

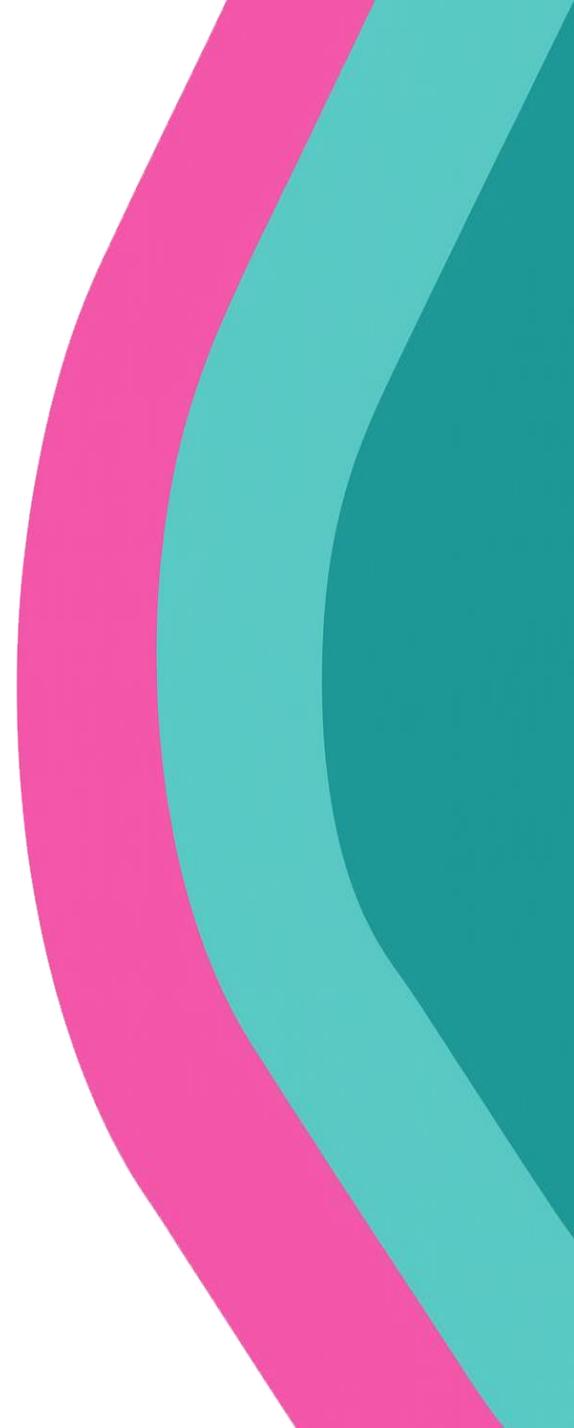


# How to Manage your eCourier Account online



# Content

- Dashboard
- Available Tools
- Past & Future Jobs
- Access Invoices & Credit Notes
- Password Reset



# Dashboard: Where to Start

Access your dashboard

BOOK A JOB | GET A QUOTE | **MY ACCOUNT**  LOG OUT

Search Job Number Search by your Reference My Accounts 

LIVE DELIVERED CANCELLED

Job Number	Date/Time	Pick Up	Delivery	Service	Collection Time	Delivery Time	Status
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Once logged in, you will land on the Dashboard.  
To manage your bookings and reports, select **My Account**.

# My Account Overview



## My Account – Available Tools

DASHBOARD | BOOK A JOB | GET A QUOTE

 LOG OUT

### My Account



MY ACCOUNT



PAST & FUTURE JOBS



ONLINE BOOKINGS



CREATE REPORT



INVOICES



CREDIT NOTES

Inside **My Account**, you can view jobs, run reports and manage billing documents.

# My Account Overview

## View Past & Future Jobs



PAST & FUTURE JOBS

Use **Past & Future Jobs** to view upcoming deliveries and completed jobs, including reference number and statuses.

## How to Search

Job Number

Search

Advanced Search

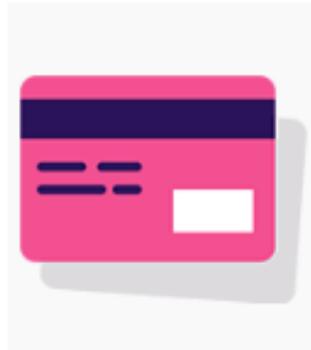
To Search, type the **Job Number** if you have it. If not, click “**Advanced Search**”, and you can search by “**Shipped From**” to “**Up to Date**,” by post code, purchase order, or invoice number

# My Account Overview

Access Invoices & Credit Notes



INVOICES



CREDIT NOTES

Download **Invoices** and view available **Credit Notes** directly from **My Account**, without contacting customer support.

## Results

Invoice	Amount	Tax	Total	Raised	Due Date
557586	10.93	20% 2.19	13.12	2025-07-31	2025-08-30
531430	17.21	20% 3.44	20.65	2024-09-30	2024-10-30
529080	9.95	20% 1.99	11.94	2024-08-31	2024-09-30
507285	7.61	20% 1.52	9.13	2023-11-30	2023-12-30
504788	30.00	20% 6.00	36.00	2023-10-31	2023-11-30
499452	49.13	20% 9.83	58.96	2023-08-31	2023-09-30
495326	125.29	20% 25.06	150.35	2023-06-30	2023-07-30

The portal will only display the last 30 **Invoices** & **Credit Notes**.

If you need to search beyond what is available via the portal, please email [queries@ecourier.co.uk](mailto:queries@ecourier.co.uk)

# My Account Overview



## Password Reset

Username
Password
<input type="checkbox"/> <a href="#">I Accept the Terms and Conditions of</a>
Login
Forgotten Password
Create Account

### Forgotten your password?

To reset your password, visit [www.ecourier.co.uk](http://www.ecourier.co.uk), click **Sign in**, then select **Forgotten Password**.

Enter your registered email address and we'll send you a link to reset your password.

To set-up a new user, please e-mail [happiness@ecourier.co.uk](mailto:happiness@ecourier.co.uk)



# Contact Us

Need Help & Support



## General Support

For general queries or technical support with the online portal, including access issues or booking problems, please contact:



[happiness@ecourier.co.uk](mailto:happiness@ecourier.co.uk)



## Billing & Reporting

For queries relating to invoices, reports or credit notes, please contact:



[queries@ecourier.co.uk](mailto:queries@ecourier.co.uk)



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