



Carrier Guide - Domestic

V1.1

For more information:

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Parcelhub Carrier Guide Version Control49

1.0 Overview

This guide is designed to support customers accessing the specifications for each carrier in Parcelhub's parcel services in the table below:

Product & Service		Description
Tracked	48	Domestic business to consumer tracked courier service offering leave safe and proof of delivery services. Optional compensation available
	ETA48	Domestic business to consumer tracked courier service with 2hr delivery notifications. Leave safe, proof of delivery and optional compensation available.
	72	Domestic business to consumer tracked courier service offering NON-POD and POD services.
Premium Tracked	24	Domestic business to consumer tracked courier service offering NON-POD and POD services with optional compensation available
	ETA24	Domestic business to consumer tracked courier service with 2hr delivery notifications. Leave safe, proof of delivery and optional compensation available.
	Saturday	Domestic business to consumer tracked courier service offering NON-POD and POD services with optional compensation available
	Timed Options	Domestic business to consumer tracked courier service offering NON-POD and POD services with optional compensation available
Consumer Returns	48 / 72-hour Parcel Shop	Offering a great selection of small to medium sized parcel options to be dropped to store or a selection of lockers.
	48hour Collect from Home	Collect from home also available and perfect for any customers unable to get out to stores.

This guide should be read in conjunction with the Domestic Fully Tracked guides.

If any carrier withdraws a service, that service will cease to be available to the customer, and Parcelhub will not under any circumstances be liable for such withdrawal. Similarly, if a carrier limits the availability of a service for any reason, Parcelhub will only provide that service in such manner as it considers appropriate, taking account of the limitations imposed by the carrier. The customer should discuss any changes, and alternative options, with its account manager.

2.0 DPD

2.1 Service Summary

DPD 10:30	DPD 12:00	Next Day	Saturday & Sunday
Premium timed parcel delivery service ensures your parcels arrive at their destination at the start of the working day	Get your consignments to your customers before noon the following working day	For assured parcel delivery in the UK before close of business the following working day	Giving you nationwide coverage, 7 days a week

2.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹	48	Sun-Sat	1	1 day	2 days
Premium Tracked	24	Sun-Sat	1	0 Days	1 day

2.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to the following location:

https://www.dpd.co.uk/pdf/dpd_highlandislandsinscotland.pdf or

https://www.dpd.co.uk/content/products_services/uk_delivery_services.jsp

Product & Service	United Kingdom				
	Mainland	Channel Islands	Highlands & Islands	Northern Ireland	Isle Of Man
Tracked	✓	✓	✓	✓	✓
Premium Tracked	✓				

¹ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to https://www.dpd.co.uk/pdf/dpd_highlandislandsinscotland.pdf or https://www.dpd.co.uk/content/products_services/uk_delivery_services.jsp for more information. Items destined for Out Of Area or offshore (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

2.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Expresspak	Parcel
Tracked	48	✓	✓
Premium Tracked	24	✓	✓

2.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Carrier Maximum Dimensions	Girth L+W+H	Maximum Weight
Tracked and Premium Tracked	Expresspak	Length 53cm x Width 40cm x Height 10cm	103cm	5.0kg
	Parcel	Length 100cm x Width 60cm x Height 70cm	230cm	30kg

2.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service	POD	
Tracked and Premium Tracked	Expresspak	✓
	Parcel	✓

2.1.6 Delivery Images (POD)

When an item is delivered the delivery driver will take a photo either handing the item to the householder or on the floor with the door open, if a copy of this image is required please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly but only do this if one isn't available after checking on the carriers own website. You can however see the name of the person who signed for the item in the portal.

2.1.7 Delivery Attempts

DPD wants your customers to receive their deliveries right first time, but occasionally they will leave a calling card, and will let the end recipient know straight away. DPD will also send a text or email so the end recipient can rearrange their deliveries and don't have to wait until they get home. And DPD will send them an SMS and email along with a picture of where the calling card was posted.

2.1.8 Carrier SMS & Email (Domestic)

Input the parcel receiver's email address and mobile number, and they'll receive a notification of their one-hour delivery window.

2.1.9 Safe Place Photo

Items delivered to your leave safe location on domestic fully tracked services using DPD will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136).

Your customers will be offered the leave safe location option as part of options for 'not going to be in' however they must accept full responsibility for items left at the leave safe location.

2.1.6 ETA

Once the end recipient receives either an SMS or email with the award winning 1hour predict delivery window they have the ability to arrange delivery to a neighbour, leave safe, amend delivery date, upgrade delivery or arrange delivery to a pickup shop. All of these options enhance the customer experience and the ability to deliver on 1st attempt.

2.1.7 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, shipping to FBA locations using any other carrier is not permitted, should you send items using any other carrier your items will most likely become delayed or returned.

2.2 Compensation

Compensation is standard on all DPD product range services:

Product and Service		Compensation
Tracked and Premium Tracked	Expresspak	✓
	Parcel	✓

2.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓	✓	✓	✓	✓

2.2.2 Lost Items

On occasion, an item may become lost during the delivery process. For an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £100.

2.2.3 Damaged Items

In the rare occasion an item is delivered damaged you may be asked to provide photographic evidence of both the packaging and the contents. If the contents are damaged then prior to payment by DPD they may request the item is returned to them, failure by the end customer to return the item will result in NO payment made by DPD to the shipper.

If recipient is not willing to hold goods and packaging until claim is completed these can be returned to the shipper but must be done using the outbound carrier, the out bound carrier must be used to ensure there is no dispute on exactly when the damaged happened or perhaps the damage has increased.

Compensation on a 'damage' is limited to the lesser of an item's cost price and capped at £100.

2.2.4 Denial of Receipt

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted.

2.2.5 Delivery Delay

Compensation is only available on a timed service where the delivery has been made outside of the time requested, there is a 30minute grace period then the service is downgraded to the next available service for example requested a pre-10.30 delivery was made at 11.15 the service is amended to a pre noon, and the compensation is the difference between the timed services.

2.2.6 Transit Liability / Carriage

Carriage / Transit Liability is ONLY claimable as part of successful claim relating to loss or disputed delivery.

2.2.7 Claim Timeframes

The initial query must be raised to our WISMO team within 14 calendar days from the date of despatch Claims must be submitted to our claims team via query website (claims portal) within **28 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to <https://www.dpd.co.uk/ts-and-cs.jsp> you will need to review the standard T&C's within this link or for items with weights or dimensions exceeding our Parcel format.

As part of our contract with DPD all end recipients will have the option to leave safe as part of the 'Inflight' delivery options, however this is still down to driver discretion for example if it's raining and the safe place is outside the driver may not leave as requested, also when leaving safe is selected by the end recipient they will have to tick the disclaimer when setting up the option to accept all responsibility if choosing to have the item delivered this way.

Compensation is only payable pending a successful investigation and agreement from the carrier

Please note on DPD only they require a Declaration of no other insurance form to also be completed.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

2.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a DPD service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items; these are highlighted in section **4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link <https://www.dpd.co.uk/ts-and-cs.jsp> it's also important to note that as Parcelhub is the collecting carrier, any restrictions should also be checked against the Parcelhub restricted item list.

2.4 Presentation Requirements

2.4.1 Segregation

When presenting your DPD tracked items, there is currently no requirement to segregate any items.

2.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card². The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

2.4.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval.
- Segregated work should be presented in different containers.

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Parcelhub using your two-week rolling forecast and containers will be exchanged on a one-for-one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

² For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

2.5 Known Surcharges

Items sent on courier services can incur surcharges. The DPD known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Return to Sender (undeliverable)	Where delivery of an item is refused, or the carrier is unable to achieve delivery, or the item is undeliverable for any other reason.
Fuel Surcharge	An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.
3rd Party For Domestic	When a third-party collection from a non-standard collection point within the UK Mainland area is made, returning the item to the main collection site
3rd Party For Offshore	When a third-party collection from a non-standard collection point within an offshore (Highlands, Islands, Northern Ireland) area is made, returning the item to the main collection site
3rd Party For Ireland	When a third-party collection from a non-standard collection point within the Republic of Ireland area is made, returning the item to the main collection site
4th Party For Domestic	When a third-party collection from a non-standard collection point within the UK Mainland area is made, delivering the item to a site that is different from the main collection site
4th Party For Offshore	When a third-party collection from a non-standard collection point within an offshore (Highlands, Islands, Northern Ireland) area is made, delivering the item to a site that is different from the main collection site
4th Party For Ireland	When a third-party collection from a non-standard collection point within the Republic of Ireland area is made, delivering the item to a site that is different from the main collection site
Scottish delivery Zone	A delivery to the Scottish delivery zone
Congestion Charge (London)	A delivery within the London Congestion Zone
Non-coms Handling	For UK Parcels incompatible with the DPD automated sortation equipment
Handling Charge	For UK parcels that exceed the max weights and or dimensions
Oversize Exports	For parcels exported on the Classic Road service including the Republic of Ireland which exceeds the maximum weights and dimensions
Unsuccessful EU Export charge	Applies to the handling and return of parcels destined for EU/EFTA countries which cannot be exported
EU Export return charge zone 1 and ROI	A returns charge which is applied when DPD return the parcel from an EU/EFTA country to cover additional operation and processing costs
Age Verification	A consignment charge where age verification at the point of delivery is required

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversize surcharges will only apply to domestic and offshore services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

2.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

3.0 Evri

3.1 Service Summary

 <p>Next Day</p>	 <p>Standard</p>
<p>Faster deliveries for the orders your customers just can't wait to get, great service for those small to medium sized parcels</p>	<p>An affordable option for those less urgent deliveries, with a range of service features, also includes a large parcel option</p>

3.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ³	STANDARD	Mon-Sat	3	1 day	2 days
	STANDARD -ETA	Mon-Sat	3		2 days
	72	Mon-Sat	3		3 days
Premium Tracked	NEXTDAY	Mon-Sat	3	0 Days	1 day
	NEXTDAY-ETA	Mon-Sat	3		

3.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to <https://www.whistl.co.uk/trackedpostcodeareas>

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
STANDARD	✓	✓	✓	✓
STANDARD - ETA	✓		✓	✓
72	✓	✓	✓	✓

³ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to <https://www.whistl.co.uk/trackedpostcodeareas> for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

NEXTDAY	✓			
NEXTDAY - ETA	✓			

3.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Packets	Parcels	Large Parcels
Tracked	STANDARD	✓	✓	
	STANDARD - ETA	✓	✓	
	72			✓
Premium Tracked	NEXTDAY	✓	✓	
	NEXTDAY - ETA	✓	✓	

3.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Packet	1.2m length. 2.25m length plus girth.	2.0kg
	Parcels	1.2m length. 0.23m ³	15kg
	Large Parcels ⁴	1.80m length. 4.2m max combined length & circumference	30kg

3.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD	POD	Consignee Only (HPOD)
Tracked	STANDARD	✓	£	£
	STANDARD – ETA	✓	£	£
	72	✓	£	
Premium Tracked	NEXTDAY	✓	£	£
	NEXTDAY - ETA	✓	£	£

£ = OPTIONAL

3.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers' feet visible. If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly.

3.1.7 Delivery Attempts

Evri services include a maximum of three delivery attempts, depending on the level of customer contact information a digital calling card may be used or a paper version left by the carrier.

3.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Evri will email and text (ETA only) recipients on the day of delivery. Regardless of the service or format selected customer will receive a 2hour delivery window, end recipients can update their delivery preferences using the Evri APP if downloaded.

⁴ Please ensure you speak to your Parcelhub account manager before shipping items of this size as we may require operational sign off and specialist vehicle may be needed.

3.1.9 Safe Place Photo

Items delivered to leave safe locations on domestic fully tracked services using Evri will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. This photo if available can be viewed using the customer portal in the same way you would view a POD however if this isn't downloadable please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) if required.

3.1.10 ETA

When items are despatched on ETA services, recipients will receive Email and an SMS notification to advise a delivery window. Communications are sent direct from the delivery carrier and will include links back to the carrier websites where recipients may be provided the option to re-direct to a property of their choice or specify a safe place location.

Items sent via Evri 24hr and 48hr services will automatically receive email-based ETA notifications. Delivery windows for this inclusive service will be limited to 2hrs only. Also Included in the ETA contracts is a single SMS to the end recipient on the day delivery is due to also advise of the 2-hour delivery window.

3.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Evri is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

3.2 Compensation

Compensation⁵ is available on the following services

Product & Service		Compensation
Tracked	STANDARD	£
	STANDARD – ETA	£
	72	
Premium Tracked	NEXTDAY	£
	NEXTDAY – ETA	£

£ = OPTIONAL

3.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓		✓		

3.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Any claims for lost parcels or parcels that have stopped tracking in the Evri, network will only be issued once a parcel has stopped tracking for 10 days.

Standard compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £25.

3.2.3 Damaged Items

Damaged items using this carrier are not eligible for Compensation. For further information on the process relating to damaged items and ensuring they meet the packaging criteria, please refer to section **8.10 in our Domestic Fully Tracked Customer Guide**.

3.2.4 Denial of Receipt

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

⁵ Compensation is easily identified within the set up and services as 'Cover'

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Standard compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £25.

3.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

3.2.6 Transit Liability / Carriage

Carriage / Transit Liability is excluded from any compensation process and is not available for any tracked services with this carrier.

3.2.7 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) within **28 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted items (please refer to <https://www.evri.com/send/what-i-can-and-cannot-send> or for items with weights or dimensions exceeding our Parcel format.

Evri (formerly known as Hermes) have different contracts for compensation 'cover', your implementation manager at point of set up will ensure you are aware of how to access the compensation services, however this will only be given if compensation was added at point of quoting with your account owner.

Compensation is only payable pending a successful investigation and agreement from the carrier

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

3.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Evri service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link <https://www.evri.com/send/what-i-can-and-cannot-send> it's also important to note that as Parcelhub is the collecting carrier, any restrictions should also be checked against the Parcelhub restricted item list.

3.4 Presentation Requirements

3.4.1 Segregation

When presenting your tracked items, you will need to segregate your traffic up to two ways, depending upon the services used:

	1	2
Product	Tracked	Premium Tracked
Service	All 48hr and 72hr services	All Next Day services
Formats	All formats	All formats

3.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card⁶. The container card must be affixed to each container to ensure work may be processed through the correct processing channel

⁶ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

3.4.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval.
- Segregated work should be presented in different containers.

The initial allocation will be based on your forecast figures and agreed with your Account Manager. Replenishment will be determined by your two-week rolling and containers will be exchanged on a one-for-one basis unless forecast figures dictate additional requirements. If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

3.5 Known Surcharges

Items sent on courier services can incur surcharges. The Parcelhub parcel known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Relabelling	An item is relabelled by Parcelhub or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ⁷ .
Return to Sender - undeliverable	A per item charge for the return of an item from Parcelhub or our carriers. Visible in item tracking.
H1	A Parcel or Large Parcel has been received which was declared with dimensions and a weight less than the max dims for a packet
H2	A Large Parcel has been received which was declared with dimensions and a weight less than the max dims for a parcel.
H3	Declared as a Parcel, actual dimensions or weight equivalent to Large Parcel

Known surcharges will be invoiced when notified by our carrier on the date the surcharge occurred. Oversize surcharges (OS1-4) will only apply to domestic services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

3.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

⁷ Please refer to your domestic contracts for more information on our Fuel Surcharges

4.0 Yodel

4.1 Service Summary

		
A next day and two-day service designed to effectively manage small to medium sized parcels	A premium service providing a two-hour delivery window on the morning of delivery	A two- or three-day service to offshore locations such as the Channel Isles.

4.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ⁸	48	Mon-Sat	3	1 day	2 days
	72	Mon-Sat ⁹	3	1 day	3 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day

4.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to the following location: <https://www.yodel.co.uk/remote-areas-and-transit-times/>

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
Tracked	✓	✓	✓	✓
Premium Tracked	✓			

⁸ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to <https://www.yodel.co.uk/remote-areas-and-transit-times/> for more information. Items destined for Out of Area (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

⁹ Delivery days vary by offshore location and 3rd party partner. Please refer to <https://www.yodel.co.uk/yodel-services/yodel-uk-delivery/offshore/> for more information

4.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Xpress Mini	Xpress Parcel	Xpect Mini	Xpect Medium	Offshore
Tracked	72					✓
Tracked	48	✓	✓	✓	✓	✓
Premium Tracked	24		✓	✓	✓	

4.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Xpress Mini	50cm longest Length. 0.031m3	3.0kg
	Xpress Parcels	90cm longest Length. 0.113m3	17kg
	Xpect Mini	50cm longest Length. 0.031m3	3.0kg
	Xpect Medium	90cm longest Length. 0.113m3	17kg

4.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD	POD
Tracked and Premium Tracked	Xpress mini	✓	
	Xpress Parcel	✓	✓
	Xpect Mini	✓	✓
	Xpect Medium	✓	✓
	Offshore	✓	✓

4.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers' feet visible. If a copy of the delivery image is required you can locate this within the carrier management system under the POD within the tracking page or can be located on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly.

4.1.7 Delivery Attempts

Yodel Services include a maximum of three delivery attempts, depending on the level of customer contact information a digital calling card may be used or a paper version left by the carrier. For items sent to offshore locations these may only receive 1 delivery attempt before the end recipient is requested to collect from a local post office.

4.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries, Yodel will email recipients on the day of delivery. The Xpect service will include additional features and a 2hr delivery window, the remaining Express and offshore will receive a 4hr delivery window as standard, it's important to note that SMS is only sent if an email has not been opened or is undelivered, SMS is not available on the Xpress mini and Offshore services so valid email addresses are important on all services.

4.1.9 Safe Place Photo

Items delivered to leave safe locations on domestic fully tracked services using Yodel will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. If you require to see this photo if delivery

is disputed, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136).

4.1.10 ETA

When items are despatched on the Xpect services the end recipient will receive ETA notifications, recipients will receive Email notifications to advise a 2-hour delivery window. Communications are sent direct from Yodel and will include links back to their website where recipients may be provided the option to re-direct to a property of their choice or specify a safe place location for more information on the Yodel Inflight service please refer to <https://www.yodel.co.uk/yodel-services/service-enhancements/inflight>

4.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Yodel is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

4.2 Compensation

Compensation is standard on the following new Yodel 2020 product range services:

Product and Service		Compensation – POD must be selected
Tracked and Premium Tracked	Xpress Mini	
	Xpress Parcel	✓
	Xpect Mini	✓
	Xpect Medium	✓
	Offshore	✓

4.2.1 Types of Available Compensation

Compensation is available on the following and only on POD services				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓		✓		

4.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £50.

4.2.3 Damaged Items

Damaged items using this carrier are not eligible for Compensation, for further information on the process relating to damaged items and ensuring they meet the packaging criteria please refer to **section 8.10 within our Domestic Fully Tracked Customer Guide**.

4.2.4 Denial of Receipt (Disputed Delivery)

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £50.

4.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

4.2.6 Transit Liability / Carriage

Carriage / Transit Liability is excluded from any compensation process and is not available for any tracked services with this carrier.

4.2.7 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) within **28 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to <https://www.yodel.co.uk/prohibited-and-restricted-items>) or for items with weights or dimensions exceeding our Parcel format.

Compensation is only payable pending a successful investigation and agreement from the carrier.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

4.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Yodel service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link <https://www.yodel.co.uk/prohibited-and-restricted-items>, it's also important to note that as Parcelhub is the collecting carrier that any restrictions should also be checked against the Parcelhub restricted item list.

4.4 Presentation Requirements

4.4.1 Segregation

When presenting your Yodel tracked items, you will need to segregate your traffic up to two ways, depending upon the services used:

	1	2
Product	Tracked	Premium Tracked
Service	48 Hour and 72 Hour ¹⁰	24 Hour
Formats	All	All

4.4.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card¹¹. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

4.4.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval.
- Segregated work should be presented in different containers.

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Parcelhub using your two-week rolling forecast and containers will be exchanged on a one for one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

¹⁰ Includes offshore items in any 48-hour presentation

¹¹ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

4.5 Known Surcharges

Items sent on courier services can incur surcharges. The Yodel known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ¹² .
Return to Sender - undeliverable	A per item charge for the return of an item from Parcelhub or our carriers. Visible in item tracking.
Non Machinable Parcel	Items that do not travel on a flat or inclined conveyor, items without outer packaging, items where outer packaging does not keep the Parcel stable when moved along, up or down a conveyor, items where labels can only be read manually, items with protruding parts including metals, items where packaging is at risk of splitting when moved on a conveyor due to how they are packed or the contents therein, all hazardous material and any item that has the potential to injure an individual or damage equipment or damage other parcels if moved on the automated machinery.
Xpress surcharge	For items shipped on XPRESS services where the item exceeds one or more of the following: 17kg weight, 90cm length or 0.113m ³ volume.
Out of Gauge (OGL1 / OGV1)	For items shipped on any service (other than the XPECT XL service) where the item is between 120cm & 170cm in length and/or 0.23m ³ & 0.28m ³ in volume.
Out of Gauge (OGL2 / OGV2 or OGL3 / OGV3)	For items shipped on any service where the item exceeds one or more of the following: 30kg weight, 170cm length or 0.28m ³ volume
XPRESS Mini Surcharge	For items shipped on XPRESS Mini services where the item exceeds one or more of the following: 3kg weight, 50cm length or 0.0315m ³ volume.
Aborted Van Collection	Attempted adhoc or scheduled collection but nothing to collect.
Aborted trailer Collection	Attempted adhoc or scheduled collection but nothing to collect or cancellation received post 18:00 the prior working day (Mon – Fri)
Away Collection	For collections not listed as a scheduled collection address in section 3, client and site requirement schedule
BFPO	For deliveries made to RAF Northolt for onward delivery to BFPO addresses
PAN	Where preadvice data has not been provided in accordance with Appendix 1 terms and conditions or is provided without a corresponding parcel entering the Yodel network
Oversized Item	An item has been received that exceeds the maximum dimensions and or weight of an Xpect XL parcel
HGV Packet	For items shipped on the Xpress mini services
HGV Parcel	For items Shipped on any service excluding the Xpress Mini services

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversize surcharges (OGL1 etc.) will only apply to domestic and offshore services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items of our Domestic Fully Tracked Customer Guide**.

4.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

¹² Please refer to your domestic contracts for more information on our Fuel Surcharges

5.0 Royal Mail

5.1 Service Summary

	
A next day service designed to effectively manage letterboxable to medium sized parcels	A two day service for letterboxable to medium sized parcels

5.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹³	48	Mon-Sat	1	1 day	2 days
Premium Tracked	24	Mon-Sat	1	0 Days	1 day

5.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to <https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf> - go to Appendix A on this site

Product & Service		United Kingdom			
		Mainland	Out of Area		
			Channel Islands	Highlands & Islands	Northern Ireland
Tracked	48	✓	✓	✓	✓
Premium Tracked	24	✓			✓

¹³ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to <https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf> for more information. Items destined for Out of Area (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

5.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Letterbox able	Parcel
Tracked	48	✓	✓
Premium Tracked	24	✓	✓

5.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Letterbox able	35.3cm length, 25cm width, 2.5cm height	1kg
	Parcel	40cm length, 25cm width, 30cm height	5kg

5.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD	POD
Tracked	48	✓	£
Premium Tracked	24	✓	£

5.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers' feet visible. If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly. You can however see the name of the person who signed for the item within the portal.

5.1.7 Delivery Attempts

Royal Mail service offers 1 delivery attempt, if no one is available to receive the item then a something for you card is left with instructions for redelivery with the end recipient, Royal Mail have a vast array of alternative arrangements the end customer can use to ensure the item is delivered or collected from a local delivery centre or post office at a convenient date / time. If no collection or redelivery arranged the item will be returned after 18 days and will potentially incur a return to sender surcharge.

5.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Royal Mail will email and text recipients the day before a delivery with an ETA 4-hour window and then on the day of delivery with a 2-hour delivery window. The prominent messaging type is email, and SMS is only used if NO email is provided in the data.

5.1.9 Safe Place Photo

From May 2023 if you're not home and your parcel won't fit through the letterbox or need a signature Royal Mail will leave safe or with a neighbour, safe place photos are at the end recipients own risk and a photo may be taken which if available is viewable on the Royal Mail website.

5.1.10 ETA

When items are despatched on ETA services, recipients will receive Email and SMS notifications to advise a 2-hour delivery window. Communications are sent direct from Royal Mail Retail and will include links back to their website where recipients may be provided the option to re-direct to a property of their choice or specify a safe place instruction.

5.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Royal Mail is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

5.2 Compensation

Compensation is standard on the following 2020 product range services:

Product & Service		Compensation	
		POD	NON-POD
Tracked	48	✓	✓
Premium Tracked	24	✓	✓

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage
✓	✓	✓		✓

5.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £150.

5.2.2 Damage

For damaged items Royal Mail will require photographic evidence of both the packaging and the item(s) within, damaged items depending on damage may be requested to be returned to Royal Mail of which a free post address will be provided, failure for the end recipient to return the damaged item as requested will delay any compensation payment.

Compensation on a 'damaged' is limited to the lesser of an item's cost price and capped at £150.

5.2.4 Denial of Receipt (disputed delivery)

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £150.

5.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

5.2.6 Transit Liability / Carriage

Carriage / Transit Liability is excluded from any compensation process and is not available for any tracked services with this carrier.

5.2.7 Claim Timeframes

Royal Mail require a minimum of 10 calendar days before raising a claim, and within 80 days of the date of Despatch and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items, please refer to https://business.help.royalmail.com/app/answers/detail/a_id/867/~prohibited-goods---uk or for those items with weights or dimensions exceeding our Parcel format

Compensation is only payable pending a successful investigation and agreement from the carrier

Claims must be placed in accordance with our claims process detailed in section **Appendix F in our Domestic Fully Tracked Customer Guide**.

5.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Royal Mail service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link <https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf> or https://www.royalmail.com/sites/default/files/royal-mail-prohibited-and-restricted-items-nov-23-2018---23410530_updated_April_19.pdf it's also important to note that as Parcelhub is the collecting carrier that any restrictions should also be checked against the Parcelhub restricted item list.

5.4 Presentation Requirements

5.4.1 Segregation

When presenting your tracked items, you will need to segregate your traffic just two ways.

	1	2
Product	Tracked	Premium Tracked
Service	48 Hour	24 Hour
Formats	Letterboxable & Parcel	Letterboxable & Parcel

5.2.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card¹⁴. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

5.2.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in York's or in Alps. Depending on the collection vehicle, bags may be used by prior approval.
- Segregated work should be presented in different containers.

The terms on which you use consumables are set out in your contract with Parcelhub. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate and is kept up to date. Replenishment of consumables will be determined by Parcelhub using your two-week rolling and containers will be exchanged on a one-for-one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

5.5 Known Surcharges

Items sent on courier services can incur surcharges. The Royal Mail Retail known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ¹⁵ .
Return to Sender - Undeliverable	A per item charge for the return of an item from Parcelhub or our carriers. Visible in item tracking.

¹⁴ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

¹⁵ Please refer to your domestic contracts for more information on our Fuel Surcharges

Item greater than 31.5 litres	Actual dimensions exceed 31.5 litres volumetrically
Oversized Letterbox able	National reversion of all Letterbox able items where items are declared as Letterbox able but have weight and/or dimension in excess of Letterbox able product
SMS Messaging	Pro Active Messaging
Email Messaging	Pro Active Messaging
Offshore	Deliveries outside of Mainland UK
2Hour Delivery window	Pro Active Messaging
£150 Compensation	Compensation for loss

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversized surcharges (Greater than 31.5l, oversized Letterbox able) will only apply to domestic services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

5.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

6.0 Amazon Shipping

6.1 Service Summary



A next day and two-day service designed to effectively manage a range of small to large sized parcels.

6.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub’s reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹⁶	48	Mon-Sat	3	1 day	2 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day

6.1.2 Service Coverage

Amazon Shipping gives national coverage except for Northern Ireland, this area is not available through this carrier. Amazon Shipping also uses Royal Mail for certain postcodes where they currently have no delivery partner, this will equate to around 3% of traffic.

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
Tracked	✓	✓	✓	
Premium Tracked	✓			

¹⁶ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Some Items destined for Out of Area that are particularly remote (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

6.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Small Parcel	Standard Parcel	Medium Parcel	Large Parcel	Extra Large Parcel
Tracked	48	✓	✓	✓	✓	✓
Premium Tracked	24	✓	✓	✓	✓	✓

6.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions (CM)	Maximum Weight (KG)
Tracked and Premium Tracked	Large Letter	35.3 x 25 x 2.5	0.750
	Small Parcel	45 x 35 x 16cm	2
	Standard Parcel	50 x 40 x 30cm	7
	Medium Parcel	61 x 46 x 46cm	15
	Large Parcel	67 x 51 x 51cm	20
	Extra Large Parcel	120 x 60 x 60cm	23

Where items are handed over to Royal Mail (around 3% of total volume) the maximum size will be 64cm x46cmx46cm **AND** Cube <70,000 CM

6.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD
Tracked and Premium Tracked	Large Letter	✓
	Small Parcel	✓
	Standard Parcel	✓
	Medium Parcel	✓
	Large Parcel	✓
	Extra Large Parcel	✓

6.1.6 Delivery Attempts

Amazon Shipping Services include a maximum of three delivery attempts over 3 consecutive days, depending on the level of customer contact information a digital calling card may be sent by the carrier. For items handed over to Royal Mail consumers will see 1 delivery attempt but a calling card will be left for the consumer to rearrange delivery OR this can be arranged through the Royal Mail APP if downloaded.

6.1.7 Carrier SMS & Email (Domestic)

On Domestic deliveries, Amazon Shipping will email and SMS the consumer on the day of delivery (SMS is only used if no email address supplied in shipment data) please ensure valid email addresses and mobile numbers are included in shipment requests, these are important on all services to ensure delivery information is passed to the consumer. For items delivered by Royal Mail consumers will still experience both SMS and Email from both Royal Mail and Amazon Shipping, if the consumer has the Royal Mail APP and push notifications are switched these will also be received.

6.1.8 Delivery Photo

Only items that are leave safe locations on domestic fully tracked services using Amazon Shipping will include a photograph of the location taken by the delivery driver. Please note that this only happens if a leave safe has been selected in the delivery settings by the consumer otherwise an item will be returned after a delivery attempted x3 times before becoming a return If an item is delivered to the recipient no image is taken. This is not

guaranteed as there may be occasions when a photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136). For the small number of items delivered using Royal Mail, photos are also taken, and these are available to view using the Royal Mail website along with geo location.

6.1.9 ETA

When items are despatched the end recipient will receive ETA notifications on the delivery date, recipients will receive Email and SMS notifications to advise a 2–4-hour delivery window. Communications are sent direct from Amazon Shipping and will include links back to their website where recipients may be provided the option to leave safe with instructions or deliver on an alternative day. Items where Royal Mail is the final mile carrier consumers will still receive out for delivery SMS and email but are likely to all day delivery windows.

6.1.10 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Amazon Shipping not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

6.2 Compensation

Compensation is standard on the following new Amazon Shipping product range:

Product & Service		COMP
Tracked and Premium Tracked	Large Letter	✓
	Small Parcel	✓
	Standard Parcel	✓
	Medium Parcel	✓
	Large Parcel	✓
	Extra Large Parcel	✓

6.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓	✓	✓		✓

6.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £25.

6.2.3 Damaged Items

Compensation on a 'damaged' is limited to the lesser of an item's cost price and capped at £25.

6.2.4 Denial of Receipt (Disputed Delivery)

If item tracking indicates an item to have been successfully delivered along with a GEO location, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted,

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £25.

6.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

6.2.6 Transit Liability / Carriage

Carriage / Transit Liability is ONLY claimable as part of successful claim relating to loss or disputed delivery.

6.2.7 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) within **28 days of label creation** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to https://m.media-amazon.com/images/G/02/amazonshipping/Guides/Amazon_Shipping_Dangerous_Goods_Identification_Guide.pdf or for items with weights or dimensions exceeding our Parcel format.

Compensation is only payable pending a successful investigation and agreement from the carrier.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

6.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether an item is prohibited, dangerous or restricted before despatching on an Amazon Shipping service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link https://m.media-amazon.com/images/G/02/amazonshipping/Guides/Amazon_Shipping_Dangerous_Goods_Identification_Guide.pdf, it's also important to note that as Parcelhub is the collecting carrier that any restrictions should also be checked against the [Whistl restricted item list](#).

6.4 Presentation Requirements

6.4.1 Segregation

When presenting your Amazon Shipping tracked items, you will need to segregate your traffic two ways, depending upon the services used:

Between 1-3% of labels generated are Royal Mail labels, Amazon Shipping do hand over a small % to Out Of Area Postcodes or some new housing estates, as this postcode range can change daily we are unable to issue a definitive postcode listing however these labels will generate a 2 day delivery window and should be presented in the 2 day traffic, should any items be presented incorrectly Amazon Shipping will simply handover to Royal Mail to achieve a 2 day service. Amazon Shipping are always looking to reduce this % and improve their own network size.

	1	2
Product	Premium Tracked	Tracked
Service	1 Day	2 Day
Formats	All	All

6.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card¹⁷. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

6.4.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

¹⁷ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval.
- Segregated work should be presented in different containers.

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Parcelhub using your two-week rolling forecast and containers will be exchanged on a one-for-one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

6.5 Known Surcharges

Items sent on courier services can incur surcharges. The Amazon Shipping known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.
A1	A Standard or Medium Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Small Parcel.
A2	A Medium Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Standard Parcel.
A3	A Large Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Small, Standard or Medium Parcel.
A4	An Extra-Large Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Small, Standard, Medium or Large Parcel.
A5	A parcel has been received which exceeds the dimensions and a weight more than the maximum dimensions and/or weight of an Extra-Large Parcel.
A6	A small, standard, medium, large or XL parcel has been received which was declared with a weight / dimension format of a large letter
Return to Sender - Undeliverable	Where delivery of an item is refused, or the carrier is unable to achieve the delivery of the item is undeliverable for any other reason.

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items of our Domestic Fully Tracked Customer Guide**.

6.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

7.0 DHL Parcel UK

7.1 Service Overview



One of the fastest Next Day carriers	Premium services include timed and Saturday	Mandatory and optional POD
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7.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover, and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹⁸ OOA	48	Mon-Sat	3	1 day	2 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day

7.1.2 Service Coverage

DHL Ecommerce gives national coverage however some destinations that are Out of Area will be delivered as a 48- or 72-hour service.

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
Premium Tracked ⁸	✓	✓	✓	✓

7.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Small Bagit	Medium Bagit	Large Bagit	Parcel
Premium Tracked	24	✓	✓	✓	✓

¹⁸ Any next day or timed items destined for Out of Area zones will be delivered within 48 / 72 hours, Some Items destined for particularly remote (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

Bagits are only available to mainland destinations if any shipped to OOA these will be processed as parcels and charged in line

7.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions (CM)	Maximum Weight (KG)
Premium Tracked	Small Bagit	Within DHL Branded Bags	1
	Medium Bagit	Within DHL Branded Bags	2
	Large Bagit	Within DHL Branded Bags	5
	Parcel	120cm x 79cm x 79cm	30

7.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service	POD	
Premium Tracked	Small Bagit	✓
	Medium Bagit	✓
	Large Bagit	✓
	Parcel	✓

7.1.6 Delivery Attempts

DHL Parcel UK Delivery Services include a maximum of 2 delivery attempts as standard but if the end receiver changes anything using the inflight options, this is only 1 attempt based on the customers selection.

Depending on the level of customer contact information a digital calling card may be sent by the carrier OR this can be arranged through the DHL Ecommerce APP if downloaded.

7.1.7 Carrier SMS & Email (Domestic)

On Domestic deliveries, DHL Parcel UK will email and SMS the consumer on the day of please ensure valid email addresses and mobile numbers are included in shipment requests, these are important on all services to ensure delivery information is passed to the consumer. If the consumer has the DHL Parcels UK APP and push notifications are switched these will also be received.

7.1.8 Delivery Photo

Items delivered to the address a neighbour or nominated safe place will receive an image along with the notification showing which of these 3 locations the item was delivered to.

This is not guaranteed as there may be occasions when a photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136).

7.1.9 ETA

When items are despatched the end recipient will receive ETA notifications on the delivery date, recipients will receive Email and SMS notifications to advise a 1hour delivery window, DHL Parcel UK will also send a further communication when the driver is a few minutes away. Communications are sent direct from DHL Parcel UK and will include links back to their website where recipients may be provided the option to leave safe with instructions or deliver on an alternative day.

7.1.10 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using DHL Parcel UK is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

7.2 Compensation

Compensation is standard on all the following DHL Parcel UK product range: Additional Compensation may be purchased see section 7.2.7 for further details.

Product and Service	Compensation
Bagit (S/M/L)	✓
Parcel	✓

7.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓	✓	✓	✓	

* If changing to a leave safe option in the consumer app, leave safe options are non-claimable.

7.2.2 Lost Items

On occasion, an item may become lost during the delivery process. For an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

For items that are 'lost' the query team, or the carrier may request a denial of receipt letter is submitted.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £10 per kilo less £10 excess based on billable weight. The billable weight is the higher of the 3 weights (actual, declared, volumetric)

7.2.3 Damaged Items

All Packaging and damaged goods should be retained until successful resolution of the claim as the carrier may request to view this.

Compensation on a 'damaged' is limited to the lesser of an item's cost price and capped at £10 per kilo less £10 excess based on billable weight. The billable weight is the higher of the 3 weights (actual, declared, volumetric).

7.2.4 Denial of Receipt (Disputed Delivery)

If item tracking indicates an item to have been successfully delivered along with a GEO location, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may request a denial of receipt letter is submitted.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £10 per kilo less £10 excess based on billable weight. The billable weight is the higher of the 3 weights (actual, declared, volumetric).

7.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are eligible for compensation with this carrier. Please see table below for details.

Service	Delay	Claim Back %
Pre 9am	Delivered after 9am but before 10.30am	Credit to 10.30am rate
	Delivered after 10.30 but before 12noon	Credit to AM rate
	Delivered after 12	Credit to Next day rate
	1 Day Late	Credit to Next Day rate minus 10%
	2 Days Late	Credit to Next Day rate minus 50%
	3 Days Late	Credit to Next Day rate minus 75%
	4 / + Days Late	100% Credit
Pre 10.30am	Delivered after 10.30 but before 12noon	Credit to AM rate
	Delivered after 12	Credit to Next day rate
	1 Day Late	Credit to Next Day rate minus 10%
	2 Days Late	Credit to Next Day rate minus 50%
	3 Days Late	Credit to Next Day rate minus 75%
	4 / + Days Late	100% Credit
AM	Delivered after 12	Credit to Next day rate
	1 Day Late	Credit to Next Day rate minus 10%
	2 Days Late	Credit to Next Day rate minus 50%
	3 Days Late	Credit to Next Day rate minus 75%
	4 / + Days Late	100% Credit
Saturday	1 Day Late	Credit to Next Day rate minus 10%
	2 Days Late	Credit to Next Day rate minus 50%
	3 Days Late	Credit to Next Day rate minus 75%
	4 / + Days Late	100% Credit
Saturday Pre 9am	Delivered after 9am but before 10.30am	Credit to Saturday 10.30am rate
	Delivered after 10.30 but before 12noon	Credit to Saturday rate

	1 Day Late	Credit to Next Day rate minus 10%
	2 Days Late	Credit to Next Day rate minus 50%
	3 Days Late	Credit to Next Day rate minus 75%
	4 / + Days Late	100% Credit
Saturday Pre 10.30am	Delivered after 10.30 but before 12noon	Credit to Next Day rate
	1 Day Late	Credit to Next Day rate minus 10%
	2 Days Late	Credit to Next Day rate minus 50%
	3 Days Late	Credit to Next Day rate minus 75%
	4 / + Days Late	100% Credit

7.2.6 Transit Liability / Carriage

Carriage / Transit Liability is not claimable.

7.2.7 Additional Compensation

Additional liability is available per £1000 of product value up to a maximum of £5000, please refer to your contract for pricing on this.

7.2.8 Claim Timeframes

The customer must contact WISMO within 7 working days from date of delivery for damage OR due date of delivery for loss and dispute to start an investigation, with 21 calendar days from date of despatch to raise claim.

Compensation may not be claimed for packages containing restricted or prohibited items please refer to <https://send.dhlparcel.co.uk/parcel-delivery/internationally-prohibited-items>, or for items with weights or dimensions exceeding our Parcel format.

Compensation is only payable pending a successful investigation and agreement from the carrier.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

7.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether an item is prohibited, dangerous or restricted before despatching on an DHL Ecommerce service. <https://send.dhlparcel.co.uk/parcel-delivery/internationally-prohibited-items>

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link, it's also important to note that as Parcelhub is the collecting carrier that any restrictions should also be checked against the [Whistl restricted item list](#).

7.4 Presentation Requirements

7.4.1 Segregation

When presenting your DHL Ecommerce tracked items there are no segregation requirements. All Shipments can be presented together.

7.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card¹⁹. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

7.4.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

¹⁹ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval.
- If any items have been agreed to be segregated these should be presented in different containers and labelled appropriately

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Parcelhub using your two-week rolling forecast and containers will be exchanged on a one for one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

7.5 Known Surcharges

Items sent on courier services can incur surcharges. The DHL Ecommerce known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.
Volumetric Divisor (Length x Width x Height)	Parcel weight is calculated as the highest of actual and volumetric weight
Out of Gauge Fee (Additional Per Parcel)	For UK parcels where 2 sides equal to or over 80cm
XLL Fee 2mtr + Length (Additional Per Parcel)	For UK parcels that exceed the maximum weights or dimensions
Return to Sender (Additional Per Consignment)	Where delivery of an item is refused, or the carrier is unable to achieve delivery, or the item is undeliverable for any other reason.
Isle of Wight & Isles of Scilly (Additional Per Consignment)	A delivery within the Isle of Wight or Isle of Scilly
Nothing to collect Fee (Additional Per Consignment)	Attempted ad hoc or scheduled collection but nothing to collect or cancellation received post 18:00 the prior working day (Mon-Fri).
Congestion Charge (Additional Per Consignment)	A delivery within the London Congestion Zone
Book in Delivery (Additional Per Consignment)	Additional fee for items that require a book in service
Overweight Surcharge	Additional Fee for items that are above the maximum weight
Additional Compensation	Additional liability available per £1000 of product value up to a maximum of £5,000. Price is per each or part of each £1,000
Parcel POD options	Mandatory (Recipient only) and optional (any person) proof of delivery - must be handed to recipient
BAGIT Consignee Only	Additional charge for delivery to named recipient only (BAGIT services only)
Overweight charge per consignment	Additional charge per kg for consignments over 30kg to UK Mainland destinations (actual or volumetric weight)
Overweight charge per consignment	Additional charge per kg for consignments over 30kg to Northern Ireland destinations (actual or volumetric weight)
Overweight charge per consignment	Additional charge per kg for consignments over 30kg to Scottish Highlands and Islands destinations (actual or volumetric weight)
Over length charge per Consignment	Any item between 120 and 199cm on the longest length

Third Party Collections	When a third-party collection from a non-standard collection point within the UK Mainland area is made, returning the item to the main collection site
Non Machinable	For any item that is deemed non conveyable by DHL eCommerce
HGV Surcharge	Applies per parcel or bagit for all domestic and offshore shipments

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items of our Domestic Fully Tracked Customer Guide.**

7.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

8.0 Parcel Force

8.1 Service Summary



Reliable timed options available on both Next day and Saturday (9am, 10am, AM & PM)



Parcel services up to 30kg on Next day, 48hour and Saturday



Large Parcel service available generous size limits of 2.5m length and 4m length and girth combined.

8.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ²⁰	48	Mon-Sat	1	1 day	2 days
Premium Tracked	24	Mon-Sat	1	0 Days	1 day

8.1.2 Service Coverage

Our tracked services with this carrier have the following coverage. For our latest listing, please refer to <https://www.parcelforce.com/sites/default/files/UKPostcodelistv2Aug19.pdf>.

Product & Service		United Kingdom			
		Mainland	Channel Islands	Out of Area Highlands & Islands	Northern Ireland
Tracked	48	✓	✓	✓	✓
Premium Tracked & Timed Services	24	✓			

²⁰ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. <https://www.parcelforce.com/sites/default/files/UKPostcodelistv2Aug19.pdf>, for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first-time delivery attempt to take place.

8.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Parcel	Large Parcel
Tracked	48	✓	✓
Premium Tracked	24	✓	

8.1.4 Weights and Dimensions

The following formats are available on this carrier:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Parcel	Maximum Length = 1.5m Maximum Girth 3.0m (width x 2, PLUS height x 2, PLUS length)	30kg
	Large Parcel	Maximum Length = 2.5m Maximum Length and Girth combined = 4.0m	30kg

8.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		POD
Tracked	48	✓
Premium Tracked	24	✓

8.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers' feet visible. If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly. You can see the name of the person who signed for the item within the carrier website and the carrier management system tracking page.

8.1.7 Delivery Attempts

Parcel Force service offers 1 delivery attempt, but in-flight notifications are provided for leave in safe and divert options.

8.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Parcel Force will email and text recipients the day before a delivery and then on the day of delivery with a 1hour delivery window.

8.1.9 Safe Place Photo

From May 2023 if you're not home and your parcel won't fit through the letterbox or need a signature Royal Mail will leave safe or with a neighbour, safe place photos are at the end recipients own risk and a photo may be taken which if available is viewable on the Royal Mail website.

8.1.10 ETA & Timed Services

When items are despatched on ETA or Timed services, recipients will receive Email and SMS notifications to advise a 1-hour delivery window. Communications are sent direct from Parcel Force and will include links back to their website where recipients may be provided the option to re-direct or leave safe.

8.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Parcel Force is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

8.2 Compensation

Compensation is standard on the following product range services: Additional Compensation may be purchased see section 8.2.8 for further details.

Product & Service		POD
Tracked	48	✓
Premium Tracked	24	✓

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage
✓	✓	✓	✓	✓

8.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £50 for a large parcel and £100 for a parcel.

8.2.3 Damage

Damaged items using this carrier are eligible for Compensation, for further information on the process relating to damaged items and ensuring they meet the packaging criteria please refer to **section 8.10 within our Domestic Fully Tracked Customer Guide**. All Packaging ad damaged goods should be retained until successful resolution of the claim as the carrier may request to view this. Recipient maybe required to complete a damaged questionnaire provided by the carrier. If the recipient fails to reply claim may be rejected.

Compensation on a 'damaged' item is limited to the lesser of an item's cost price and capped at £50 for a large parcel and £100 for a parcel.

8.2.4 Denial of Receipt (disputed delivery)

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £50 for a large parcel and £100 for a parcel.

8.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA is eligible for compensation with this carrier.

8.2.6 Transit Liability / Carriage

Carriage / Transit Liability is ONLY claimable as part of successful claim relating to loss, damage, or disputed delivery.

8.2.7 Additional Compensation

Additional liability is available, the maximum Compensation for loss or damage if enhanced compensation is purchased for an individual consignment up to a maximum of £2500 of cover, please refer to your contract for pricing on this.

8.2.8 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) within **30 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to <https://www.parcelforce.com/help-and-advice/account-customers/account-prohibitions-and-restrictionsor>, or for items with weights or dimensions exceeding our Parcel format.

Compensation is only payable pending a successful investigation and agreement from the carrier.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

8.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Parcel Force service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link <https://www.parcelforce.com/help-and-advice/account-customers/account-prohibitions-and-restrictions> it's also important to note that as Parcelhub is the collecting carrier that any restrictions should also be checked against the Parcelhub restricted item list.

8.4 Presentation Requirements

8.4.1 Segregation

When presenting your tracked items, you will not need to segregate.

	1	
Product	Premium Tracked	Standard Tracked
Service	24 Hour	48 Hour
Formats	Parcel	Parcel & Large Parcel

8.2.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card²¹. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

8.2.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in York's or in Alps. Depending on the collection vehicle, bags may be used by prior approval.

The terms on which you use consumables are set out in your contract with Parcelhub. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate and is kept up to date. Replenishment of consumables will be determined by Parcelhub using your two-week rolling and containers will be exchanged on a one-for-one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

²¹ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

8.5 Known Surcharges

Items sent on courier services can incur surcharges. The Parcel Force known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ²² .
Return to Sender - Undeliverable	Where delivery of an item has been refused, or the carrier has been unable to achieve delivery, or the item is undeliverable for any other reason.
Shipping to the Isle of Wight	Charge additional to tracked or premium tracked parcel rate
Third Party Collection	When a third-party collection from a non-standard collection point, returning the item to the main collection site
London Congestion Charge	A delivery within the London Congestion Zone
Out of Guage Surcharge	A parcel is between 110cm and 150cm on its longest side or has a 2 nd largest dimension equal or greater than 70cm
Extra Oversize or Overweight	An item is over 150cm or 300cm length & girth combined for the parcel service is over 250cm or 400cm length and girth combined.
Express 24hr and 48hr Large Parcel over size or Overweight surcharge.	Express 24hr and 48hr Large Parcel Over Size or Overweight surcharge.
Non Machinable	Charge for any items than cannot be processed automatically.
£50 Compensation	Loss and Damage on 24- and 48-hour Large Parcel
£100 Compensation	Loss and Damage on 24 and 48 Parcel services
Additional Compensation	Additional liability available per £500 of product value up to a maximum of £2500, price is per each or part of each £500.

Known surcharges will be invoiced when notified by our carrier on the date the surcharge occurs. These may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

8.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

²² Please refer to your domestic contracts for more information on our Fuel Surcharges

9.0 UPS

9.1 Service Summary

		
Express Saver for a more economical by Next Day by noon service	Urgent shipments send on an Express Next day by 10.30	Critical shipments can be sent using UPS Express Plus getting shipments delivered by 9am Next Day

9.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Parcelhub's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Premium Tracked	24	Mon-Sat	1	0 Days	1 day

9.1.2 Service Coverage

Our tracked services have the following coverage. For the carriers latest listing, please refer to <https://www.ups.com/gb/en/support/shipping-support>,

Product & Service		United Kingdom			
		Mainland	Channel Islands	Out of Area Highlands & Islands	Northern Ireland
Premium Tracked	Standard N/Day	✓			✓
	Express Saver (Before Noon)	✓			
	Express (before 10.30am)	✓			
	Express Plus (before 9am)	✓			

9.1.3 Available Formats

The following format is available on using this carrier. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Parcel
Premium Tracked	24	✓

9.1.4 Weights and Dimensions

The following formats are available on our services:

Product		Format	Maximum Dimensions	Maximum Weight
Premium Tracked	Standard, Express Saver, Express	Parcel	Max length 100cm with the 2 nd longest length not exceeding 76cm	20kg
	Express Plus	Parcel	Max length 100cm with the 2 nd longest length not exceeding 76cm	25kg

9.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD	POD
Premium Tracked	24		✓

9.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers' feet visible. If a copy of the delivery image is required, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly. You can however see the name of the person who signed for the item within the portal.

9.1.7 Delivery Attempts

UPS service offers 1 delivery attempt, if no one is available to receive the item then a digital notification will be sent with instructions for redelivery to the end recipient.

9.1.8 Carrier SMS & Email (Domestic)

On Domestic timed deliveries UPS will email and text recipients a delivery window. However, if not a timed service, then the delivery window will be advised as an all-day window.

9.1.9 Safe Place Photo

If you're not home and your parcel isn't on a signature mandatory service or require a signature the driver will only leave safe in a suitable location.

9.1.10 ETA

When items are despatched on ETA services, recipients will receive Email and SMS notifications to advise a delivery window on the day of delivery. Communications are sent direct from UPS and will include links back to their website where recipients may be provided the option to re-direct to a property of their choice or specify any safe place instructions.

9.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using UPS is not permitted, should you send items using these despatch methods your items will likely become delayed or returned.

9.2 Compensation

Compensation is standard on all of this carrier's product range.

Product & Service		POD
Premium Tracked	24	✓

9.2.1

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage
✓	✓	✓	✓	✓

Example UPS liability calculation

If the cost of goods is £25 carrier settlement would be £25.

If the cost of goods is £95 and parcel weight 3kg then the weight related max liability would be $3 \times 8.33\text{SDR} = 24.99\text{SDR}$ (Special Drawing Rights), as this falls below the £60 the carrier settlement would be £60

If the cost of goods is £95 and parcel weight 8kg then the weight related max liability would be $8 \times 8.33\text{SDR} = 66.64\text{SDR}$ (Special Drawing Rights), if when converted to GBP this value is above £60 carrier settlement will be converted value

9.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped **Maximum of £60 per shipment or 8.33SDR per kilo of the goods affected**

9.2.3 Damage

For damaged items UPS will require photographic evidence of both the packaging and the item(s) within.

All Packaging and damaged goods should be retained until successful resolution of the claim as the carrier may request to view this

Compensation on a 'Damaged' item is limited to the lesser of an item's cost price and capped **Maximum of £60 per shipment or 8.33SDR per kilo of the goods affected**

9.2.4 Denial of Receipt (disputed delivery)

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at **Maximum of £60 per shipment or 8.33SDR per kilo of the goods affected**

9.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are eligible for compensation with this carrier.

9.2.6 Transit Liability / Carriage

Carriage / Transit Liability is included as part of the compensation process and is available for all tracked services with this carrier.

9.2.7 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) in line with requirements below **table** and any supporting evidence should be uploaded at this time.

Damage	Delay	Loss
Submission 14 Calendar days from receipt of goods	Submission 21 days from receipt of goods	Submission 60 Calendar days from date of dispatch

- Disputed delivery claims fall under 'Loss'

Compensation is only payable pending a successful investigation and agreement from the carrier

Claims must be placed in accordance with our claims process detailed in section **Appendix F in our Domestic Fully Tracked Customer Guide**.

9.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on an UPS service.

If items are identified by Parcelhub or our carriers, please refer to our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the Carrier link <https://www.ups.com/gb/en/support/shipping-support/shipping-special-care-regulated-items/prohibited-items> it's also important to note that as Parcelhub is the collecting carrier that any restrictions should also be checked against the Parcelhub restricted item list.

9.4 Presentation Requirements

9.4.1 Segregation

When presenting your tracked items, you will not need to segregate your parcels for handover.

	1
Product	Premium Tracked
Service	24 Hour
Formats	Parcel

9.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card²³. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

9.4.3 Consumables

As part of our onboarding process, we will agree to the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in York's or in Alps. Depending on the collection vehicle, bags may be used by prior approval.
- Segregated work should be presented in different containers.

The terms on which you use consumables are set out in your contract with Parcelhub. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate and is kept up to date. Replenishment of consumables will be determined by Parcelhub using your two-week rolling and containers will be exchanged on a one-for-one basis unless Parcelhub agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide**.

²³ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

9.5 Known Surcharges

Items sent on courier services can incur surcharges. The UPS known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
(5) Fuel: Standard Services	Based on the average published consumer prices (Inc. Duties and taxes) ²⁴ .
Peak Surcharge	During certain times of the year, UPS expands its delivery network to accommodate increased volume. – One or more Peak Surcharges may apply to certain packages that meet specifications for Large Package and Over Maximum Limit, as well as Additional Handling tendered during the Peak Period. – Capacity Peak Surcharges may also be applied during times of extreme volume surges, to ensure our network continues to operate effectively. – This will be in addition to the existing rates, surcharges and/or fees. https://www.ups.com/gb/en/support/shipping-support/shipping-costs-rates.page
Demand Surcharge	Demand surcharges are subject to change without notice and application dates may be extended or otherwise changed. Shippers should continue to check ups.com for updates prior to tendering shipments. The surcharges will apply to packages shipped during the specified application dates for the origins, destinations, and service levels in the amounts set forth below. Demand surcharges apply in addition to all other applicable charges. ups-peak-surcharge-eu.pdf
UK Border Fee	A fee for all shipments (excluding letters and documents) between Northern Ireland and Great Britain (England, Scotland and Wales). This fee covers the incremental transportation and handling costs due to network adjustments. It does not cover any additional brokerage services
On Call Ad Hoc Collections	On-Call Collection service charge applies for Electronic Return Label, Print Return Label and regular or Alternate address Pickup. This charge does not apply to: * A daily customers established Collection. * Return package collections included in the UPS 1 Attempt and UPS 3 Attempts Returns Plus Service, if a UPS Return Plus Collection is unsuccessful, all subsequent collections will incur the fee. * Collections containing International shipments within the pickup stop.
Residential Delivery	UPS provides delivery service to residential addresses as well as business addresses. A residential delivery is one made to a home, including a business operating out of a home. For each residential delivery, an additional charge per shipment applies.
Return to Sender	Where delivery of an item is refused, or the carrier is unable to achieve delivery, or the item is undeliverable for any other reason.
Prohibited Articles	UPS does not agree to carry any prohibited articles. Without prejudice to any other provision in these terms or the UPS Terms and Conditions of Carriage, if it comes to the attention of UPS that a package contains any prohibited article, you must pay to UPS an additional minimum administration fee of 143.50 GBP in addition to any other applicable charges. Payment by you of such fee does not in any way limit or exclude your liability to UPS resulting from the breach of the UPS Terms and Conditions of Carriage nor does it mean that UPS accepts any liability, or waives any rights, in respect of such prohibited articles.
UPS carbon neutral	UPS carbon neutral is a more responsible way to ship. For a low, flat fee per package or pallet, UPS will purchase offsets to compensate for the calculated carbon dioxide (CO2) emissions associated with the transport of your shipment. Purchased offsets compensate for the calculated carbon impact from shipping by reducing it elsewhere through the support of environmentally responsible projects. Visit www.ups.com/carbonneutral for more information.
(1) Additional Handling Charge	Any article that is encased in an outside shipping container made of metal or wood. Any cylindrical item, such as a barrel, drum, pail or tyre that is not fully enclosed in a corrugated cardboard shipping container. Any package with the longest side exceeding 100cm or its second longest side exceeding 76cm. Any package with an actual weight greater than 25Kgs. Each package in a shipment where the average weight per package is greater than 25Kgs and the weight for each package is not specified on the source document or the UPS automated shipping system used. UPS also reserves the right to assess the Additional Handling Charge for any package that, in UPS's sole discretion, requires special handling. In consideration of the additional handling required on our part, and subsequent potential delays in processing these shipments, UPS does not provide a money-back guarantee for them. UPS does, therefore, not refund the shipping charges if shipments requiring additional handling are not delivered by the time normally scheduled for such shipment.
(1) Large Package Surcharge	A package is considered a "Large Package" when its length plus girth [girth = (2 x width) + (2 x height)] combined exceeds 300cm but does not exceed the maximum UPS size of 400cm.

²⁴ Please refer to your domestic contracts for more information on our Fuel Surcharges

	Large Packages are subject to a minimum billable weight of 40kg in addition to the Large Package Surcharge.
Over Maximum Limits	Packages with an actual weight of more than 70kg, or that exceed 274cm in length, or exceed a total of 400cm in length and girth combined [girth = (2 x width) + (2 x height)], are not accepted for transportation. If found in the UPS small package system, they are subject to an additional charge. Packages exceeding 400cm in length and girth combined are also subject to the Large Package Surcharge.
(3) Address Correction	If a mistake has been made in the address and the correct address is within the same destination country, UPS will make every reasonable effort to find the correct address and deliver the shipment.
UPS Returns Pack and Collect: 1 Attempt	A customisable service that gives you complete control over a return. Schedule the returns collection at a designated location and time frame. A UPS driver will then arrive with UPS-provided packaging and collect the item to be returned. You even have the choice of one or three collection attempts, depending on your needs
Missing/Invalid Account Number	A delivery where the account number is not supplied at the point of label creation
Adult Signature Required	A delivery where an adult (over the age of 18) with age verification is required to sign for the delivery
Extended Area and Remote Delivery Service	Any delivery to an area considered an extension of the normal UPS service area. Depending on ease of access, these locations served are classified as extended or remote. Please refer to www.ups.com for a list of these locations
Volumetric Divisor	Parcel weight is calculated as the highest of actual and volumetric weight
Standard Compensation	Maximum of £60 per shipment or 8SDR per kilo of the goods affected
Additional Compensation	Compensation over the standard level subject to a minimum charge of £10.50

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred, these surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

9.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

10.0 Data Protection

10.1 Data Processing carried out by Parcelhub

This section relates to the parties' obligations under Data Protection Legislation which means all applicable data protection and privacy legislation in force from time to time in the UK including the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003 as amended and any other laws, regulations and secondary legislation, as amended or updated from time to time, in the UK.

10.2 Definitions

Parcelhub acts as a data processor on behalf of the Customer who, as data controller ('Controller'), submits data through the CMS in order to access the delivery services of carriers. Parcelhub processes their data to facilitate that access and to provide supporting and related services.

10.3 Terms of Processing (Data Processing Agreement)

- Parcelhub will act only on the written instructions of the Controller in processing any data supplied ("the Data"), personal or otherwise, unless required by law to act without such instruction. Agreement to trade with Parcelhub under written contract, or by written acceptance of provided quotation for services, is taken to constitute agreement to process the Data solely for the purposes necessary to perform the contracted services.
- Parcelhub will ensure that any people processing or accessing the Data are subject to a duty of confidence. All staff of Parcelhub are trained in correct and lawful processing.
- Parcelhub will take appropriate measures to ensure the security of processing the Data, such that are outlined in Parcelhub's Data Policy as published on its website.
- By submitting the Data for delivery by a chosen carrier through the CMS, such shipment being governed by written contract, or by written acceptance of provided quotation for services, the Controller agrees to Parcelhub passing any of the Data necessary to the carrier for processing for the contracted purpose of conducting that delivery. Parcelhub may also use other companies within the Whistl Group to assist with carrier management services and Customer Service provision, in which event restricted staff thereof will access related data to the query. On occasion Customer Service support may be provided using external companies processing outside the UK/EEA – the Controller can choose not to allow such support by request. Address and company lines, but not name or contact details, within the Data may be verified using external services including on occasion processing outside the UK/EEA. Otherwise Parcelhub will only engage sub-processors of the Data with the written agreement of the Controller.
- Parcelhub will assist the Controller in meeting any stated obligations regarding the provision of subject access to their personal data and any other rights under GDPR. Should Parcelhub receive such a request directly, it will in the first instance refer the request to the Controller, inform the data subject that it has done so, and subsequently act according to the reasonable instruction of the Controller in providing further information or access.
- Parcelhub will assist the Controller in meeting any stated obligations regarding security of processing of the Data. The Controller is advised to incorporate the Details of Processing in this Guide into their own privacy materials.
- Parcelhub will notify the Controller of any personal data breaches relating to the Data, and any resultant data protection impact assessments, in line with its obligations under Data Protection Legislation.
- Parcelhub will submit to audits and inspections of its processing practices by any supervisory authority and provide the Controller with any information required to meet an equivalent audit or inspection or any connected legal obligations, subject to an agreed period of notice.
- Parcelhub will inform the Controller if it is asked by a third-party to infringe GDPR or any other applicable Data Protection Legislation in relation to the Data.

10.4 Details of Processing

- Parcelhub processes the Data on behalf of the Controller by using its submission through the CMS to supply relevant information to providers of carrier despatch, and by making available the production and printing of despatch documentation. Subsequently the data is used to provide tracking information and supporting Customer Services on request and through provided online tools.
- Parcelhub processes the data for the purpose of enabling delivery to the Controller's designated recipients.
- The Data may contain a number of types of personal data, frequently consisting of name and address information and sometimes also accompanying telephone numbers and/or e-mail addresses. Those names may be connected with either business or home addresses, and their usage for both business and personal purposes. While it is conceivable there may be personal data relating to vulnerable persons, to children, and to other special categories of person within the Data, this in current practice will not be identifiable therein, nor is the purpose of processing related to that status.

- Parcelhub's general policy is that there should be no reason for the Controller to supply definable Special Category data to Parcelhub for the purposes of its processing. It is possible that in certain specific instances the supply of a product description in combination with personally identifiable details will constitute Special Category data. The responsibility for legal processing of this data, which will normally involve obtaining and recording explicit consent for all processing and sharing from the data subject, rests entirely with the Controller.
- The Data submitted through the CMS is retained for a period of 90 days following despatch within Parcelhub's central carrier databases prior to its anonymisation by the removal of any identifiable personalising information. No personal information is held in Parcelhub's associated and other systems and databases for longer than this unless it is a necessary part of a continuing and unresolved query, claim, or dispute after 90 days, in which case any of the Data required for the resolution thereof will be retained until 30 days after last use.
- The Data is submitted by Parcelhub to the supplier of the chosen despatch service for the purpose of conducting delivery and will then be stored by that supplier in line with their own processing terms.
- Information, including the Data where applicable, that is submitted to Parcelhub by e-mail is stored within that system for a period of 2 years after submission and also archived on Mimecast (a cloud-based cybersecurity system) for 7 years before permanent deletion. The Controller is under no obligation to supply the Data in this way and is encouraged not to do so where the Data constitutes "personal data" under GDPR, although Parcelhub recognises that the Controller holds ultimate responsibility and control over how the Data is submitted and used. Secure forms of information transmission other than e-mail, deleted within 30 days of use, are alternatively available to Controllers that do not have their own such method in place.
- After the cessation of trading with the Controller, Parcelhub will erase or anonymise data in line with the above provisions except where the Controller specifies otherwise.
- The Controller holds full responsibility for ensuring that the Data it provides to Parcelhub for processing complies with all legal obligations. Specifically, (a) the Controller verifies that the Data, and any record therein, has been made subject to a valid and documented lawful basis for processing under UK GDPR, and that (b) the period for which the Data is retained within the areas of the CMS under the Controller's administration has formed a part of that valid and documented test, (c) the Controller verifies that it has complied with any valid subject request for removal or deletion it has received and that no records of such subjects exist within the Data, (d) the Controller verifies that the Data does not contain any record that is required to be excluded by Mailing Preference Service registration, (e) the Controller verifies that it is willing and able to cooperate with any compliance requirements made of it under UK GDPR.

Parcelhub Carrier Guide

Version Control

Document History

Date	Version No.	Section Revised	Revision Summary
01/09/2024	1.0	All	New document following unison of Whistl Parcels and Parcelhub under the Parcelhub brand.
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