Logging into the system

The Aspray24 Track & Trace system can be accessed via an internet browser and visiting www.aspray24.com.

For best results use Internet Explorer 11.

1. Click the ‘quick links’ in the menu bar at the top of the page and then select the ‘UK Track & Trace’ option. This will take you straight to the UK track and trace login page.

2. Click ‘Customer Portal’ in the menu bar at the top of the page. The page will then move down to the customer portal section where you can click the ‘UK Track & Trace’ button.
The Customer Portal area is shown below.

Fill in your usercode and passcode and click on submit to log in.

Please note both usercode and passcode are case sensitive.

If you have forgotten your credentials you can click this link to request your login details.
When your login details have been accepted you will be taken to the search system where you can search via your own unique reference or Aspray24 consignment number.

When a consignment is entered onto our despatch system you will have given the consignment your own reference. This reference is searchable by adding your unique prefix to the start of the reference number.

i.e. Your reference - 12345  
    Your prefix - ZZ  
    Searchable reference - ZZ12345

Our ‘Advanced POD Search’ allows you to enter different search criteria in order to locate your proof of delivery. This includes searching via date range, postcode or customer name.
When you have entered a valid customer reference or Aspray24 consignment number you will be directed to the Despatch Details page as shown below.

The ETA gives a two hour time window which is dynamic and is updated throughout the day depending on the drivers progress.
When the consignment has been delivered the screen will show the time of delivery, the signee and an available POD which can be viewed and printed.

The timeline at the top of the page gives you a visual indication to the status of the consignment within the Aspray24 network.

Details of your Aspray24 consignment are displayed here. The details shown include date of collection and despatch, freight information, delivery information and an ETA which shows a two hour window of when your Aspray24 consignment is likely to be delivered.

This button returns you to the Aspray24 Track & Trace search system which allows you to perform another consignment search.
If the consignment has been delivered and a signed proof of delivery is available then the ‘click here for proof of delivery’ button will be visible. This will enable you to view and download your POD indicating who signed for it and at what time and date.

Above is an image of a POD produced by the Aspray24 Track & Trace System.

This shows the signature of the person who has accepted the delivery.

This shows the name of the person who has accepted the delivery.

This is the time the delivery was made at the delivery address.