

Delivery of a Parcel



Customer books a job with City Link



Job is entered into City Link IT system and Driver is contacted



Driver receives collection instructions



Driver collects parcel from the Customer



Parcel is sorted at local Depot into secure cages



Parcel is transferred in secure cages and handling is kept to a minimum



Parcel arrives at the National Hub for sortation and transportation to delivery Depot



Parcel arrives at local Depot and is sorted into delivery routes



Driver and parcel arrive at destination



Parcel is delivered on time and in full and a signature is obtained



Proof of delivery (POD) data is scanned



Parcel status is now available online