



HOW TO – DELIVER STUFF

FINDING STUFF TO DELIVER

1. Click Deliver and search using the filters.
2. Pin marks the delivery postcode.
3. Click a pin to see more detail (you must be logged-in as a carrier)

MAKING AN OFFER

1. Read the detail view and ask any questions. Check back to see the answers.
2. Make your offer, including any comments to help the sender decide.
3. Make a phone offer if this is an option for you
4. Do not make offers for items you cannot deliver.
5. When you make an online offer, the sender is sent an alert message.
6. Senders may call you to discuss your offer.
7. You will be sent an email reminder 24 hours before any item you are offering on closes.

IF YOUR OFFER IS ACCEPTED

1. You will be notified by message and email. The sender will contact you.
2. Things we suggest you agree with the sender.
 - Final price.
 - How payment is going to be made and when.
 - Estimated Item worth and liability for insurance.
 - Pick up details – postcode and address, who will be there, date and time.
 - Delivery details – postcode and address, who will be there, date and time (alternative arrangements if the recipient is unlikely to be present)
 - Contact details for sender, carrier and person at delivery end.
 - Any help required loading the item.

4. ON THE DAY

1. Make sure you have contact details for the sender and recipient.
2. Print out and use the Pick up & Delivery Forms provided.
3. Check the arrangements for delivery at the other end.
4. Let people know straight away of any changes – eg traffic delays.
5. Drive carefully!

4. AFTERWARDS

1. Go to My Account and click Item Delivered button.
2. Rate the sender.
3. Go to My Profile and see their rating of you.
4. If they have not yet rated you, remind them to do so, using the button.

We hope this has been useful for you. If so, please use this service again, and tell your friends!

If you have any comments, please go to Tell Us on the homepage – we want any and all feedback, about the site, the service, how we can improve, any stories you think may be newsworthy for us etc.