

Royal Mail Tracked 24 & 48 Service Customer User Guide

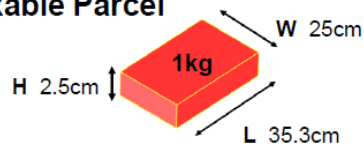
What is Royal Mail Tracked 24 & 48?

	
A next day service designed to effectively manage letterboxable to medium sized parcels	A two day service for letterboxable to medium sized parcels

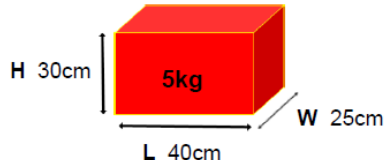
Suitable Products

Maximum dimensions & weights†

Letterboxable Parcel

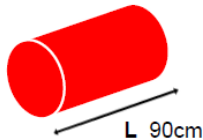


Parcel



Tubes and Rolls

Max 2kg
Max L90cm x W* x D*
The length plus twice the diameter must be less than 104cm, with the greatest dimension less than 90cm.



† Surcharges apply if exceed maximum weight & dimensions

Notifications



SMS



Email



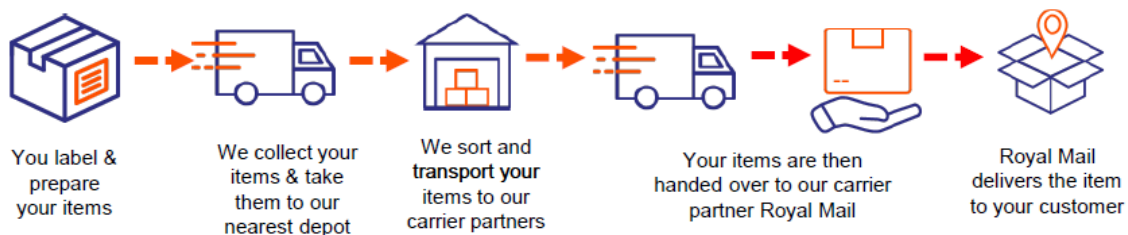
Delivery Window



Missed Deliveries

- Free email and SMS notifications keep shoppers informed of when they can expect their delivery. The recipient's mobile number and/or email address will need to be included in the data that you provide.
- Customers will also receive an Estimated Delivery Window of 2hours
- Missed deliveries – recipients can go to their local delivery office OR arrange a redelivery to either their own address or another address in the same postcode area, for a small fee (payable to the local post office) a redelivery can be re-arranged to your local post office.

Processing Journey



Getting Started

To use the Royal Mail Tracked 24/48 service, a dedicated Tracked ID must first be created.

Setting Up Your Tracked ID

- Contact our Customer Support team at csoperations@whistl.co.uk and copy Natalie Little (natalie.little@whistl.co.uk) into the correspondence to request a Tracked ID.
- The Tracked ID is separate from your existing mail ID and requires creation and implementation before use.
- Our Customer Services team will create the new ID.

Access to online portal

- The service is accessed through an online portal where users can create labels for each tracked item.
- Users can access the system through either an individual or team account, using their email address as the username.
- Our IT Implementation team will then contact you to arrange system set-up and user training via Microsoft Teams.

Printing Labels

We recommend using a Zebra label printer to print tracked labels as this is more automated with less need for the end user to get involved. If a Zebra printer is not available, labels can also be printed using your current configuration.

Your specific printing requirements will be discussed during your implementation call. **Please note** depending on the printing solution agreed upon, on-site support may be required from your IT team during the initial setup process.