



Parcelforce - CLICK & DROP

Latest Updates

- Export WDMO address book
- New Parcelforce firearms webpage



TABLE OF CONTENTS

1. Introduction
2. Download your address book from WDMO
3. New firearms webpage by Parcelforce
 - Concurrence
 - Supporting documents
 - Shipping
 - Collections
 - Returns
 - Contact

INTRODUCTION



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One of the benefits of being a GTA member is the ability to share information across the association. Last week, two members forwarded the following details to the GTA, and I would like to pass them on, in the hope that they help you navigate the challenging transition to "Click & Drop."

"Downloading your address book from WDMO" has been kindly shared by one of our members, but I have been unable to test it. Therefore, as the GTA I can offer no guarantees that it will work for everyone and therefore you may have to enter your addresses manually.

DOWNLOAD YOUR ADDRESS BOOK FROM WDMO

If you need to Export/Download your address book from WDMO and import it into Click and Drop, open your address book on WDMO, when you log in to WDMO you would see 'Addresses' at the top, click on it and it will open a contact, at the bottom you would see 'Export' click on that and it would download your address book as a csv file.

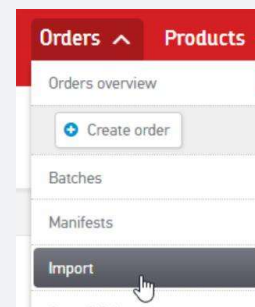
To import an address book:

To import an address book into Click and Drop, you will need a spreadsheet of your names and addresses you wish to import to begin with. The data needs to be separated into different fields (i.e. Address line 1 in one column, Address line 2 in another column, City in a third column and so on). You can also separate the data by Comma/Semicolon/Tab/Pipe for some file types.

- On your spreadsheet, add a new column (or data field) titled 'Address Book Reference'. In this column, give every name/address entry a unique reference- this could be a name, a number, store ID or whatever you choose, and save.

A	B	C	D	E	F	G	H	I
Address Book Reference	First Name	Last Name	Company Name	Address Line 1	Address Line 2	City	Postcode	Country
Post			Royal Mail	Sheffield Delivery Office	Pond Street	Sheffield	S1 1AA	UK
Castle	John	Smith	Cardiff Castle	Cardiff Castle Grounds		Cardiff	CF10 3RB	UK
Palace	King	Charles		Buckingham Palace Gardens	Lower Grosvenor Place	London	SW1W 0XX	UK

- On Click and Drop, go to Orders > Import.



- In Step 1, select 'Upload a file', find the file you wish to upload, and 'Upload file'.

ADDRESS BOOK

In Step 2 - choose your trading name, name format and any other options relevant to your file format.

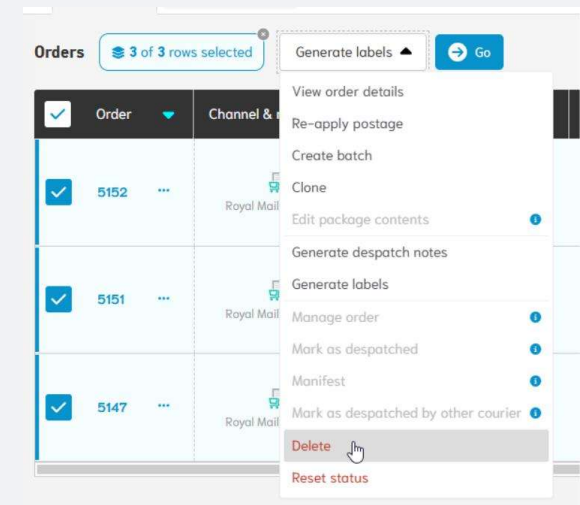
Important: there is a box for 'Use address book references', please leave this unticked.

In Step 3 - you will see the columns on your spreadsheet. You need to match these up to the relevant fields on Click and Drop, so we know where to put the information in that column. On the black bar above each column, please go into the drop-down list and choose the relevant field for this information, so for example in the column for the first line of the address, in the drop-down options choose 'Address line 1', for the City column choose 'City' and so on.

Once you have mapped all the columns, press 'Import orders'. It will then give a message to say how many are successfully created and if there are any errors. For any errors you will need to correct these and re-import them.



If you then go to Orders > Address Book, you should see that the addresses have been added to your address book with the reference you gave. If you have lots of addresses you can use the black bar at the top of the page to filter by name, address or reference, and just show the entry for that person/address. This process will have created orders in your Click and Drop account, if you go to your Orders overview, you can select the orders and choose 'Delete' in the options, and follow the steps to delete them:



TO CREATE AN ORDER

To create an order, you would go to Orders > Address, locate the name/address to send to, and press 'Create order' next to the address and it show the order creation screen with the details prefilled for you.

Alternatively, if you go to Orders > Create Order, there is a box titled 'Search for an address book entry or a UK address'. You can use the address reference you gave in here to search with, so here I have searched with the reference I gave, and there is an entry in the search results next to a book symbol:

You would select this, and it would pull through the details from your Address Book. You can also import a spreadsheet using the Address book reference in place of the name and address. To do this, you would follow the steps for importing above, then in Step 2 tick 'Use address book references', and map this in.



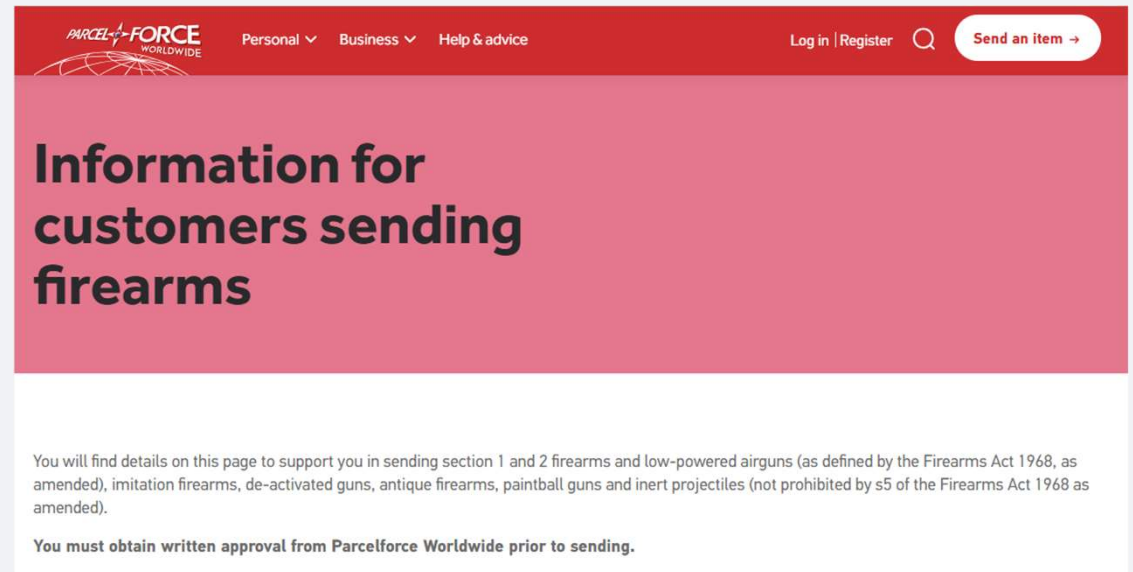
NEW FIREARMS PARCELFORCE WEBPAGE

PLEASE CLICK ON THIS LINK BELOW TO ACCESS THE WEBPAGE

[Information for customers sending firearms | Parcelforce Worldwide](#)

You will find details on this page to support you in sending section 1 and 2 firearms and low-powered airguns, imitation firearms, de-activated guns, antique firearms, paintball guns and inert projectiles not prohibited by Sect 5 of the Firearms Act 1968.

The page states the following - You must obtain written approval from Parcelforce Worldwide prior to sending - **in other words, you must have an account.**



The screenshot shows the Parcelforce Worldwide website. The top navigation bar is red and contains the Parcelforce Worldwide logo, menu items for 'Personal', 'Business', and 'Help & advice', and links for 'Log in | Register' and a search icon. A 'Send an item' button is also visible. The main content area has a pink header with the title 'Information for customers sending firearms'. Below this, the text reads: 'You will find details on this page to support you in sending section 1 and 2 firearms and low-powered airguns (as defined by the Firearms Act 1968, as amended), imitation firearms, de-activated guns, antique firearms, paintball guns and inert projectiles (not prohibited by s5 of the Firearms Act 1968 as amended). You must obtain written approval from Parcelforce Worldwide prior to sending.'

CONCURRENCE

The following points must be adhered to when sending **FIREARMS**:

- **Product:** Customers must use the dedicated expressAMF and expressAMF Weekend products on Click & Drop for all shipments listed above. These products are mandatory for sending firearms and related items, as outlined in your Price Confirmation Letter.
- **Registered Dealers:** Collections and deliveries of Section 1 and Section 2 firearms will only be accepted where both the sender and recipient are Registered Firearms Dealers (RFDs).
- **Delivery Attempts:** All firearms items listed above can only be delivered to the specified address. If delivery cannot be completed on the first attempt, we will automatically attempt delivery on the next working day. After this, undelivered items will be held at the local depot for 18 days before being returned to the sender.
- **Export/Import Restrictions:** All types of firearms and guns, including component parts, are prohibited for export and/or import outside the United Kingdom of Great Britain & Northern Ireland. (includes Isle of Man)
- **Extended Delivery Times:** Items sent on expressAMF and expressAMF Weekend to certain postcodes may have extended delivery times. You can check these <https://www.parcelforce.com/help-and-advice/sending/postcode-exceptions-uk-zones>.
- **Labelling:** All items sent on expressAMF and expressAMF Weekend must be clearly labelled with '**Do not fly**'.
- **Security:** The sender must affix all labels to parcels prior to collection by the Parcelforce Worldwide driver.
- **Secure Loading Area:** The sending customer should provide a secure area for the driver to park and load the van (e.g., a locked car park or rear premises area), preferably covered by CCTV.

CONCURRENCE - continued

- **Packaging:** Items must not be identifiable from external packaging. Packaging must be suitable for labels to adhere correctly. Please see our packaging guidelines.
<https://www.parcelforce.com/help-and-advice/sending/packaging-guidelines>
- **Removable Cylinders:** Air weapons with a removable pressurised gas cylinder attached are prohibited. Cylinders must be removed prior to transit and must not be shipped pressurised.
- **Insurance:** Customers are strongly advised to have their own Goods in Transit insurance policy. In addition, enhanced compensation options of £750, £1,000, and £2,500 are available when using the expressAMF service.
- **Firearms Certificate:** A contract can only operate while the Parcelforce Worldwide holds a valid Firearms Certificate (RFD) from the customer. **It is your responsibility** to update Parcelforce Worldwide with any licence renewals.
- **Service Withdrawal:** Parcelforce Worldwide reserves the right to withdraw the firearms service if any clauses in the Terms and Conditions, including prohibitions and restrictions, are not met.
- **Dangerous Goods:** Any items classified as firearms, as stated above, must be sent on expressAMF. Any other items classified as Dangerous Goods (DG) require separate DG authorisation and must be shipped separately from firearms.

SUPPORTING DOCUMENTS

- **Postcode Exceptions:** Details of postcodes with extended delivery times can be found here, <https://www.parcelforce.com/help-and-advice/sending/postcode-exceptions-uk-zones>
- **Prohibitions and Restrictions:** Guidance can be found here. https://help.royalmail.com/business/s/article/Prohibited-and-restricted-items-business-customer-guidelines?adobe_mc=MC MID%253D31989484983194880170752095967812822009%257CMCORGID%253DBB331CFE53309F560A490D45%2540AdobeOrg
- Specific instructions for sending firearms are located in the 'Firearms' section.
- **Packaging Guidelines:** Full packaging guidelines can be found here. <https://www.parcelforce.com/help-and-advice/sending/packaging-guidelines>

SHIPPING

- You can create expressAMF and expressAMF Weekend shipments on Click & Drop in the same way as other shipments.
- Please double-check that you have selected the correct product. The label should include the following:
 - A signature indicator
 - At the bottom of the label, the statements 'Do not fly' and 'Address only'

express AM	PARCEL FORCE WORLDWIDE
Signature 5 of 7	WEEKEND
AAA ZZZ NH COVE	Parcel 9
CA 012 345 6789 24A 24F 24C	
	 TT 9076 5432 100
Example Name Address Line 1 Address Line 2 Address Line 3 Town Postcode	Return Address Address Line 1 Address Line 2 Town Postcode
DO NOT FLY ADDRESS ONLY	
Customer reference:	

COLLECTIONS

Scheduled Collections

- **Existing customers:** There are no changes to your current scheduled collection arrangements. If any changes occur, we will notify you in advance.
- **New customers:** Scheduled collection arrangements will be confirmed as part of your onboarding process.
- **To request a new scheduled collection:** You must meet the minimum volume requirements for a scheduled collection – please complete the following form, opens in a new window. https://www.royalmail.com/business/services/sending/efficiency/collection-services/booking-form?adobe_mc=MCMID%253D31989484983194880170752095967812822009%257CMCORCID%253DBB331CFE53309F560A490D45%2540AdobeOrg

Ad-hoc Collections

A new Ad-hoc collection process has been implemented for all customers shipping Firearms and secure products, which are in place now and must be followed in order to book an Ad-hoc collection only:

1. Create your label and shipment in Click & Drop:
 - Book your parcel in Click & Drop, selecting one of the new Firearms secure services and following all the steps to produce your shipping label and create the shipment.
 - You must complete your manifest – you will need to provide your manifest batch ID when requesting your Ad-hoc collection.
 - Please note: Click & Drop allows you to manifest multiple times per day – which is an enhancement from the WDM Online platform.

COLLECTIONS - continued

2. Attach the label securely to your parcel.

3. Complete the Ad-hoc Collection webform. <https://www.parcelforce.com/sending-parcel/firearms-shipping-collection-process>

- All fields in the webform are mandatory for completion to ensure the Firearms Helpdesk can process and book your request.
- Important: The cut-off time for next-day collection requests is 13:00. Collections are not permitted on Saturday, Sunday and Bank Holidays.
- Please note: The email address you provide in the webform will be used to confirm your Ad-hoc collection booking.

4. Wait for confirmation:

- The Firearms Helpdesk will process your request and email to confirm once your booking has been successfully processed.
- If rejected, the Firearms Helpdesk will make contact with you to resolve any issues and reprocess the booking.

RETURNS

Important advisory for returns

By issuing a returns label to your recipient, you accept full responsibility for the manner in which the item is returned. This includes ensuring the shipment complies with all applicable Parcelforce Worldwide Prohibitions and Restrictions, Terms and Conditions, and specific regulations relating to the carriage of firearms. The recipient must not drop off items at any Post Office or Parcelforce Worldwide depot. All return collections must be arranged through our ad-hoc collection process, which you, as the sender, are required to book on their behalf.

How to send a return:

1. Create your label and shipment in Click & Drop:

- The outbound address you usually enter should now be the returning address (account holder's returning address).
- Both the Sending Address and Return Address on the label should display the returning address (account holder).
- You must complete your manifest – you will need to provide your Manifest Batch ID when requesting your Ad-hoc collection.
- Please note: Click & Drop allows you to manifest multiple times per day – which is an enhancement from the WDM Online platform.

2. Label Handling

- Once the label is created, either:
- Place it inside your outbound box with the item, or
- Email it to the returnee so they can print and affix it to the returning parcel.

RETURNS - Continued

3. Complete the Ad-hoc Collection webform <https://www.parcelforce.com/sending-parcel/firearms-shipping-collection-process>

- All fields in the webform are mandatory for completion to ensure the Firearms Helpdesk can process and book your request.
- Please ensure the collection address is the returning customer address.
- Important: The cut-off time for next-day collection requests is 13:00. Collections are not permitted on Saturday, Sunday and Bank Holidays.
- Please note: The email address you provide in the webform will be used to confirm your Ad-hoc collection booking.

4. Wait for confirmation

- The Firearms Helpdesk will process your request and email to confirm once your booking has been successfully processed.
- If rejected, the Firearms Helpdesk will make contact with you to resolve any issues and reprocess the booking.

CONTACT

- **For queries relating to your booked Firearms Ad-hoc collection, Firearms tracking questions or missed Firearms collections**, please contact the Firearms Helpdesk: firearms.helpdesk@parcelforce.co.uk
- **For all account migration and account set up enquiries or issues and OBA and Click & Drop** (including 3rd party/returns collection Click & Drop guidance) questions or issues please contact the dedicated Account Migration Team on 0345 266 0846 or via email at: parcelforce.onenetwork@parcelforce.co.uk
- **For general Click & Drop information**, please see our Click & Drop help centre resources at: <https://help.parcel.royalmail.com/hc/en-gb>
- **For pricing, invoice and billing enquiries**, please email: pfwaccountquery@parcelforce.co.uk
- **For enquiries or issues relating to collections that you have already received a confirmation code** for, please contact the Customer Services Team on 03457 950 950 or at parcelforce@parcelforce.co.uk