FASTWAY CUSTOMER DROP OFFS (WHEN CUSTOMERS WANT TO SEND)

- **Australia only**
- **No PO Boxes**
- **Drivers will pick up the parcel from your shop within 24-48 hours (business days only)**
- **Two options available for customers**

OPTION 1 – CUSTOMER BUYS LABEL ONLINE

Customers can purchase a label directly from Fastway. What this means is the website has already checked that the area they want to send to is covered and the customer has already paid. **You are only required to lodge the parcel on your portal to notify a driver.**

1. Log into your Fastway portal account
2. Make sure DROP OFF is ticked
3. In the SCANS box, type in the parcel label number and press enter on your keyboard or click the green "+" symbol to move it across
   a. If you have a scanner connected to the computer, you should be able to scan the barcode on the parcel. This method should automatically move the parcel label number across but if it doesn't, please click the green "+" symbol to manually push it across
4. Type in the customer's email address – not compulsory
5. Click SEND SCAN to finalise
6. Driver will be notified and will pick up the parcel within 24-48 hours (business days only). If there is a delay in pickup, please contact Nparcel on 1800 016 020

OPTION 2 – CUSTOMER BUYS PREPAID SATCHEL AVAILABLE IN YOUR SHOP

- **You need to check if the area they are sending to is covered by Fastway:**
  - **Please refer to the suburb book provided to you in your starter kit or**
  - **Fastway icon "SUBURB CHECK" installed on your desktop or**
  - **Visit www.sendnparcel.com.au Type in the postcode, select the postcode available from the drop down and then click check suburb.**
- **If suburb is covered, please collect payment from the customer**
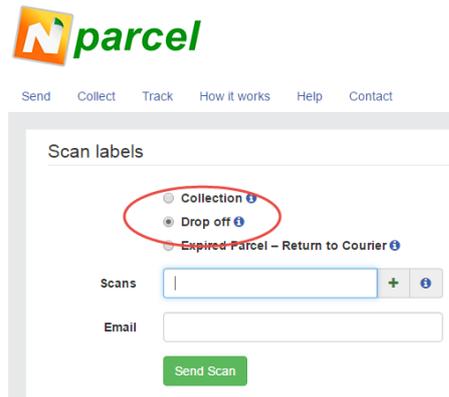- **When the customer is ready, please lodge it on your portal to notify a driver.**

Lodging a prepaid satchel for pickup is exactly the same as above which is:
1. Log into your Fastway portal account
2. Make sure DROP OFF is ticked
3. In the SCANS box, type in the parcel label number and press enter on your keyboard or click the green "+" symbol to move it across
   a. If you have a scanner connected to the computer, you should be able to scan the tracking barcode on the satchel. This method should automatically move the parcel label number across but if it doesn't, please click the green "+" symbol to manually push it across
4. Type in the customer's email address – not compulsory
5. Click SEND SCAN to finalise
6. Driver will be notified and will pick up the satchel within 24-48 hours (business days only). If there is a delay in pickup, please contact Nparcel on 1800 016 020
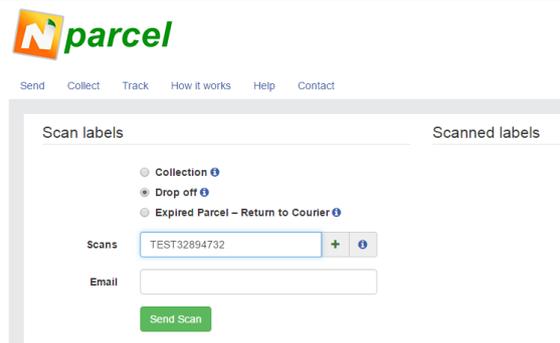
Please ignore the "Send" and "Collect" tabs at the top. They are for the customers and are included so you can see what the customer goes through to buy a label or organise a redelivery at home. Clicking the Nparcel logo at the top left hand corner returns you to your dashboard.

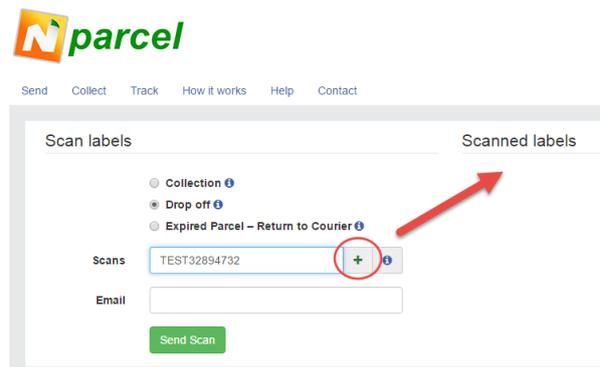# LODGING CUSTOMER DROP OFFS FOR A DRIVER TO PICK UP SCREENSHOTS

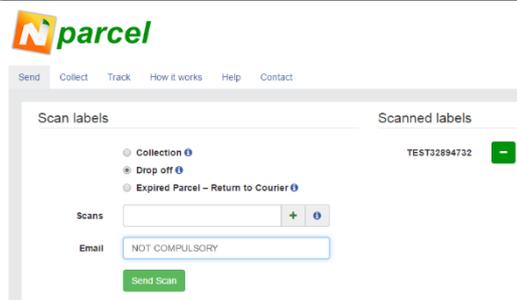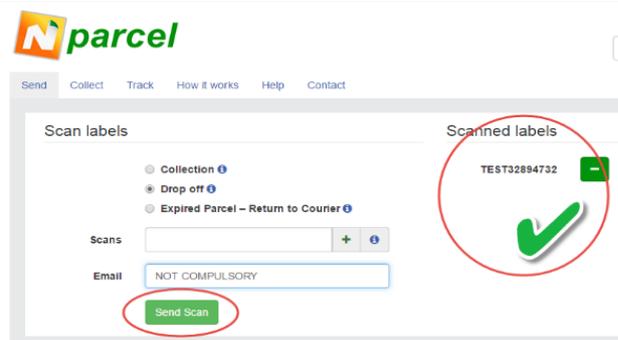|	
Step 1 – Make sure DROP OFF is ticked	
Step 2 – In the SCANS box, type in the parcel label number or scan the barcode on parcel	
Step 3 – If parcel label number does not move across automatically, please click the green plus button "+" to manually push it across	
Step 4 – Type in the customer's email address (not compulsory)	
Step 5 – Click SEND SCAN to finalise	

DRIVER WILL PICK UP THE PARCEL/SATCHEL WITHIN 24-48 HOURS (BUSINESS DAYS ONLY). PLEASE CONTACT NPARCEL 1800 016 020 IF THERE IS A DELAY