

Yodel WebCollect Yodel

WebCollect is our online application for Electronic Collection Requests. It provides a simple and easy way to send us collection requests, via the web, for your third party collections. All you have to complete is the collection and delivery addresses, select the service of your choice and send. You will receive confirmation of your booking and then again when we pick up the consignment. The following document has been compiled to help you get started and provide a useful guide for all users.

How do I get started?

If you are an existing user you can continue to use your username and password as before. All your registration details - contract number, address, name and email - have all been kept and remain as per your original registration. If you wish to update / amend your details please contact your account manager.

Why do I have to confirm, my email address?

Email communication is an important part of the WebCollect functionality. Confirmation of your collection booking request and pick up will be sent to this email. It is therefore vital that we have the correct email address.

Why do I have to choose the “collection”, “delivery” or “neither” options for my address?

The address you gave us on registration will automatically be used as the collection or delivery address, depending on the option you choose. This is designed to reduce the amount of data entry you are required to do. If you choose neither then you must enter both the collection and delivery address manually.

Why does it say that special instructions will not be used by Yodel?

Our drivers and couriers are not always able to carry out the instructions received in “free text” as they have strict service criteria to meet. Any instructions entered should therefore be a note for the customer / receiver of the parcel.

Why can I not select the time for a collection?

Collections are made as part of our regular collection and delivery tours. In order to improve our operational efficiency, these tours are planned automatically and change daily. We therefore cannot guarantee a specific time window. Please ensure that the consignment(s) is available for collection from 07:30 to 17:30 on the day requested. You can select up to four working days in advance.

Why can I not ask for the collection to be made on the same day as the collection booking request?

Collections are made as part of our regular collection and delivery tours. In order to improve our operational efficiency these tours are planned automatically and change daily. We therefore require collection requests to be made prior to our tour planning and hence the collections must be booked for the next working day at the earliest.

How late can I make a collection booking request?

As long as the collection booking request has been confirmed before 00:00 hrs we will be able to collect your consignments on the following working day.

Can I make collections requests with more than one consignment?

Yes. If you have selected the “collection” or “neither” options, you can have multiple delivery addresses (each one being a separate consignment). If you have chosen the “delivery” option you can only create one consignment as there is only one delivery address.

Why do I have to enter the delivery address for each consignment?

This ensures that we have the correct details for all of your consignments. We can therefore ensure that we only collect the consignments and parcels booked and no others. Having the correct delivery address also ensures accurate routing through our network.

Does each consignment have to have the same service selection?

No. If you are creating multiple consignments then you can choose which ever service is relevant for that individual consignment. You can therefore choose between business or residential delivery services whichever suits your customer.

What services are offered and how do I choose?

The list of services offered to you depends on the collection postcode for that consignment. You have two primary categories, Express and @Home. Express consignments are delivered to business address from 07:30 to 17:30 hrs and @Home consignments are delivered to residential addresses between 07:30 and 21:00 hrs. Please use the quick service guide in WebCollect once you're logged in, for further guidance (click on the "i" button next to the service drop down box and you will get a separate pop up window describing all the services). If you are a consignment client and your contract number used for login starts with "98", then you should always choose Express 24 (Select).

If I book more than one consignment how do I check or amend their details?

As you create or add additional consignments, they are added at the bottom of the page and you can see the summary information for each one. Against each consignment you have the option to either delete it entirely or edit and amend the consignment details. Editing and amending allows you to change any of the data fields including the service selected. Once the edited and amended consignment is saved it will go back into the list ready for confirmation and transmission.

Why are the timed Priority services not offered?

Timed Priority services are only available to certain postcodes in the UK. At the moment, WebCollect does not validate the services offered based on delivery postcode and therefore, we cannot be certain if Priority 10:00 or Priority 12:00 are available. They will be made available when the system can provide this level of validation.

Why should I enter a reference for each collection?

By entering your own unique reference, you will be able to track the progress of all of the consignments in your collection request. You can only track consignments once they have been collected on <http://tracking.yodel.co.uk>. Parcel number(s) will also be sent to you by email, once the collection has been made and you can track these numbers as well.

Why can I only enter one reference per collection?

The reference you enter is available in all our systems, including Customer Services.

How long does it take to get confirmation that my collection booking request has been accepted?

The system is automatic and you should get a response back within a matter of minutes.

How do I get confirmation that my collection booking request has been processed?

You will receive an email with your Collection ID, and this acts as an order reference. Your Collection ID and your own unique reference can be used should you need to contact Customer Services in the event of the collection failing. Receipt of a Collection ID also confirms that your booking has been validated and accepted so you no longer have to go back and check later. Please note that when we are carrying out essential maintenance to the system there may be a delay in receiving your Collection ID. To avoid disruption, maintenance is usually carried out at off-peak times, such as the weekend.

How do I get confirmation that my collection has been successful?

You will receive an email confirming that the collection has taken place and this email will also include the parcel number(s). If your collection fails, you will also be notified by email and you will have to rebook.

How do I track my collections?

You can only track your consignments once they have been collected. The Collection ID cannot be used for tracking purposes. You can only track your consignments using your own unique reference or the parcel number(s) sent to you in the email confirming that the collection has been successful. Your unique reference and parcel number(s) can be tracked on <http://tracking.yodel.co.uk>.

What do I do if I have problems logging on?

Please contact 08000 190022