



THE GUN TRADE ASSOCIATION LTD.

Parcelforce - CLICK & DROP

SUPPORT PACKAGE





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INTRODUCTION



[→\] Sign in](#)

[➤ Send an item now](#)

Over recent months, Parcelforce RFD account holders have received numerous communications regarding the integration of Royal Mail and Parcelforce, as well as the migration of the current WDM software to a new standardised platform called Click & Drop. One of the reasons for this change is Parcelforce's decision not to renew the WDM software licence.

Following many emails from GTA members, the overall feedback has been consistent, with widespread concerns about Parcelforce's performance, inadequate helpdesk support, and a lack of clear information and training to ensure a smooth transition. Before we go into further detail, please note that this support module focuses specifically on booking and sending parcels using Click & Drop. You must have already activated both your OBA account and your Click & Drop account before reading further.

Acknowledgements: I would like to thank immensely the two GTA members that supplied the assistance and information required to put this package together.

SIGN - IN

To access your "Click & Drop" account you should see following sign-in page. Insert your email address and your password and SIGN IN.

On the right side of the page note the green system status "all systems are operational"

Royal Mail | PARCEL FORCE WORLDWIDE | Click & Drop™

→ Sign in | ► Send an item now

Sign in to your account

Email

Password

[Forgotten your password?](#)

Sign in

Don't have an account? [Register here](#)

System status

✔ All systems are operational

□ Recent updates:

We're busy working on new features and improvements to this service. We'll let you know as soon as we've got something more to share!

HOME PAGE – DASHBOARD

This is your dashboard and once you are up and running you can see the following:

- New orders
- Ready for printing
- Ready for despatch
- Despatch today
- Create order
- Onboarding

Onboarding is for new starters and only has to be done when you are first introduced to the system. Personally, I went for a standard factory settings, all my information was installed and therefore I just ensured the green boxes were ticked and the bar indicated 100%.

When your ready click "CREATE ORDER"

The screenshot shows the Click & Drop dashboard home page. At the top, there is a navigation bar with the Click & Drop logo and menu items: Home, Orders, Products, and Reports. A search bar is located on the right side of the navigation bar. Below the navigation bar, the dashboard is divided into several sections. The 'Orders status' section features four cards: 'New orders' (0), 'Ready for printing' (0), 'Ready for despatch' (0), and 'Despatched today' (0). Below this, a welcome message reads 'Hi Paul, welcome back'. A blue notification box states: 'Welcome to your operations dashboard. Here you can quickly see the status of your orders, latest updates, and more. Return here any time via Home in the top navigation.' To the right, a green status box indicates 'All Systems Operational'. The 'Onboarding' section shows a progress bar at 100% and a list of steps: 'Your trading name & address', 'Set your shipping label format', 'Check your return address', and 'Create your first order'. All steps are marked as complete with green checkmarks. On the right side, a 'Quick actions' menu is circled in red, containing: 'Create order', 'Add a product', 'Manifest all applicable orders', 'Import orders from a spreadsheet', 'Manage your address book', and 'Settings'.

CREATING AN ORDER

Please note that a prompt at the top of the page invites you to try a new and improved version of this. For the purposes of this training, please ignore it.

It is compulsory you complete the boxes where there is an asterisk symbol.

- Add the persons first & last name you are sending the goods too.
- You can add the email address and phone number if you wish, but it is not compulsory. The benefit of the email address is for customer notification.
- You do not need to populate order sub total, order tax, currency etc.
- Type in the post code into "search for an address book entry or UK address", and a drop box will appear, and you must select the CORRECT ADDRESS.
- This will populate the address box below. Double check all the asterisk address lines are completed.
- Add company name in the top line of the address box.
- Click CREATE ORDER
- This will take you to the open order dashboard.

Create order

A new and improved version of this page is available. [Try it out now.](#)

* Indicates a required field

Click & Drop uses orders as the basis for creating shipping labels. Even if you don't process orders, you can still get a shipping label by creating an order and just providing the recipient's name and address.

Full name ?	<input type="text"/>		Order reference	<input type="text"/>
Title	First name *	Last name *	Search for an address book entry or a UK address ?	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	Type an address reference or part of an address...	
Email address	<input type="text"/>		Address reference ?	<input type="text"/>
Phone number	<input type="text"/>		Address	<input type="text"/>
Currency	<input type="text" value="British Pound"/>		Company	<input type="text"/>
Order sub-total (£) ?	Order tax (£) ?	<input type="text"/>	Address line 1 *	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	Address line 2	<input type="text"/>
			Address line 3	<input type="text"/>
			City *	<input type="text"/>
			County	<input type="text"/>
			Postcode *	<input type="text"/>

OPEN ORDER DASHBOARD

Once you have clicked CREATE ORDER, you will see this dashboard with your order and its details.

- Hovering over the “three dots” will display APPLY POSTAGE
- Clicking on the “three dots” will display a drop-down box with other options, including delete. If you have a made an error and wish to delete the order, you can do so at this stage.
- If you wish to proceed, click on APPLY POSTAGE

The screenshot shows the 'Click & Drop' Open Order Dashboard. The top navigation bar includes 'Home', 'Orders', 'Products', and 'Reports'. A blue banner provides instructions: 'Click on an order then select the shipping service you'd like to assign by using the 'Apply postage' button. Once you've applied postage you'll be able to get your shipping label.' Below this, there are tabs for 'Open orders' and 'Manifested orders'. The main content area displays a table of orders. The first order is highlighted with a red circle around the 'three dots' menu icon. The table columns are: Order, Channel & reference, Order value, Tags, Date, Batch, Customer, Product details, Package format, Shipping service, Tracking, Enhancement, and Status. The order details for the first row are: Order ID 1001, Channel & reference PAUL GREEN, Order value £0.00, Date Today 15:57, Batch Not yet despatched, Customer Paul Green (paul.tvq@ntlworld.com, RG19 4JR, United Kingdom), and Status New. Below the table, there are two inset images: one showing the 'Apply postage' button being clicked, and another showing the drop-down menu options for the order, including 'Apply postage', 'Create batch', 'Clone', 'Edit package contents', 'Generate despatch notes', 'Manage order', 'Mark as despatched', 'Manifest', 'Mark as despatched by other courier', 'Delete', and 'Reset status'.

Order	Channel & reference	Order value	Tags	Date	Batch	Customer	Product details	Package format	Shipping service	Tracking	Enhancement	Status
1001	PAUL GREEN	£0.00		Today 15:57	Not yet despatched	Paul Green paul.tvq@ntlworld.com RG19 4JR United Kingdom						New

STEP 1 - WEIGHT & PACKAGE

Clicking APPLY POSTAGE takes you to this screen.

- Enter the weight of your item in ORDER WEIGHT and ensure if you are sending a rifle, you click kilograms. Very small items under 1kg, click grams.
- This will highlight the PARCEL box and click the parcel button if not already illuminated.
- The parcel box will highlight you max parcel limits.
- SCROLL DOWN to steps 2 & 3

← Back

This order is going to United Kingdom - Excluding Channel Islands (RG19 4JR THATCHAM). [Change region](#)

Step 1. Enter the weight and choose the correct package size

Order weight [?]
15 grams kilograms

Package size

Letter	Large letter	Parcel
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Letter	Large letter	Royal Mail Parcelforce
Max weight: 100g	Max weight: 750g	Max weight: 30kg
Max length: 24cm	Max length: 35.3cm	Max length: 150cm
Max width: 16.5cm	Max width: 25cm	Max width: 61cm
Max depth: 0.5cm	Max depth: 2.5cm	Max width: 46cm
		Max depth: 46cm
		Max (litreage: 220L (500L for express& Large))
		To calculate litreage click here

STEP 2 & 3 – CHOOSE A SERVICE & OPTIONS

Look in the top left corner of **Step 2** at BRAND

- For firearms, choose PARCELFORCE
- Choose one of the EXPRESSAMF options depending on your insurance requirements. (expressAMFFirearms).
- You can only send section 1 & 2 FIREARMS using the ExpressAMF service.
- If you are sending firearms to Northern Scotland, the Outer Scottish Islands, Isle of Man or Northern Ireland which require a 48hr service, the system will see this from your postcode, and it will indicate you will have extended delivery times, i.e 48hrs

Step 3 is for information and highlights a signature required, SMS and email notification

Step 2. Choose a service

Select	Brand	Service	Service code	Delivery speed	Compensation	Enhancement
<input checked="" type="checkbox"/>	Parcelforce	expressAMF Comp 1 (01 / 915961P2) (£750 compensation)	PF2	Guaranteed by 12pm next working day	Up to £750	Tracked, Signed For included, Email/SMS notification
<input type="checkbox"/>	Parcelforce	expressAMF Comp 2 (01 / 915961P4) (£1000 compensation)	PF4	Guaranteed by 12pm next working day	Up to £1000	Tracked, Signed For included, Email/SMS notification
<input type="checkbox"/>	Parcelforce	expressAMF Comp 3 (01 / 915961P5) (£2500 compensation)	PF5	Guaranteed by 12pm next working day	Up to £2500	Tracked, Signed For included, Email/SMS notification
<input type="checkbox"/>	Parcelforce	expressAMF (01 / 915961PQ) (£150 compensation)	PFQ	Guaranteed by 12pm next working day	Up to £150	Tracked, Signed For included, Email/SMS notification

Step 3. Choose service-specific options

Obtain a signature upon delivery [?](#) Provide SMS notification to the recipient [?](#) Provide email notification to the recipient [?](#) Local collect [?](#)

STEP 4 – CONFIRM & SUBMIT

Look in the top left corner of **Step 4** at PLANNED DESPATCH DATE

- Enter the date you want the parcel to be collected and despatched.
- The despatch date should not be a Friday, to avoid firearms being stored in depots over the weekend.

Click on APPLY & GENERATE LABELS to generate your label.

Step 4. Confirm and submit

Planned despatch date

Please ensure there are no prohibited or restricted goods in the package
Please read about our prohibited and restricted goods.
Tracking numbers will only show in Track & Trace once your post has arrived at a depot.
Delivery confirmation numbers will only show once your post has arrived at its destination.

Save this service to your favourites

Apply → Apply & generate labels →

Cancel Close

LABEL

Your A4 LABEL will be presented as shown in the image.

- Cut the label out, enclose in the adhesive pocket and attach to your parcel.
- If you wish, the remaining element of the label can be kept for your records and can be signed by the driver as proof of receipt.

PAUL GREEN

Shipping Address



Order Number: 1004
Despatch Date: 13/03/2026

express AM Signature 1 of 1		INCEP-FORCE MAILWIDE	
X8	A10	SE	BGTK
Parcel		15kg	
32-075 415 8000-714 347740		www.009.9002.798	
DO NOT FLY ADDRESS ONLY		RG19 4JR	
Customer Ref: 1004			

YOUR ORDER & MANIFEST

Your order will be stored and if you go to the ribbon at the top of the page you can view your order through the dashboard or through the manifest, where you can check your orders, and print of your manifest. I am informed YOU MUST PRINT your manifest to process the order.

If you wish to let delete your order, there are various ways to delete it. In this image, go to OTHER ACTIONS, click on the drop-down box and choose delete.

Order 1004
Created 13/03/2026 15:34

Postage applied 13/03/2026 15:34 | Label generated 13/03/2026 15:34 | Despatched | Manifested

Customer shipping address

Next action: Manifest

Other actions: Please choose... Go

Product Identifier (SKU)	Product name	Goods code	Quantity	Unit price	Subtotal	Total
No products assigned to this package						

Trading name	PAUL GREEN	Package size	Parcel	Subtotal:	£0.00
Channel	Manual Order Entry	Weight	15kg	Shipping:	£0.00
Channel reference		Shipping service	expressAMF	Tax:	£0.00
Store postage method		Batch number	B1001	Total:	£0.00
Department		Manifest date			
		Tracking number	WW000990027GB		
		Safeplace			

Customer billing address

Customer delivery instructions [\[Add\]](#)

Staff notes [\[Add\]](#)