

# YOUR GUIDE TO SENDING A PARCEL

CUSTOMER E-GUIDE

# YOUR PARCEL'S JOURNEY

## CONTENTS

Labelling	03
Packaging	04
Is your packaging suitable?	06
What Is a machinable parcel?	07
Out of gauge and long length	08
Prohibited items	09
Dangerous goods	10



Your parcel is our priority and we want it to reach it's destination in the same condition you sent it. We employ the best people to ensure your parcel is well looked after, but your parcels are handled at many stages of the journey.

Your parcel may travel through our fully automated parcel sorter and be measured by volume and weight across our network. For those larger parcels, we operate a loose load and cage transfer operation to ensure your items are moved and delivered safely.

With this information in mind, we recommend you read through this guide carefully to ensure your parcels comply with regulations, whilst being packaged and labelled appropriately.

# LABELLING



## Old labels

To prevent confusion we recommend all old labels - especially barcodes - are removed.

If re-using a box we advise that you check it is going to adequately protect your products in transit.



## Heavy items

Items over 30kgs are to have a heavy item label.



## Shiny surfaces

Please place the address label on the top of any shrink wrap, and not underneath it.

The same applies to Sellotape, cellophane and other similar shiny surfaces as these create a reflection that the scanners cannot always see through to read the barcode.



## Fragile goods

Your products will have a reduced risk of damage if you use suitable packaging. Fragile labels are no substitute for the correct packaging.



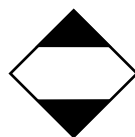
## Strapex / Strapping

We don't recommend using strapping to secure your parcel, but if you do need to, please make sure the barcode and the address label aren't covered. If it is, this will prevent us being able to scan (auto sort, track & trace) the item through our network.



## Positioning the barcode address label

Place the label on a flat area, on the top surface of the parcel, making sure there are no creases (min space required 155 x 105mm). The label must be placed centrally and not near corners or over joins. Make sure there's as much clear spare around the label as possible. Don't put the label over tape, if possible, as areas with tape tend to be damaged easier and the label can be torn. This will help ensure the barcode on the address label can be read first time.



## Dangerous goods

DHL eCommerce UK will only accept dangerous goods if they are packaged and labelled in accordance with the Limited Quantities requirements of the relevant regulations (ADR/IMDG/IATA) or are provided with exemptions from the requirements of the regulations due to a Special Provision or other exemption. Prior approval must be obtained in writing before sending dangerous goods via the DHL eCommerce UK network.

# PACKAGING



## Quality boxes

Good quality boxes provide better protection for the contents and usually have flat surfaces, suitable for locating the barcoded address label.



## Triangular boxes

Triangular boxes are excellent for tube shaped objects. Any side can be used as a stable base and the other two sides provide suitable surfaces to locate the barcoded address label.



## One-drop Pallets

Stack evenly with boxes on top of each other but not overhanging the pallet. Secure with shrink wrapping, strapping or banding.



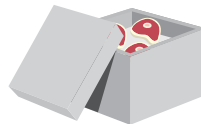
## Bottles and liquids

All liquids should be suitably boxed for the product, have 'orientation arrows' displayed and clearly show the contents contain liquid. Internal packaging must be of high quality to protect the integrity of the goods. Make sure any empty space is filled to prevent movement and that bottle caps and lids are sealed. Make sure the label is on top of the box so it can be scanned without needing to be turned.



## Display packaging

We highly recommend that you send any items with "display packaging" in an outer box to protect the integrity of the goods being shipped.



## Perishable goods

Package perishable goods in safe transit containers to last up to 48 hours (subject to approval and exempt from cover - please see Terms and Conditions). Where possible, please include a best before date label.



## One-drop Pallets

Stack evenly with boxes on top of each other but not overhanging the pallet. Secure with shrink wrapping, strapping or banding.



## Use strong tape to secure the box

Strong parcel tape should be used to seal the joins of the box. This will withstand any abrasion and allow your items to be delivered safely. We also recommend that you protect the corners of the box.



**In compliance with the carriage of dangerous goods regulations, all hazardous goods must have the appropriate warning labels that are clearly visible.**

\* Fragile items, bottles, liquids and perishable goods are subject to approval and exempt from cover.

For more information please see the **Claims Policy**.

## INTERNAL PACKAGING

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Quality internal packaging helps give rigidity to the outer box and offers protection to the contents.



The contents should be 'fully encased' by cushioning to prevent:

- Movement within the outer packaging
- Direct contact with any external surface of the box



Where there are multiple items in a box, the use of dividers, where appropriate, will reduce the risk of the contents causing damage to other items in the box.

When sending parcels to the Channel Islands, we recommend including a commercial invoice. This will help to ensure a smooth delivery process for your parcels.

# IS YOUR PACKAGING SUITABLE?



## SOME SIMPLE THINGS TO AVOID



### Damaged boxes

Damaged or weak boxes do not provide the same level of protection for your products as good quality boxes.



### Creased boxes/barcodes

The surfaces of damaged or weak boxes are often creased. This increases the likelihood of the barcode on the address label being creased too, which may prevent us from tracking or tracing it through our network.



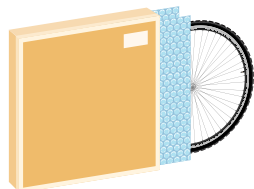
### Labels

Ensure that the address is complete (e.g. no missing postcode) and that the print quality is clear and easy to read. Check that it's securely fixed and not creased or near the edge of the box.



### Open/unsealed boxes

Products sent with an open or unsealed side present a risk for items to fall out or for small items to fall in. There should be no loose packaging or produce protruding from the outer box.



### Unboxed items

All items must be suitably packaged for transit through a parcel network.

# WHAT IS A MACHINABLE PARCEL?

Our state of the art sortation machine reduces manual handling of your parcel, whilst optimising operational efficiency and capacity.

To ensure your items are machinable, they must meet the standards in the table below for size, shape, content and weight.

## DIMENSIONS & WEIGHT

	Minimum	Maximum
Length	155mm	1,200mm
Width	105mm	800mm*
Height	10mm	700mm
Weight	100g	30kgs

\* Please note, items with two sides greater than 800mm are deemed non-machinable.

## THE PARCEL SHOULD HAVE AT LEAST TWO FLAT SURFACES, TO PROVIDE:

- Good base, to ensure the parcel is stable when travelling on the sorter or on flat transfer surfaces.
- Second flat surface to locate the barcoded address label to enable the sorter's cameras to read the barcode. It is important the barcode is not creased and is on just one surface of the parcel i.e. not folded around corners.

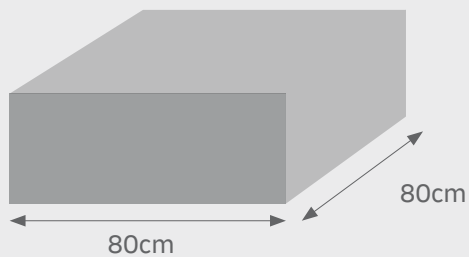
Failure to provide a readable label may lead to unnecessary delays.

# OUT OF GAUGE AND LONG LENGTH ITEMS

Items presented for carriage that meet the criteria below, will be deemed out of gauge or long length and will travel through our loose load and cage transfer operation.

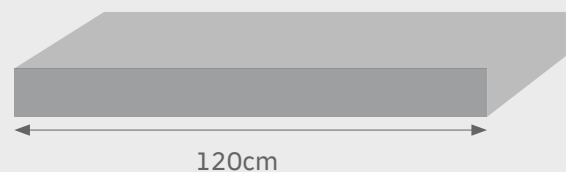
## Out of gauge

- Items that have two sides 80cm or more in size.



## Long length

- Has one side of 120cm or greater.



## Heavy items

- Items weighing more than 30kg will also be deemed to be out of gauge.

All items will undergo weight and length checks. If they exceed the declared weight and dimensions, there's a possibility that additional surcharges may be applied to those items.

These surcharges are implemented to account for the additional costs associated with handling items that don't conform to the specified weight and size parameters.



# DANGEROUS GOODS

As a shipper it is your responsibility to know exactly what is in your products. It is also your responsibility to ensure the goods are declared accurately.

DHL eCommerce UK will only carry dangerous goods which are packaged, marked and labelled in accordance with the Limited Quantities exemptions ADR or which are packaged, marked and labelled in accordance with a specific Special Provision which exempts the goods from the requirements of ADR. Items which DHL eCommerce UK will not accept are:

DHL eCommerce UK does not provide customers with advice on Dangerous Goods and you should always ensure you have provided your own competent person for the consigning of Dangerous Goods products, as per ADR regulations.

For clarity, Dangerous Goods are substances or articles that can pose a hazard to the health and safety of people or may cause damage to property or the environment (in the event of a leak or spillage).

## Specific exclusions

- Class 1 (Explosives except 1.4S)
- Class 2.3 (Toxic Gases)
- Class 5.2 (Organic Peroxides)
- Class 6.2 (Infectious Substances)
- Class 7 (Radioactive Material)
- Any substances or articles in Packing Group I (PG I)
- Any substances or articles exceeding Limited Quantities or not packaged in accordance with a Special Provision which specifically exempts the goods from the requirements of ADR
- Any substances or articles which have not been correctly packaged, marked and labelled

DHL eCommerce UK cannot accept any dangerous goods for delivery to the Channel Islands. Goods to other offshore destinations within the UK (e.g. Eire, Scottish Islands etc.) must be prepared in accordance with the IMDG Code as they will be sent by sea transport. IMDG shipments must also be accompanied by a fully completed dangerous goods note.

**Dangerous goods must not be sent to International destinations, including Europe, without prior approval.**

DHL eCommerce UK can only accept Limited Quantity Dangerous Goods to International destinations (including Europe) which are packaged, marked and labelled in accordance with the Limited Quantities requirements of the IATA Regulations as DHL eCommerce UK sends all International dangerous goods freight by air. International dangerous goods must be accompanied by a fully completed IATA Dangerous Goods Declaration.

All packaging and labelling must comply with the Limited Quantities requirements of the International Air Transport Association's Dangerous Goods Regulations (IATA DGR). You are advised to contact a dangerous goods specialist if you have any questions regarding paperwork or packaging. When sending the package, you should provide us with three original colour copies of the Shippers Declaration for Dangerous Goods and an invoice. This is regardless of whether the destination country is in the EU. Please note that all dangerous goods will be held on day 1 for the paperwork to be thoroughly checked before shipping.

DHL eCommerce UK has a policy that currently restricts liquids and gels to a **maximum** quantity of 1 litre. The 5kg **maximum** LQ for solids is a universal standard, unless specifically stated in the ADR section 3.4 Dangerous Goods List.

