



## BOOKING A PARCEL COLLECTION

This document takes you step by step through how to book a **free** parcel collection with Royal Mail for your Avacta Animal Health submission samples.

Simply visit: <https://send.royalmail.com/collect/youritems> and follow these instructions:

### STEP 1: Go to **Item 1** and select 'Yes, there's a tracking number'

Item 1

Please collect an item that I'm sending by Royal Mail with postage... \*

...that I am in the process of purchasing (i.e. is currently in my basket) ?

...that I purchased previously via **Send an item** or other similar service, or postage for an item being returned using a **Royal Mail Tracked Return** service

Please refer to the label that you're using to send your item.

Is there a **tracking number** in the format **AB 1111 0000 1CD** on the label? \*

Yes, there's a **tracking number**

No, there's only a **postage item ID**

Item weight \*

### STEP 2: You will then see a box (shown below) to enter your **tracking number**

Tracking no, e.g. AB 1111 0000 1CD \*

Your tracking number is found here on your postal label



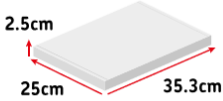

**STEP 3:** Enter the weight of the package in the '**Item weight**' as shown below

<b>Item weight *</b>	<input type="text" value="100"/>	<b>Grams</b>	<b>Kilograms</b>
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**Suggested Approximate Package Weights\***

- Weight for 1 x submission box + outer envelope 70g
- Weight for 2 x submission boxes + outer envelope 135g
- Weight for 3 x submission boxes + outer envelope 195g
- Weight for 4 x submission boxes + outer envelope 255g

**STEP 4:** Select **Large Letter** from the table (as shown below):


Large letter		<b>Max length</b> 35.3cm <b>Max width</b> 25cm <b>Max depth</b> 2.5cm <b>Weight</b> 0-750g	
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**STEP 5:** If only sending one submission package, skip this step and continue to step 6. If you have more than one sample submission box to post you can **add another item** to the collection. Simply click on the button shown below and repeat steps 1-4.

[Add another item](#)

**STEP 6:** Once you have completed your mailing list for the day, you can request a collection by clicking on the '**Continue**' button at the bottom of the screen.

**STEP 7:** Now enter your **practice postcode** into the **postcode search** facility then select your practice from the drop-down menu to pre-populate the address fields. Then add your **practice name** into the **Company name** field.

 Please provide the address you would like us to collect your items from so that we can check availability in your area.

We can only collect from your address if we have the correct details in our database. If our database is missing your address please click [here](#) to let us know.

**Postcode search**

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**Sender name**

or

**Company name**

\* (Sender name or company name is required)


**Address line 1 \***

**Address line 2**




**STEP 8:** To proceed click '**Continue**' to view the available collection dates/times in your area (shown below). Simply select your preferred option and click add to basket.

Please note: There is a limit of 5 parcels per day. At the time of writing Royal Mail are not able to supply time slots due to the Covid-19 pandemic.

**When shall we collect your items?** \* indicates a required field

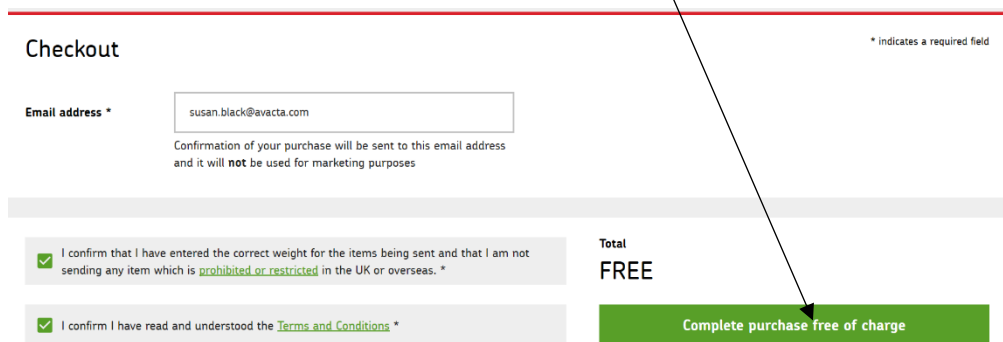
 There are 5 dates available for the collection of this item.

**Please select your preferred date \***

<b>Tomorrow</b> 13th January	 Collection available <small>Sorry, an estimated time cannot be given</small>	<input checked="" type="radio"/>
<b>Thursday</b> 14th January	 Collection available <small>Sorry, an estimated time cannot be given</small>	<input type="radio"/>
<b>Friday</b> 15th January	 Collection available <small>Sorry, an estimated time cannot be given</small>	<input type="radio"/>

**STEP 9:** To complete your collection, check your address information is correct along with the desired collection date shown in your basket. Then confirm your email address and tick the two confirmations. The first states that you have provided the correct weight for the packages and are not sending prohibited or restricted items, and the second, that you understand the terms and conditions.

**STEP 10:** Finally select the green **'Complete purchase free of charge'** button (as shown below):



Checkout \* indicates a required field

Email address \*

Confirmation of your purchase will be sent to this email address and it will **not** be used for marketing purposes

I confirm that I have entered the correct weight for the items being sent and that I am not sending any item which is [prohibited or restricted](#) in the UK or overseas. \*

I confirm I have read and understood the [Terms and Conditions](#) \*

Total  
**FREE**

**Complete purchase free of charge**

**PLEASE NOTE:**

- \*We strongly advise that you weigh your items for step 3 of this guide, to ensure an accurate weight is recorded for each submission package.
- In addition, we would not advise sending more than 4 submission boxes in one outer envelope. Doing this will negate any possible compensation as the contents are liable to damage due to over filling.
- Once you have completed your collection request please keep your confirmation email as it will contain the tracking number. Avacta will not have any record of this number. This will be required should you need to trace your post.
- Royal Mail have a limit of up to 5 parcels per daily collection.
- The tracking number on the postal label will stay live indefinitely and will only register when it is scanned into the Royal Mail network.