

## Your Olympex Global Online User Manual

[www.olympexglobal.com](http://www.olympexglobal.com)

Thank you for visiting our online user guide, this guide should enable you to be able to place same day, overnight and international bookings. After reading this guide if you have any questions, please contact your sales manager or in house account manager in customer services who can assist further.

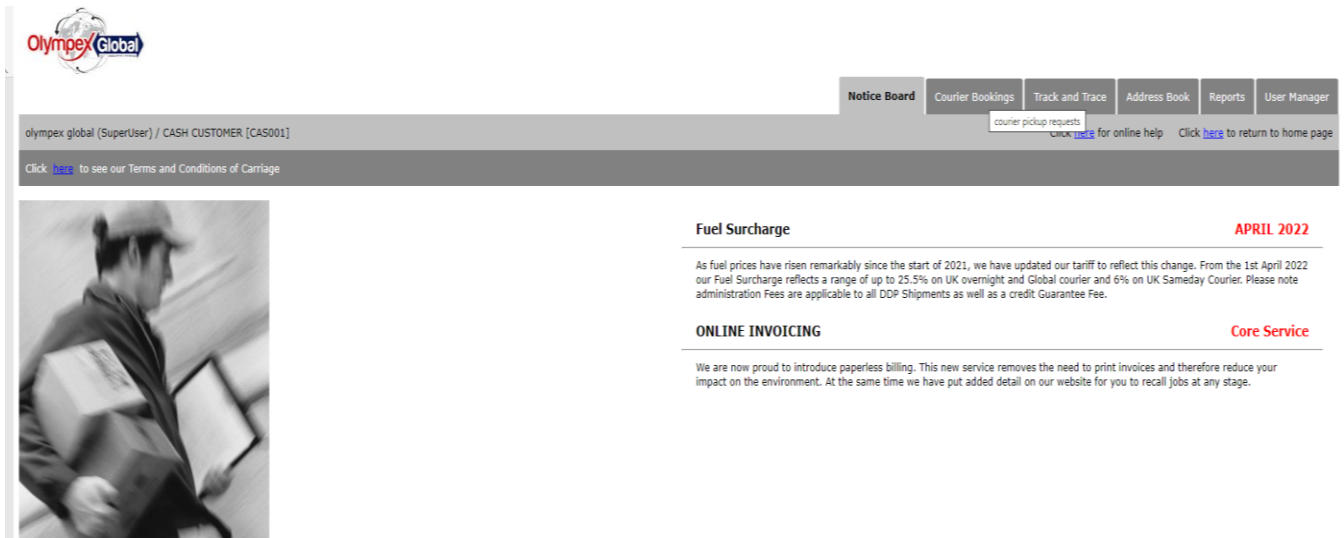
To use the online booking facility, you will need to have your USER ID and PASSWORD to hand. This should have been handed to you by your sales Rep. Please note the USER ID and Password are cap sensitive. Once you find this information using our website please scroll down and on the right-hand side you should see a box entitled customer login.



## Your Olympex Global Online User Manual

[www.olympexglobal.com](http://www.olympexglobal.com)

Once you have successfully logged in, you will be redirected to our notice board. Here you will see any important notifications, in addition to this, you can also view the current month's fuel surcharges.



**Fuel Surcharge** APRIL 2022

As fuel prices have risen remarkably since the start of 2021, we have updated our tariff to reflect this change. From the 1st April 2022 our Fuel Surcharge reflects a range of up to 25.5% on UK overnight and Global courier and 6% on UK Sameday Courier. Please note administration Fees are applicable to all DDP Shipments as well as a credit Guarantee Fee.


**ONLINE INVOICING** Core Service

We are now proud to introduce paperless billing. This new service removes the need to print invoices and therefore reduce your impact on the environment. At the same time we have put added detail on our website for you to recall jobs at any stage.

Should you wish to book a courier, you would need to go to the courier bookings screen. This is the 2<sup>nd</sup> tab along. from this page, you can also see any shipments or collections booked for the future. Once on this page, you would need to click create consignment.

## Your Olympex Global Online User Manual

[www.olympexglobal.com](http://www.olympexglobal.com)



[Notice Board](#)
[Courier Bookings](#)
[Track and Trace](#)
[Address Book](#)
[Reports](#)
[User Manager](#)

olympex global (SuperUser) / CASH CUSTOMER [CAS001]
 
[Click here](#) for online help   [Click here](#) to return to home page

Click [here](#) to see our Terms and Conditions of Carriage
 You have 0 collections booked for today and 0 consignment(s) awaiting collection.

**Delivery Address**
[get from my address book](#)

[Go Back to Main Status Page](#)

<div style="display: flex;"> <div style="flex: 1;"> <b>Company Name</b>  <input type="text"/>  <b>Address line 1</b>  <input type="text"/>  <b>Address line 2</b>  <input type="text"/>  <b>Address line 3</b>  <input type="text"/>  <b>City/Town</b>  <input type="text"/>  <b>State/Country</b>  <input type="text"/> </div> <div style="flex: 1;"> <input checked="" type="checkbox"/> Save Address to my address book           </div> </div>	<div style="display: flex;"> <div style="flex: 1;"> <b>Post Code</b>  <input type="text"/>  <b>Country</b>  <input type="text" value="- please select -"/>  <b>Attention of</b>  <input type="text"/>  <b>Contact Telephone No</b>  <input type="text"/>  <b>Contact Email</b>  <input type="text"/>  <b>Contact Mobile</b>  <input type="text"/>  <b>Customs ID (EU EORI)</b>  <input type="text"/> </div> <div style="flex: 1;"> <b>Value for Insurance</b>  <input type="text"/> </div> </div>
<b>Customer Ref 1</b> <input type="text"/> <b>Customer Ref 2</b> <input type="text"/> <b>Customer Ref 3</b> <input type="text"/>	<div style="display: flex;"> <div style="flex: 1;"> <b>Number of Pieces</b>  <input type="text" value="1"/> </div> <div style="flex: 1;"> <b>Weight (Kgs)</b>  <input type="text"/> </div> </div> <div style="display: flex;"> <div style="flex: 1;"> <b>Description</b>  <input type="text"/>  <b>Special Instructions</b>  <input type="text"/>  <small>Please confirm any special instructions with our customer services department.</small> </div> <div style="flex: 1;"> <input type="checkbox"/> No Volumetric Pieces  <input type="checkbox"/> Docs only  <a href="#">Add Customs Invoice</a>  <input type="checkbox"/> Supply our own Customs Invoice           </div> </div>
<b>Send Pre-Alert</b> <input type="checkbox"/>	<div style="display: flex;"> <div style="flex: 1;"> <b>Service Level</b>  <input type="text" value="-- PLEASE SELECT --"/> </div> <div style="flex: 1;"> <b>Duties and Local Taxes</b>  <input type="text" value="DAP - Delivered Duty Unpaid"/> </div> </div>

☐ I have read and accept the Terms and Conditions of Carriage

On this page, please fill in all the relevant information. You will notice the save to address box is already ticked, if for any reason you do wish for the address to be saved, untick this box. Complete all the boxes including a contact number for the receiver if possible.

Should you require insurance please put this in the field provided, note the customs and the insurance request box must match up. Complete the value for insurance (if at all required, IF NOT just enter a 0 (zero) in the box provided). We will automatically insure all goods for £50 whilst in transit and there's no need whatsoever to mention this figure in this box as its automatically insured. If, however, you do require additional insurance, we will charge £20 for cover from £50 to £850 of cover.

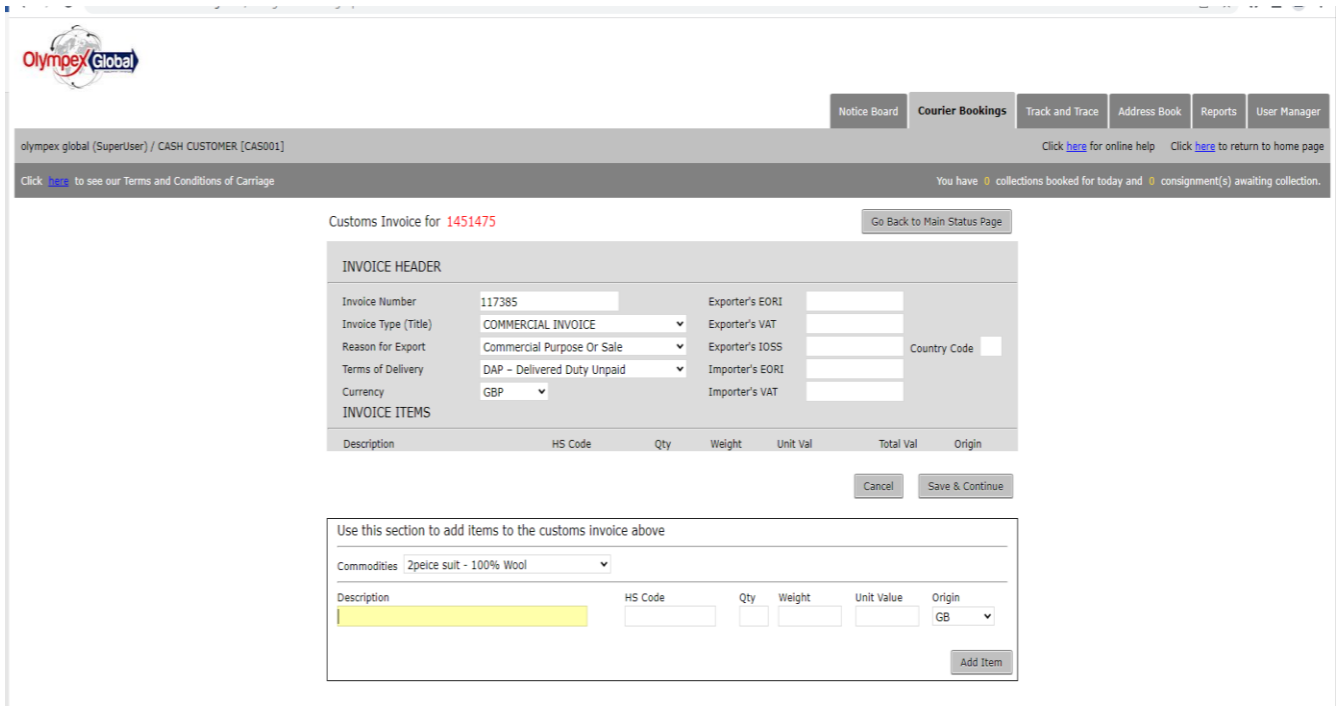
Please also fill in the description of goods box as this will appear on the AWB. Lastly, put in any special instructions that you wish for the office to process such as DDP.

On the right-hand side state the number of pieces and the rough total weight. If you are only sending a document, tick the Docs only box.

## Your Olympex Global Online User Manual

[www.olympexglobal.com](http://www.olympexglobal.com)

The next step is to complete the information required for customs, please select the add customs invoice this will then take you to another tab in which you can fill in all the relevant information. If you are sending a document or a same day or UK overnight service, you can skip this stage.



The screenshot shows the 'Customs Invoice for 1451475' form. The form is divided into two main sections: 'INVOICE HEADER' and 'INVOICE ITEMS'.

**INVOICE HEADER**

Invoice Number	117385	Exporter's EORI	
Invoice Type (Title)	COMMERCIAL INVOICE	Exporter's VAT	
Reason for Export	Commercial Purpose Or Sale	Exporter's IOSS	
Terms of Delivery	DAP - Delivered Duty Unpaid	Importer's EORI	
Currency	GBP	Importer's VAT	
		Country Code	

**INVOICE ITEMS**

Description	HS Code	Qty	Weight	Unit Val	Total Val	Origin

Below the invoice items table, there is a section titled 'Use this section to add items to the customs invoice above'. It contains a dropdown menu for 'Commodities' with the selected value '2piece suit - 100% Wool'. Below this is a table with columns for Description, HS Code, Qty, Weight, Unit Value, and Origin. The 'Origin' column has a dropdown menu with 'GB' selected. An 'Add Item' button is located at the bottom right of this section.

The first step is to change the invoice please leave it as commercial if this is a sale, if what you are sending is not for sale, please change this to a pro forma invoice.

Next stage select the reason for export. After this enter the terms of delivery I.E DDP OR DDU. Please note if sending DDP additional surcharges apply, select the currency and ensure GBP is selected. Please also fill in the boxes on the right and enter the sender's EORI number and VAT number and if possible, please put the receivers if applicable.

Lastly, enter the description of the goods, the HS code, QTY of goods, and the estimated weight and a unit value as well as the country of origin. Once you have done this select add item and this will add to the invoice. You can add as many items as required. You will see some commodities are saved on a drop-down box for your convenience.

Please enter in any total of customers' values for the items you are distributing. P.S any item travelling across the globe must be given some sort of value even if it's just £1. (You can build your

## Your Olympex Global Online User Manual

[www.olympexglobal.com](http://www.olympexglobal.com)

own shipping invoice at this stage (ADD CUSTOMS INVOICE) by stating the type of goods being sent, commodity codes (visit the [Trade Tariff: look up commodity codes, duty and VAT rates - GOV.UK \(www.gov.uk\)](http://www.gov.uk) website page to gain these codes), country of origin + values + HS codes). Please save this info on the 'add item' feature before entering another commodity that you are sending BEFORE you 'save and continue'. You can also select at this point a PRO FORMA INVOICE for goods such as 'company stock' or 'samples' OR you can select COMMERCIAL INVOICE for a 'sale of goods to an overseas customer.

Once you have added all your items select save and continue.

Once you press save and continue, it should take you back to the first page, it will now give you the option to put in up to 3 customer references, these will appear on your invoices.

This page also gives you the opportunity to send a pre-alert, this is where you can add the email of the receiver and they will receive an email with a tracking link for the consignment.

Once you have done this, please select the service level required, for anything in the European Union select Euro, for anything outside the EU select Global. Also, note for European timed options may be available. However, there will be additional charges for these premium services so please email customer services for a quotation.

The most common service levels selected are **GLOBAL EXPRESS DOCUMENT or PARCEL / EURO EXPRESS PARCEL or DOCUMENT / UK OVERNIGHT / SAMEDAY BIKE STD ... EURO EXPRESS PRE 12 and PRE 9am AND London same day direct costs are 'premium' services and prices can be gained for these from our C/S team. You will commonly use the EURO PARCEL EXPRESS and GLOBAL PARCEL EXPRESS options.** As you can also see you can book UK overnight deliveries and London same-day deliveries in this manner as well.

Lastly, please state the terms in the box marked duties and taxes, enter DAP (delivered duties unpaid) should you wish your consignee to pay the local taxes and duties. However, there is an option to select a DDP where any duties and taxes liable will be reverted back to you in the UK for payment at a later date. There is a £35 admin fee for Olympex Global to 'set up' a DDP arrangement for you.

Once you have checked all the above information, please accept the Terms and conditions of carriage and click on the submit button.

## Your Olympex Global Online User Manual

[www.olympexglobal.com](http://www.olympexglobal.com)



[Notice Board](#) [Courier Bookings](#) [Track and Trace](#) [Address Book](#) [Reports](#) [User Manager](#)

olympex global (SuperUser) / CASH CUSTOMER [CAS001]

Click [here](#) for online help Click [here](#) to return to home page

Click [here](#) to see our Terms and Conditions of Carriage

You have 0 collections booked for today and 0 consignment(s) awaiting collection.

### Book a Collection for your Consignment?

Thank you - your consignment was successfully added. Please print your shipping documents before proceeding further.

Your consignment number is **1451475**

[Click here to print the Waybill](#)

[Click here to print the Address Label](#)

[Click here to print a Customs Invoice](#)

Would you like to book a collection for this consignment now?

Click 'Yes' to book a collection or 'No' to return to the main status page.

Once you have pressed the submit button, you should see a screen like the above. From here you can print the Waybill and customs invoice to attach to your parcel.

It will then ask if you wish to add to a new collection or an existing collection. Please select yes if you already have a collection booked for the relevant date. If you are booking a same day, please create a new collection.