



palletline

Network Freight Distribution

Customer Guide

Network Freight Distribution



The benefits of using Palletline

At Palletline we have designed our services to meet the needs of our customers. By creating the best and most innovative ways of transporting palletised goods across the UK and into Europe, we drive fast, efficient and reliable services for our customers.

Services

We specialise in the distribution of single and multi-pallet consignments of freight on economy and premium services in line with our customers' requirements.

Quality

Quality to us means giving our customers the confidence that their deliveries will be made on time, and in full.

Value

We are driven to deliver services that add value and real benefits to our customers' supply chain.

Innovation

We innovate continuously to ensure our customers have a leading edge in today's challenging and competitive environment.

Our People

All Palletline employees are highly trained and are confident in their field of expertise to provide our members and their customers with comprehensive and detailed advice. "It's in our DNA"

At Palletline, our people are passionate about what we do. We have the right solution to deliver your palletised freight safely, reliably and effectively at a time to suit you and your customer.



Services we offer

The Palletline network offers a range of services which can be tailored to create a solution that adds value to your business.

- Next working day deliveries to 90% of the UK post code areas
- 48/72-hour economy service to all destinations
- Some geographically remote locations such as Highlands, Islands and some parts of the Republic of Ireland may take a little longer
- Express deliveries to all major European destinations
- Weekend and bank holiday deliveries (by prior arrangement)
- Added value services such as timed delivery and collections, third party movements, tail lift deliveries, unload and removal of pallet at delivery point and palletisation and wrapping of freight, if required

Our members offer a wider range of services including warehousing, full and part transport loads, storage, pick & pack and specialised delivery services to meet your needs. Contact us now to find out how we can add value to your supply chain.



Palletline - How it works

- Pallets are collected from the customers' premises upon request. Drivers will check the freight presentation to identify any potential issues
- All pallets are returned to the local Palletline Member depot and scanned to commence the Track & Trace journey
- All delivery information is entered into Palletline's central computer system and data is transferred to the hub as well as the depot that will be completing the delivery
- Timed deliveries and specific requirements are advised to the delivery depot to enable them to schedule the delivery effectively
- Pallets are then checked, labelled, and scanned onto departing trunk vehicles
- Each label contains a barcode which indicates the service level and delivery location
- Trunk vehicles transport the goods to the relevant hub
- On arrival at the hub pallets are quality checked for their freight presentation and scanned. Any potential issues are identified and recorded, with a photograph uploaded on to the system, giving immediate visibility



Palletline - How it works (Continued)

- Pallets are sorted and loaded on to the correct delivering member trunk vehicle
- Pallets are quality checked and scanned again before they leave the hub
- Trunk vehicles return to their depots with pallets for all their assigned deliveries
- Pallets arrive back at the delivering depot, quality checked, scanned in and then scanned out again onto the local delivery vehicle to ensure full traceability throughout each tracking point
- Deliveries are scheduled to meet your timed requirements. Customers have visibility of their consignment history as well as being able to see full pallet tracking through the Track POD link on the Palletline website. If a mobile number is provided a text will be sent as soon as the pallet receives a Departed Delivery Vehicle (DDV) scan
- Each driver has a handheld device which they use to digitally record the signature at the point of delivery
- The pallet is unloaded, and the customer checks the condition before signing
- Signatures are captured digitally and uploaded to our system immediately
- Digital proof of delivery signature is available within minutes of the delivery taking place
- Your delivery is completed effectively and in line with the service requirements, any issues noted at the point of delivery are also uploaded



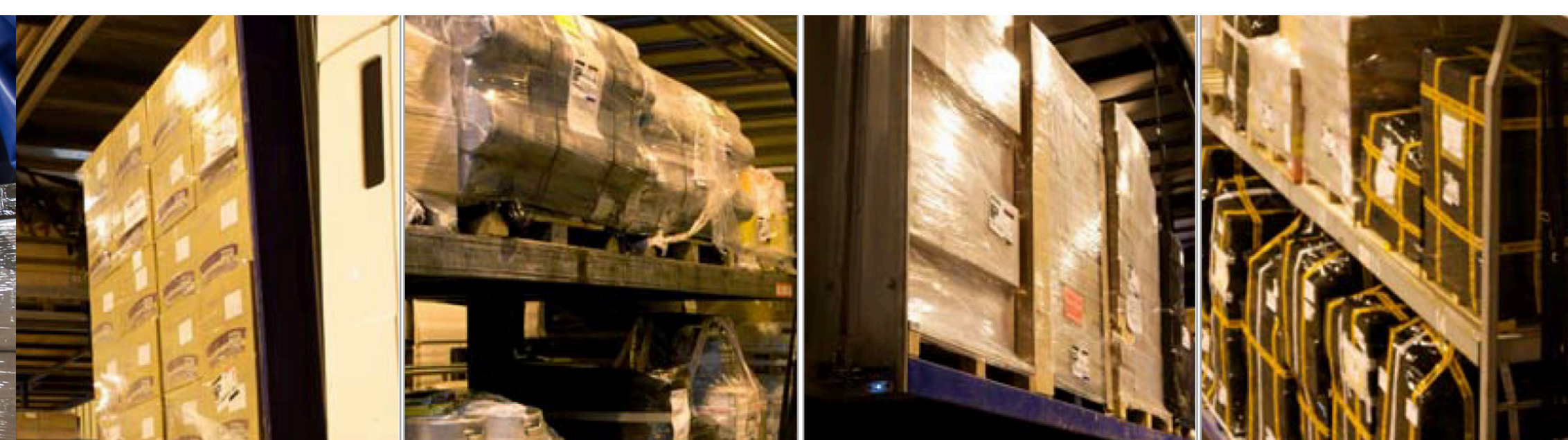
Tracking your goods

Palletline operates a barcode-based Track & Trace System to monitor your freight as it travels through our system.

Each pallet is scanned at every transition point of its journey, a record is uploaded on to our system providing up to date status information. Digital signature capture provides immediate access to an online proof of delivery.

All our members have access to an online view of the pallets within the system, at any given time. This ensures that they can plan the journey for all freight travelling through the system, making sure that all consignments reach their destination on time.

The tracking system is designed to provide complete visibility of every transition point throughout the journey and when it reaches our destination, giving you confidence that every delivery will be made on time and in full.

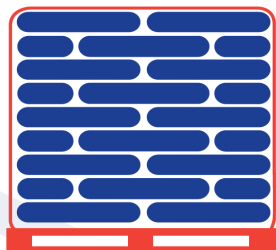


How to present your freight

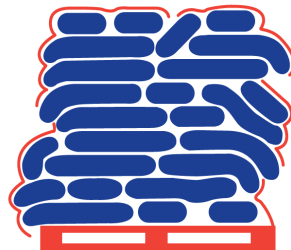
Whether you send pallets regularly or infrequently, there are a few golden rules to follow when preparing a pallet for collection. Pallets must be presented to the collection driver in a condition suitable for transshipment and road transport.

This means a suitable, undamaged pallet must be used:

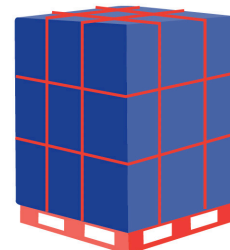
- If A GKN or CHEP is used then please make sure the relevant paperwork is attached
- Goods must be secured to the pallet with banding or shrink wrap, including the top of the pallet
- The pallet must be clearly marked with the name of the sender and the full name, address and postcode of the destination, on two adjacent sides of the pallet
- Any fragile, non-stackable or other informative labels should also be attached
- If you are sending high value items, then please ensure that the pallets are sealed with security tape to ensure maximum protection
- We do not carry any hazardous goods, only limited quantity so if you do wish to transport hazardous goods then please contact your local member for an alternative solution
- If you are sending limited quantity goods then these must be labelled clearly with the correct diamond 120mm x 100mm white label



A securely stacked and wrapped pallet acceptable for transit through the Palletline System.



An insecurely stacked and wrapped pallet not acceptable for transit through the Palletline System.



Minimum requirements for security taping.



Pallets consigned requiring tail lift deliveries must have four way entry



How to present your freight

Palletline standard UK pallet dimensions are:

- Footprint / base size of 1.22m x 1.00m (other base sizes available)
- Maximum height of 2.29m – (other sizes available)

Standard Pallet Weight

- Up to 750 kilograms for tail lift deliveries
- Up to 1,000 kilograms for tail lift deliveries using our "Lift Assist" service
- Up to 1,250 kilograms in weight for non-tail lift deliveries

We can handle taller, heavier pallets or those with larger footprints on request so please contact your local member for more information.

Important points to note:

Where the pallet is to be manually unloaded from the vehicle using a tail lift, we deliver to within ten feet of the rear of the vehicle.

As we'll be using a pallet truck at the delivery point, a four-way entry pallet is required. It is worth checking that the ground at the delivery point is suitable for manoeuvre of the pallet. Pallets over 1,000 kg cannot be handled using a tail lift so if you are sending over-weight pallets, your delivery point will need access to a forklift.

If there are any concerns regarding the condition of the pallet or the goods on it at any time during its progress through the network, your local Palletline Member will be advised. They will liaise directly with you to agree an action plan so it can continue its journey through the Palletline system.



Communication - Working Together

Ordering a Collection

To help us provide you with the best service, you will need the following information to place a collection request:

- Number of consignments for collection
- Number of pallets within each consignment
- Destination towns and full postcode
- Accurate weights and dimensions of each pallet
- Service you require for each consignment - next day/economy etc.
- Any special instructions - timed delivery, booked delivery, tail lift etc.

Important points to note:

Collections advised before 12 noon are normally collected on the same working day. Every effort will be made to accommodate any collection requests after this time, but this will not always be possible. If you have requested a tail lift vehicle for the delivery, you will need to check and advise of any vehicle restrictions. Our tail lift fleet is made up predominantly of 7.5, 10 or 18 tonne vehicles. If access is restricted and a smaller vehicle is required, there may be an additional charge. Any changes to the booking should be communicated as soon as possible to your local Member Company or using the online contact form to ensure that they can be accommodated. If you are sending pallets frequently, we can organise a regular collection time, however you'll still need to send through all the information above prior to the collection so that we're prepared. All consignments handled through the Palletline system are subject to RHA Conditions of Carriage. The standard cover is £1,300 per tonne, however if you would like to increase this, your local Palletline member will be able to provide further details. Please Note: This does have to be arranged prior to collection to be valid.



Our Commitment to making the system work for you

Palletline and our members are committed to working in partnership with our customers. To help us provide an efficient service that meets your expectations, we will need to know your specific requirements.

- The frequency and time of your regular collections
- Payment terms and an account spending limit
- Any specific paperwork requirements
- How you would like your invoices presented
- Vehicle access to your premises and any other requirements we need to be aware of

Our members will work to build a strong relationship with you so if there are any specific requirements or concerns you may have, please tell your local representative and they will be happy to discuss these with you.

Frequently Asked Questions

How do I arrange a collection?

For regular collections please contact your local Palletline member who will be able to arrange account facilities for you. Simply go to www.palletline.com for more information.

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

The system handles thousands of pallets each working day, so as long as your freight is pre-advised and you are within your account credit limit, there is no limit to the number of pallets you can send through our network.

Is there a surcharge for timed and tail lift deliveries?

A list of surcharges is available on the Palletline website, however if you have regular special requirements such as timed or tail lift deliveries, then your local member will be happy to provide you with a bespoke tariff of charges to meet your needs.

What is the latest collection time?

This will depend on your location and the distance your local Palletline Member needs to travel to get to the Hub in time to meet the deadlines for onward transportation to the delivery depot. If you have a specific, regular requirement then please discuss this with your local Palletline member.

What are the earliest and latest delivery times?

As a general rule, Palletline deliveries are completed between 9.00am – 5.00pm. Outlying geographical locations may not be achievable by 9.00am, however we will normally advise you of any restrictions when the collection request is placed. If in doubt, please contact your local Palletline member for clarification.

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 & 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.

How many Palletline Member Companies are there?

We currently have over 70 Member depots with a combined resource base of over 6,000 vehicles and access to over 5 million square feet of warehousing space.

Can I get my pallets back?

Under the Chep scheme we can arrange return of blue pallets, however, please ensure that this is specified when the collection is arranged with your local Palletline member.

Is Palletline audited by any external organisations?

Palletline Ltd was the first pallet distribution network to achieve ISO 9001, 14001 and the old 18001 accreditations. We are the only pallet network to achieve ISO 50001 through our stringent approach to health and safety through all aspects of the operation.




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