

Tracking Guide for YODEL

This guide provides additional information on the tracking status of shipments that are passing through the YODEL network.



Status	Details
Shipment Created or Information	The delivery has been booked, but the parcel itself hasn't yet been received by the courier.
Collected From Customer	RDS eCommerce has shipped the parcel and it's on its way to the Yodel depot.
Arrived At Depot	The parcel receives a scan each time it arrives a Yodel sorting depot. First it will be processed at a national hub, either Shaw, Hatfield or Wednesbury. From here it will be sent to the local delivery hub and will receive another scan for example: Arrived At Depot BRISTOL SERVICE CENTRE
Out for delivery	The parcel has been allocated to a van for delivery today.
Driver En Route	The parcel scheduled for delivery. The driver will attempt delivery today.
Delivered	The parcel has been delivered to the recipient or with a neighbour.
Alert or Problem	The delivery can't be completed. Contact us if you see this status.
Refused	The parcel has been refused by the receiver. It will be returned to RDS eCommerce. Please process can't be stopped.