

CUSTOMER PORTAL

USER GUIDE



Welcome

LET US DISCUSS

1 Registration

2 My Account

3 Track my Delivery

4 Deliveries

5 Returns

6 Order Management

7 Credits

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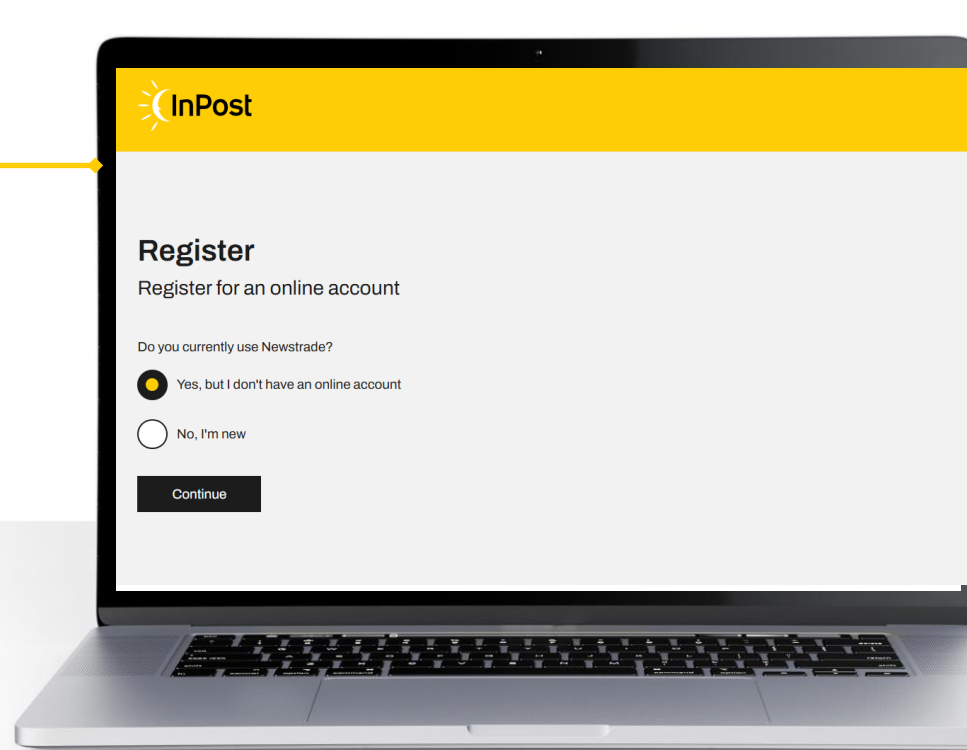
9 Customer Support

1

REGISTRATION

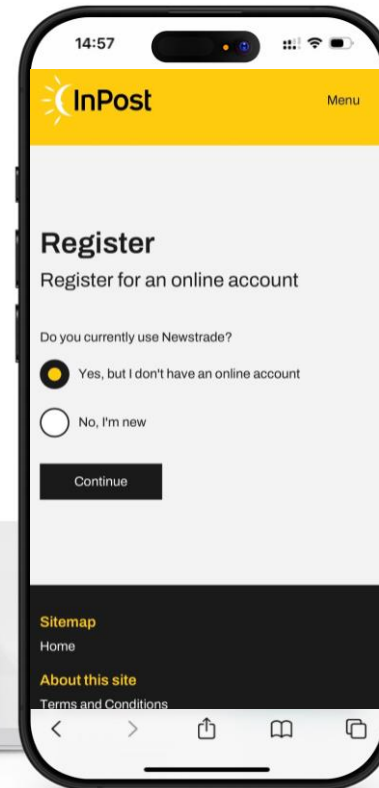
Registration

You can register on the website by going to: [Register here!](#)



The laptop screen shows the InPost website's registration page. At the top is a yellow header with the InPost logo. Below the header, the page has a light gray background. The title 'Register' is in bold, followed by the subtitle 'Register for an online account'. A question 'Do you currently use Newtrade?' is displayed with two radio button options: 'Yes, but I don't have an online account' (which is selected) and 'No, I'm new'. A black 'Continue' button is at the bottom.

You can also register and manage your account using our web-app here: [Customer Portal Web-App](#)



The smartphone screen displays the InPost mobile app's registration page. It features a yellow header with the InPost logo and a 'Menu' link. The main content area is light gray and contains the same 'Register' form as the laptop version. At the bottom, there is a dark footer with links for 'Sitemap', 'Home', 'About this site', and 'Terms and Conditions'. The bottom of the screen shows a standard mobile OS navigation bar with back, forward, and other icons.

Registration



Welcome back

Please enter your details.

Customer reference number

Password

 [Show](#)

[Forgot password?](#)

[Log in](#)

Don't have an account? [Register instead](#)



Navigate to 'Don't have an account? [Register Instead](#)'

Before you start you will need the following information:

- Your customer reference number
- A recent delivery note
- Valid email address

Enter your account number this will be located on any paper document you have received on the top left-hand corner.

Register

For an online account

Please enter your customer reference number:

6-digit number shown on all of the documents you receive from us.

[Continue](#)

Registration

Sign up

For an online account

1 Document review and agreement

In this section, you will be asked to provide information about a delivery note.

The date on your delivery note.

20/02/2026



The grand total presented on your delivery note.
For example: 393.77

0

The document number:
10-digit number on the left side of your delivery note

2 Conditions and agreements

Please read and agree to the following documents:

☐

I have read the current [Terms & Conditions \(PDF\)](#).

Continue

From the most recent delivery note fill in the required information,

- Date of delivery note
- Grand total
- Document number

You must also agree to the terms and conditions in order to continue with registration

You will then need to enter your personal details such as,

- Email address
- First name
- Surname

And finally entering a secure password
(minimum 8 characters , uppercase and lower case and symbol or number)

Great! You're almost there

We just need a few more details to complete your registration.

E-mail address

First name

Last name

New password

Password must have at least 8 characters and contain at least one uppercase letter, one symbol and one number.

Show

2

MY ACCOUNT

My Account

Here you will be presented with the following options that you can make to your Customer Portal account.

Account settings - In this sections you will be able to update personal details

Password - You can update your password as and when required

E-mail notification - Here you can, Manage email preferences, receive communication from Inpost and third party emails

Go Paperless - Manage printed communication , removing from printed daily documents, delivery note, credit note and final delivery note

Update account - Update landline/ mobile phone number, the stores delivery drop instructions

Bank holiday availability - Forthcoming Bank Holidays will display on Home page, but you can check status here

Settings

Password

E-mail Notifications

Go Paperless

Update Account

Bank Holidays

My Account 

Log out

3

TRACK MY DELIVERY

Track my Delivery

During times you are able to track your delivery in real-time,

1. Click Home
2. Select view live van location.
3. This will show a map with Vehicle location and estimate arrival time.



Notifications **171** Customer Support My Account ▾

[Home](#) [Deliveries](#) [Returns](#) [Order Management](#) [Credits](#) [Invoices](#) [Document Archive](#)



Delivery Update

Your delivery was dispatched and is currently on its way to you.

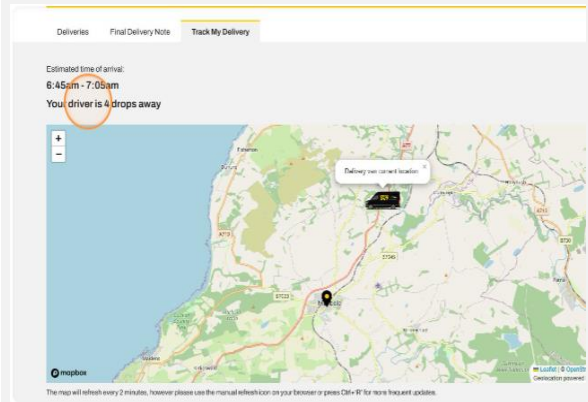
[View live van location](#)



Track my Delivery

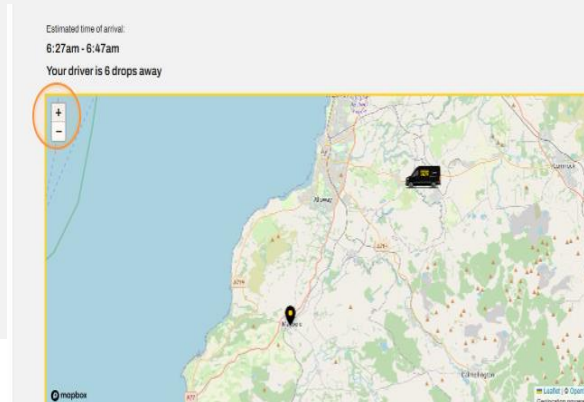
1

The map will display the ETA and the number of drops away the driver is. The InPost van indicates the location of the driver and there is a pin drop at the destination.



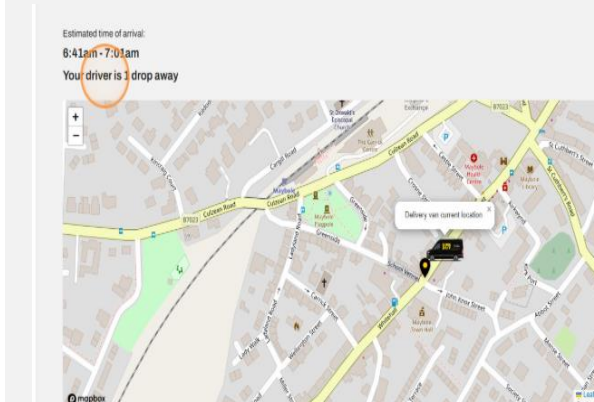
2

Click the plus or minus on the map to zoom in and out.



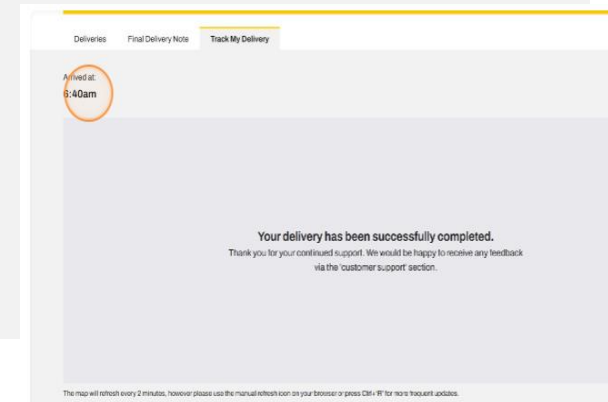
3

The time will adjust automatically if the driver encounters any delays on the route.



4

When the delivery has been successful the below screen will appear confirming the arrival time.



4

DELIVERIES

Deliveries

The 'Deliveries' screen allows you to view all of the products delivered on a specific day. This will show you the title and the amount we delivered.

Deliveries

This delivery screen allows you to check your intended delivery by date, record any necessary delivery claims on the day of delivery, register any over supplies to be charged to your account and download your delivery note as a PDF or as an Excel spreadsheet.

Deliveries

Final Delivery Note

Track My Delivery

Date

(Today) 25/02/2026

▼

Search

🔍

Filter by type

Please select

▼

Submit

Delivery note number:

7112653792

Download

PDF

Exce

You can search by the delivery note number or change the date of delivery by selecting the (Today) option.

You can filter by product type including Daily Newspapers, Magazines, Stickers and Part works.

Filter by type

Please select

▼

Please select

All

Daily

Magazine

Sunday

Sticker

Confectionary

Fast moving goods

Part work

Voucher

Making Claims

If you are ever missing any products then you can make a claim using the ‘Deliveries’ tab

Title	We delivered	You received	Difference	Action
<u>CLASSIC CAR BUYER</u> 25/02/2026 • Magazine	2	1	1	Select an Action Select an Action Credit Request Replenish Request
<u>CLASSIC CAR WEEKLY</u> 25/02/2026 • Magazine	1			

Enter the amount you are missing and select an action.

- Credit Request – The charged amount will be credited to your next invoice.
- Replenish Request – If stock is available, we will resupply this on the next possible delivery.

Delivery claim. Ref:
2605108540. 20/02/2026.
Received successfully

Submit

Once complete, scroll down and select ‘Submit’ You will then be given a reference for the Credit Request or Replenishment Request.

Report Delivery Charges

Title	We delivered	You received
<u>CLASSIC CAR BUYER</u> 25/02/2026 • Magazine	2	
<u>CLASSIC CAR WEEKLY</u> 25/02/2026 • Magazine	1	
<u>CRUFTS 2026</u> ONE SHOT • Magazine	5	
<u>EXPRESS SCOT M-S</u> 25/02/2026 • Daily	5	

5 RETURNS



Returns

The 'Returns' screen allows you to manage the return of any unsold products associated with your account and view previous and future recall notes.

Returns

Simply change the date filter to locate the correct document. You can save an electronic copy of your returns information for your reference. Please note the returns screen does not record any return credit information. All return queries should be recorded in the 'credits' tab.

If your returns have not been collected today, you can also raise this here. Clicking this will send a message to the branch alerting them returns are awaiting collection.

Recall Note

Future Recalls

Last Chance for Credit

Date

(Today) 07/03/2026

Search

Filter by type

Please select

Submit

Returns not collected today

You can search by product title or you can check day by day.

Last chance to Credit

The ‘Last chance to credit’ section gives you full visibility of any products that need to be returned in the next two days. Please note that any unsold product must be returned on or before the recall date in order to ensure credit.

You can filter this section by the following.

- Today
- Tomorrow
- (In 2 days)

If you want to see further than this, you can navigate to future recalls.

Recall Note	Future Recalls	Last Chance for Credit
Last chance to return is: (In 2 days) 09/03/2026		
Title	Return by	We delivered
PRESS JNL INVERNESS HIGH ISLS 02/03/2026 • Daily	09/03/2026	6
PRESS JNL INVERNESS HIGH ISLS 03/03/2026 • Daily	09/03/2026	4
PRESS JNL INVERNESS HIGH ISLS 04/03/2026 • Daily	09/03/2026	5
PRESS JNL INVERNESS HIGH ISLS 05/03/2026 • Daily	09/03/2026	9

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ORDER MANAGEMENT



Order Management

The ‘Order Management’ tab allows you to view all of the products that have ordered and lets you add any new products that we offer.

Home Deliveries Returns **Order Management** Credits Invoices Document Archive

Order management

This multi-function tab allows you to access and amend your standing orders, add new titles to your standing order list, order extra supplies of current issues where stock is available, view and self-manage your back order book and access and download any available allocation advice notes.

Current Orders Back Orders Allocation Advice Note

Dailies Sundays Magazines Part-Works Stickers Confectionary

+ Add to Order

You can filter the products by the following

- Dailies,
- Sundays
- Magazines
- Part-Works
- Stickers
- Confectionary.

To add new products to your account, select ‘+Add to Order and search for your desired title.

Search



Submit

Order Management

You can ‘Edit’ a title, or you can remove this from your account entirely by selecting ‘Delete’

EXPRESS SCOT M-S - Edit my order:

Is this a permanent change?

☐ Yes, permanent change

☐ No, one off change

Continue

Cancel

Once you select ‘Edit’ you will need to confirm if this is a permanent change or a one-off change.



Edit

Delete

For Dailies, permanent changes will allow you to edit Monday – Saturday

EXPRESS SCOT M-S - Edit my order:

Close

Specify how many copies you want to receive each day

Monday

−

5

+

Tuesday

−

4

+

Wednesday

−

5

+

Thursday

−

5

+

Friday

−

3

+

Saturday

For Dailies, one-off changes will give you the next 14 days (excluding Sunday’s

EXPRESS SCOT M-S - Edit my order:

Clo

Specify how many copies you want to receive each day

Thursday - 26/02/2026

−

5

+

Friday - 27/02/2026

−

3

+

Saturday - 28/02/2026

−

4

+

Monday - 02/03/2026

−

5

+

Tuesday - 03/03/2026

−

4

+

Wednesday - 04/03/2026

Backorders

In this table, you'll find your back orders from the past 12 months. Removing unwanted orders will ensure you do not receive any products you no longer require.

You can see the 'Title' and Copy No of the issue you have requested.

The request date is the date that the back order was put on the account, Please note that this may be the date of a 'Replenishment' or a manual backorder request.

Action date will give you insight into the progress of your backorder.

Main Pack – Indicates that this has been delivered (Followed by the 'Action Date')

New – Indicates that this has not yet been packed, it may be that we do not have any stock available or it is a very recent backorder.

Title	Copy No	Transaction Id	Request Date	Quantity	Status	Action Date	Cancel
WORLD CUP 26 (CA) STAPK ONE SHOT	ONE SHOT	3734927868	25/02/2026	3	Main Pack	25/02/2026	
FIFA 365 2026 (CA) STAPK ONE SHOT	ONE SHOT	3733726824	17/02/2026	3	Main Pack	17/02/2026	
STRING ONE SHOT	ONE SHOT	2534608416	12/12/2025	2	New	-	<button>Cancel</button>

If you no longer require a backorder, you can remove this from your account by selecting 'Cancel'

7 CREDITS

Credits

The Claims page allows you to view and manage your credit returns. You can filter by date to find specific credits and use the Query option to report any incorrect entries. If a return credit is missing, you can submit an Add Additional Query request. Credit advice notes can also be downloaded for your records..

Looking for specific credits for stickers?, you can filter the product type by the following

- Dailies,
- Sundays
- Magazines
- Part-Works
- Stickers
- Confectionary.

You can also search by date or by using a specific title

You can also add fresh queries for titles not on this specific list by click 'Add additional query'

Credits

To check your credit returns, simply select the appropriate date from the filter options. If you notice any incorrect credits, you can use the 'Query' option to request a correction. In case a return credit does not appear on your credit advice note, you can 'Add additional query'. You can also download your credit advice notes for future reference.

Credit Advice Note

Date

05/03/2026

Search

Filter by type

Please select

Submit

Credit note number: Download:

7131682124

[PDF](#)

Add additional query

Managing Credits

There are four distinct sections within the Credits tab. Rejected Credits, News Credits, Magazine Credits and your Credit Note Summary.

The Refused Credit section gives you an overview of all credits that have been refused on that specific credit advice note; this may be due to a couple of reasons. If you do not agree you can ‘Query’ any discrepancies.

The News Credit section gives you an overview of all credits that been granted on that specific credit advice note for any newspapers.

The Magazine Credit section gives you an overview of all credits that been granted on that specific credit advice note for any magazines.

The Summary section gives you an overview of all of the above sections and includes any adjustments and vouchers credited within the same date range.

TIP: If you wish to download this document you can do so by clicking on ‘PDF’ at the top of this page.

Download:
PDF

Summary				
Type	Retail Value	Net Value	VAT	Value (£)
News Credits	£43.80	£35.76	£0.00	£35.76
Handling Allowance Recharges	£0.00	£0.00	£0.00	£0.00
Magazine Credits	£93.33	£69.98	£0.00	£69.98
Adjustments	£0.00	£0.00	£0.00	£0.00
Credit Queries	£0.00	£0.00	£0.00	£0.00
Total	£137.13	£105.74	£0.00	£105.74
Vouchers	£0.00	£0.00	£0.00	£0.00

Querying Credits

If you notice any credits are short or you have been credited for too many you can select 'Query' to raise a request for this discrepancy to be looked at.

Click on the 'Query' button next to the specific title to begin

Title ^	Quantity	Action
BLOOD RED JAN 26 Magazine	3	Query
BLOOD RED FEB 26 Magazine	2	Query
COSY CRIMES ONE SHOT Magazine	4	Query

To report a credit shortage, enter the total number of copies you returned and any supporting comments.

Quantity you returned

Comments

Submit Query

Cancel

Simply enter the total amount that you returned and add any comments, e.g.
"Returned 4, missing 1"

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DOCUMENT ARCHIVE

Document Archive

The Document Archive allows you to view and download all documentation associated with your account. You can search by a specific title or you can go look at a particular date.

‘Search by Title’

Search by Title

Search by Document

Search

Enter title name

🔍

Submit

‘Search by Document’

Search by Title

Search by Document

Search

Document Type

All

▼

From Date

27/02/2026

📅

To Date

06/03/2026

📅

Submit

If you are looking for a specific document type such as a Allocations note you can filter it here.

- All
- Delivery note
- Final delivery note
- Recall note (News)
- Recall note (Mag)
- Recall note (Voucher)
- Allocation note
- Credit note
- Invoice
- Statement

9

CUSTOMER SUPPORT

Customer Support

This section allows you to contact InPost Customer Care team regarding any specific issues you may have.

You can create new message by clicking here.

+ Send a new message

Customer Support

In this section you can contact InPost and request support. If you require assistance with delivery, returns, credits, or have any other questions, please click the 'Send a new message' button. You will then be able to choose a category the request relates to and send us the details. You can also track your query and monitor its status here.

Here you can search for any existing messages that have been raised and you can see their status and reference number

All Contacts

Search

From Date

To Date

Submit

Description, type and date	Status	Reference Number
Items not collected Please be advised that today's returnable items have not been collected!	Complete ●	#000205579329



Sending a new Message

You can contact us by clicking '+ Send a new message'

All Contacts

New Support Request

Create a support request ticket

Need assistance? Please fill out the form below to submit your support request. Our team will get back to you as soon as possible.

Select category for your query

Select Category for your Query

Depending on the type of query type you select the message section will change and may include subcategories.

Type in your message click 'Send'

Select the query category that you wish to raise a message about.

Select category for your query

Select Category for your Query

Select Category for your Query

Delivery query

Collection query

Payment query

Select category for your query

Claim enquiry

Your message