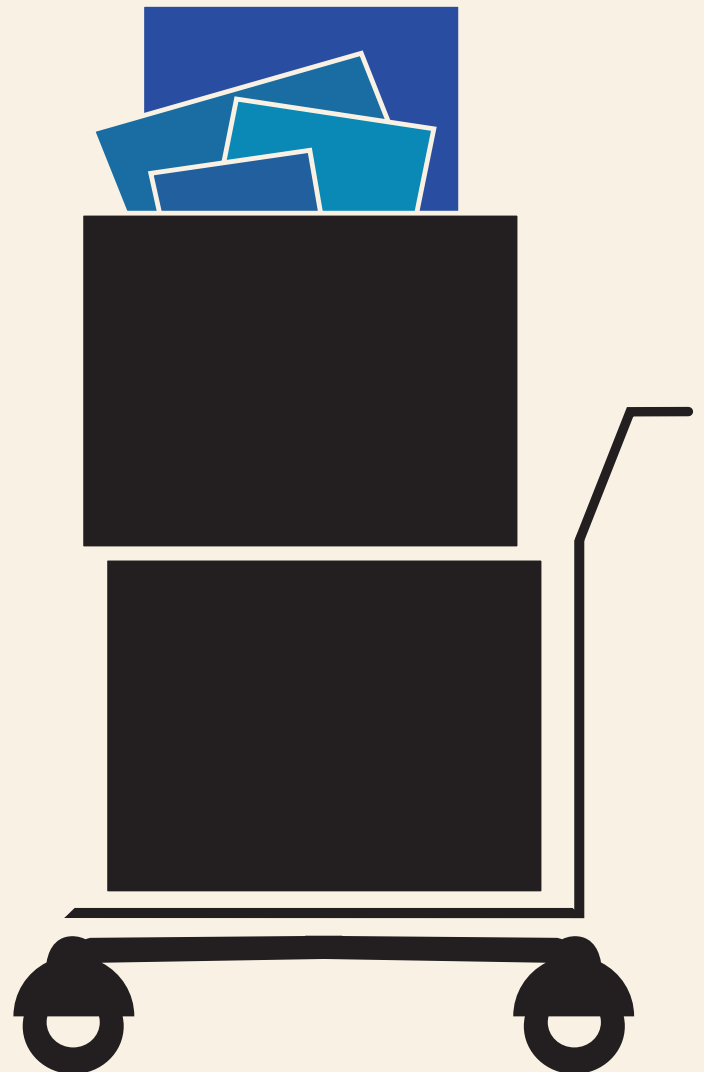


# Courier and Stationery Guide 2012



## General Information



Edexcel have partnered with Parcelforce for the collection and movement of items. Parcelforce offer three options for the collection of these items.

1. Book a collection online
2. Drop your items off at a depot or Post Office<sup>®</sup> counter
3. Book a collection by telephone

For all options you will need to complete the 'Proof of Posting Receipt' for every collection, which can be found in this pack of materials.

## Despatching items

Parcelforce offer three options for the collection of items:

1. Book a collection online
2. Drop your items off at a depot or Post Office<sup>®</sup> counter
3. Book a collection by telephone

For options 1 and 2, you can produce labels yourself online, and either arrange a collection or take the items to a depot or Post Office counter. For option 3 you must request that Parcelforce Worldwide brings the label with them when they perform a collection.

For all options you will also need to complete the 'Proof of posting receipt' for every collection, which can be found in this pack of materials.

# 1. Booking a collection online

Go to [www.parcelforce.com](http://www.parcelforce.com)

To login you need to enter the following details in the Account customer box:

Username: [alanelfs@edexcel.com](mailto:alanelfs@edexcel.com)

Password: alanelfs1

The screenshot shows the Parcel Force website homepage. At the top left is the Parcel Force Worldwide logo. To the right, there is a 'Customer alerts' section with a dropdown menu set to 'Normal Service' and a search bar. Below the logo is a navigation menu with buttons for 'Home', 'Quick quote', 'Send UK', 'Send Worldwide', 'Receiving a parcel', 'My account', and 'Help & Information'. The main heading is 'UK and International parcel services' with the tagline 'Send your parcel online. You click, we collect.' Below this are two columns of service options. The left column is for 'Send a parcel in the UK' and lists 'Timed next day' (from £18.99+ VAT), 'Next Day' (from £12.99+ VAT), and '2 day' (from £8.99+ VAT). The right column is for 'Send a parcel worldwide' and lists 'Express' (from £32.50+ VAT), 'Priority' (from £25.83+ VAT), and 'Economy' (from £8.33+ VAT). On the right side of the page, there is a 'Track your parcel online' section with a text input field for the parcel number and a 'Track' button. Above this is an 'Account customers' section with 'Email:' and 'Password:' input fields, a 'Log in' button, and links for 'Register' and 'Forgotten details?'.

Service	Price (from)	VAT	Action
Timed next day	£18.99	+ VAT	Buy
Next Day	£12.99	+ VAT	Buy
2 day	£8.99	+ VAT	Buy
Express	£32.50	+ VAT	Buy
Priority	£25.83	+ VAT	Buy
Economy	£8.33	+ VAT	Buy

## My account welcome page

To access the collection booking facility, click the 'Book a collection' link.

The screenshot shows the 'My account' page of the Parcel Force Worldwide website. At the top left is the Parcel Force Worldwide logo. To the right, there are links for 'Customer alerts' and 'Normal Service >', along with a search bar and a 'Search' button. A navigation menu below the logo includes 'Home', 'Quick quote', 'Send UK', 'Send Worldwide', 'Receiving a parcel', 'My account' (highlighted in red), and 'Help & Information'. The main content area features a blue banner for 'Enhanced online services' with an '@' icon. Below this, the 'My account' section is titled 'Keep track of your account status here.' and is divided into two columns: 'Sending' and 'Account Information'. The 'Sending' column contains a red-bordered link for 'Book a collection'. The 'Account Information' column contains a link for 'View & Amend your online profile'. On the left side of the page, there is a 'Welcome: Moderator' message with a 'Log off' button. A breadcrumb trail at the top left reads 'Home > My account'.

## Welcome screen

This is the first screen where you need to input data.

1. If you want to take the items to a Post Office counter or depot, you must choose option 1, 'I am going to print the labels from my printer'. If you are arranging a collection, you can either choose option 1, or option 2, 'I want the driver to bring the labels'. You should not choose option 3.
2. Indicate the number of parcels you have for a single delivery address, and the total weight of the items.
3. If you have items going to different addresses, you will need to repeat this process for each separate delivery address.

The screenshot shows the 'Welcome' screen of the Parcel Force online collection booking system. The interface includes a navigation bar with 'Home', 'Shipping', 'Archive', and 'Addresses'. A left-hand menu lists steps: 'Welcome', 'Address Details', 'Service Details', 'Despatch Details', 'Payment', 'Print', and 'Finish'. The main content area features a 'Welcome' message, a 'Help' button, and a 'Labelling your Parcel' section with three radio button options. Below this are input fields for the number of parcels (set to 1) and total consignment weight (set to 5 Kg). 'Cancel' and 'Next >>' buttons are at the bottom.

**Parcel Force**  
WORLDWIDE

Home | Shipping | Archive | Addresses

**Welcome**

Welcome

Welcome to our online collection booking system. You can book a collection and print the necessary paperwork to send a parcel anywhere in the world. You will be taken through a series of screens allowing you to enter the necessary information and make the appropriate decisions.

**Labelling your Parcel**

I am going to print the labels from my printer.

I want the driver to bring the labels.

I have preprinted labels from Parcelforce.

**\* Number of parcels**

**\* Total consignment weight**  Kg

[Help](#)

Select your label option:  
Sending within UK - choose any option  
Sending abroad - you need to print your own labels

Enter the number of parcels being despatched.

Enter the total weight of these parcels. We reserve the right to charge if your parcel is heavier than advised.

[Cancel](#) [Next >>](#)

## Collection and Delivery address details page

1. Enter the collection postcode and click on 'Complete from postcode' to automatically fill out the address details.
2. You will need to enter a contact name and phone number.
3. Repeat the process with delivery details for the Standards Verifier.

Home | Shipping | Archive | Addresses

Parcels4Force

Welcome

Address Details

Service Details

Despatch Details

Payment

Print

Finish

### Address Details

Collection/Sender's details [Address Book...](#)

Country: United Kingdom

\* Post Code:  [Complete from postcode](#)

Contact Details:

\* Name:  \* Phone:

\* Business Name:

\* Address:

\* Town:

Keep this as my normal address/collection address  
 Clear my default address/collection address

Delivery Address [Address Book...](#)

Country: United Kingdom

\* Post Code:  [Complete from postcode](#)

Contact Details:

Name:  Phone:

\* Business Name:

\* Address:

\* Town:

Add this to my address book

Click to select an address. [Help](#)

Enter postcode, click on button and select address to complete the fields below.

We need this in case we need to contact you.

Enter these details in full if you haven't used the option to complete them automatically.

Enter the destination country and/or the delivery postcode. Enter postcode, click on button and select address to complete the fields below.

Enter the name and telephone number of the recipient.

<< Previous    Cancel    Next >>

## Service and despatch details

This page confirms the collection and delivery details entered.

On this page you are given the option to:

1. Arrange a collection
2. Take the items to a Post Office or depot

The screenshot displays the 'Service & Despatch Details' page on the Parcelforce Worldwide website. The page is divided into several sections:

- Navigation:** Home, Shipping, Archive, Addresses.
- Left Sidebar:** Welcome, Address Details, Service Details, Despatch Details, Payment, Print, Finish.
- Service & Despatch Details:**
  - Collection/Sender's details:** EDEXCEL, EDEXCELMATERIALS, 0123456789, 190 HIGH HOLBORN, LONDON, WC1V 7BH, United Kingdom.
  - Delivery Address:** EDEXCEL LTD, LOWTON HOUSE, LOWTON WAY, ROTHERHAM, S66 8SS, United Kingdom.
  - Parcel Details:** No of parcels: 1, Total consignment weight: 5.00 Kg.
  - Sending your parcel:** Two radio button options: 'I would like Parcelforce Worldwide to collect.' (selected) and 'I would like to drop off my parcel at a Parcelforce Worldwide depot.'
  - Buttons:** << Previous, Cancel, Send Details >>
  - Help:** A 'Help' button is located on the right side of the main content area.
  - Text:** 'If you need to cancel this collection after this point, please call 08-448 08-4466' and 'You can drop off your parcel at any of our depots.'

You will see one of the following screens, depending on which option you choose.

On each screen, choose the default 'Parcelforce 24' service under 'Service & Contract' – you must also not choose any additional compensation.

You can also enter any special instructions you feel are relevant for the driver, and a reference number for the collection request.

# 1. Arrange a collection

**PARCEL-FORCE**  
WORLDWIDE

HomeShippingArchiveAddresses

**Welcome**  
↓

**Address Details**  
↓

**Service Details**  
↓

**Despatch Details**  
↓

**Payment**  
↓

**Print**  
↓

**Finish**

### Service & Despatch Details

<b>Collection/Sender's details</b> EDEXCEL EDEXCELMATERIALS 0123456789 190 HIGH HOLBORN  LONDON WC1V 7BH United Kingdom	<b>Delivery Address</b> EDEXCEL LTD  LOWTON HOUSE LOWTON WAY  ROTHERHAM S66 8SS United Kingdom
---	--

No of parcels: 1      Total consignment weight: 5.00 Kg

**Sending your parcel**  
I would like Parcelforce Worldwide to collect.   
I would like to drop off my parcel at a Parcelforce Worldwide depot.

**Service & Contract**  
Service:  Contract:

**Enhanced compensation**  
 None    £500    £1000    £1500    £2000    £2500  
Cost:      £4.00      £8.00      £12.00      £16.00      £20.00

**Special Instructions**

**Sender Reference**

**Despatch Options**  
• A driver will collect your parcel  
Collection Date:   
From:  To:

If you need to cancel this collection after this point, please call **08448 084466**

You can drop off your parcel at any of our depots.

If your parcel is valuable and you want to ensure you have sufficient compensation cover, select the appropriate level.

Enter any special instructions relevant to the collection or delivery. Please note the driver cannot phone the collection address before arrival.

Enter a customer reference number if required.

Select the collection date and times. You should choose the earliest and latest possible time we can collect your parcel, allowing the longest 'time window' possible.

## 2. Take the items to a Post Office or depot

**PARCEL-FORCE**

Home | Shipping | Archive | Addresses

Welcome

Address Details

Service Details

Despatch Details

Payment

Print

Finish

### Service & Despatch Details

Collection/Sender's details	Delivery Address
EDEXCEL EDEXCELMATERIALS 0123456789 190 HIGH HOLBORN	EDEXCEL LTD  LOWTON HOUSE LOWTON WAY
LONDON WC1V 7BH United Kingdom	ROTHERHAM S66 8SS United Kingdom

No of parcels: 1      Total consignment weight: 5.00 Kg

**Sending your parcel**  
I would like Parcelforce Worldwide to collect.   
I would like to drop off my parcel at a Parcelforce Worldwide depot.

**Service & Contract**  
Service: Parcelforce 24      Contract: P272744

**Enhanced compensation**  
 None     £500     £1000     £1500     £2000     £2500  
Cost:    £4.00    £8.00    £12.00    £16.00    £20.00

**Special Instructions**

**Sender Reference**

**Despatch Options**  
You have chosen to drop off your item at a Parcelforce Worldwide depot.  
For your chosen service you can drop off at:  

- Any Parcelforce Worldwide depot. Visit our [depot locator](#) to find your nearest depot.
- Please note the delivery speed chosen applies once the item has been handed over to us.

Your label will be valid for the next 5 working days. Please ensure you drop off your item before then.

If you need to cancel this collection after this point, please call **08-448 00-4666**

<< Previous      Cancel      Send Details >>

**Help**

You can drop off your parcel at any of our depots.

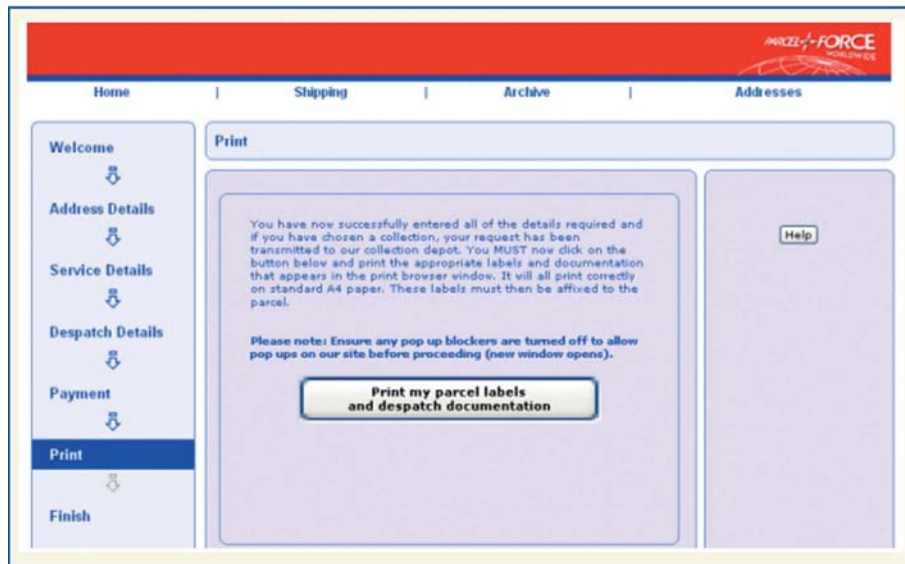
If your parcel is valuable and you want to ensure you have sufficient compensation cover, select the appropriate level.

Enter any special instructions relevant to the collection or delivery. Please note the driver cannot phone the collection address before arrival.

Enter a customer reference number if required.

## Print page

To complete your booking, click on the 'Print my parcel labels and despatch documentation' button.



## Labels and receipt and Finish page

A popup box should appear as on the next page. You need to click on the printer icon to print out your label and receipt.

To ensure the label prints in the correct format:

1. Click the printer icon
2. Under the 'Page Handling' section, set 'Page Scaling' to 'None' and uncheck 'Auto-Rotate and Center'

You should note the tracking number on your Proof of Posting receipt form.

Please note – you should never use the same label on more than one item. Each item must have its own unique barcode label with the correct address details on it.

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1 of 1

Parcellforce

EDEXCEL LTD  
LOWTON HOUSE  
LOWTON WAY  
ROTHERHAM  
S66 8SS

Despatch Date/Day  
ROTH R000

EDEXCEL LTD  
LOWTON HOUSE  
ROTHERHAM S66 8SS

Parcellforce

From: EDEXCEL, LOWTON, ROTHERHAM, S66 8SS  
To: ROTH R000

Parcellforce

Customer Use Only

Online booking contract customer receipt

Tracking Number: WW5921315

To be completed by collecting driver

Collection date and time

No of parcels collected

Signature

If you need to cancel this collection please call 08448 004466

Service: Parcellforce 24 Customer contract no: P272744

Collection date: 02/06/2006 Collection time: 09:00 - 09:00

Home | Shipping | Archive | Addresses

Welcome

Address Details

Service Details

Despatch Details

Payment

Print

Finish

Thank you for your booking - what to do next

Your tracking reference for this consignment is  
**WW5921315**

Please make note of this number and keep it for future reference.

Please ensure that you read the following instructions of what to do now.

**I haven't printed my parcel label**

Depending upon when you booked your collection, the driver may bring the label with him. Alternatively, he will take your parcel and affix the label when he returns to the depot. Please ensure that the full delivery address and the 'Tracking number' on your receipt are written clearly on the parcel.

**I've printed my parcel label and booked a collection**

Please retain your label until the collection driver arrives. The driver will provide you with the appropriate clear 'documents endorsed' envelopes if you do not have any.

- Fold the barcoded label(s) ensuring that all of the printed information is visible, place it in the clear envelope(s) and affix it to the parcel
- If you have printed a 'customs declaration', please sign it in the places required and fold this so that the top third of the sheet is visible. Then place it in a clear envelope along with any other customs paperwork and then affix it to the parcel.

**I've printed my parcel label and will 'drop off' at a Parcellforce Worldwide depot**

- Attach barcoded label(s) to parcel and take the parcel(s) to your chosen Parcellforce Worldwide depot.
- If you have printed a 'customs declaration', please sign it in the places required and fold this so that the top third of the sheet is visible.
- Hand everything to the Parcellforce Worldwide counter staff.

Book another collection

Finish

You have now successfully produced your labels, and if applicable, booked your collection.

If you need to produce more than one label, the process should be repeated for each separate parcel you have. If you are booking a collection, you should choose the same date and time for each subsequent collection booking, or as near as possible.

If the driver is bringing the labels with them, make sure each item is correctly addressed, so they know which labels go on which items.

## 2. Dropping items off at a Parcelforce depot or Post Office®

Having followed the steps outlined above to produce your labels, you must label and seal all your items and complete the 'Proof of posting receipt'.

You can find details of your local Post Office or Parcelforce depot online at [www.parcelforce.com](http://www.parcelforce.com), or by calling 0800 783 0023.

Take the items to your preferred location, and they will accept the items for delivery. If you take the items to a post office they will provide you with another posting receipt which you need to keep for your records. They will not complete the 'Proof of posting receipt'.

If you need to confirm delivery of your parcels, visit [www.parcelforce.com](http://www.parcelforce.com)

### 3. Booking a collection by telephone

You will need the following information prior to making a booking by telephone

- The contract number – P696277
- The full collection address including postcode
- The full delivery address including postcode
- The number of parcels you will be despatching
- Make sure to tell the operative that you require the collection driver to bring the labels with them
- On the collection date, your parcels must be available between 09.00 and 17.00 hours
- If a collection is not possible on the date requested you will be offered an alternative date

Call the Parcelforce Worldwide collection and enquiry line

**0800 783 0023**

Please label and seal all the items and complete the 'Proof of posting receipt'. When the driver comes to collect they will sign the receipt for these items. Please ensure you do not give the receipt to the driver.



### PROOF OF POSTING RECEIPT

Place the small peel off barcoded section from the bottom of the Parcelforce 24 label below.

**YOUR DETAILS**

Name:

AA/Centre No:

--	--	--	--	--	--

Address:

Signature:

POSTCODE:

Enter the total number of parcels you are sending using this proof of posting.  
This must tally with the number of barcodes you have attached above.

DATE OF DESPATCH: .....

P/FORCE OR PO Ltd SIGNATURE: .....

To book a collection, or to locate your nearest express Post Office, phone 0800 783 0023.

**THIS MUST BE KEPT AS PROOF OF POSTING**