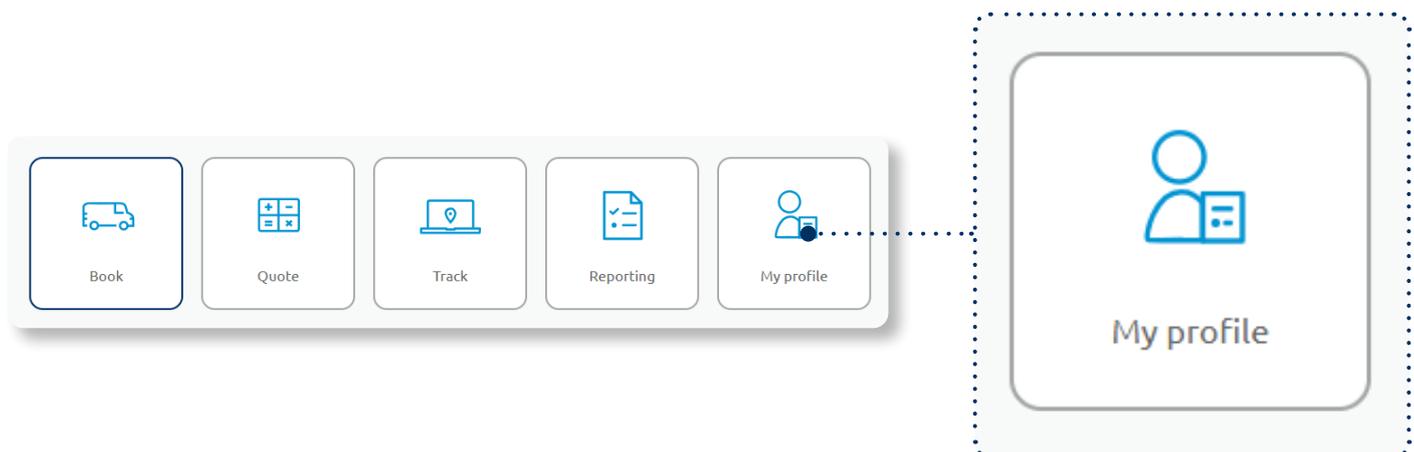
Logging in

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 - once entered this cannot be amended (unless you contact the UKONI team).

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'.

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.

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

Ready now ▾ | 21/08/18 | 17:43 ⌵

Closes at

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
DELIVERY

4
SHIPMENT

5
SERVICE

Recipient Address / name

CitySprint|

+ Add New Address

- 24 Chiltern Business Centre, OX4 6NG OXFORD GBR | CITYSPRINT
- Unit 5, Industrial Estate, E14 7BN LONDON GBR | Citysprint- docklands
- Unit 12, Northpoint Business Estate, ME2 4LX ROCHESTER GBR | citysprint medway
- UNIT 8 Ashville Close, NG2 1LL NOTTINGHAM GBR | CITYSPRINT NOTTINGHAM
- Rodan House, SL3 0B5 SLOUGH GBR | citysprint
- 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
DELIVERY

Recipient Address / name

26 Northbourne Road|

+ Add New Address

NEXT >

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

Accepting UK regulations

When shipping in the UK, we display information about the regulations that need to be followed. It is important that you read and accept this information as there might be something that could affect your delivery.

Additional information

e.g. Door entry code is AB489

Read & accept the **GBR** 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) Total No. of Pieces*

5 2

2. When shipping non document items, we need a little more information, including what you are shipping, the quantities and the value 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

Goods info +

Shipping Item(s)*	Quantity*	Total Value*	Add Indemnity <input type="checkbox"/>
MOBILE PHONE(S)	1	1500	<input type="checkbox"/>

Items/Boxes info +

Box dimensions (cm)				Total boxes*
20 x 20 x 20	x	x	x	1

Total Weight

Total weight (kg)		Total No. of Pieces*	
<u>1</u>		<u>1</u>	Total volumetric weight <u>1.6</u>

Select a service

Select the service that suits you best! To help make your selection easier, we have put all the service options available.

Available services ⓘ	Price (exc. VAT)	Collection By	Delivered By
Next Day			
By End of Day	£ 15.75	13/01/2026 16:30	14/01/2026 17:30
Next Day Premium			
By 10:30	£ 22.45	13/01/2026 16:30	14/01/2026 10:30
By 12:00	£ 17.75	13/01/2026 16:30	14/01/2026 12:00
Saturday By 10:30	£ 22.45	16/01/2026 16:30	17/01/2026 10:30
Saturday By 12:00	£ 19.85	16/01/2026 16:30	17/01/2026 12:00
Saturday By 17:30	£ 18.80	16/01/2026 16:30	17/01/2026 17:30
Next Day Premium+			
<i>Our most secure, closed network service for high value or highly sensitive items.</i>			
By 09:00	£ 49.95	13/01/2026 16:30	14/01/2026 09:00
By End of Day	£ 39.95	13/01/2026 16:30	14/01/2026 17:30
Saturday By 12:00	£ 54.95	16/01/2026 16:30	17/01/2026 12:00

Next Day Premium +

When booking a Next Day Premium plus service, a confirmation pop up box will open to show the maximum weight and dimensions of a single item, you will need to click on continue to confirm you have understood the requirements.

Please note

The maximum single item weight on our Premium service is **30kgs**, the maximum dimensions when the measurement of the two longest sides are added together, on any item, is **120cms**.

Click here for [more information](#).

[CHOOSE ANOTHER SERVICE](#)

[CONTINUE](#)

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

<input type="text" value="REDACTED"/>	<input checked="" type="checkbox"/> Booking	<input checked="" type="checkbox"/> Collection	<input checked="" type="checkbox"/> Delivery	-
<input type="text" value="REDACTED"/>	<input type="checkbox"/> Booking	<input type="checkbox"/> Collection	<input checked="" type="checkbox"/> Delivery	-

+ Add new row

Phone

<input type="text" value="REDACTED"/>	<input checked="" type="checkbox"/> Booking	<input checked="" type="checkbox"/> Collection	<input checked="" type="checkbox"/> Delivery	-
---------------------------------------	---	--	--	---

+ Add new row

CANCEL **UPDATE**

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.

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

Order Summary

GBR → **GBR**

UK PARCELS - STANDARD
Charge: € 34.80 INC. VAT

Total Boxes	1 boxes
Total volumetric weight	1.6 kg
Total goods value	€ 1500.00
Total weight	1 kg

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.

Print label

When you have clicked "Book Now" and you are on the thank you page, you will see the button to print labels:

- **Print Label** – click this to generate a label containing your delivery details. Please print this out and also attach it to your shipments.

CitySprint Account number and name: REDHILL - CS -

DASHBOARD ORDER HISTORY **+ NEW SHIPMENT**

Order History

HAWB No / Account No	Delivery	Consignment Type	Delivery Date	Status
7350968 MARKETING TEAM	SLOUGH, GBR RODAN HOUSE 4 WILLOW ROAD, COLNBROOK	Non Documents 8 87.7	23/8/2018 12:00	Booked

Print Label

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

The screenshot shows the CitySprint user interface. At the top left is the CitySprint logo. To its right is a dropdown menu for 'Account number and name' with 'REDHILL - CS' selected. Further right are navigation tabs for 'DASHBOARD' and 'ORDER HISTORY', with 'ORDER HISTORY' being the active tab. A blue button labeled '+ NEW SHIPMENT' is in the top right corner. Below the navigation is a summary bar with three metrics: '01 Today's Bookings' (with a cube icon), '00 Jobs In-Transit' (with a truck icon), and '01 Jobs Delivered' (with a checkmark icon). On the right side of this bar is a 'FILTER' button with a dropdown arrow and a menu icon. Below the summary bar, the 'Order History' section is visible, starting with a 'Recent' label and a search input field.