



HOW TO – SEND STUFF

SENDING ITEMS

1. Go to Send and upload your item. Ensure you give sufficient information.
2. If it is an eBay item, enter the ebay id number and click Get Details.
3. If you want to put a guide price in, put it into the Item Description.
4. Ensure you edit the item description box and delete unwanted text.
5. Offers Until date - give people as much time as you can to make offers.
6. Select businesses only or telephone offers if applicable.
7. Click Submit.

OFFERS

1. You will be emailed a notification for every offer made, to prompt you to log-in.
2. Go to My Account, Sending, My Item to see details of offers.
3. Click Profile to view the carriers' profiles. Call them to discuss about payment, pick up etc.
4. If there are any questions – please answer them promptly.
5. Call any carriers who have made you offers to discuss.
6. You will be sent an email reminder 24 hours before your item closes for offers. You will also be sent an email reminder when it ends, to remind you to log-in and make a choice.

AGREEING AN OFFER

1. When ready, accept the offer you want in My Item.
2. CONTACT THE CARRIER straight away. Things we suggest you agree with the carrier.
 - 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 (and 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 carrier.
2. Print out and use the Pick-Up and Delivery Forms provided..
3. Ensure you have agreed the arrangements for receipt at the other end with the carrier.
4. Have your agreed payment ready.

4. AFTERWARDS

1. Go to My Account and click the Item Delivered button.
2. Rate the carrier
3. Go to My Profile and see the carriers 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.