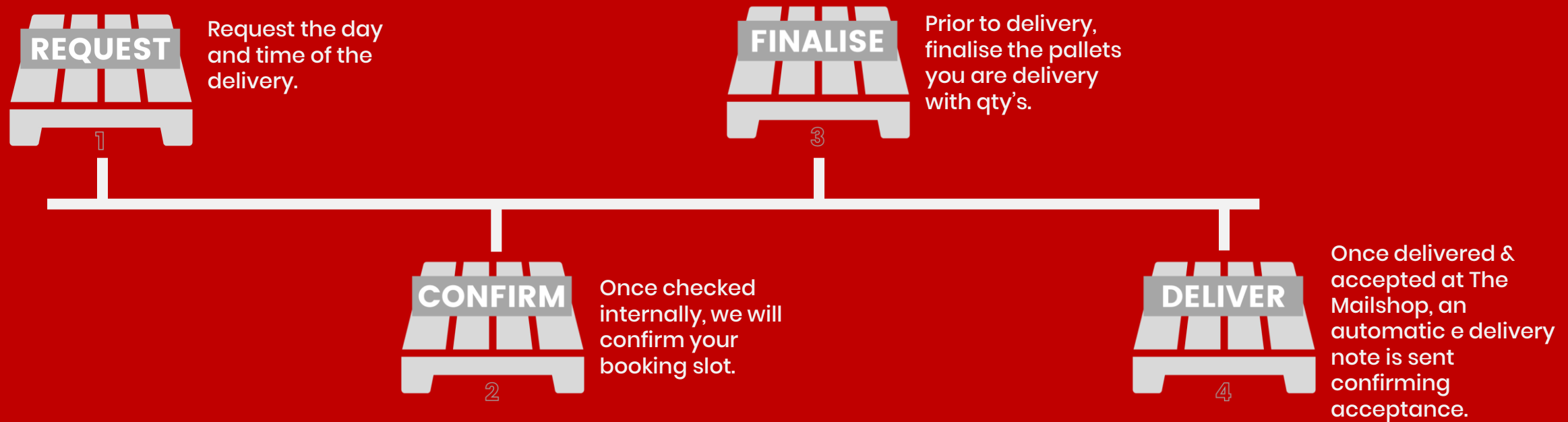


the **DELIVERY PORTAL** User Guide

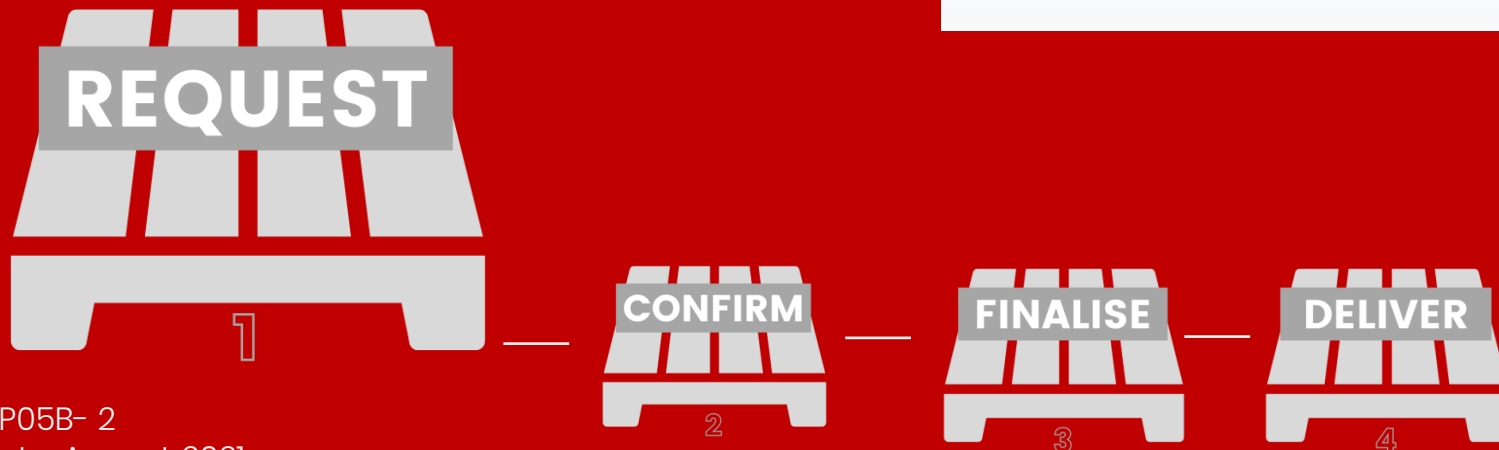
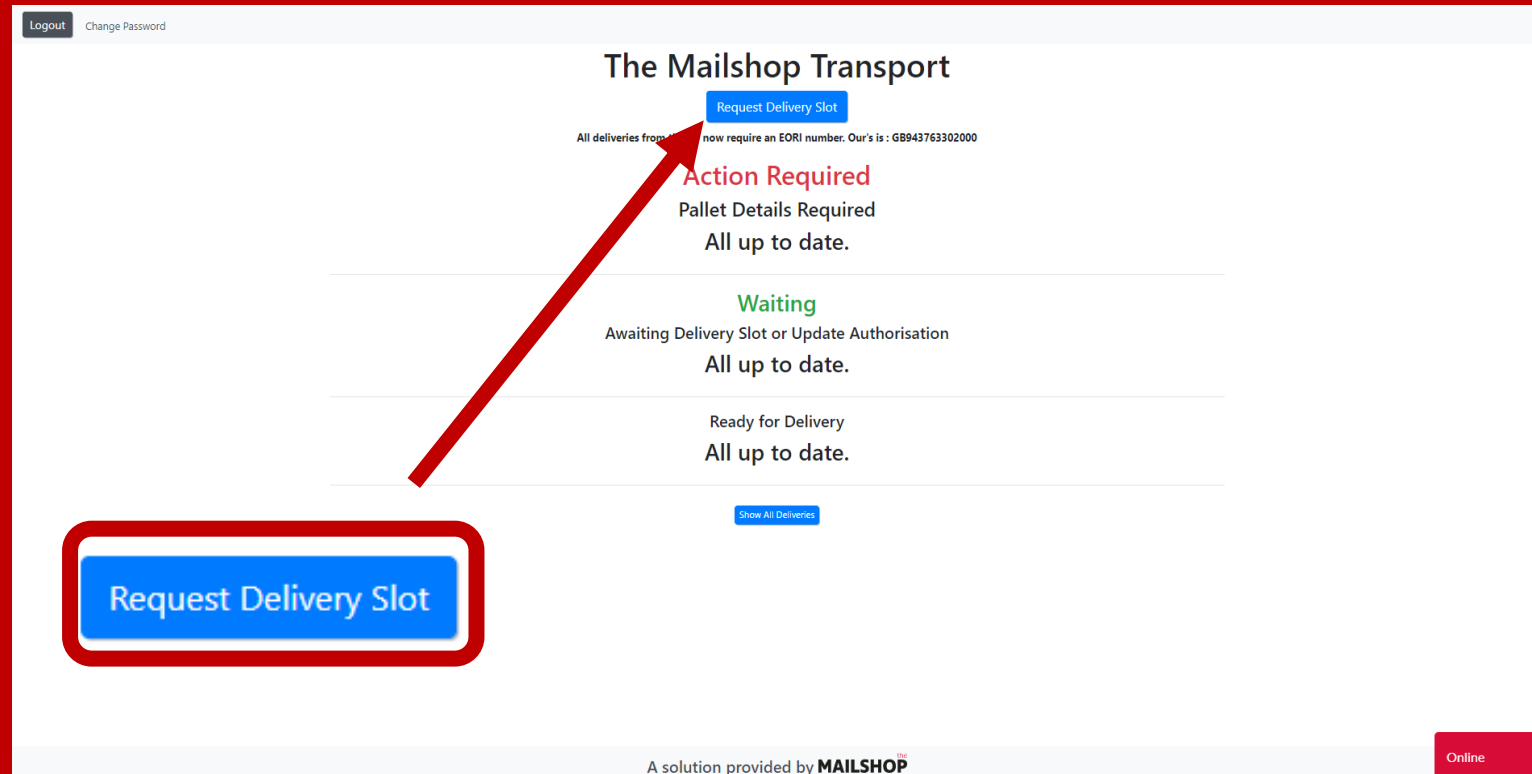
Booking a delivery here at The Mailshop is quick, simple and more importantly completely paperless!

To start visit:

deliveries.totallytransparent.co.uk



Login in to the deliveries portal
and click “Request Delivery Slot”





Now enter the delivery details.

In order for the request to be accepted, all fields must be fulfilled.

Please include any reference numbers as these may help match the delivery with a job number.



Delivery Details

Customer Name:* Delivery Title:*

Notes:* (Please give all relevant details to allow us to estimate how long the offload will take - pallet size, material type, etc.)

Total Number of Pallets:* Requested Delivery Date:* Requested Delivery Time:*

I confirm that I have read and understood the delivery specifications and that this delivery will comply with them fully.*
The latest delivery specifications (**updated August 2020**) can be found [HERE](#)

Please Note: By completing this form, you are **REQUESTING** a delivery slot. Once we have received your request, we will try assign you a slot within your requested window. However, if this is not possible, you will be contacted to arrange an alternative time. Your slot is **NOT** booked until we confirm the time, date and slot duration. Once you slot is confirmed, you will need to complete the full delivery details (available by clicking on your confirmed delivery in the Delivery List) including pallet details and contents. **This MUST be done by no later than 5pm on the previous working day.**

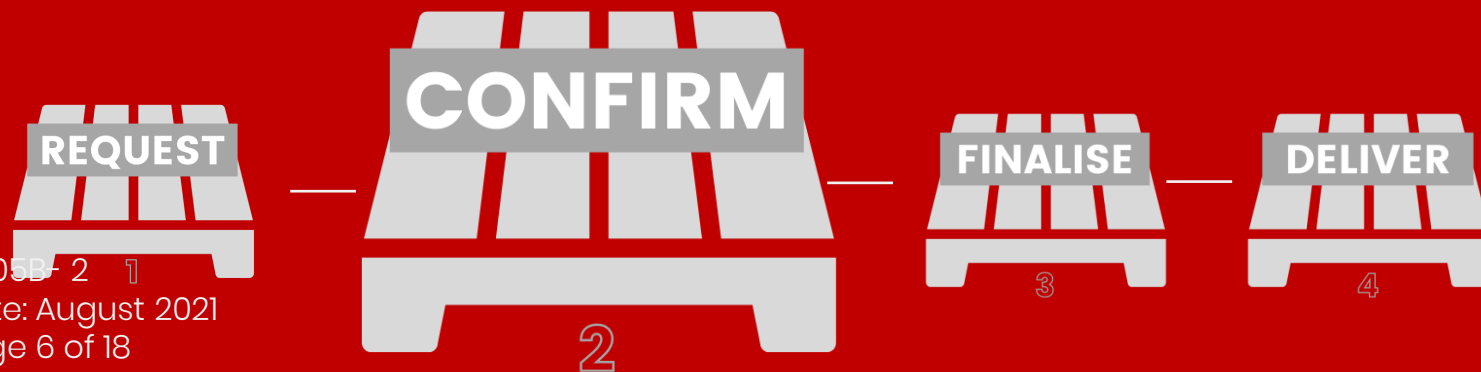
We are unable to accept ANY deliveries where this process has not been completed IN FULL.

*Required

All deliveries from the EU now require an EORI number. Our's is : GB943763302000

An automatic email is sent once we received a delivery booking request.

Please note, at this stage the booking has not yet been accepted.





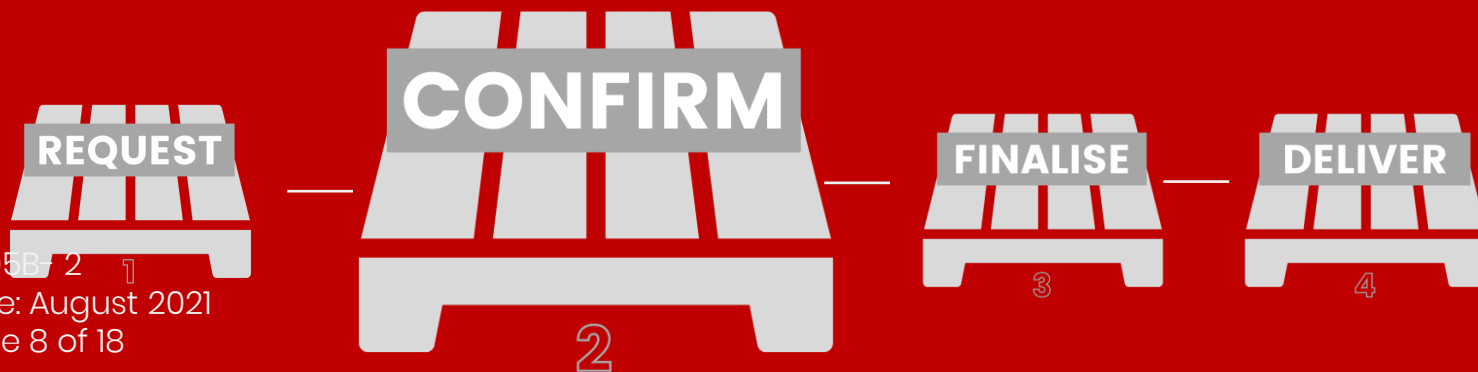
Once internal checks have been carried out against the job production schedule and approved timescales, your delivery can be confirmed.

All jobs are booked in with customer approved delivery schedules. Should there be any issues, our team may not be able to confirm the booking.





Once confirmed, an email will be sent confirming the booking and details of the delivery.



Prior to delivery arrival, the pallet details need to be finalised, this is called “Finalise Pallets”.

This is a very quick and simple process.



the DELIVERY PORTAL

User Guide



From the user dashboard, navigate to the required delivery and click on the "Edit" button.


The Mailshop Transport

[Request Delivery Slot](#)

All deliveries from the EU now require an EORI number. Our's is : GB943763302000

Action Required

Pallet Details Required


Edit	Customer	Delivery Title	Requested Delivery	Booked Delivery	Pallet Total	Pallets Entered
	Test Customer	Test Request	16/08/2021 (9AM to 11AM)	16/08/2021 at 10:00:00 (10 Minutes)	3	Required

Waiting
Awaiting Delivery Slot or Update Authorisation
All up to date.

Ready for Delivery
All up to date.

[Show All Deliveries](#)

Edit







Simply click “Add Pallets”
The pallet details box will appear.

Enter the details for all
pallets on your delivery
booking.

Add Pallet ✕

Material Description	Material Code
<input type="text" value="Test Magazines"/>	<input type="text" value="d12345"/>
Qty per Pallet	Number of Pallets
<input type="text" value="1000"/>	<input type="text" value="3"/>



Please note:
The number pallets must match
the booking, If you need to
amend this, click edit on the
booking to request a change.



Once all details have been entered for the delivery, click “finalise pallet details”.

Please add the pallet details.

[Add Pallet](#)

If the pallet contains more than one type of material. Please add it here:

[Add Mixed Pallet](#)

Note: Extra charges normally apply to mixed pallets.

Edit	Material Description	Material Code	Qty per Pallet	Number of Pallets	Total Units	Delete
✎	Test Magazines	d12345	1000	3	3000	🗑️
Totals:				3	3000	

Once complete, please finalise the pallet details by clicking below.

[Finalise Pallet Details](#)

Please note: Pallet details MUST be finalised by 5pm on the previous WORKING day before the delivery date AT THE LATEST.



3

4

2

1



An automatic email containing an advice note will be sent stating the final pallet details.

All pallets must be finalised prior to delivery, Recommended to be at least 24hrs before your arrival.





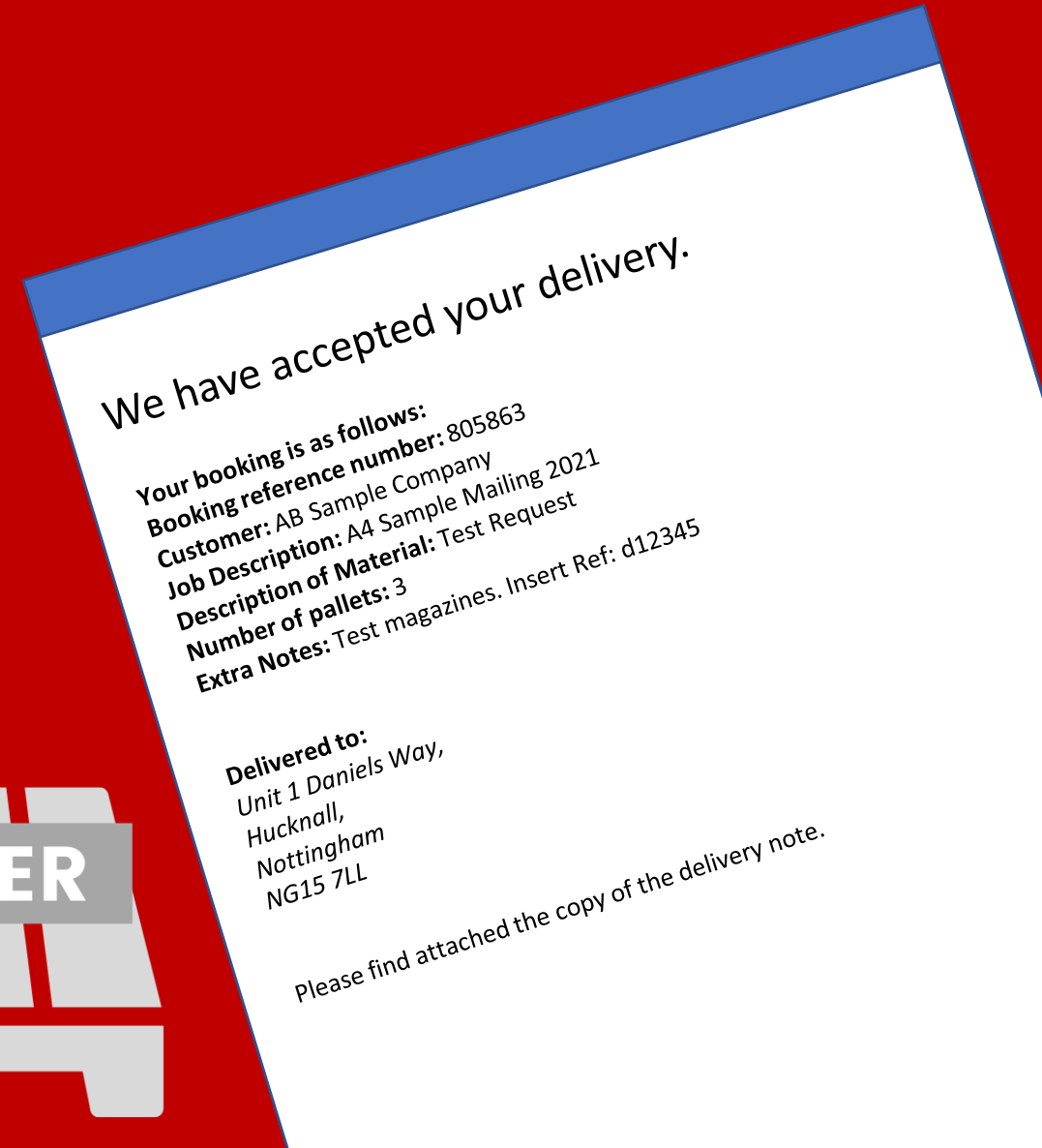
Upon arrival, the delivery will visually checked, any issues regarding quality or presentation will be documented.





Following acceptance of the delivery, an automatic e delivery note will be sent to confirm acceptance and any issues related to the delivery.

This PDF will also be signed on behalf of The Mailshop.





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A solution provided by **MAILSHOP**^{the}