

Options for collection and delivery



Collections

You can choose from our range of flexible options, including arranging collections online at www.parcelforce.com. Registering is free and easy – just log on and follow the simple on-screen prompts. If you regularly have a parcel picked up from a third party address this is also easy to arrange.

Scheduled

If you send parcels every day or on specific days of the week, we will collect from you at an agreed time, usually between 9am and 5.30pm, Monday to Friday.

Ad hoc

If your requirement is more irregular, using www.parcelforce.com to print your despatch labels will automatically book a collection for you at the same time.

Return

If you need parcels picked up from remote locations – for example, a satellite office – and delivered back to your normal despatch address (or delivered to another address), you can arrange a collection online or on Worldwide Distribution Manager® Online.

The appropriate remote or third party collection charge will automatically be added to your normal consignment charge.

Or drop off at our depots

You can also drop off packages at your local Parcelforce Worldwide depot. Depots are generally open 8am to 7pm Monday to Friday and 8am to 12.30pm Saturday (some depots may vary). Call us on **08448 00 44 66** for our latest acceptance times, or visit www.parcelforce.com for location maps.

Return drop off at Post Office® branches

If you have a regular need for your customers and/or employees to return unwanted or damaged goods to a central address, we can offer this through up to 11,000 Post Office Branches. For more information, please visit www.parcelforce.com or speak to your Account Manager to have this service built into your contract.

Deliveries

UK delivery times

Deliveries to UK business and residential addresses are usually made between 7am and 5.30pm Monday to Friday (depending on the service used).

If you require a Saturday delivery you can request this when you despatch online. Saturday deliveries are made between 7am and 12.30pm if requested. For full details on Saturday deliveries, please refer to the Customer Service Guide.

International delivery times

International deliveries (Zones 4-12) are made during standard business hours, which vary from country to country – please see www.parcelforce.com/countries for details.

Delivery policy

We deliver to an address, not a named individual. When no one is available on the first delivery attempt the item is returned to the depot and a contact card left at the address, the delivery is then attempted the following day. In the event that the delivery is not able to be completed on the second attempt, a card will be left informing the recipient of the alternative delivery options available to them or chosen by Parcelforce Worldwide. For buildings with multiple occupancy the complete address must contain business name/department details for a delivery to be completed. We deliver to a recognised delivery point (for example reception or the post room) on the ground floor, or the nearest one, if the addressee does not occupy the ground floor.

Calls to 08448 00 44 66 cost 5p per minute from a BT land line.

Effective from 31st January 2011

convenient**delivery**

For an increasing number of households, there is rarely anyone at home during the day to accept delivery of a parcel. Your customers can now order items for home delivery, safe in the knowledge that there is a secure and convenient alternative.

We will make every effort to deliver to the address on the parcel or to an appropriate neighbour, but if no one is home the following options are available;

- we will take it to a local Post Office, where it can be collected within 16 days. Our internet tracking facility includes details of the Post Office branch where the parcel is being held.
- We will leave a card telling the recipient where to collect the parcel, with a number to phone if they have any queries. They simply take the card (and proof of identity) to collect the parcel.

convenient**collect**

For customers who know they won't be at home for a parcel delivery and would rather collect it from their nearest Post Office branch, convenient**collect** is the ideal solution.

To use this service within Worldwide Despatch Manager, all you need to do is enter your customer's delivery postcode to display a list of local Post Office branches, within the vicinity of your customer's address. Once the appropriate Post Office branch has been selected, the delivery address will automatically be populated, saving time in keying address data in. An email is then sent to your customer confirming where they can collect their parcel from.

With over 11,000 Post Office branches to choose from with 90% of consumers living within 1 mile of their local branch, convenient**collect** provides a real alternative to direct to door delivery.