

Day	Date	Hub Operations	Trunking Network	Depot Operations
Saturday	23/12/2017	Normal services	No services	<b>Offices open to 12 noon. Deliveries only no collections</b>
Sunday	24/12/2017	CLOSED	No services	CLOSED
Monday	25/12/2017	CLOSED	No services	CLOSED
Tuesday	26/12/2017	CLOSED	No services	CLOSED
Wednesday	27/12/2017	Normal services	TBA – skeleton service	Normal services
Thursday	28/12/2017	Normal services	TBA – skeleton service	Normal services
Friday	29/12/2017	Normal services	TBA – skeleton service	Normal services
Saturday	30/12/2017	Normal services	No services	<b>Offices open to 12 noon. Deliveries only no collections</b>
Sunday	31/12/2017	CLOSED	No services	CLOSED
Monday	01/01/2018	CLOSED	No services	CLOSED
Tuesday	02/01/2018	Normal services	Normal services	Normal services resume- <b>Excluding Scotland</b>

### Perishable Deliveries

The last date for despatching goods of a perishable nature is the 20/12/17 for delivery 21/12/17, this allowing for any misroutes or mis-sorted items to be arranged for delivery on the 22nd December.

### Preparing your customer's for deliveries.

This time of the year is busy for all including your customers, please give us the best chance of successfully delivering to them first time, thus avoiding any disappointment.

### Hints and Tips.

Offer a delivery to the place they are likely to be, most people work during the day. If the delivery is going to a residential property consider the following before despatching.

**Can the item be left at a particular neighbour?**

**Is there a safe place they would like it leaving?**

**Would they prefer a delivery to work where possible?**

**Inform the consignee when you are despatching the consignment so they can arrange to be in to accept the delivery.**

**Would they prefer to collect the item from the local depot?**

### Addressing your freight

Any residential deliveries especially rural locations must have **at least** two telephone numbers so the driver can make contact with the customer to prevent any delays.

Any deliveries to a business location must include the contact name and mobile number of the consignee to ensure the item reaches the intended person.

Please ensure the consignment number is written on each box, if a routing label is detached in transit it can be more easily identified by the team at the hub and sent on.

Please ensure your routing label is crease free and secured to the largest side of the parcel ensuring a full scan traceability through the network.

### Ghost Consignments

Please ensure that any consignments booked are sent that day, if you book a consignment after the driver has left your site ensure the next despatch date is used.

For urgent deliveries that must go please call either the Leyland depot on 01772 421454 or Blackpool depot on 01253 403781, we will advise if we can return that day or of course you can drop off the item(s) at the depot in Leyland pre 17:30 or our Blackpool depot pre 17:00.

### Trunk departures

In order we meet our tipping window at the hub it is paramount that our trunks leave on time. The knock on effect of your items not being ready could result in your freight missing its connection. The trunk departures will not be delayed under any circumstances, if the collection vehicle arrives after the trunk has left the freight will be sent the following day.

Please avoid holding the collection drivers at the collection point for the one that still isn't packed, you are more than welcome to drop it off at the depot if it desperate to go. Again, drop off at the depot is pre 17:30 at Leyland pre 17:00 at Blackpool.

### Early collections

As with most seasonal collections the orders go through the roof, if you have items ready early on please let us know, it maybe we collect early and send the normal driver in at his normal collection time to avoid any bulk outs on the collection vans and free you up some room.

### **Sunday 17<sup>th</sup> Collections**

Monday the 18<sup>th</sup> is our predicted busiest night, in the event you have a large number of items ready we may be able to collect them Sunday 17<sup>th</sup> this will of course be determined on the number of consignments you have.

All these hints are tips will not only make our lives easier but will ensure your customer receives their consignment on time and galvanise future trading. If there are any queries please contact the team at your local depot.

### **International deliveries**

For the purpose of Customs clearance, items should NOT be declared as “Xmas presents” or “Xmas gifts” etc. A full and accurate description of contents should appear on the HAWB, and on any pro-forma invoice supplied. As a general principle, Goods described as 'Gifts', 'Presents', 'Samples' or 'Promotional Material' or any other inaccurately declared goods will automatically incur a Customs hold whilst a full description and accurate declaration of value are obtained from the shipper. As you will appreciate, this is necessary all year round but becomes increasingly relevant in the run-up to Christmas.

In the event that we do receive shipments with an inadequate description, you will be called for an accurate description the goods. Shipments will be on hold pending the receipt of an accurate pro-forma invoice with a complete and detailed breakdown of the contents. This should prevent potentially costly delays upon the item's arrival at local Customs (we would normally open boxes and check for a description but with the increased volume we will not have time to do so) I must stress that the onus is still upon the shipper to ensure that goods are declared accurately and that Archive Business centre Limited or ABC Blackpool will not be held responsible for any delays incurred due to inaccurate descriptions. However, having said that we will of course do our utmost to ensure that any delays for your customers are avoided, or at least minimised. It is imperative that full addresses, contact names and contact telephone number are provided for **all** shipments.

You should also be aware that Christmas Hampers are likely to generate some additional problems. If the contents of any Hamper are packed in straw, the straw will be removed by Customs on arrival and destroyed without question- this is something that we have absolutely no control over. Please also remember that all foodstuffs to Australia are subject to a Quarantine entry and a possible request for an ingredients listing. If you do not want the consignee to be charged for this, it is important that you email a “Free Domicile” pre alert to us prior to departure. For information on any locally restricted items, please contact Customer Services.

We apologise for having to appear pedantic on this subject but feel that the potential financial and service implications are well worth avoiding if at all possible. If you require further information on specific incidences, or have any questions at all regarding this or any other operational matters please feel free to contact me via the normal channels.

## **USA**

**Please note, alcohol is not permitted entry to certain destinations unless this is being exported from a licensed distiller and imported by a licensed distiller who has the relevant paperwork / license's in place to assist customs with the clearance.**

**Chocolate and other foods stuffs.**

**This is subject to FDA procedures (Food and Drug Administration). The shipper must be registered with the FDA, also the consignee.**

**We have before managed to send home made food in small quantities however this can only be sent from one private address in the UK to another. Company to home address's or vice versa is NOT permitted.**

**When sending wine or any glass bottled drinks, it is the shipper's responsibility to ensure the goods have sufficient packaging for international shipping. If the packaging is not sufficient we will advise the goods need to be professional packed and will provide you with a price accordingly.**

**Once again it is the senders responsibility to obtain an invoice for all non document non EU shipments and not our responsibility to open each parcel to obtain a description of the contents and estimate it's value.**

**Please adhere to these instructions.**

**This will enable us to export your shipments with the minimum of delay.**

**Any queries regarding the aforementioned, please contact us accordingly.**