

Collections

We explain how to pre-alert work coming into MHI, or use our couriers to arrange a collection.

- Arranging Collections Using MHI Couriers
- Pre-Delivery Alerts

Arranging Collections Using MHI Couriers

Using the collections page, you can arrange collections using one of our couriers. This means you can instantly create a collection, rather than emailing our collections department. **Please note: you'll only be able to arrange collections once this has been agreed. If this is something your interested in, please contact us!**

Step 1) Enter your consolidated parcel(s) weight and dimensions

Step 2) Select the collection address (currently, you can only have one collection address, specified by trading address within settings)

Step 3) Select the collection service that suits your requirements. The cost will be calculated as collection details are entered in step 1.

- UPS Drop-off is suited to lightweight collections **under 20kg**.
- APC Collections are suited to **20kg+ collections**
- If you need to arrange a collection for **150kg+**, please contact your account manager.

Step 4) Once a service has been selected, we'll ask for more details such as a collection window, or show you available drop off locations.

Step 5) Once arranged, click "**Confirm & Get Labels**" in the bottom right of the screen. This information will be summarised on your collections homepage.

Pre-Delivery Alerts

If you decide to arrange your own transport into MHI, we need to pre-alert our warehouse, so they know how to handle the goods.

Step 1) To get started, click the **'collections tab'** on the left-hand menu.

Step 2) From here, click **“Pre-Delivery Alert”** at the top-right of the page. Here, you'll be prompted to enter the haulier, tracking number, and expected delivery date.

Tracking Number *

Courier *


Number of Pallets/Magnums/Boxes

Number of Items

Expected Delivery Date *


Expected Pickup Date

Expected Pickup Time From

Expected Pickup Time To

Advise Collection

Step 3) Once you click **'submit'**, our warehouse team will know how to handle your shipment!