
Customer Guide

Issue 4.0

Leaders in the distribution of Palletised Goods



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Taking service to a new level

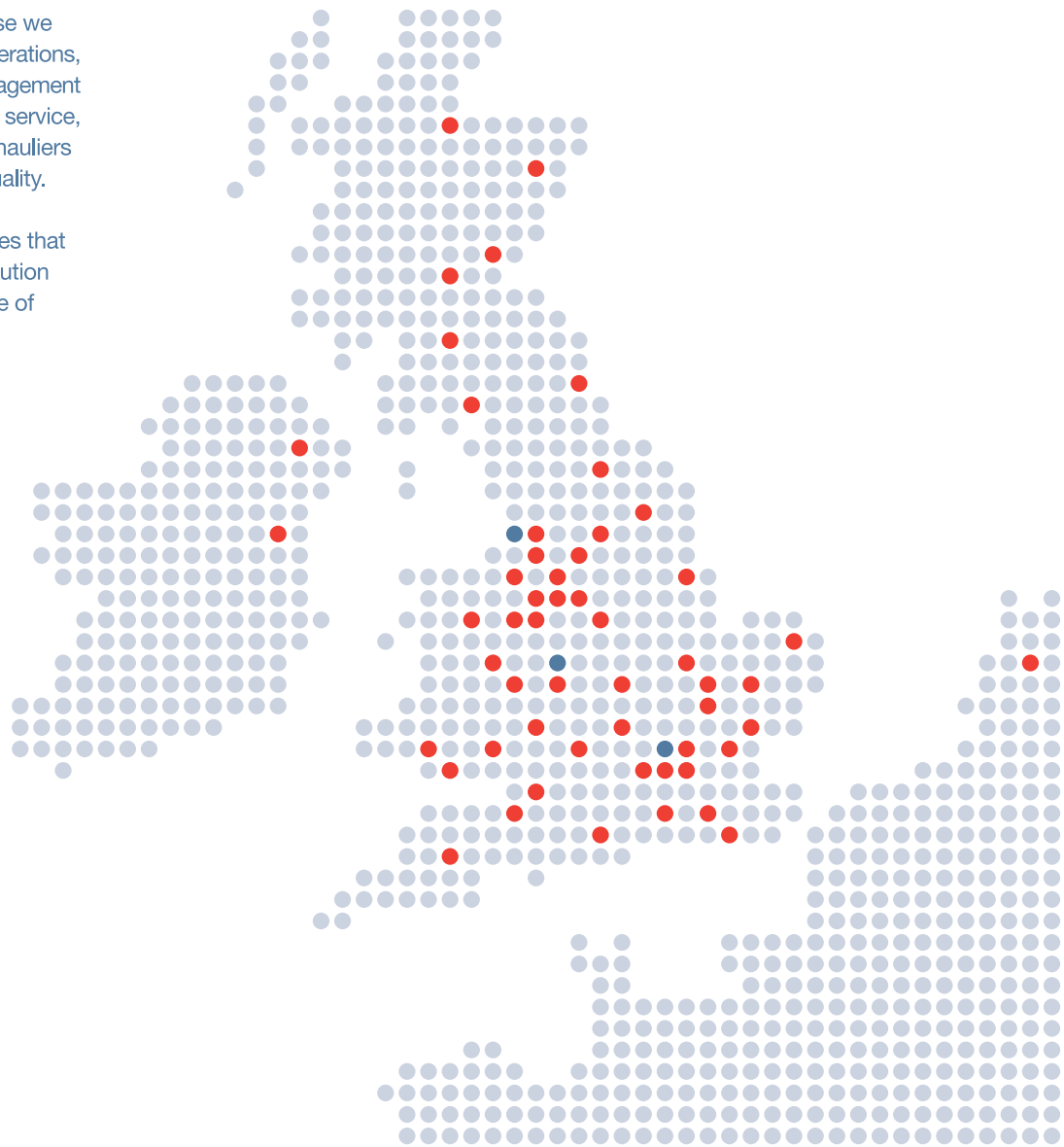
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Palletline guarantees fast and reliable delivery of all your palletised goods across the UK and Ireland.

Our hub and spoke network allows member companies to bring your goods to central hubs in Birmingham, Preston and London for nationwide delivery the following day.

Our established relationships with European partners mean that we can also handle all your deliveries into mainland Europe and beyond.

The Palletline system works because we combine central co-ordination of operations, IT and administration with local management of collection, delivery and customer service, provided by independently owned hauliers with an absolute commitment to quality. Continuous investment in people, infrastructure and equipment ensures that Palletline, the first ever pallet distribution system, remains at the leading edge of development.



Key

- Palletline Member Companies
- Palletline Hubs

Process

- Pallets are collected from the customers' premises and returned to the local Palletline Member Company
- Pallets are then checked and labelled indicating the service level and delivery depot
- All delivery information is entered into Palletline's central computer system enabling data transfer to the hub and onward delivery depot
- Timed deliveries are advised to the delivery depot for scheduling
- Trunk vehicles transport the goods to the relevant hub
- On arrival at the hub pallets are transferred to other member vehicles serving the delivery address
- Trunk vehicles return to their depots with pallets for all their deliveries

A simple but effective process

Track and Trace

Palletline operate a bar code based track and trace system to enable the monitoring of your freight as it travels through the system. As soon as your pallet is labelled at the collection depot it is bar coded and scanned. That scanning is then repeated at the hub and delivery depot, providing up to date status information throughout the delivery process.

In addition, a digital scan of your Proof of Delivery note is available for you to see online by 12.00 the day after delivery. In this way, Palletline provide complete transparency of service standards, bringing you greater peace of mind than ever before.

A comprehensive range of services, from smaller pallets to large consignments, with next day and economy deliveries, across the UK and Europe, means that Palletline can meet ALL your palletised distribution needs.

Core Services

- Guaranteed Next Day Deliveries*
United Kingdom (excluding Highlands and Islands), Northern Ireland, Southern Ireland (Dublin City, Dublin County and County Kildare)
- 48/72 Hour economy service
- Track and Trace systems
- Online POD System
- Reverse Collections

Ancillary Services

- PalletPlus – overnight and economy deliveries for larger consignments
- Bespoke pricing for smaller pallets
- Express deliveries to all major European destinations
- Weekend and Bank Holiday deliveries
- Timed deliveries
- Tail lift deliveries
- Third party collections
- European links

*Subject to established notification times

Freight Presentation

It is vital that every pallet is presented to the collection driver in a condition suitable for transshipment and road transport. As a minimum this should include:

- Goods stacked on a strong pallet
- Goods secured to the pallet with banding or shrink wrap (including the top)
- The pallet clearly marked with the name of the consignor and the name, address, FULL postcode of the consignee on two opposite sides of the pallet.
- High value pallets should be sealed with security tape to ensure maximum protection.

Weight – up to 1000kgs
Dimensions – 1.2m x 1.2m x 2.0m high.

Important points to note:

The system can handle heavier pallets up to 2000kgs but a surcharge may apply. Pallets weighing over 2,000 kgs cannot be delivered through the Palletline system.

Tail Lift deliveries – where the pallet is to be manually unloaded from the vehicle, to within ten feet of the rear of the vehicle, using a pallet truck at delivery point, a four way entry pallet is required. Ground must be suitable for manoeuvre of the pallet and maximum pallet weight is 1000kgs.

If the driver is unhappy with the condition of the pallet at time of collection a decision will be made between you and your local Palletline Member as to how the situation will be handled.

The efficient operation of the system relies on the communication of information between the customer, the Palletline Members and the Palletline hubs.

When you order a collection, you will need to provide the following information to your local Member before your agreed telephone order deadline:

- Number of consignments for collection
- Number of pallets per consignment
- Destination towns
- FULL Postcodes
- Accurate weights and measures for each pallet
- Service required – next day or economy
- Special instructions – timed delivery, tail lift etc.

Important points to note:

Bookings must be confirmed by fax or email by an agreed time each day.

Any changes to the booking should be communicated as soon as possible to your local Member Company to ensure that they can be accommodated.

For customers with daily freight, a pre arranged collection time can be arranged. However we still need you to communicate the above information before collection.

Pallets not pre-advised by the correct time may not be delivered the next day, although every effort will be made to accommodate late requests.

Customers must sign to agree to RHA Conditions of Carriage. The level of Goods in Transit cover should be agreed with customer and Palletline Member Company prior to commencement of service.

Palletline and its member Companies are committed to delivering the service customers want and every effort is made to accommodate your individual needs. To enable us to provide an efficient service the following points need to be considered and agreed with your local Member Company prior to the commencement of trading.

What is your paperwork requirement?

What are your specific requirements – for example invoicing for individual consignments, invoicing on a daily basis, proof of delivery with invoice?

Does your business require a daily collection time?

Are your premises and your delivery points capable of taking 7.5 tonne or 18 tonne curtain side vehicles? If not we need to be pre-advised to ensure the deliveries can be made efficiently. A surcharge may apply if a vehicle less than 7.5 tonne is required.

All service specific queries should be itemised and agreed with your local Member Company.

At the start of trading, your local Member Company will establish pre-advised telephone order deadlines and pre-advised collection times from your premises.

FAQs

Can I get my pallets back?

Under the Chep scheme we can arrange return of blue pallets.

What happens if my deliveries go wrong?

We pride ourselves on our commitment to service quality but we also recognise that things can go wrong. On the rare occasions that they do, our track and trace system enables us to understand very quickly where the problem has arisen and to take the appropriate action. Our aim is to let you know as quickly as we possibly can and to ensure that we do everything in our power to resolve the matter to your satisfaction.

Is there a limit to the number of pallets I can put into the system each day?

No, as long as the freight is pre-advised as explained earlier.

Is there a surcharge for timed and tail lift deliveries?

This depends on the volume and profile of your freight and needs to be agreed with your local Member Company.

What is the latest collection time?

This depends on your location and the distance your local Palletline Member needs to travel to get to the Hub.

What are the earliest and latest delivery times?

In general Palletline delivers between 9.00am – 5.00pm, although some geographical locations may not be achievable by 9.00am. Please consult with your Palletline Member Company to ensure that times are achievable.

How many Palletline Members are there?

We currently have around 60 Member depots operating in excess of 3500 vehicles and over 3 million sq feet of warehousing space.

Code of Practice - In Brief



Customers should ensure that their Palletline Member Company is advised of the following information:

- Accurate weights
- Accurate dimensions
- Consignment destinations, properly addressed with full postcode

Goods should be presented for shipment:

- Securely stacked on a good quality pallet
- Shrink-wrapped, including top of goods
- Accompanied by accurate documentation

By adhering to these simple guidelines Palletline customers can be confident of secure and reliable deliveries.



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