

HOW TO
BLOCK (STOP) A PARCEL
IN OMNIPARCEL

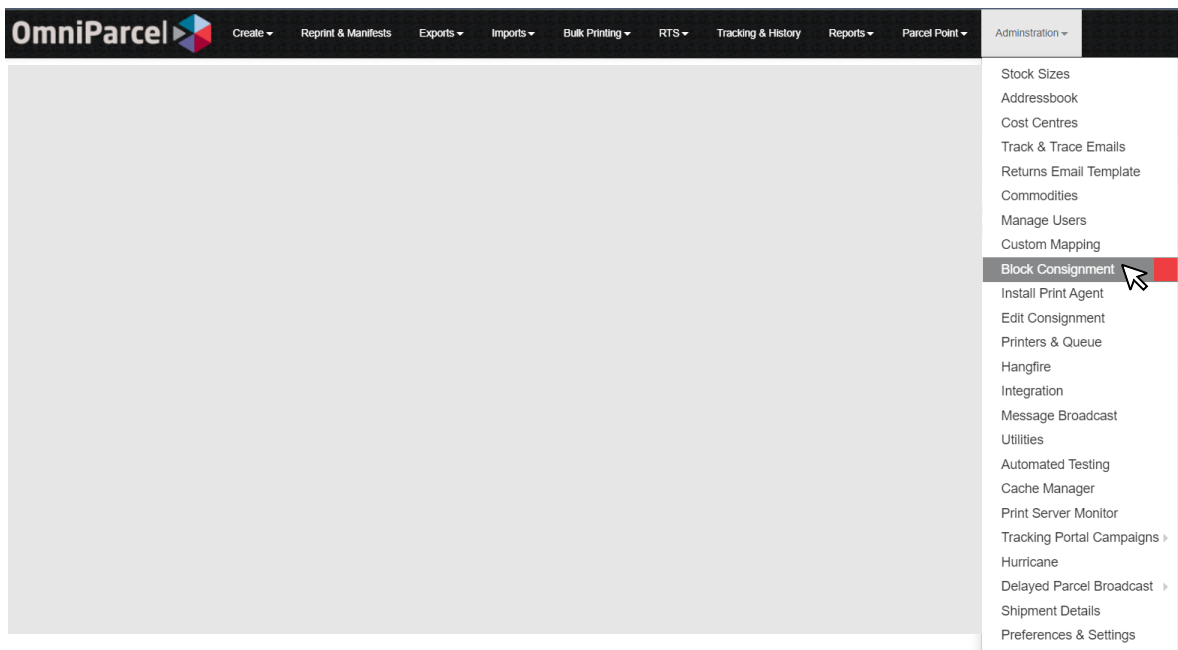




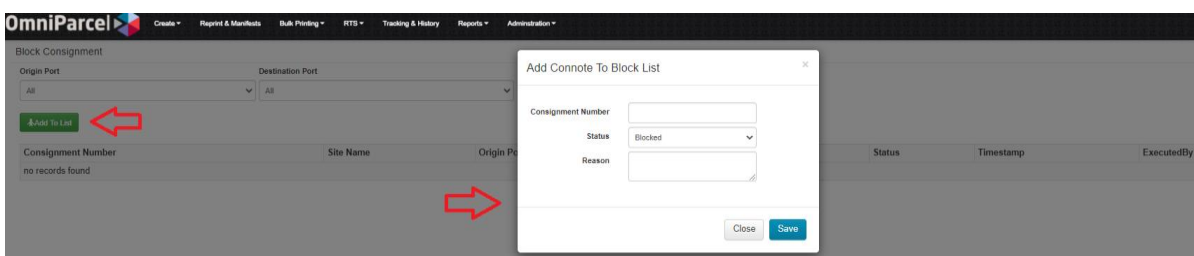
HOW TO BLOCK A PARCEL

For Parcels Not Yet Handed to the Final Mile Carrier

1. Log into OmniParcel.
2. Click on the **Administration** drop-down list and select **Block Consignment**.



3. Click the green button 'Add To List' and the below pop up will appear.



4. Enter the parcel consignment number and select 'Blocked' as the status. Also enter a reason for stopping the parcel in the reason box then press 'save' as shown below.

5. After you have pressed Save, the pop-up will close and you will return back to the list page and notice your package is added to the list (top row).

Block Consignment

Origin Port: All | Destination Port: All | Blocked Only | Search

[Add To List](#)

Consignment Number	Site Name	Origin Port	Destination Port	Status	Timestamp
WRX0232632	MOTOQUIPE (STEADFAST AUSTRALIA)	SYD		Blocked	Today 03:56 PM

6. If you have made a mistake or for any reason need to un-block the parcel you can simply click on the consignment number in the list and then change the status in the pop-up from 'blocked' to 'allowed' as shown below:

IMPORTANT NOTES

If the parcel has been handed to the final mile carrier ('With Final Mile Carrier') or if SEKO does not directly handle the parcel it cannot be blocked via OmniParcel.

For any other enquiries regarding parcel delays, please contact SEKO Customer Service. Please refer to our Customer Service SOP located here for how to contact our CS Team.