

Dear Valued Customer,

May we first thank you for your continued business, having travelled through what many would regard as the worse six months in living memory with the Global pandemic. We are all still adjusting to the “new normal” and have had to re-invent the way we do things in order to maintain our businesses. Things are still evolving as the rules are continually changing and with that in mind we have started to plan for, what many are predicting, will be the biggest online Christmas ever known. A full and comprehensive calendar is listed here for you for the trading hours for the last two weeks of the year. What we request from you this year is (a) if you feel or know that your despatches are going to be a lot higher than usual could you please give us as much notice as possible. This helps us to maximise our resources and, in some areas, we will be able to collect ready freight from you in the morning as well as your regular collection timeslot.

#### **Ease of delivery:**

- Delivering your goods safely and on-time is our number 1 priority. With parcel numbers predicted to almost double last Christmas’ totals we would ask you, wherever possible, to help us make things as easy as possible. This can be achieved by: -
- Ensuring that the full and correct address is used.
- Putting the name of the recipient on the consignment.
- Putting at least one mobile telephone number for the recipient.
- Allowing your goods, wherever possible, to be left in a safe place (porch, garage etc) in the special instructions field.
- Removing. (again wherever possible) restrictive actions such as “Do not leave with neighbour”. (special instructions field)
- Putting the number of the neighbour that will receive on your behalf (special instructions field)
- Encouraging your customer to have their goods delivered to their workplace. Phone numbers and contact names essential.
- Include their e-mail address so that they get pre notification of delivery.

These measures will allow us to deliver your goods effectively and efficiently to your customer and not have to return them to depot.

#### **Perishable goods:**

- The last date for despatching goods of a perishable nature is the 22/12/20 for delivery 23/12/20. Should you have any extenuating circumstances that necessitate your goods being despatched on the 23/12/20 for delivery Christmas Eve you must contact [steve@abc-ltd.net](mailto:steve@abc-ltd.net) no later than 14/12/20 and we will try and assist if possible with liaising with the APC Hub on your behalf.
- If your goods are of a perishable nature we would request that you apply a special instruction that **goods can/must be left safe** and equally we would encourage you to speak to your clients to make them aware and to ascertain their preferred place should they be out.

#### **Road Service:**

- The last date to input freight going to Northern Ireland, Eire, Scottish offshore Islands will be Wednesday 16th December.

### Transport of Live Fish / & Coral – Suspension during Peak

- From November, the input days for live fish/live coral will reduce from 3 to 2 each week. **Live fish/live coral cannot** be input on a Tuesday and can only be input on a **Wednesday and Thursday**.
- **The last input date for live fish/coral will be on Thursday 26 November 2020**. No fish are to be input again until 5<sup>th</sup> January 2021.

We have made this restriction in the interests of the welfare of the live fish and live coral, and **obligations under the DEFRA Code of Practice**.

### Product Profile Changes NC & XS

- **Effective Monday 12<sup>th</sup> October** there will be a reduction in the items per consignment that can be despatched to a maximum of **two**. Equally, any item(s) despatched unboxed will now be treated as XS freight (previously regarded as NC) and charged accordingly.

### Ghost Consignments

Please ensure that any consignments booked are sent that day. Any goods manifested but not despatched will be charged for. Please ensure, as a matter of importance, that you print 2 manifests each day. One for the driver to sign for you and one for the driver to bring back to depot. If there is a consignment that you are not despatching, either delete it from the system or mark it on the manifest for the driver to highlight on his return to depot. For assistance please contact [steve@abc-ltd.net](mailto:steve@abc-ltd.net)

For urgent deliveries that must go, that have missed the vehicle or are of an emergency situation 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 17:00.

### Trunk departures

Because we are working to the most intense program that we have ever done due to the pandemic please ensure that your goods are completely ready along with printed manifests, at least 15 minutes before your allotted time slot. Drivers cannot be held up at collection point as they all have a pre-determined time to arrive back at Leyland in order to meet the trunking schedule.

### 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.**

#### **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.**

Day	Date	Hub Operations	Trunking Network	Depot Operations
Wednesday	23/12/2020	Normal services	Normal services	Normal services
Thursday	24/12/2020	Normal services to 17.00hours See note (b) below	No services	Normal services to 14.00hours See note (b) below
Friday	25/12/2020	CLOSED	No services	CLOSED
Saturday	26/12/2020	CLOSED	No services	CLOSED
Sunday	27/12/2020	CLOSED	No services	CLOSED
Monday	28/12/2020	CLOSED	No services	CLOSED
Tuesday	29/12/2020	Normal services resume at 7:00am start	Normal services	Normal services
Wednesday	30/12/2020	Normal services	Normal services	Normal services
Thursday	31/12/2020	Normal services to 17.00hours See note c below	No services	Normal services to 14.00hours See note c below
Friday	01/01/2021	CLOSED	No services	CLOSED
Saturday	02/01/2021	CLOSED	No services	CLOSED
Sunday	03/01/2021	CLOSED	No services	CLOSED
Monday	04/01/2021	Normal services resume at 7:00am start	Normal services	Normal services resume- <b>Excluding Scotland</b>

- a) **Public Holiday in Scotland on Monday 4<sup>th</sup> January 2021 – normal services resume on Tuesday 5<sup>th</sup> January 2021.**

Please ensure that a copy of this operating schedule is distributed to all relevant members of your staff.