|  |  |  |  |
| --- | --- | --- | --- |
| Account Manager Name |  | date |  |
| Tick where appropriate  |
| New customer | Changes to current customer | Closing of customer account |
|  |  |  |

1. **General**

|  |  |
| --- | --- |
| Account number |  |
| Customer name |  |
| Customer Requested start date |  |
| Type of traffic (B2B, B2C, both) |  |

1. **Collection**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| Collection frequency (Y/N) |  |  |  |  |  |  |  |
| Collection time |  |  |  |  |  |  |  |
| Collection address |  |
| Injection point (Dsu name) |  |

1. **Delivery**

|  |  |  |  |
| --- | --- | --- | --- |
| Next day (Y/N) |  | Same day (Y/N) |  |
|  |
| Saturday delivery (Y/N) |  | Evening delivery (Y/N) |  |
|  |
| Alternative Delivery Options (Y/N) |  | Safeplace (Y/N) |  |
| Neighbour (Y/N) |  |
| Alternative address (Y/N) |  |
| Post Office (Y/N) |  |
| Hold delivery for 7 days (Y/N) |  |
|  |
| Customer communication | Trigger scanning event |
| SMS (Y/N) |  | Email at acceptance (Y/N) |  |
| Email + SMS when loading the van (Y/N) |  |
| Email (Y/N) |  | Email when 3rd attempt fails (Y/N) |  |
| Email when successfully delivered (Y/N) |  |

1. **Returns**

|  |  |  |
| --- | --- | --- |
| In scope (Y/N) |  |  |
| ReturnPal (Y/N) |  | Consumer pay | Retailer pay |
|  |  |
| Return my shopping (Y/N) |  |  |  |
| Customer Return Labe (Y/N) |  |  |  |

1. **Technical**

|  |  |
| --- | --- |
| Post Parcels Label (S10 barcode) (Y/N) |  |
| Post Parcels Prefix |  |
|  |
| Customer sending pre-advices (Y/N) |  |
| If Yes, use of Autolink integration ( Y/N) |  |
| If No, customer contact details on the label (Y/N) |  |
|  |
| Post Parcels tracking interface (Y/N) |  |