

Digital Hub

Booking Process
One Pager User Guide

Star Track

How to Add a Booking from Scratch

Step 1 – Pickup the item and bring same to the mail room.

Step 2 – If already at the mail room or already collected, measure the weight and dimensions.

Step 3 – Go to the **Courier Booking** page, complete the data entry and make the booking.

- You must add the sender, receiver addresses
- You must add details of the package or document
- You must add weight and dimensions
- Add the **Address and Shipment Details**.

Step 4 – Click on **Submit & Dispatch** to create the booking

Step 5 – Print the label

Step 6 – Paste the label on the package

Step 7 – Go to **Manifest** page & Manifest the bookings.

Step 8 – Print the Manifest.

Step 9 – Hand over the printed document (Order Summery) to the driver.

Step 10 – Once manifested, book a pickup by either **calling 13 23 45** or through [Parcel Send](#) website.

How to Process a User Added Booking

Step 1 – Check the dashboard and arrange for pickup and bring same to the mail room.

Step 2 – Search by booking and edit the booking by clicking on the Orange Pencil icon

Step 3 – You will be redirected to **Courier Booking** page, complete the data entry and make the booking.

- You must add weight and dimensions.
- Make sure all the Delivery details are completed.

Step 4 – Click on **Submit & Dispatch** to create the booking

Step 5 – Print the label.

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Step 7 – Go to **Manifest** page & **Manifest** the bookings.

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Step 9 – Hand over the printed document (Order Summery) to the driver.

Step 10 – Once manifested, book a pickup by either **calling 13 23 45** or through [Parcel Send](#) website.

Star Track Courier

How to Add a Booking from Scratch

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Step 3 – Go to the **Courier Booking** page, complete the data entry and make the booking.

- You must add the sender, receiver addresses
- You must add details of the package or document
- You must add weight and dimensions
- Add the **Address and Shipment Details**.
- In case of an external pickup, **Return** toggle must be selected.

Step 4 – Click on **Submit & Dispatch** to create the booking

Step 5 – Print the label

Step 6 – Paste the label on the package

Step 7 – Go to **Manifest** page & Manifest the bookings.

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Step 9 – Hand over the printed document (Order Summery) to the driver.

*Star Track Courier services **DO NOT** need a pick-up to be booked through calling or using the website.

Toll/TGE Priority

How to Add a Booking from Scratch

Step 1 – Pickup the item and bring same to the mail room.

Step 2 – If already at the mail room or already collected and Non-document, measure the weight and dimensions.

Step 3 – Go to the **Courier Booking** page, complete the data entry and make the booking.

- You must add the sender, receiver addresses
- You must add details of the package or document
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- You must add the sender, receiver addresses
- You must add details of the package or document
- You must add weight and dimensions
- You must check and add the HS codes – this can be done by creating a [DHL MyGTS](#) account. The links are on Digital HUB as well.

Step 4 – Click on **Submit & Dispatch** to create the booking

Step 5 – Print the label.

Step 6 – Paste the label on the package.

Step 7 – Hand over to the DHL driver.

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Thank You
