

Parcel tracker status explained

If you're waiting for a delivery, you can track your delivery on this site. Our Parcel Tracker uses the tracking scans from our depots and Drivers to provide you with all the latest information.

After entering your tracking number, reference number or consignment number into the Parcel Tracker a screen will appear showing you the consignment status of your delivery. Please refer to the table below for a detailed explanation of each consignment status.

Consignment status	Further information
"Collected"	<p>Your parcel has been collected from the sender and has entered our network. It will not be delivered today, but in most cases will be delivered tomorrow, please check the Parcel Tracker again later for an update.</p> <p>Note: We do not deliver on Sundays, so the next day in some cases will be a Monday.</p>
"At delivery location"	<p>Your parcel has arrived at our delivery depot. In most cases it will be delivered today, but please check the Parcel Tracker later for confirmation that your parcel is 'Out for delivery' with our Driver.</p>
"Out for delivery"	<p>Your parcel is with our Driver and will be delivered today (between 7am & 6pm), please ensure an adult is at the property to sign for it as we cannot deliver without the signature of someone over 18.</p>
"Delivered"	<p>Your parcel has been delivered, someone else at your property may have signed for it on your behalf or our Driver may have left a card with further information. Please check before calling us.</p>
"Part delivered"	<p>Your delivery has been part delivered. Please contact Customer Services on 02476 937770 for further information.</p>
"Delivery attempted"	<p>Our Driver has tried to deliver your parcel today, but was unable to obtain a signature. He will attempt to deliver again tomorrow.</p> <p>To rearrange delivery for an alternative day, please visit the 'Manage my delivery' page of this website.</p>
"Please call"	<p>Your parcel is at our delivery depot, but we require further information to enable us to deliver it to you. Please contact Customer Services on 02476 937770.</p>
"Delayed"	<p>Unfortunately the delivery of your parcel has been delayed. Please check the website later for an update, or contact Customer Services on 02476 937770 for further information.</p>