



# APC Choice

Online Parcel Tracking and Redelivery Options



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## How can your customers track their parcel journey?

- Visit [apcchoice.com](https://apcchoice.com)
- Enter their consignment number and delivery postcode from the notification email.

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## Customers can also choose to amend their delivery when their parcel is on its way or their delivery has been missed:

### Update Delivery Instructions

- ☒ Change Delivery Date
- ☐ Collect From Depot
- ☐ Collect From Local APC/Parcelly Location (Next working day)
- ☐ Change Leave Safe Options

Submit

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## If your customer is not in to receive their delivery, our drivers will post a calling card.

### We called today with your delivery



Consignment Number:

Date:

Time:


#### We tried to deliver to you today.

- ☐ Your parcel has been delivered to your neighbour at House/No. \_\_\_\_\_
- ☐ Your parcel has been left safe. You will find it here: \_\_\_\_\_
- ☐ We still have your parcel.
- ☐ We attempted delivery but valid ID to confirm proof of age was not produced.

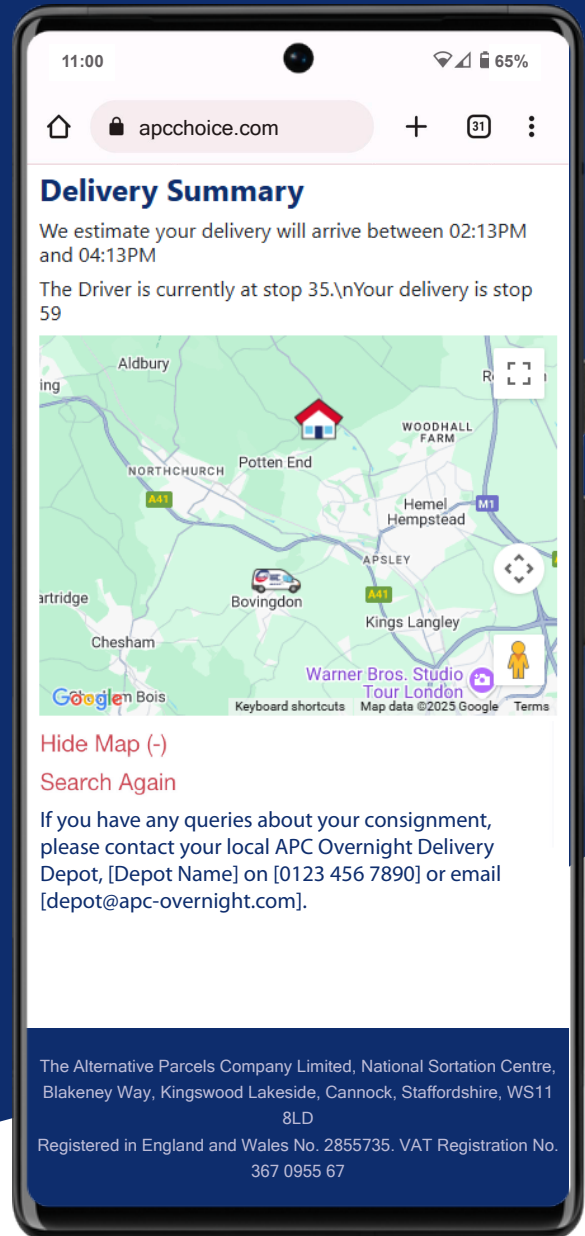
#### You now have choices!

Please visit [APCchoice.com](https://APCchoice.com) or scan the QR code overleaf to choose a suitable redelivery option for your parcel. Your parcel will be returned to your local depot awaiting further instruction. A form of ID showing proof of address is required for collection from the local depot. If you do not respond within three working days, your parcel will be returned to the sender. Your local depot's contact details can be found on the other side of this card.

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## How can customers view their delivery summary?

Customers can view their estimated delivery window as well as view the map to display the delivery driver's current stop location.



## How to get the most out of APC Choice:

- 1) Ensure that an email address is provided for every consignment entered into the APC Booking platform.
- 2) Ensure that notifications are enabled for your account (speak to your local depot to check).

Contact us to discuss how our collection and delivery services can help your business grow