

The APC Booking Platform Update – Customer Guide

Introducing Our New Graphical User
Interface



Introduction



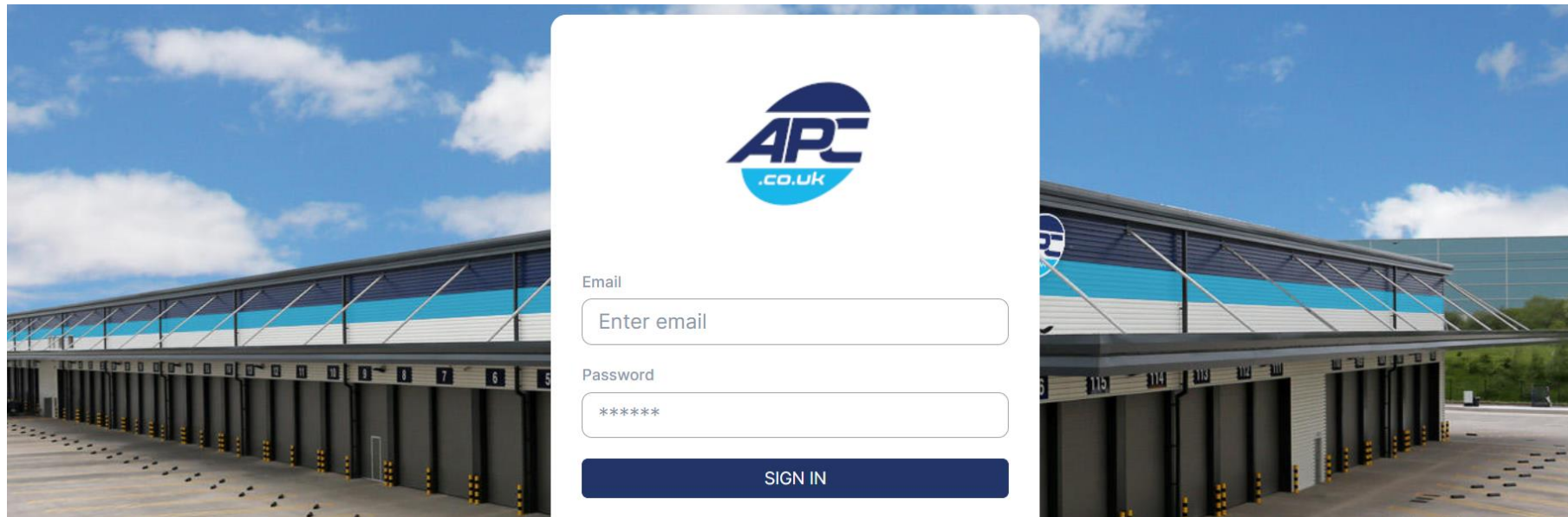
Introduction



Whilst the new interface may look different, the original functionality remains the same but there are some enhancements to the user experience.

This guide is for general use for shipping customers

This release marks a significant milestone for the APC Booking Platform, with the launch of our brand-new Graphical User Interface (GUI). Designed with both our depots and shippers in mind, this update delivers a refreshing modern look that's visually appealing.



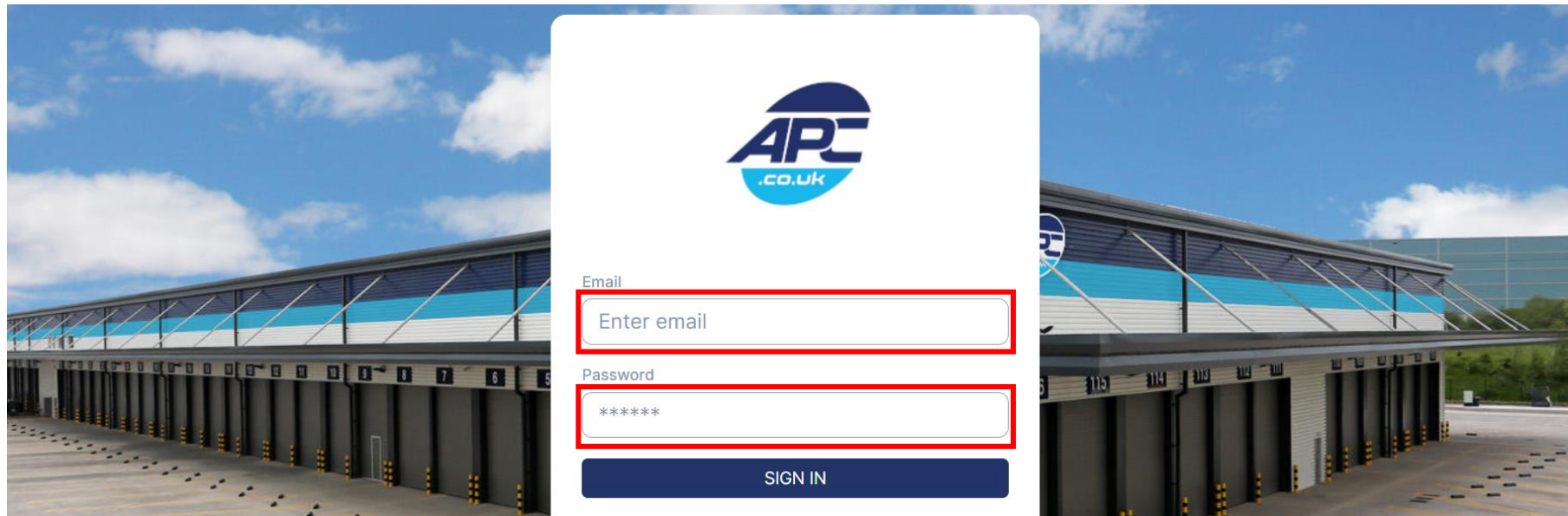
Introduction



We've looked at the user experience by streamlining layouts, simplifying navigation, and enhancing responsiveness across desktop and mobile devices. From improved visibility of key booking details to enhanced data visibility, the refreshed look has been thoughtfully redesigned to support your day-to-day operations making it easier for customers to complete tasks with fewer clicks. We know how valuable your time is, and this new interface is aimed at being more efficient, more intuitive, and more enjoyable.

Although this is a big change, we're confident that this new interface will feel like a breath of fresh air - let's take a closer look at what's new.


First step, log in using your existing credentials



Main Landing Page



Once you have logged in you will navigate to the My Account page

In the new GUI the menu bar is not automatically on show, this is to increase the information visible on the screen. To view the menu, click on the circle  top left and this will display the menu options on the left-hand side. There is no change to the available menu options

Creating New Orders with Ease



Creating New Orders with Ease (Manual Entry)



We recognise that one of the most essential tasks for customers using our Booking Platform is the ability to quickly and easily create new orders. To support this, we've introduced a prominently placed "New Order" button at the top of most pages within The Booking Platform. This allows shippers to initiate new bookings with fewer clicks and greater efficiency – no matter where they are in The Booking Platform.



New order entry page is different, this is to get everything on a one page view

You will find all the same information at the top of the new screen as you would have found in the old, albeit the layout is different

My Orders / Order Entry / Order Details

Number [] Track [] New Order []

Test Account DQ 240925 (2409DQ)

search []

Filter by Order Number []

202602121009954 0001347

WS11 8LD Kingswood Lakeside
WS11 8LD Kingswood Lakeside - 12/02/2026
Ref.

Template Select... Reference number [] Collection date * 12/02/2026 Ready at * 08:00 Closed at * 18:00

Delivery type Sender Reference number 2

Collection ADDRESS BOOK POSTCODE ADDRESS FINDER

Country United Kingdom Postcode WS11 8LD

Company Name * ATEST2409DQ Contact name Test Account DQ 240925

Address line 1 * National Sortation Centre Address line 2 Blakeney Way

City * Kingswood Lakeside County Cannock

Phone []

Email david.quinton@apc-overnight.com Instructions []

Delivery ADDRESS BOOK POSTCODE ADDRESS FINDER

Country United Kingdom Postcode []

Company Name * [] Contact name []

Address line 1 * [] Address line 2 []

City * [] County []

Phone [] Mobile []

Email [] Instructions []

Safespace Not allowed Allowed Consignee choice

Goods info

Goods description []

Goods value(E) 0.00

Security Fragile Increased liability

Please tick this box if you require the full Goods value to be covered by increased liability (Please note this will incur an extra charge).

Items

items * 1 Type All Static weight(kg) 0.00 Volumetric weight(kg) 0.00

PTN	Item ref #	Weight(kg)	Length(cm)	Width(cm)	Height(cm)	Value(E)	Volumetric(kg)
	01						0.000

ADD PARCEL []

SHOW AVAILABLE SERVICES []

If you create consignments using the API, Importer, CSV File Data Import or any of the Integrators, there is no change

Creating New Orders with Ease



- “Sender” – Standard delivery, collection details will be grey, you will need to populate delivery details as per existing process
- If selecting Recipient “Standard PUR” you will need to populate the collection details as per standard process
- If selecting “Third Party” You will need to populate both fields as per standard process
- No changes to the address book or postcode finder functionality
- The default “Safe place” setting for new accounts does not change this is still set as “Not Allowed”
- No change to the required information for the consignment, you will find the available services section at the bottom right of the page
- ND16 remains as the default service (unless users have bespoke rules in place for the selection of services)
- Once service is selected, click the “confirm and print” button which is located bottom right of the screen

My Orders / Order Entry / Order Details

Number Track New Order

(100)

Account: DQ0408
Template: Please select...
Reference number:
Delivery type: Sender

Collection date: 11/11/2025
Ready at: 08:00
Closed at: 17:00

Goods info

Goods description:

Goods value(£): 0.00

Security
 Fragile
 Increased liability

Please tick this box if you require the full Goods value to be covered by increased liability (Please note this will incur an extra charge).

Items

#Items: 1
Type: All
Static weight(kg): 0.00
Volumetric weight(kg): 0.00

PTN	Item ref #	Weight(kg)	Length(cm)	Width(cm)	Height(cm)	Value(£)	Volumetric(kg)
	01	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.000

ADD PARCEL

SHOW AVAILABLE SERVICES

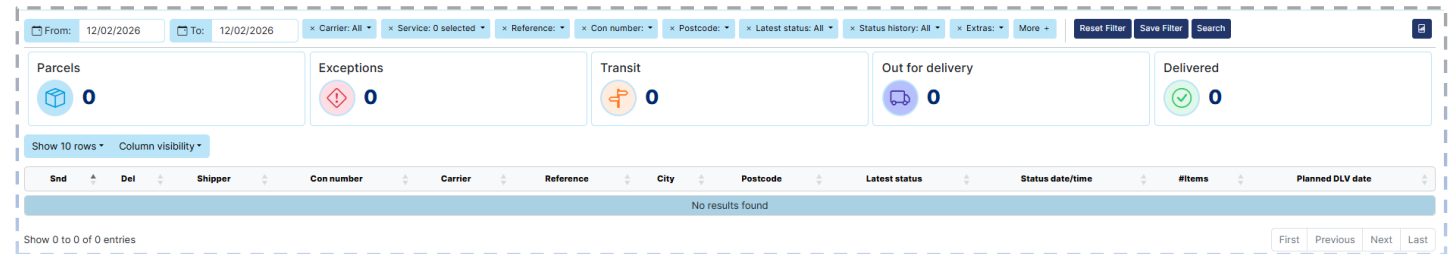
Track Your Consignments in Seconds



Track Your Consignments in Seconds



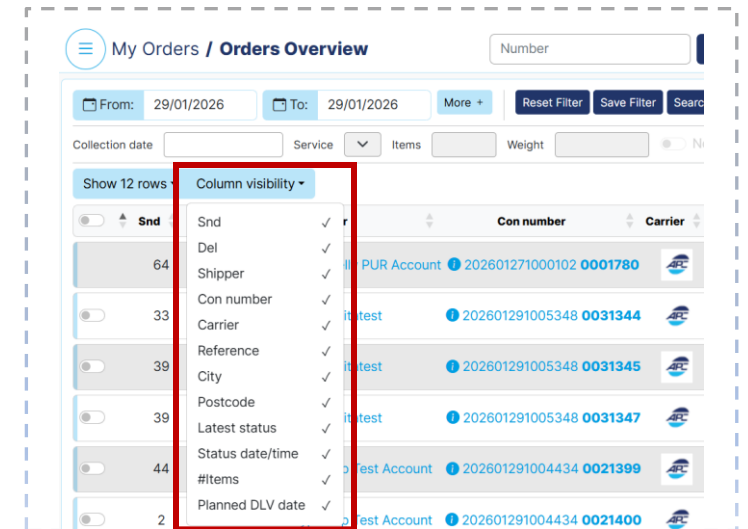
Tracking consignments is another key task for customers; we've made it easier than ever within the new interface. We've introduced a dedicated consignment search bar at the top of most pages within the Booking Platform. Simply enter a consignment number, click the 'Track' button, and you'll be taken straight to the detailed tracking data for that consignment. No more navigating through multiple menus, just fast, direct access to the information customers need to stay informed and in control.



Within orders overview you have the ability to set your preferred filters, once you have selected these you must click save filter so they will be remembered at specific user login

There is new functionality, you now have the ability to change the column header views, within the "column visibility dropdown" section. This new functionality enables you to simplify the information on show

The other change on this screen is the default view setting will now be 12 entries previously this was 25, you however still have the ability to increase this up to 200 by clicking on the show rows drop-down





Track Your Consignments in Seconds

If you need to edit a consignment from the orders overview screen before it is manifested, it will now launch the order entry page on a new tab so once you have completed your edits and selected “Show Available Services” and then re-printed the label, you can close the tab and this will take you back to your order overview summary, without the need to re-load all of the data within your filters

Orders Overview dashboard – this is defaulted to show, but can be hidden by clicking on the button top right-hand corner of screen “shown below”

The dashboard provides a quick and easy visual of the status of the consignment based on the selected date range and status group

Transit Examples (But not limited to) - At Hub, Collected/Pick Up, Out for Delivery, At Sending Depot, At Delivery Depot, Depot SORT Scan, Missort – At Incorrect Depot

Exception Examples (But not limited to) – Closed/Carded, Booking In Required, Check Address, Intercom No Access. Weather Delay, Vehicle Breakdown and Unable to Attempt

A New Way of Filtering



A New Way of Filtering



We've streamlined the filters within the new interface by moving to inline filters. This has reduced the amount of screen space they occupy – making the interface cleaner and more efficient. The filters are assigned to the user login and will always be visible at the top of the screen to access the filters menu, just select the “More +” button below

If you wish to change any of the filters, you must press “Reset Filter” or they will revert back to the previous selection

The screenshot displays the 'My Orders / Orders Overview' page. At the top, there is a search bar and buttons for 'Track' and 'New Order'. Below this, a row of filters includes date ranges (From: 09/02/2026, To: 12/02/2026) and various dropdown menus for Carrier, Service, Reference, Con number, Postcode, Latest status, Status history, and Extras. A 'More +' button is also present. A red box highlights the 'Reset Filter' button. To the right of the filters are buttons for 'Save Filter' and 'Search'. Below the filters, there are five summary cards: 'Parcels' (1), 'Exceptions' (0), 'Transit' (0), 'Out for delivery' (0), and 'Delivered' (0). Below these cards, there is a table with columns: Snd, Del, Shipper, Con number, Carrier, Reference, City, Postcode, Latest status, Status date/time, #Items, and Planned DLV date. The table contains one entry with the following details: Snd: 100, Del: 44, Shipper: ATEST2409DQ, Con number: 202602121009954 0001347, Carrier: APC, Reference: N/A, City: Kingswood Lakeside, Postcode: WS11 8LD, Latest status: LABEL PRINTED, Status date/time: 12/02/2026 10:15, #Items: 1, Planned DLV date: 13/02/2026. At the bottom left, it says 'Show 1 to 1 of 1 entries'. At the bottom right, there are navigation buttons: First, Previous, Next, Last.

A New Way of Filtering



To customise your filters:

Once you have pressed the “More +” this will display the available filter options:

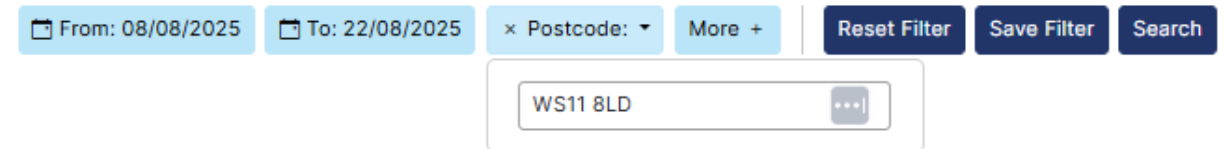
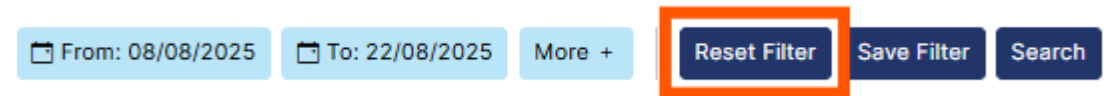
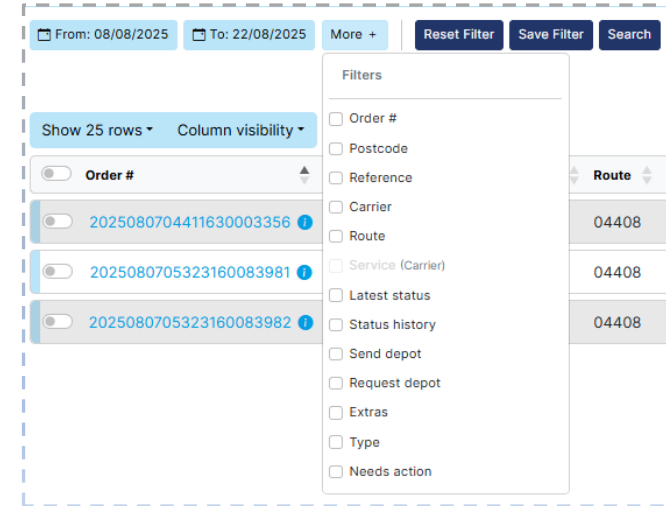
Select the required filters to add them, once you have the filters you require you must click “Save Filter”. The filter will be retained for you as a specific user.

- You can “reset filter” which will clear all of the data within the from and to date
- If you want to remove one of the fields, click the x to the left of the filter tab and then you will have to click “Save Filter” or it will retain the previous filter settings

You will then be prompted to select or enter the filter value

Finally press search to return the required data

When it’s time to clear them all or you need a different view, this can be done using new ‘Reset Filter’ button which makes it quick and easy.



**Enhanced Deliveries and Orders
Overview Screens**



Enhanced Orders Overview Screen



Just above the metrics, the previous mentioned inline filters can be utilised. Underneath the consignment metrics, you'll now see a dynamic table displaying consignments that match your selected filters. By default, all data columns are shown, this is exactly the same as the current view. If you would prefer a more focused view, the new 'Column Visibility' option lets you choose exactly which columns to display. As with the previous interface, each column can be sorted by clicking on the column header. If you deselect a column, it will retain that view for all future searches (this is a specific user level view)

On the opposite side of the table controls, you'll find a "Rows Per Page" selector. As in the previous interface, you can choose to view 15, 25, 50, 100, or 200 rows at a time. Finally, the action buttons have been moved to a fixed position at the bottom of the page. Highlighted below

The screenshot displays the 'My Orders / Orders Overview' interface. At the top, there are navigation elements including a search bar, 'Track', and 'New Order' buttons. Below this, a filter bar shows 'From: 12/02/2026' and 'To: 12/02/2026' with options to 'Reset Filter', 'Save Filter', and 'Search'. A summary section contains five cards: 'Parcels' (18), 'Exceptions' (0), 'Transit' (0), 'Out for delivery' (0), and 'Delivered' (0). The main area is a table with columns: Shipper, Con number, Carrier, Reference, City, Postcode, Latest status, Status date/time, #Items, and Planned DLV date. A 'Show 200 rows' dropdown menu is open on the left, showing options for 10, 25, 50, 100, and 200 rows. The '200 rows' option is selected. At the bottom right, 'DOWNLOAD XLSX' and 'DOWNLOAD CSV' buttons are highlighted. The interface is powered by HypoShip.

Shipper	Con number	Carrier	Reference	City	Postcode	Latest status	Status date/time	#Items	Planned DLV date
TEST chitatest	202602121005348 0031483	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	11/02/2026 18:03	1	13/02/2026
TEST chitatest	202602121005348 0031484	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	11/02/2026 19:04	1	13/02/2026
TEST chitatest	202602121005348 0031485	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	11/02/2026 20:05	1	13/02/2026
TEST chitatest	202602121005348 0031486	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	11/02/2026 21:03	1	13/02/2026
TEST chitatest	202602121005348 0031487	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	11/02/2026 22:04	1	13/02/2026
TEST chitatest	202602121005348 0031488	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	11/02/2026 23:04	1	13/02/2026
TEST chitatest	202602121005348 0031489	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	12/02/2026 00:00	1	13/02/2026
TEST chitatest	202602121005348 0031490	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	12/02/2026 01:00	1	13/02/2026
TEST chitatest	202602121005348 0031491	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	12/02/2026 02:03	1	13/02/2026
TEST chitatest	202602121005348 0031492	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	12/02/2026 03:01	1	13/02/2026
TEST chitatest	202602121005348 0031493	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	12/02/2026 04:01	1	13/02/2026
TEST chitatest	202602121005348 0031494	APC	N/A	Cannock	ZZ1 1AA	LABEL PRINTED	12/02/2026	1	13/02/2026

Easier Management of PURs





Easier Management of PURs - Order Entry

To book a PUR (Pick up Request) click on the drop-down menu to select the type of PUR required

By default,

- It populates the collection address for “sender” type orders
- It populates the delivery address for “recipient” type orders
- For “third party” both sections will be blank for you to populate

The screenshot displays the 'Order Details' section of the APC Order Entry interface. A red box highlights the 'Delivery type' dropdown menu, which is currently set to 'Sender'. The interface includes a search bar, filter options, order details, and delivery information.

My Orders / Order Entry / Order Details

Number Track New Order

chita (12PS12)

search

Filter by Order Number

202602121005348 0031500

WS10 9TU Wednesbury
ZZ1 1AA Cannock - 12/02/2026
Ref: [ITEM REFS]

202602121005348 0031499

WS10 9TU Wednesbury

Template Select... Reference number

Delivery type Sender

Sender

Recipient

Third Party

Collection date * 12/02/2026 Ready at * 18:00 Closed at * 21:00

ADDRESS BOOK POSTCODE ADDRESS FINDER

Country United Kingdom Postcode WS10 9TU

Delivery

Country United Kingdom Postcode

Easier Management of PURs - Order Entry



If you are booking a PUR or a “third party” collection, then you need to change the delivery type in the dropdown menu.

The screenshot shows the 'Order Details' page with a list of orders on the left. The 'Delivery type' dropdown menu is highlighted with a red box, showing options: 'Sender', 'Recipient', and 'Third Party'. The 'Country' is set to 'United Kingdom' and the 'Postcode' is 'WS10 9TU'.

The screenshot shows the full 'Order Details' form. The 'Delivery type' is set to 'Recipient'. The form includes fields for 'Collection' and 'Delivery' addresses, 'Goods info', and 'Items (fast print is ON)'. The 'Items' table shows one item with a value of 0.00.

There is no change to the information that is required when creating a PUR consignment

The screenshot shows a close-up of the 'Goods info' and 'Items (fast print is ON)' sections. The 'Goods info' section includes fields for 'Goods description', 'Goods value(E)', and checkboxes for 'Security', 'Fragile', and 'Increased liability'. The 'Items' section shows a table with one item and an 'ADD PARCEL' button.

Easier Management of PURs - Order Entry



Once you have completed all of the required fields, click on “show available services” at the bottom of the screen, by default it will select ND16, you are required to change this should you need an alternative service. One you have selected the service, click on confirm & print at the bottom right of the screen.

This will then generate the label/s to be printed

Select	Carrier	Days	Delivery by	Weight (kg)	Rate
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input checked="" type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 10:30	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 12:00	10	£0.00
<input type="radio"/>	APC	3	16/02/2026 16:00	10	£0.00
<input type="radio"/>	APC	1	18/02/2026 12:00	10	£0.00



***Nationwide
Parcel Service***
