

HOW TO RETURN OLD PARCELS BACK TO FASTWAY

Any Fastway / Parcel Connect parcel that has been in your shop for over 7 days can be returned back to the Fastway depot as aged freight. You are welcome to keep the parcel longer if you like but please do not hold for longer than a month. You have two options:

OPTION 1 – CONTACT NPARCEL

Feel free to contact us with the parcel label numbers ready. We will liaise with the depot to arrange for a driver to pick up the old parcels.

Phone: 1800 016 020

Email: enquiries@nparcel.com.au

OPTION 2 – PROCESS IT ON YOUR FASTWAY PORTAL

1. Make sure EXPIRED PARCEL – RETURN TO COURIER is ticked
2. 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
3. Click SEND SCAN to finalise. Please note, the portal only lets you process one parcel at a time
4. Depot will be notified and organise for a driver to visit in 3-4 business days.

