

Please find listed information appertaining to the Christmas and New Year 2019 / 2020 operating schedule

| Day       | Date       | Hub Operations                | Trunking Network       | Depot Operations                              |
|-----------|------------|-------------------------------|------------------------|---|
| Friday    | 20/12/2019 | Normal services               | Normal services        | Normal services                               |
| Saturday  | 21/12/2019 | Normal services               | No services            | <b>Saturday services<br/>See note b below</b> |
| Sunday    | 22/12/2019 | CLOSED                        | No services            | CLOSED  |
| Monday    | 23/12/2019 | Normal services               | TBA – skeleton service | Normal services                               |
| Tuesday   | 24/12/2019 | Normal services to 14.00hours | No services            | Normal services to 14.00hours                 |
| Wednesday | 25/12/2019 | CLOSED                        | No services            | CLOSED  |
| Thursday  | 26/12/2019 | CLOSED                        | No services            | CLOSED  |
| Friday    | 27/12/2019 | Normal services               | TBA – skeleton service | Normal services                               |
| Saturday  | 28/12/2019 | Normal services               | No services            | <b>Saturday Services</b>                      |
| Sunday    | 29/12/2019 | CLOSED                        | No services            | CLOSED  |
| Monday    | 30/12/2019 | Normal services               | TBA – skeleton service | Normal services                               |
| Tuesday   | 31/12/2019 | Normal services to 14.00hours | No services            | Normal services to 14.00hours                 |
| Wednesday | 01/01/2020 | CLOSED                        | No services            | CLOSED  |
| Thursday  | 02/01/2020 | Normal services               | Normal services        | Normal services resume- Excluding Scotland    |

- a) The last date for the input of any Live Fish / Coral consignments for pre – Christmas delivery is Wednesday 18<sup>th</sup> December, this service will then resume on Thursday 2<sup>nd</sup> January 2020
- b) The last date for despatching goods of a perishable nature is Friday 20<sup>th</sup> December using the **Saturday Services only**, should you have any accounts with a requirement to send replacement / replenishment goods on Monday 23<sup>rd</sup> December on timed services for delivery Tuesday 24<sup>th</sup> December
- c) The last dates to input consignments on the Road Services to Ireland for delivery pre-Christmas are, Monday 16<sup>th</sup> December for Depot 169 Dublin / Eire and Tuesday 17<sup>th</sup> December for Depot 167 Northern Ireland
- d) **Public Holiday in Scotland on Thursday 2 January 2020 – normal services resume on Friday 3<sup>rd</sup> January 2020**

## **Perishable Deliveries**

The last date for despatching goods of a perishable nature is the 20/12/19 for delivery 21/12/19 using the **Saturday Services only**,

## **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, remember 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 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?**

**Any of the above instructions must be entered into the special instructions field on your booking platform.**

## **Addressing your freight**

Any residential deliveries especially rural locations must have **at least** two telephone numbers so the driver can contact 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 and delivery post code 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 our Leyland depot on 01772 421454, 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.

## **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 without exception.

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.

## **Amazon Distribution Centres**

**In recent years we have experienced severe delays delivering into Amazon. Please ensure all consignments have been booked in correctly with the necessary documentation and booking reference numbers. Please note we have no control with these centres, in most cases we cannot speak directly to them and the information given from them is negligible. Any delays will be the responsibility of the distribution centre, ABC or APC Overnight we will not be held accountable for consequential loss due to delays out of our control.**

### **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.

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. 01772 421454

### **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 proforma 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.

If we do receive shipments with an inadequate description, you will be called to provide an accurate description the goods. Shipments will be on hold pending the receipt of an accurate proforma 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 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 ingredient 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 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.**

**Once again it is the sender's 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 afore mentioned, please contact us accordingly.**