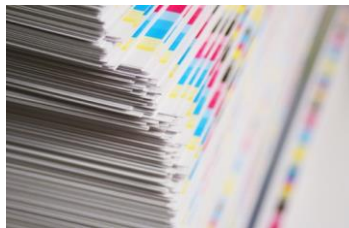


# Online booking guide

Your simple step by step guide to booking online



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# Login

## STEP 1

To Log in, connect to the internet and **navigate to [www.teamdeliver.com](http://www.teamdeliver.com)**

The Team Global **online booking tool is compatible with most browsers.**



Delivering time critical express & logistics solutions since 1987

## STEP 2

After you have logged-in, the screen will **show a main navigation menu.**

Each of these **buttons** will give you **access to different functions.**



# Booking a UK overnight consignment

## STEP 1

To prepare your shipment use the 'Book a collection' function from the navigation menu. The destination country defaults to UNITED KINGDOM.

**TEAMGLOBAL**  
SHIP • TRUST • DELIVER

Excludes consignments to the Channel Islands and Northern Ireland. Please note you can book Same-day Domestic Services online under the Domestic Service Options.

Destination Country  
GB UNITED KINGDOM

**Pickup Address**

Company  
TEAM GLOBAL SALES

Address Line 1  
UNITS 1-4 BRITANNIA IND EST

Address Line 2  
OFF POWLE ROAD

Address Line 3

Town  
COLNBROOK

Country  
GB UNITED KINGDOM

Postcode  
SL3 0BH

Contact

Telephone  
01753 880393

**Pieces and Weight**

Number of pieces  
1

Total Weight (all pieces)  
0.5

**Delivery Address**

Company

Address Line 1

Address Line 2

Address Line 3

Town

Postcode  
AL4 0BL  
AL4 0BL 1, RUSSET DRIVE  
AL4 0BL 3, RUSSET DRIVE  
AL4 0BL 5, RUSSET DRIVE  
AL4 0BL 7, RUSSET DRIVE  
AL4 0BL 9, RUSSET DRIVE  
AL4 0BL 11, RUSSET DRIVE  
AL4 0BL 13, RUSSET DRIVE  
AL4 0BL 15, RUSSET DRIVE  
AL4 0BL 17, RUSSET DRIVE  
AL4 0BL 19, RUSSET DRIVE  
AL4 0BL 21, RUSSET DRIVE  
AL4 0BL 23, RUSSET DRIVE  
AL4 0BL 25, RUSSET DRIVE  
AL4 0BL 27, RUSSET DRIVE  
AL4 0BL 29, RUSSET DRIVE  
AL4 0BL 31, RUSSET DRIVE  
AL4 0BL 33, RUSSET DRIVE

## STEP 2

The Team Global online booking tool uses the Royal Mail postcode database. To access this database please enter the postcode.

**TEAMGLOBAL**  
SHIP • TRUST • DELIVER

Excludes consignments to the Channel Islands and Northern Ireland. Please note you can book Same-day Domestic Services online under the Domestic Service Options.

Destination Country  
GB UNITED KINGDOM

**Pickup Address**

Company  
TEAM GLOBAL SALES

Address Line 1  
UNITS 1-4 BRITANNIA IND EST

Address Line 2  
OFF POWLE ROAD

Address Line 3

Town  
COLNBROOK

Country  
GB UNITED KINGDOM

Postcode  
SL3 0BH

Contact

Telephone  
01753 880393

**Pieces and Weight**

Number of pieces  
1

Total Weight (all pieces)  
0.5

**Delivery Address**

Company

Address Line 1

Address Line 2

Address Line 3

Town

Postcode  
AL4 0BL  
AL4 0BL 1, RUSSET DRIVE  
AL4 0BL 3, RUSSET DRIVE  
AL4 0BL 5, RUSSET DRIVE  
AL4 0BL 7, RUSSET DRIVE  
AL4 0BL 9, RUSSET DRIVE  
AL4 0BL 11, RUSSET DRIVE  
AL4 0BL 13, RUSSET DRIVE  
AL4 0BL 15, RUSSET DRIVE  
AL4 0BL 17, RUSSET DRIVE  
AL4 0BL 19, RUSSET DRIVE  
AL4 0BL 21, RUSSET DRIVE  
AL4 0BL 23, RUSSET DRIVE  
AL4 0BL 25, RUSSET DRIVE  
AL4 0BL 27, RUSSET DRIVE  
AL4 0BL 29, RUSSET DRIVE  
AL4 0BL 31, RUSSET DRIVE  
AL4 0BL 33, RUSSET DRIVE

**STEP 3**


Enter company name, contact name and telephone number. If you would like the consignee to be advised of the consignment tracking, then **please enter** the consignee's e-mail address in the 'Third Party E-mail' address field.

The consignee's address will

automatically be saved once the consignment has been submitted.

The consignee details can be retrieved by simply entering the first four characters of the consignee's name.

**Helpful tip:**  
Enter the consignee's postcode to access the Royal Mail address look up database.



**STEP 4**

Enter **number of pieces** and the **total weight** of the consignment.



To enter the dimensions of the consignment please select '**Click here to enter detailed dimensions**'.

**STEP 5**

Please **select the domestic service** you require from the drop down menu.

**STEP 6**

Enter **collection point** (If this is always the same, then please e-mail sales@teamedeliver.com with location point details).

If the consignment **is ready** for collection immediately then **please tick** the '**Ready now**' box.

If the collection **is not ready** immediately, then please **enter the collection date and time**.

(If the collection time is always the same, then please e-mail sales@teamedeliver.com with the collection time).

**Helpful tip:**  
Inform Team Global of the default Collection Point and Goods Description and we populate these fields for a speedier booking.




## STEP 7

Enter the goods description or select from commodity catalogue.

If the consignment is **fragile**, please tick the 'Fragile' box.

If you require the consignment to be **insured**, please tick the 'Insurance box'.

**Our fee** for this service is 2.0% of the value of the goods (£20.00 minimum).

**Helpful tip:**  
Remember to tick 'Fragile' if the consignment is fragile

## STEP 8

The screenshot shows a form titled 'Domestic Details' with a dropdown menu for 'Domestic Service' set to 'Overnight: OVERNIGHT BY 18:00'. Below this are sections for 'Collection Details' and 'Commodity'. The 'Collection Details' section includes a 'Collection Point' text field, a 'Ready Now' checkbox, a 'Date / Time' field, and a 'Collection Vehicle' dropdown menu. The 'Commodity' section includes 'Goods Description' and 'Goods Value' text fields, and checkboxes for 'Fragile' and 'Insurance'. An 'Add Commodity Detail' button is located at the bottom of the commodity section.

Enter the purchase order or invoice notes for the consignment. This will appear on the **Team Global invoice**.

## STEP 9

If you have any **special delivery instructions**, then please enter these in the 'Special Instructions' field.

Please select '**Continue**' to submit your booking and automatically print the consignment documentation. Adobe PDF reader will be required to print consignment documentation.

The screenshot shows a form titled 'References' with four text input fields: 'Purchase Order', 'Ref2', 'Invoice Note', and 'Special Instructions'. A 'Continue' button is located below the 'Special Instructions' field. At the bottom of the form, there is a black bar containing the contact information: 'Call: 01753 686393 | Email: sales@teamdeliver.com'.

# Booking an international consignment

## STEP 1

Enter the destination country.

**TEAMGLOBAL** SHIP • TRUST • DELIVER MENU

Home / Booking

For zip codes starting 05 & 08 Canary Islands should be used as the country

Destination Country  
ES SPAIN\*

**Pickup Address**

Consignor  
TEAM GLOBAL SALES

Address Line 1  
UNITS 1-4 BRITANNIA IND EST

Address Line 2  
OFF POYLE ROAD

Address Line 3

Town  
COLNERSOOK

Country  
GB UNITED KINGDOM

Postcode  
SL3 0BH

Contact

Telephone  
01753 686393

**Delivery Address** Address Book

Consignee

Address Line 1

Address Line 2

Address Line 3

Town  
Madrid

Postcode  
28001

Contact

Telephone

Third Party Email

Please note that Team Global cannot deliver to PO Box addresses unless a telephone number for the consignee is supplied to establish the correct delivery address.

## STEP 2

Enter **the full** consignee details. Remember if the consignee has been entered before then address will populate once the first four character of the consignee's name has been entered.

**TEAMGLOBAL** SHIP • TRUST • DELIVER MENU

Home / Booking

For zip codes starting 05 & 08 Canary Islands should be used as the country

Destination Country  
ES SPAIN\*

**Pickup Address**

Consignor  
TEAM GLOBAL SALES

Address Line 1  
UNITS 1-4 BRITANNIA IND EST

Address Line 2  
OFF POYLE ROAD

Address Line 3

Town  
COLNERSOOK

Country  
GB UNITED KINGDOM

Postcode  
SL3 0BH

Contact

Telephone  
01753 686393

**Delivery Address** Address Book

Consignee  
Menorca

Address Line 1  
Vila 6

Address Line 2

Address Line 3

Town  
Madrid

Postcode  
28001

Contact  
Share Manager

Telephone

Third Party Email

### STEP 3

Enter company name, contact name and telephone number. If you would like the consignee to be advised of the consignment tracking, then **please enter** the consignee's e-mail address in the 'Third Party E-mail' address field.

### STEP 4

Enter **number of pieces** and the **total weight** of the consignment.

To enter the dimensions of the consignment please select '[Click here to enter detailed dimensions](#)'.



### STEP 5

Select the town from the '**Service**' dropdown menu and the **delivery time** required (18:00, 09:00, 10:30 and 12:00).

If the delivery time you require **is not listed**, then please **contact customerservices@teamedeliver.com** to check for the available services.



**Please select 'Product'** (Express, Saver or Road).

**Please select 'Terms of Export'** (Please note that terms of export are defaulted to DAP, if you would like to pay destination customs taxes/duty then please select DDP).

The 'Reason for export' field is used for the following purposes: -

**Permanent** (The intention is for the consignment to go to the country and remain there).

**Temporary** (The intention is for the consignment to go to the country for a period of time but will be coming back to the UK eventually. For example, you sending an item to a different country to be repaired and will be coming back when it has been fixed).

#### Helpful tip:

'Service', 'Product' and 'Terms of Export' can be found at the bottom of the online booking screen. The black arrows above show their respective positions.





**STEP 6**

**Enter collection point**

(If this is always the same, then please e-mail sales@teamdeler.com with location point details).

If the consignment is ready for collection immediately then please tick the 'Ready now' box.

If the collection is **not ready** immediately, then please **enter the collection date and time**

(If the collection time is always the same, then please e-mail sales@teamdeler.com with the collection time).

**Helpful tip:**  
Inform Team Global of the default Collection Point and Goods Description and we populate these fields for a speedier booking

**STEP 7**

**Enter** the goods description or select from commodity catalogue.

If the consignment is **fragile**, please tick the 'Fragile' box.

If you require the consignment to be **insured**, please tick the 'Insurance box'.

**Our fee** for this service is 2.0% of the value of the goods (£20.00 minimum).

**Helpful tip:**  
Click 'Add Commodity Detail' to add more than one item

**STEP 8**

Enter the purchase order or invoice notes for the consignment.

This will appear on the **Team Global invoice**.

**STEP 9**

If you have any **special delivery instructions**, then please enter these in the 'Special Instructions' field.

Please select '**Continue**' to submit your booking and automatically print the consignment documentation.

A consignment note and commercial shipping invoice will print for dutiable consignments.

Adobe PDF reader will be required to print consignment documentation.

# Driver's collection manifest

## STEP 1

Please select and print the 'driver's collection manifest' for the courier to sign on collection.

# Today's Confirmations

## STEP 1

To reprint consignment documentation, please select 'Today's confirmations'.

**Helpful tip:**  
Please note that consignments can be edited prior to consignment being allocated to a Team Global driver.

Home / Today's Jobs

2

My Daily Activities

pre-booking

Number	Date Time	Service	Consignee	Operator	Status
4091514	2018-01-25 13:12:00	Long Wheel Base Van	, UNITED KINGDOM	null	Cancelled before Confirmation
4091505	2018-01-25 13:10:00	Long Wheel Base Van	, UNITED KINGDOM	null	Cancelled before Confirmation

Call: 01753 686393 | Email: sales@teamedeliver.com

# Consignment search

## STEP 1

If you would like to **check on the status of your consignment**, then please enter tracking number into the consignment search.

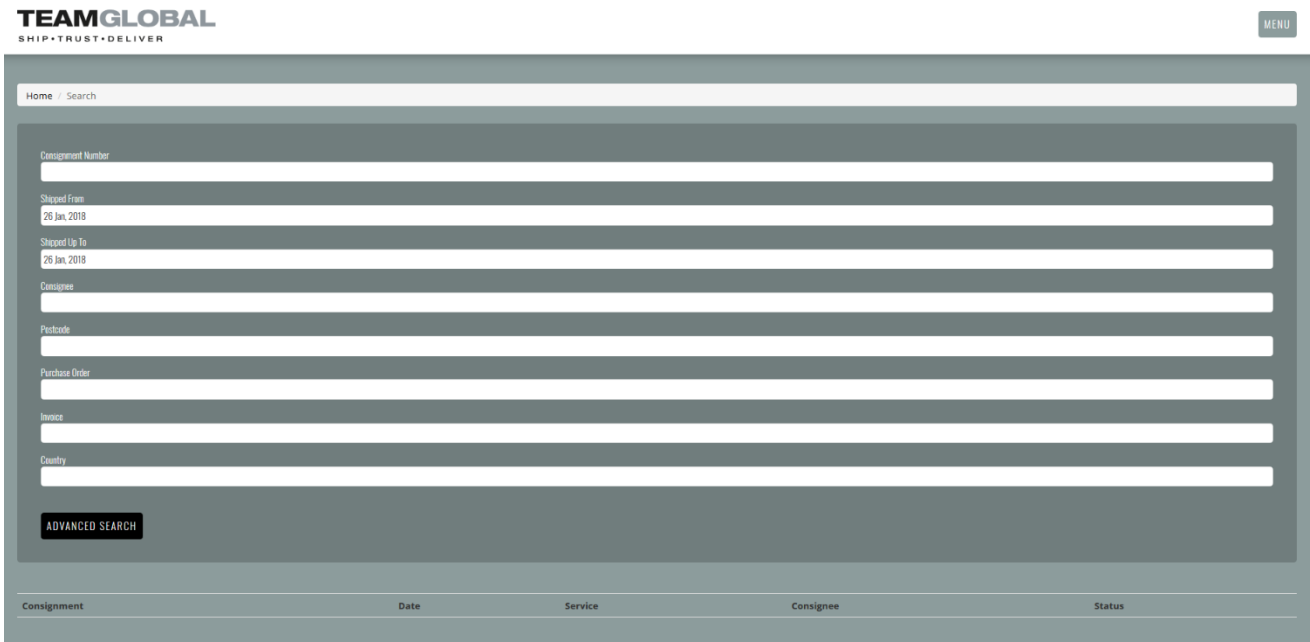


If you do not know the tracking number then please select 'Advanced Search'.

Consignments can be searched by **date range, purchase order, invoice number or country**.

The search results will display the consignment charge, export date, purchase order, shipper, consignee, proof of delivery, tracking, pieces, actual weight, volumetric weight, dimensions and a link to print the consignment documentation.

**Helpful tip:**  
If you don't know the tracking number please use 'Advanced Search'.



# Check my price

## STEP 1

Please select 'check my price' to obtain speedy quotations.

**TEAMGLOBAL**  
SHIP • TRUST • DELIVER

Exclude consignments to the Channel Islands and Northern Ireland. Please note you can book Saturday Domestic Services unless under the Domestic Service Option.

Destination Country: ES UNITED KINGDOM

Pickup Address: TEAM GLOBAL SALES, COLNBROOK S.L.3 GBH

Delivery Address: [Field]

Pieces and Weight: Number of pieces: 1, Total Weight (kg please): 0.5

Domestic Details: Domestic Service: Overnight OVERNIGHT BY 18:00

Commodity: [Field]

Calculate Quote

## STEP 2

Simply enter the country, product, destination, pieces, weight and dimensions and the system will provide you with a quotation for all services available to the selected destination.

Add Commodity Detail

£17.81 +VAT 3.56

Express 18:00, MADRID MADRID SPAIN\* with a cut off 2018-01-26T19:00:00 and a service time of 2018-01-29 18:00:00

Alternate Services

Saver 18:00 MADRID MADRID SPAIN* with a cut off 2018-01-26T19:00:00 and a service time of 2018-01-30 18:00	£ 32.56	Road 18:00 MADRID MADRID SPAIN* with a cut off 2018-01-26T19:00:00 and a service time of 2018-01-31 18:00	£ 29.01	Express 12:00 MADRID 12:00 MADRID 12:00 SPAIN* with a cut off 2018-01-26T19:00:00 and a service time of 2018-01-29 12:00	£ 46.87
Express 10:30 MADRID 10:30 MADRID 10:30 SPAIN* with a cut off 2018-01-26T19:00:00 and a service time of 2018-01-29 10:30	£ 58.50	Express 09:00 MADRID 09:00 MADRID 09:00 SPAIN* with a cut off 2018-01-26T19:00:00 and a service time of 2018-01-29 09:00	£ 70.12		

Calculate Quote

Call: 01753 686393 | Email: sales@teamedeliver.com

Consignments can be **booked directly** from the quotation by selecting the 'book service' button. All the information entered will be carried over to the booking.

# Consignment reports

## STEP 1

Please select 'consignment reports' to produce PDF and Excel reports by date range.

**TEAMGLOBAL**  
SHIP • TRUST • DELIVER

MENU

Home / Reports

Shipped From

Shipped Up To

<input type="checkbox"/> POO	<input type="checkbox"/> Purchase Order	<input type="checkbox"/> Address	<input type="checkbox"/> Product	<input type="checkbox"/> Wgt	<input type="checkbox"/> Destination
<input type="checkbox"/> Chargeable Weight	<input type="checkbox"/> Account No	<input type="checkbox"/> Shipper	<input type="checkbox"/> Ref 4	<input type="checkbox"/> Service	<input type="checkbox"/> Pcs
<input type="checkbox"/> Print Name	<input type="checkbox"/> POO Date	<input type="checkbox"/> Vehicle	<input type="checkbox"/> Ref 3	<input type="checkbox"/> Ref 2	<input type="checkbox"/> Quote

Booked By

Report Title:  Select the file format:   Save straight to file

**GENERATE REPORT**

# Your commodity catalogue

## STEP 1

Please select 'your commodity catalogue' to build up your own database of regular commodities that you export.

Home / Commodity Catalogue

Year Reference  
Samples

Description  
Samples 100g

Insurable Value  
1

Customs Value  
1

Unit type  
kg

Units per box  
1

Commodity Code  
123456

Save Changes

**Helpful tip:** The database can be searched from the main booking screen

Commodity line 1

Search For Commodity  
samps

Samples Samples 100g

Reference UN Code

Description

Customs Value Insurance Value

Quantity Units per Qty Units

Save Delete

## STEP 2

Once selected, the commodity field **will be populated** with the selected commodity.

Home / Commodity Catalogue

Year Reference  
Samples

Description  
Samples 100g

Insurable Value  
1

Customs Value  
1

Unit type  
kg

Units per box  
1

Commodity Code  
123456

Save Changes

**Commodities**

Reference	description	Units	Customs Value	Insure Value	
Samples	Samples 100g	1kg	1.00	1.00	Delete

## Spreadsheet recall function

### STEP 1

If you have a large distribution or consignment data saved in a Microsoft Excel/CSV format, this can be uploaded and recalled from the Team Global Online Booking Tool.

Select the 'upload address spreadsheet' and select the spreadsheet you wish to upload.

Upload your file
✕

Available formats: XLS and XLSX

Browse...
No file selected.

Keep previous address data uploaded in the last 7 days

Upload File

The required spreadsheet format is shown below.

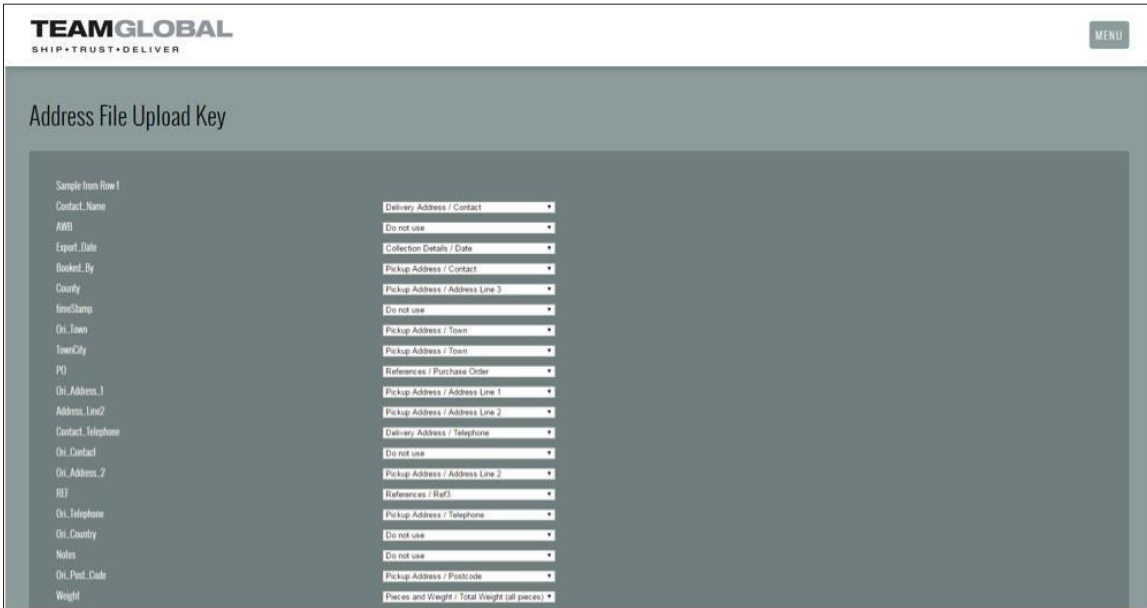
Invoice	Reference	Net	Total	Amount	Due Date
67656	67656.000	12.23	648.12	Mar 12	Mar 12
67658	12.23	20.000.000	12.23	648.12	Mar 12
67652	1072.67	20.000.140.88	1268.85	Jan 11	Mar 12
68054	948.30	20.000.128.50	1074.27	Dec 11	Jan 12
68174	108.97	20.000.127.88	480.73	Nov 10	Dec 10
64746	960.48	20.000.115.30	1100.62	Dec 11	Dec 12
67330	748.38	20.000.110.01	412.89	12	Dec 12
62764	547.24	20.000.422.87	3874.76	Aug 11	Sept 11
61775	1101.07	20.000.124.61	1463.88	Jul 11	Aug 11
61011	674.80	20.000.110.80	78.89	Jul 10	Aug 10
60797	128.07	20.000.10.45	147.12	Jun 10	Jul 10
60845	888.91	20.000.10.67	480.18	12	Jul 10
76704	1100.38	20.000.101.80	1271.24	May 11	12
76706	4.80	10000.000	1.80	May 11	12
76704	942.80	20.000.101.75	1004.75	Apr 10	May 12
76666	202.27	20.000.10.67	262.91	Apr 10	May 12
76667	1027.60	20.000.110.00	2088.47	Apr 10	May 12
76668	1407.67	20.000.91.30	2254.32	Jan 11	Mar 12
76681	1688.00	20.000.70.21	1884.20	Dec 11	Jan 12
76680	1682.80	20.000.288.30	1988.60	Dec 11	Jan 12
76640	1774.80	20.000.140.80	1968.80	Nov 10	Dec 11
76630	2879.10	20.000.288.00	2980.18	Dec 10	Nov 11
72344	824.48	20.000.62.67	476.30	11	Dec 11
71781	647.22	20.000.90.80	333.88	Sept 11	11
71782	619.88	20.000.288.78	1627.70	Aug 11	Sept 11
70267	210.10	20.000.62.60	104.80	Jul 10	Aug 11
69888	848.50	20.000.27.00	374.42	Jul 11	Aug 11
69504	1080.18	20.000.178.80	1208.11	Jun 10	Jul 11
68820	2016.10	20.000.227.47	2001.62	May 11	11
67764	91.30	20.000.0.00	64.78	Apr 10	May 11
67384	6776.67	20.000.1100.10	6070.80	Apr 10	May 11
66007	476.87	20.000.90.80	548.11	Mar 11	Apr 11
66176	481.58	20.000.62.78	524.33	Mar 10	Apr 11
66011	1122.60	20.000.62.78	1182.24	Mar 10	Mar 12
65488	818.88	20.000.70.00	471.88	Feb 10	Mar 11


### STEP 2

Then select 'upload spreadsheet keys'.

**STEP 3**

Map the spreadsheet columns to the required fields.



**Helpful tip:** The fields available to map are listed below. 

The fields available to map are as follows: -

- Destination Country
- Pickup Address / Consignor
- Pickup Address / Address Line 1
- Pickup Address / Address Line 2
- Pickup Address / Address Line 3
- Pickup Address / Town
- Pickup Address / Country
- Pickup Address / Contact
- Pickup Address / Telephone
- Delivery Address / Consignee
- Delivery Address / Address Line 1
- Delivery Address / Address Line 2
- Delivery Address / Address Line 3
- Delivery Address / Town
- Delivery Address / Postcode
- Delivery Address / Contact
- Delivery Address / Telephone
- Delivery Address / Third Party Email
- Pieces and Weight / Number of pieces
- Pieces and Weight / Total Weight (all pieces)
- International Details / Service
- International Details / Product
- International Details / Terms of Export
- International Details / Reason for Export
- Domestic Details / Domestic Service
- Collection Details / Collection Point
- Collection Details / Ready Now
- Collection Details / Date
- Collection Details / Time (24hr)
- Collection Details / Collection Vehicle
- Commodity Details / Goods Description
- Commodity / Goods Value
- Commodity / Fragile
- Commodity / Insurance
- References / Purchase Order
- References / Ref2
- References / Ref3
- References / Ref4
- References / Invoice Note
- References / Special Instructions



# STEP 4

Select 'address recall from spreadsheet'. The completed fields will populate with data from the uploaded spreadsheet.

The screenshot shows the 'Enter Address Reference' form. At the top left is the TEAMGLOBAL logo with the tagline 'SHIP • TRUST • DELIVER'. At the top right is a 'MENU' button. The main heading is 'Enter Address Reference'. Below this is a 'Reference:' label followed by a long white input field containing the text '10011'. Below the input field is a black 'FIND' button.

# STEP 5

The completed fields will populate with data from the uploaded spreadsheet.

The screenshot shows the 'Online Booking' form. At the top left is the TEAMGLOBAL logo with the tagline 'SHIP • TRUST • DELIVER'. At the top right is a 'MENU' button. The main heading is 'Online Booking'. Below this is a small disclaimer: 'Excludes consignments to the Channel Islands and Northern Ireland. Please note you can book Same-day Domestic Services unless under the Domestic Service Option.' The form is divided into several sections: 'Destination Country' (GB UNITED KINGDOM), 'Pickup Address' (Consignor: TEAM GLOBAL, Address Line 1: Fleet Lane House, Address Line 2: Welwyn Garden City, Address Line 3: , Town: Luton, Country: , Postcode: SG8 5SU, Contact: Monika Wilo, Telephone: 020 3205 6382), 'Delivery Address' (Consignee: Tesco, Address Line 1: Marsh Walk, Address Line 2: , Address Line 3: , Town: St Albans, Postcode: AL1 2SD, Contact: Rob Hogg, Telephone: , Third Party Email: ), and 'Pieces and Weight' (Number of pieces: 1, Total Weight (all pieces): 1). At the bottom, there is a link: 'Click here to enter detailed dimensions'.