

CourierExpert Partner Resource Guide

About CourierExpert

CourierExpert is the UK's leading same-day delivery network. We help businesses and individuals get parcels delivered anywhere in the UK on the same day they're booked.

Our Service

- **Same-day delivery** across the entire UK
- **30-90 minute** courier arrival after booking
- **All parcel sizes** from envelopes to pallets
- **Real-time tracking** for complete visibility
- **Dedicated couriers** for each delivery

Your Commission Structure

As our valued partner, you earn commission on bookings from customers you refer:

- Commissions are calculated on the booking value (minus courier costs)
- Automatic payment processing after 30 days (£50 minimum)
- Continue earning from your referred customers for all their future bookings

How Your Referral Link Works

Share your unique referral link with potential customers. They can use it in two ways:

1. Getting Instant Quotes (Most Common)

- Customers visit **courierexpert.co.uk** through your referral link
- They enter their delivery details and get an instant quote
- When they book, they're automatically tracked as your referral
- Perfect for: One-off deliveries and new customers testing the service

2. Setting Up a Credit Account

- Customers visit **forms.courierexpert.co.uk/customers/forms/register/credit/account** through your referral link
- They apply for a business credit account (30-day payment terms)
- Credit account customers get:
 - £12.75 discount on every booking
 - Choice of payment: Direct Debit (convenient) or Invoice (traditional)
 - No pre-payment required
 - Ability to authorise additional users
- Perfect for: Regular business users who need frequent deliveries

Bonus: Authorised Users = More Referrals

When a credit account customer adds authorised users (additional email addresses who can book on their account), these users also count as YOUR referrals if they haven't been CourierExpert customers in the past 12 months. You'll see them appear in your dashboard when they make bookings.

How authorised users book: They simply visit courierexpert.co.uk, enter their authorised email when getting a quote, and receive a booking link via email. No login required - they can book immediately without pre-payment, charged to the credit account.

Important: Customer Retention

If a customer first books through your referral link and later decides to register for a credit account using the same email address, they remain YOUR referral - even if they don't use your referral link when registering for the credit account. The system automatically links them to you based on their original referral.

When You Earn Commission

You earn commission when:

- A **new customer** books through your referral link
- The delivery is **successfully completed**
- At least **24 hours have passed** since the delivery
- The customer hasn't cancelled or received a refund

Important: The commission is calculated on the booking value minus the courier's cost, ensuring a fair commission based on the actual service margin.

When You DON'T Earn Commission

You won't earn commission if:

- The customer has used CourierExpert in the **past 12 months** (existing customer)
- The booking is **cancelled or refunded**
- The customer was referred by **another partner first**
- It's a **self-referral** (you can't refer your own company)
- The delivery hasn't been completed yet
- Less than 24 hours have passed since delivery

Why These Rules Exist

These rules ensure fairness for all partners and reward those who bring genuinely new business to CourierExpert. The 12-month rule means customers who haven't used us for over a year can be referred again.

Commission Processing Timeline

1. **Customer books** → Your referral is tracked
2. **Delivery completed** → 24-hour waiting period begins
3. **After 24 hours** → Commission is approved (if eligible)
4. **After 30 days** → Tolt automatically processes payment (minimum £50)

Monitoring Your Performance

Your Tolt dashboard shows:

- Click-through rates
- Customer conversions
- Commission status for each booking
- Pending and paid commissions
- Complete payment history

Best Practices for Success

Do's

- Share your link with businesses that need same-day delivery
- Explain the benefits of CourierExpert's service
- Mention the credit account option for regular users
- Focus on new potential customers

Don'ts

- Don't spam your link
- Don't misrepresent the service
- Don't try to refer existing CourierExpert customers
- Don't create multiple accounts to self-refer

Frequently Asked Questions

Q: How quickly will customers get their delivery?

A: CourierExpert provides same-day delivery across the UK. Once booked, a courier typically arrives for pickup within 30-90 minutes.

Q: What can be delivered?

A: Almost anything that needs same-day delivery - documents, parcels, packages, equipment, samples, and more. We handle everything from envelopes to pallet deliveries.

Q: How do I know if someone is already a customer?

A: You don't need to check - our system automatically detects existing customers. Focus on reaching new potential customers.

Q: Can I refer international customers?

A: CourierExpert serves UK deliveries only. Customers need UK pickup and delivery addresses.

Q: What if a customer books multiple times?

A: You earn commission on all eligible bookings from customers you referred, not just their first booking.

Q: What if my referred customer upgrades to a credit account later?

A: They remain your referral! As long as they use the same email address they originally booked with, they'll stay linked to you even if they don't use your referral link when applying for the credit account.

Q: How long do I earn commission from a referred customer?

A: You continue earning commission on all eligible bookings from your referred customers as long as they remain active.

Q: Can I use paid advertising for my referral link?

A: Yes, but you must follow advertising guidelines and not misrepresent the service.

Q: What's the difference between a regular customer and a credit account customer?

A: Regular customers pay per booking with a card. Credit account customers get 30-day payment terms (via Direct Debit or Invoice), a £12.75 discount per booking, and don't need to pay upfront. They can also authorise multiple users to book on their account.

Q: If a credit account adds authorised users, do I get commission from them?

A: Yes! If the authorised users haven't been CourierExpert customers in the past 12 months, they count as your referrals too. You'll see them in your dashboard when they make bookings.

Q: How do authorised users make bookings on a credit account?

A: It's seamless - they visit courierexpert.co.uk, enter their authorised email address when getting a quote, and receive a booking link via email. They can book immediately without logging in or paying upfront. The booking is automatically charged to the credit account.

Q: Why is there a 24-hour wait after delivery?

A: This ensures the delivery was successful and allows time for any issues to be resolved before commission is approved.

Q: What if my commission is less than £50?

A: Tolt accumulates your commissions until they reach £50, then processes payment automatically.

Support & Contact

- **Tolt platform issues:** Email jamie@courierexpert.co.uk
- **CourierExpert service questions:** Visit courierexpert.co.uk
- **Commission details:** View your transaction history in this dashboard

Success tip: Focus on businesses that regularly need urgent deliveries - legal firms, medical suppliers, e-commerce companies, and manufacturers are excellent prospects for CourierExpert's same-day delivery service.