



RCSI



INTRODUCTION

We're moving online and would love you to join us. We have created a unique booking platform to allow our customers to make & manage their deliveries quickly and effortlessly. Our booking platform caters for same day, domestic overnight & overseas deliveries.

Our new system allows greater account management capabilities and includes live delivery updates & on screen pricing & tracking for better oversight and peace of mind.

You can also manage your deliveries on the go with our mobile app version which is available from Google Play & The App Store.



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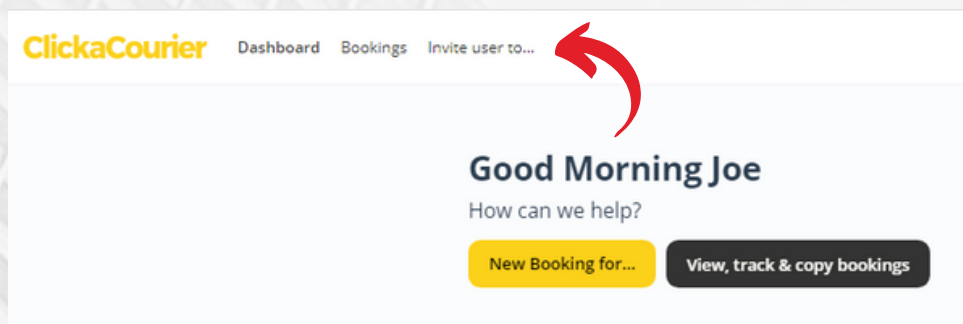
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1. GETTING STARTED/CREATING A USER PROFILE

To start you must create a user profile. Go to www.clickacourier.ie - Join. Other Users must be invited to use the account via email. This can be done by us or an Admin on your account.

On the home screen – select **Invite user to** - enter email and click **send invite** - this will send an invite to the desired email address.



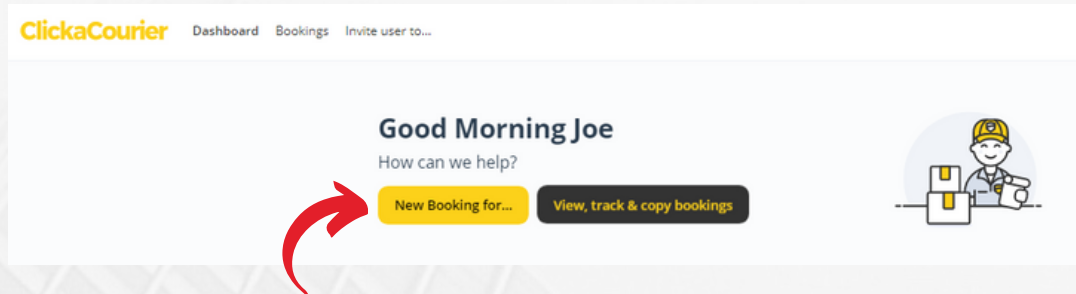
When a colleague receives an invite they will need to create a profile with password, mobile number and email address. (If they don't have a work mobile insert a 'fake' number eg: 087 0000000 – this can be changed at any time in settings.

A screenshot of a mobile account setup form. The title is 'Great, let's set up your account' with a subtitle 'We just need a few of your details'. The form is titled 'Your details' and contains four input fields: 'Your name', 'Mobile Number' (with a location pin icon), 'Email', and 'Password' (with a location pin icon). At the bottom, there is a checkbox labeled 'I accept the Terms & conditions' with a toggle switch to its right. Below the checkbox, it says 'Please take a moment to read through our terms and conditions before continuing'.

NB the same user credentials will log you in to your account on our mobile app.

2. MAKING A SAME DAY BOOKING

When your user profile is set up, you are ready to book.

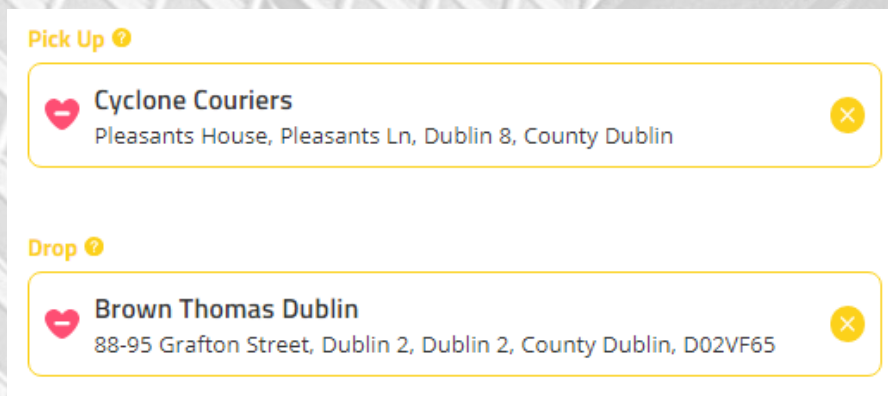


Start by going to the 'dashboard'. Select the yellow button to make a new booking. You have the option to book on account or make a personal booking if you would prefer not to charge your account.

You will then be prompted to enter a pick up and drop off address.

Company names & Eircodes work best. Bookings can be made up to 2 weeks in advance.

NB. use the heart icon to add addresses to your favourites.




3. MAKING AN OVERNIGHT BOOKING


The procedure to book an overnight delivery or collection is almost identical. Select collection and delivery address as before. If the collection or delivery address is outside Dublin you will be offered an overnight option.

Service

Please choose the vehicle type and service you require

Bike from €35.87 


Max 3kg

 **1-3 Day Service**

Overnight

Delivery during business hours
Mon - Fri
Signed for service
Live delivery updates
Prebook day


from €35.87 ex VAT

 **Same Day Service**

Standard

Live delivery updates
Prebook day
Prebook time
Dedicated driver
Point-to-point service

€320.33 ex VAT

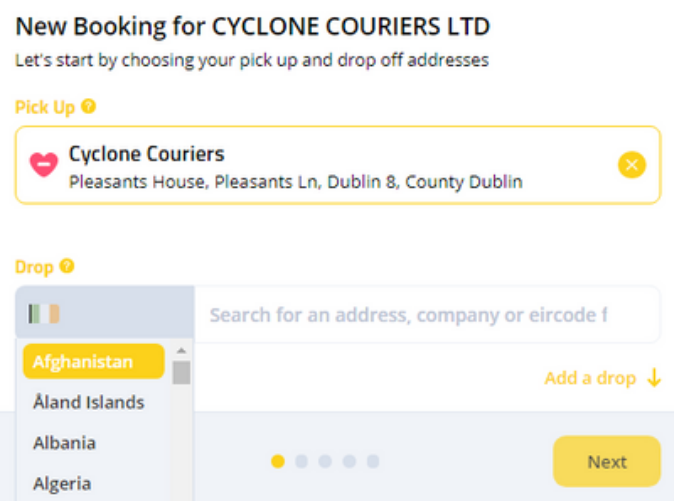
 Please note this service is not suitable for transporting laptops, we recommend a Cargo Bike or Top Box Bike

You will then be asked to add some details about your consignment: weight, size & number of packages.

Note All overnight collections & deliveries require a contact name & phone number.

4. MAKING AN OVERSEAS BOOKING

The book an overseas delivery select your collection as before. In the delivery address click the FLAG icon and select a destination country.



The screenshot shows a web interface for 'New Booking for CYCLONE COURIERS LTD'. The page prompts the user to 'Let's start by choosing your pick up and drop off addresses'. Under the 'Pick Up' section, a card displays 'Cyclone Couriers' with the address 'Pleasants House, Pleasants Ln, Dublin 8, County Dublin'. The 'Drop' section features a search bar with the placeholder text 'Search for an address, company or eircode f'. A dropdown menu is open, listing countries: Afghanistan, Åland Islands, Albania, and Algeria. A red arrow points to the 'Afghanistan' option. To the right of the search bar is an 'Add a drop' button with a downward arrow. At the bottom right, there is a 'Next' button. A progress indicator with five dots is visible above the 'Next' button.

5. CUSTOMS CLEARANCE

Shipments of documents, regardless of their destination, **do not** require a customs declaration. Shipments of goods, however, outside the EU (regardless of value) require a customs declaration to be completed. In the event of a customs declaration being required the information provided by you will automatically generate a CN23/Commercial Invoice. This removes the need to print, sign or attach any forms to your shipment.

NB To prevent shipments being held up in customs it is important that the information provided is accurate & correct.

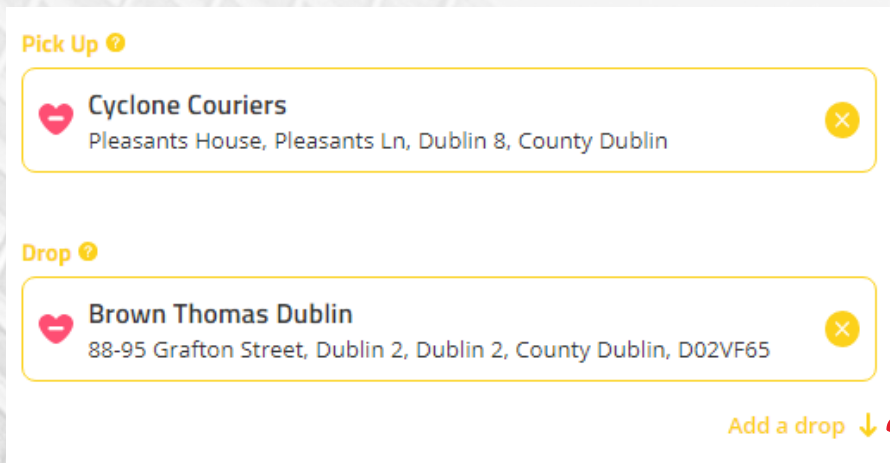
MULTI BOOKINGS

There 2 types of multi bookings.



A. A number of deliveries going from one location to a number of different locations (eg. a press release going to radio, TV & media).

B. When a driver is required to go multiple addresses in sequence.



To create a multi booking use the 'add a drop' button....




Pick Up ⓘ

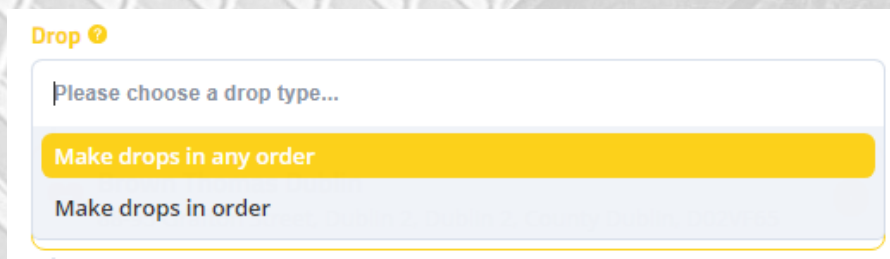
 **Cyclone Couriers**
Pleasants House, Pleasants Ln, Dublin 8, County Dublin 

Drop ⓘ

 **Brown Thomas Dublin**
88-95 Grafton Street, Dublin 2, Dublin 2, County Dublin, D02VF65 

Add a drop ↓ 

Then decide if deliveries should be done in any order or in sequence...



Drop ⓘ

Please choose a drop type...

Make drops in any order

Make drops in order

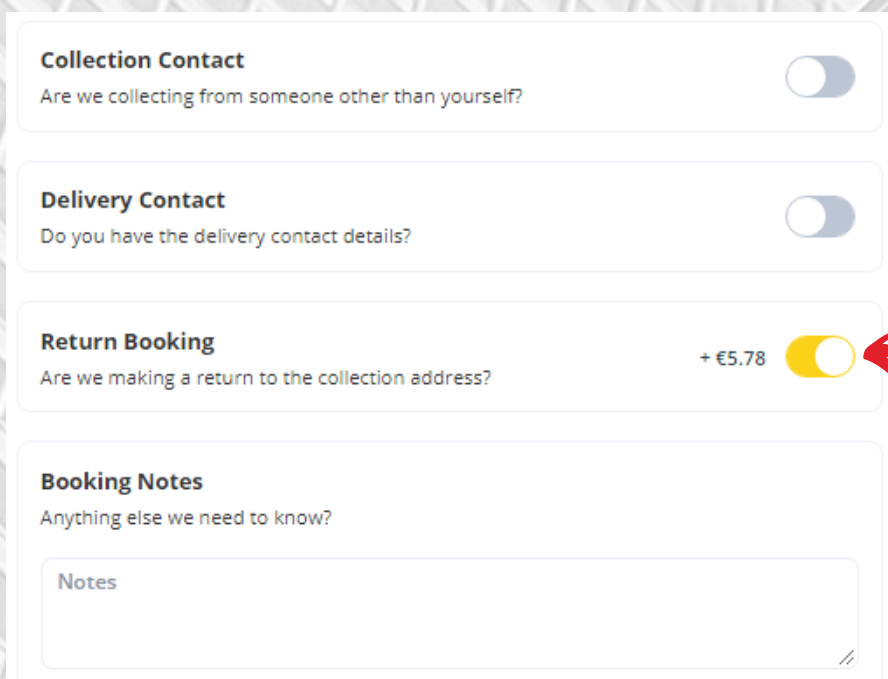
CONTACT DETAILS, NOTES & RETURNS

In the next screen you can add as much info as you need - collection and delivery contact details etc.

NB. If you enter the mobile number of the recipient they will be sent an SMS to advise that a delivery is on the way from you.

We will assume you are the collection contact unless you toggle the collection contact button and add a new name & number (optional).

In this section you also have the option to add a return leg. You can also add general notes here - eg. office closed from 1pm - 2pm.

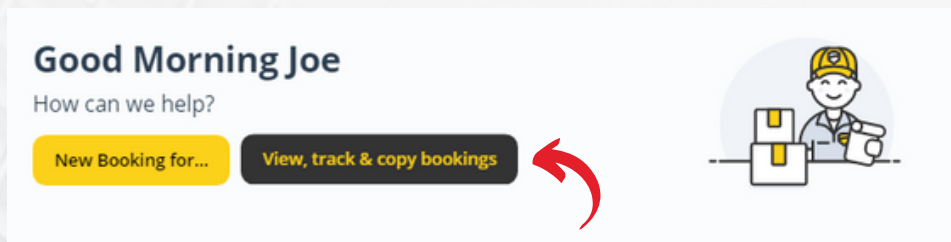


The screenshot shows a mobile application interface with four main sections, each with a title and a question, and a toggle switch on the right. The 'Return Booking' section is highlighted with a red arrow pointing to its toggle switch, which is turned on. Below the 'Booking Notes' section is a text input field labeled 'Notes'.

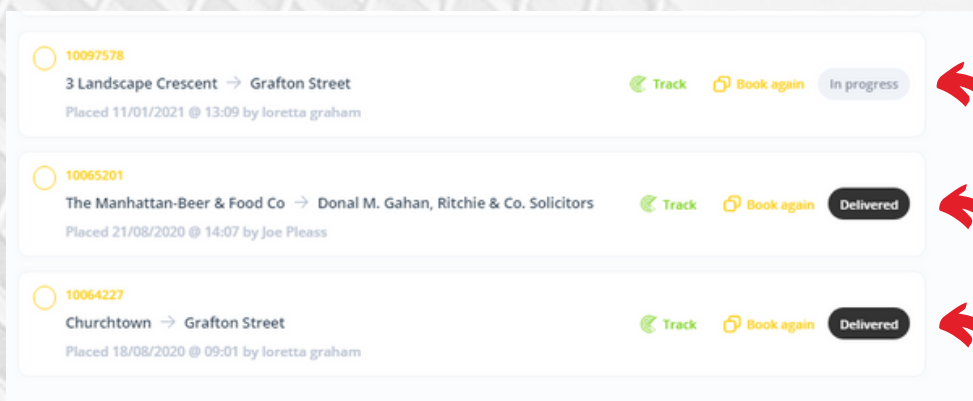
| Section | Question | Toggle |
|--------------------|---|--------------|
| Collection Contact | Are we collecting from someone other than yourself? | Off |
| Delivery Contact | Do you have the delivery contact details? | Off |
| Return Booking | Are we making a return to the collection address? | On (+ €5.78) |
| Booking Notes | Anything else we need to know? | Text Input |

PREVIOUS BOOKINGS & TRACKING

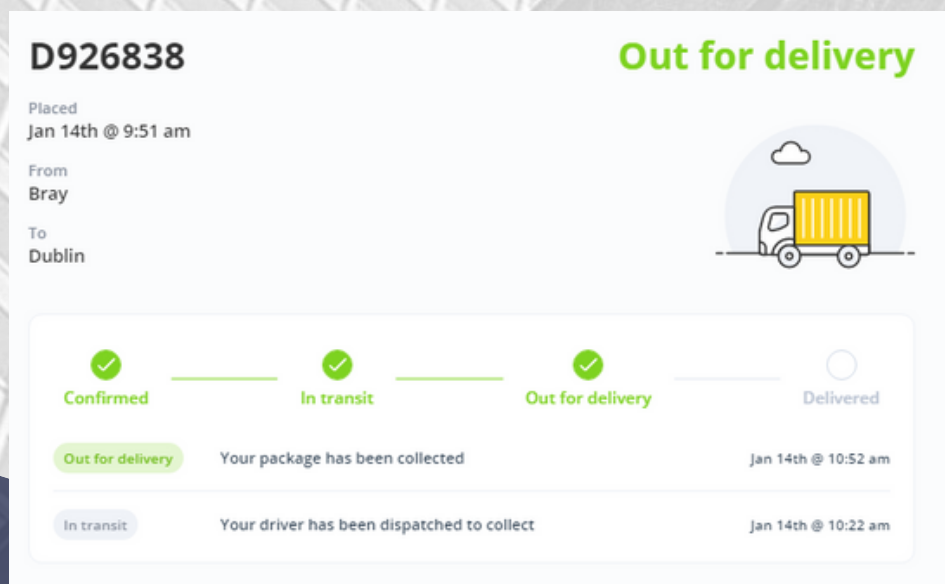
Once you have booked online, you can then view, track & copy all your previous bookings. The current status of your delivery can be viewed on screen for each booking - 'dispatched, collected, delivered'. To track a booking click the black button.



You can then check the status of your booking

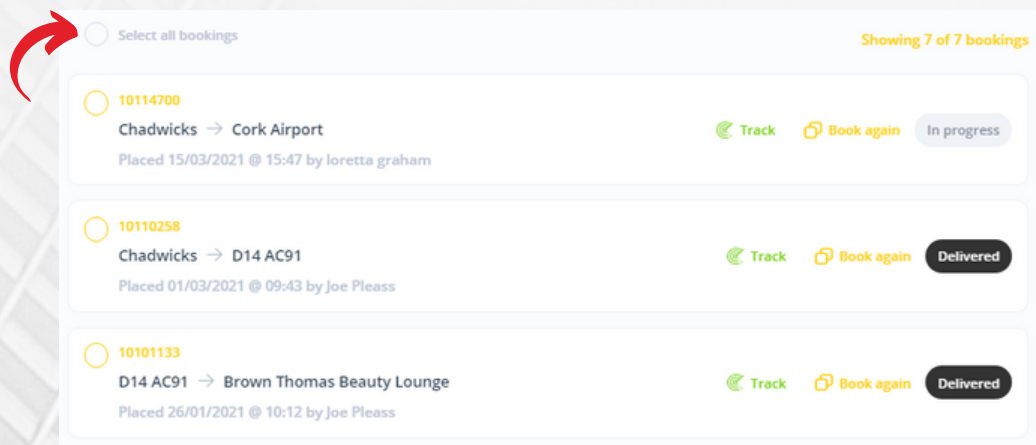


Track will allow you to see current status or POD & time of delivery.



EXPORTING BOOKINGS TO CSV

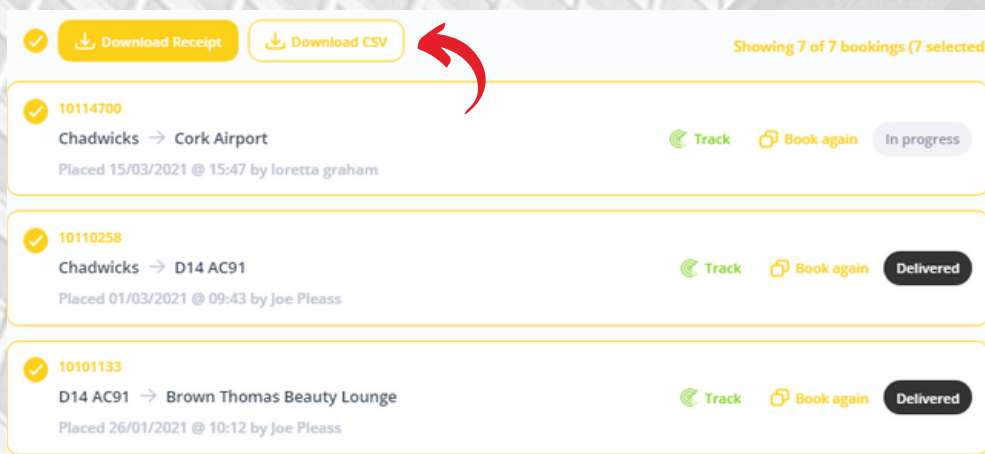
To export bookings to a csv file simply tick **Select all Bookings**.....



Showing 7 of 7 bookings

| | | | | |
|--------------------------|--|-------|------------|-------------|
| <input type="checkbox"/> | Select all bookings | | | |
| <input type="radio"/> | 10114700 Chadwicks → Cork Airport Placed 15/03/2021 @ 15:47 by loretta graham | Track | Book again | In progress |
| <input type="radio"/> | 10110258 Chadwicks → D14 AC91 Placed 01/03/2021 @ 09:43 by Joe Pleass | Track | Book again | Delivered |
| <input type="radio"/> | 10101133 D14 AC91 → Brown Thomas Beauty Lounge Placed 26/01/2021 @ 10:12 by Joe Pleass | Track | Book again | Delivered |

.....And click **Download CSV**

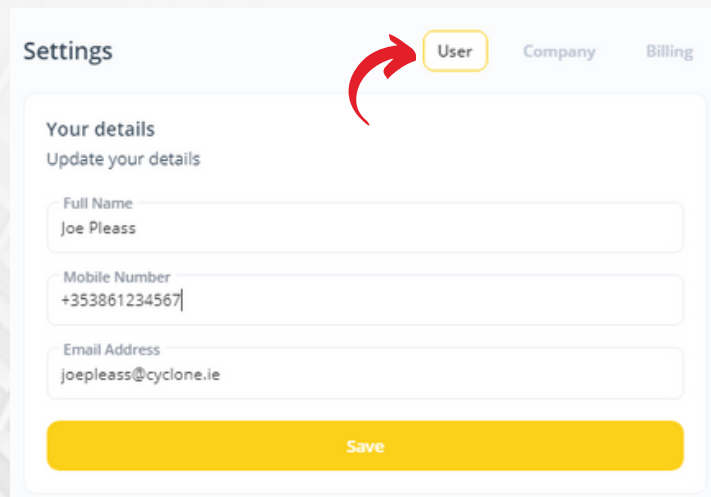


Showing 7 of 7 bookings (7 selected)

| | | | | |
|-------------------------------------|--|--------------|------------|-------------|
| <input checked="" type="checkbox"/> | Download Receipt | Download CSV | | |
| <input checked="" type="checkbox"/> | 10114700 Chadwicks → Cork Airport Placed 15/03/2021 @ 15:47 by loretta graham | Track | Book again | In progress |
| <input checked="" type="checkbox"/> | 10110258 Chadwicks → D14 AC91 Placed 01/03/2021 @ 09:43 by Joe Pleass | Track | Book again | Delivered |
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SETTINGS

Settings can be accessed in the top right corner of your dashboard. There are three settings tabs - user, company & billing. **User** refers to your personal details....



The screenshot shows a 'Settings' interface with three tabs: 'User', 'Company', and 'Billing'. The 'User' tab is highlighted with a yellow border and a red arrow pointing to it. Below the tabs, the 'Your details' section is visible, containing three input fields: 'Full Name' (Joe Pleass), 'Mobile Number' (+353861234567), and 'Email Address' (joepleass@cyclone.ie). A yellow 'Save' button is located at the bottom of the form.

....**Company** refers to your company information and can only be edited by account admins, while **billing** refers to your preferred billing method. In company settings admins can edit & remove users, opt in/out of SMS & email notifications, enforce booking references & show/hide pricing. Admin users can also invite other team members to join from here also.

If you have any questions or need assistance with any part of the process, we have live Chat where we will be happy to assist.