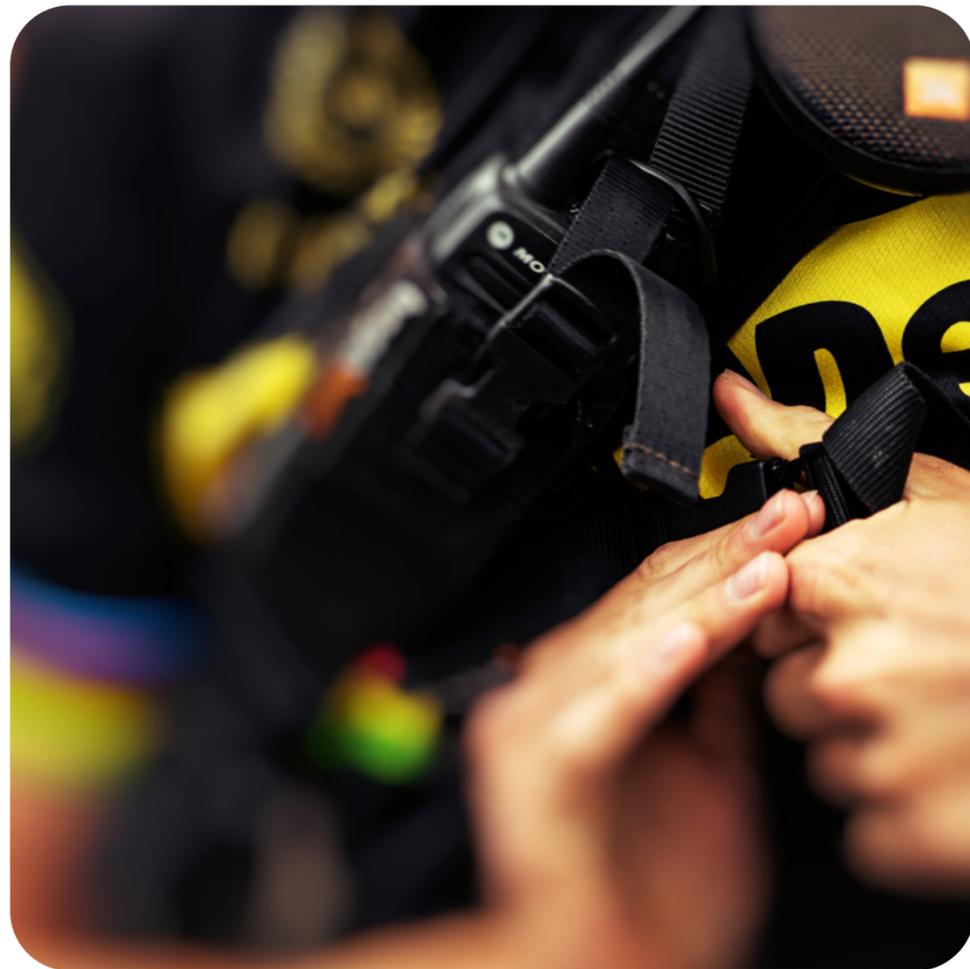




ClickaCourier

User Guide



Introduction

Welcome to Click A Courier

This practical 'how to' guide outlines the features we hope you'll find most useful. We will also explain the various service options & highlight the differences between them.



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Service Options

Our Services



1

SAME DAY

- Same day collections within 40km of Dublin City Centre
- Delivery anywhere in Ireland
- 7 vehicle sizes/options
- Standard & Priority

2

NATIONWIDE

- Collection & delivery anywhere in Ireland
- 1- 3 Day Service
- *Some size & weight restrictions apply

3

OVERSEAS

- Worldwide Delivery
- Signed for Service
- Next Day delivery to most large European Cities

Vehicles

For deliveries big & small



Zero Carbon Bikes

- Pushbike - documents & smaller items
- Cargo Bike - 2/3 boxes
- Cargo Max - 4/6 boxes



Motorbikes

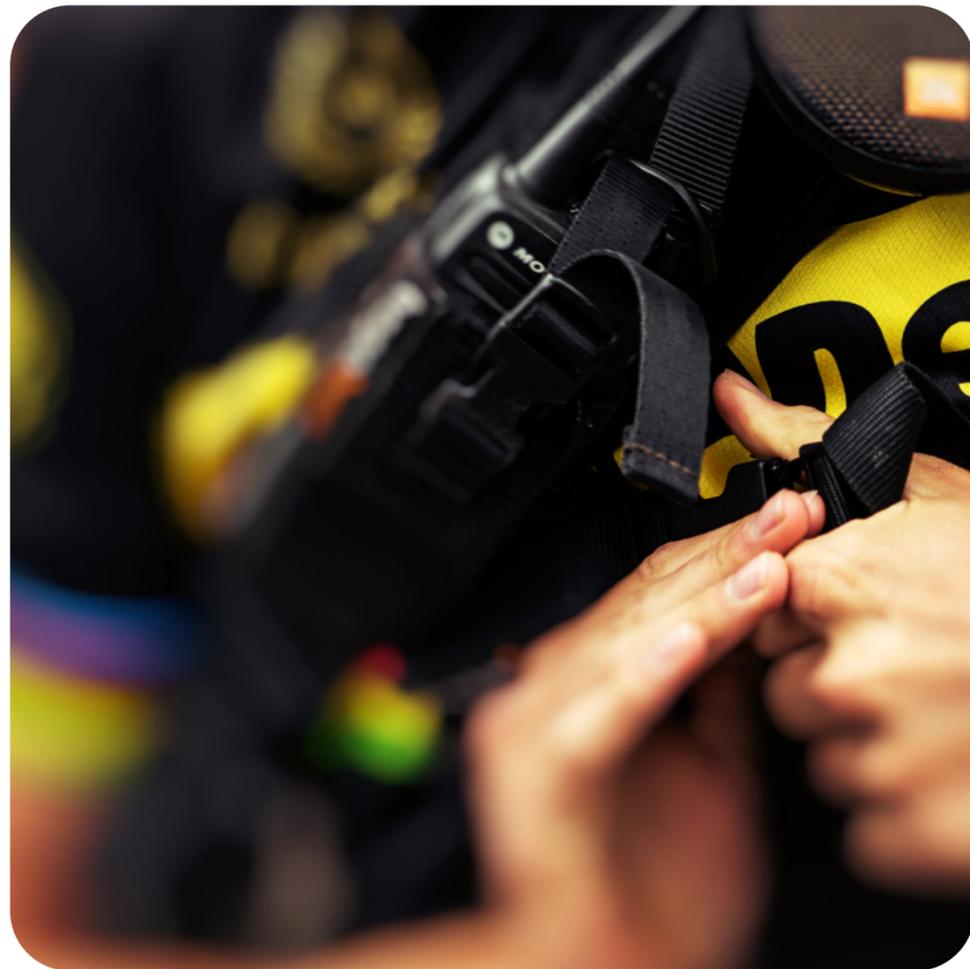
- Motorcycle - documents & small items
- Top Box Motorcycle - banker box or similar



Cars & Vans

- Small Van - 500kg Max
- Large Van - 1000kg Max
- Truck & Tail Lift Vans available on request





Making a Booking

Step 1 - Choosing Addresses

When entering your collection & delivery address please note Eircodes are the most accurate way to find addresses. If no Eircode match is found try the name of the Company, Building or Institution OR try a postal address.

Our customer service team is online 9am - 5pm should you have any difficulty.





Making a Booking

Step 2 - Vehicles & Service

Your address choices will automatically determine which vehicle choices are available.

Pick the vehicle and service level you require - *standard, priority or 1 - 3 day.*

Think about the size of your item/items - would you be able to carry them on a bicycle?





Making a Booking

Step 3 - Date & Time

Pick a date & time for your collection.

Standard service collection times are approximate.

Priority Service is advised if your collection is time sensitive.

Collections & deliveries on our 1 - 3 day service are made during working hours, we cannot guarantee exact times.





Making a Booking

Step 4 - Returns

If you need the driver to make a return trip, *toggle the return switch on*. Returns must be ready immediately, not later that day or on a different date. Our drivers are happy to wait if documents need to be signed etc. but cannot come back later. For a return trip at a later time or date please make a separate booking.





Making a Booking

Overseas Deliveries

To book an overseas delivery select your collection as before. In the delivery address search click the *Irish Flag icon*. You will be asked to select a delivery country. Choose from the drop down list. Proceed as before.





Make a Booking

Multiple Deliveries

If you require more than one delivery from the same address please use 'Add a Drop' (located below the address search). There are 2 options to choose from:

1. *Make drops in any order* - one or more drivers
2. *Make drops in a specific order* - requires a dedicated driver





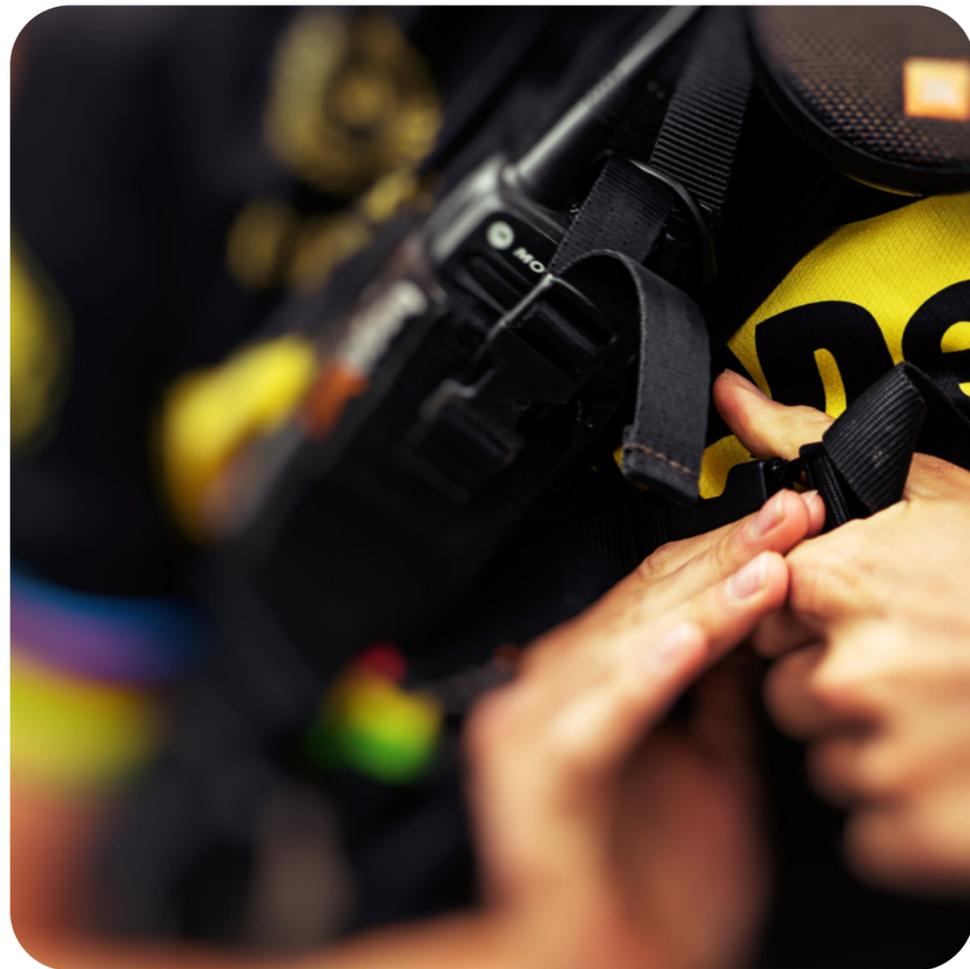
Updates & Tracking

SMS

We send SMS updates to the mobile number saved to your profile. If you provide a mobile number for the recipient of your delivery (ie not you) we will also notify them when the delivery is due.

Bookings can be tracked from the website - go to *Dashboard - View & Track*.





Team

Inviting new Team Members

If you create a *company account* you can invite others to join. Go to Dashboard - Invite to. Simply enter their email address and we'll send them an invite to join the team.

If you have signed up as a single user account and wish to expand the team go to *Settings - Company - Create Company*





Climate Awareness

Zero Emission Options

The effects of climate change have prompted us all to think about the steps we can take to slow down global pollution. Our online *Carbon Reduction Calculator* calculates & displays the amount of carbon saved by choosing more sustainable delivery options like push bike & cargo bikes.

Our new *Cargo Max* service offers a zero carbon option for larger loads traditionally requiring cars & small vans.



THANK YOU



ClickaCourier

