

# WELCOME PACK

New Account Applications



Express Pallet  
Delivery



WorldWide  
Express



Same Day  
Delivery



Overnight Parcel  
Express









## Contents

- 01 Application to Open a Credit Account
- 02 Goods in Transit
- 03 Trading Agreement
- 05 Product Guide
- 06 APC Volumetric Guide
- 07 APC Parcel Parameters
- 08 Delivery Services
- 09 Pallet Definitions
- 10 Pallet Track Service Guide
- 11 Haulage and International Freight
- 12 Parcel Deliveries
- 13 IT Infrastructure
- 14-17 Customer Insurance Goods  
Liability Procedure





# Account Application Form

## APPLICATION TO OPEN A CREDIT ACCOUNT

Company Trading Name:

Invoice/Statement Address:

Post Code:

Accounts Contact:

Tel:

Fax:

Applicant Title:

Maximum Credit Required Per Month:

Special Requirements:

*(ie: order number, reference)*

Name and Home Address of Proprietors:

*(none limited companies only)*

Company Registered Name:

Registered Office Address:

Post Code:

VAT Number:

Registration Number:

Bank Name and Address:

Sort Code:

Account Number:

Tel:

Fax:

Trade Reference 1, Name and Address:

Tel:

Fax:

Accounts Email Address:

Operations Email Address:

General Email Address:

(RHA. 1998) terms and conditions will govern all transactions Attention should be given to the insurance cover provided and the correct claims procedure are followed in the event or a claim. We reserve the right to add costs incurred in the collection of outstanding accounts to the outstanding balance No amount may be deducted without prior consent or our account department.

**I accept the terms and conditions incorporated in my application and referred attachments. I understand that any amendments to these terms will only be authorised by a director of Action Express Group Ltd.**

Signature:

Date:

Print Name:

Position:

*For official use only*

Authorised by:

Account Code:

Credit Limited Required:

Date:



# Goods In Transit

## GOODS IN TRANSIT CLAIM FORMATION & GUIDELINES

The purpose of this information is to clarify the important procedures required by insurers so that in the unlikely event of a claim our customer is informed of all necessary procedures to follow.

**Claims are processed strictly in accordance with the road Haulage Association (1998) terms and conditions of carriage. A copy of these terms and conditions are available upon request. It is essential that Goods in transit Claims are clearly understood and we are notified within the following time limits:-**

Shortages/damages-verbally within 3 days

Then the claim is to be made in writing within 7 days and the claim form with following supporting documents is to be received within 14 days for pallet track deliveries and 10 days for APC, after the termination of transit.

**Sales Invoice**

**Cost Invoice**

**Delivery Notes**

**Weight of goods missing, lost or damaged**

Any other loss-verbally within 28 days.

Then the claim for is to be forwarded with supporting documentation listed above in writing within 42 days, after commencement of transit.

### CONSIGNMENT/ DELIVERY NOTES

Consignment/delivery notes must be endorsed accordingly, ie: goods damaged, missing goods etc. if possible be specific, this will help process the claim quickly.

**If there is a clear signed proof of delivery any claim will become void**

**Goods signed for unchecked will be deemed as a valid proof of delivery**

\*\* It is recommended that you advise your customers of the expected delivery date so they can notify you in the unlikely event they do not receive their goods. \*\*

**Please sign to confirm receipt of these guidelines and information regarding the insurance cover we provide.**

Signature:

Date:

Print Name:

Position Held:

\*\*\*\*The above signatory must be an appropriately authorised person within the Company\*\*\*\*

# Trading Agreement

## PARCELS

Glass, plaster, porcelain, pottery and tenders are **NOT** insured.

## VOLUMETRIC FREIGHT (PARCELS)

Action Express Group reserve the right to charge accordingly for oversized freight. This charge is calculated by measuring the volume of the bulky items (LxWxH)cm/6000kg=cubic weight.

If the cubic weight is greater than the dead weight, the cubic weight will be charged.

## VOLUMETRIC FREIGHT (PALLETS)

Action Express Group reserves the right to charge accordingly for oversize freight.

## 3rd PARTY COLLECTIONS/RETURNS (PARCELS)

There is an additional charge for goods that are returned or collected from a 3rd party. All collection requests **MUST** be faxed or emailed by 12 noon. The charge still applies if there are no goods to collect, or they are not available.

## PAYMENT TERMS

Payment terms are 30 days from invoice date.

To prevent your account being placed on stop your payment terms must be strictly adhered to. No deductions must be made from our invoices unless instructed by our accounts department.

Any invoice queries must be sent to our accounts office by email or fax.

## INSURANCE FOR PARCELS

Your insurance for Parcels will be £100 regardless of the weight and a maximum of £50 per consignment for Mail Packs, Courier packs and Lightweight services, claims will be paid on the lesser of cost/repair of the goods. There is **NO EXCESS**. Completed claim form is required in writing within 3 days.

If you require additional insurance we need to be notified in writing before consignments are release from yourselves.

**PLEASE REFER TO OUR FULL INSURANCE GUIDELINES AVAILABLE ON OUR WEBSITE.**

## INSURANCE FOR PALLETS

Your insurance cover is £1.30 per kilo as per RHA conditions of carriage. If you require additional insurance we need to be notified in writing before consignment is released from yourselves.

## GENERAL HAULAGE

Your insurance cover is £1.30 per kilo per RHA conditions of carriage. If you require additional insurance we need to be notified in writing before consignment is released from yourselves.

## ACKNOWLEDGEMENT

I accept knowledge of all the above and agree to the terms. I also acknowledge that payment to Action Express Group is to be made within my agreed terms.

Signature:

Date:



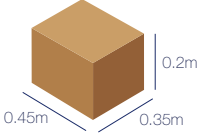
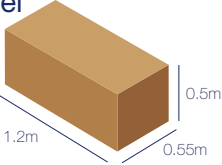
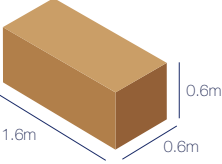
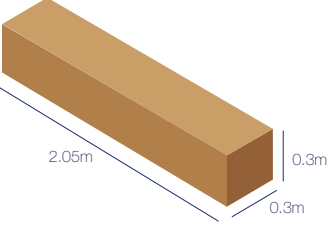
Print Name:

Position Held:





# Product Guide

Product	Length	Width	Height	Weight	PPC
<b>MailPack</b> 	N/A	N/A	N/A	1kg	1
The item must physically fit into the pre printed, recyclable corporate MailPack, but not exceed 1kg. Ideal for documents and other small items. Excludes liquids.					
<b>CourierPack</b> 	N/A	N/A	N/A	5kg	1
The item must physically fit into the pre printed, recyclable corporate CourierPack, but not exceed 5kg. Ideal for documents and other small items. Excludes liquids.					
<b>Lightweight Parcel</b> 	0.45 metres	0.35 metres	0.2 metres	5kg	1
Excludes liquids.					
<b>Parcel</b> 	1.2 metres	0.55 metres	0.5 metres	30kg per item	Multiple parts per consignment are permitted
<b>Non Conveyable Parcel</b> 	1.6 metres	1.2 metres		30kg per item	Multiple parts per consignment are permitted
The longest dimension must not exceed 1.6m. The sum of the second and third dimension must not exceed 1.2m.					
<b>Excess Parcel</b> 	2.05 metres	0.3 metres	0.3 metres	30kg per item	Multiple parts per consignment are permitted
Items with any one of their dimensions greater than the maximum parameters of the Excess service are not suitable for transit via the APC Overnight network. Please contact your local depot for further information.					

Please note, there is a dedicated service for liquid products.

# APC Volumetric Guide

## Quick Guide to Volumetric

Parcels travelling through the APC network will be charged for by weight or, in certain circumstances, by volume. All consignments travelling by air are subject to volumetric charging.

When considering whether a parcel should be volumised the easiest basic method is that for each cubic foot/30cm of a parcel, the weight should equate to approximately 4.5 kilos.

The formula and general rule for volumetric charging for both domestic and international destinations is:

**PARCEL DIMENSIONS  
DIVIDED BY.**



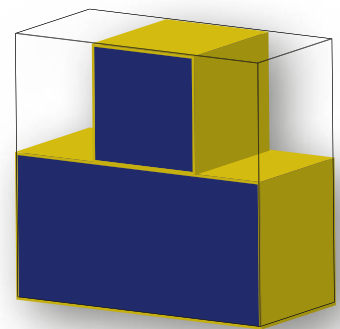
**height (cms) x length (cms)  
x breadth (cms)**

For example, a parcel measuring 60cm x 60cm x 60cm / 6000 would volumise to 36 kilos. Large but lightweight goods, as well as irregular shaped items must travel through the system with volumetric weights applied.

Irregular shaped objects should be volumed to include the space around it that cannot be used to stack any other freight. If there is any risk of damage to items surrounding the irregular shape then freight must not be placed around it and the measurements must be taken to the extreme points of the height, length and breadth, as indicated by the dotted lines.

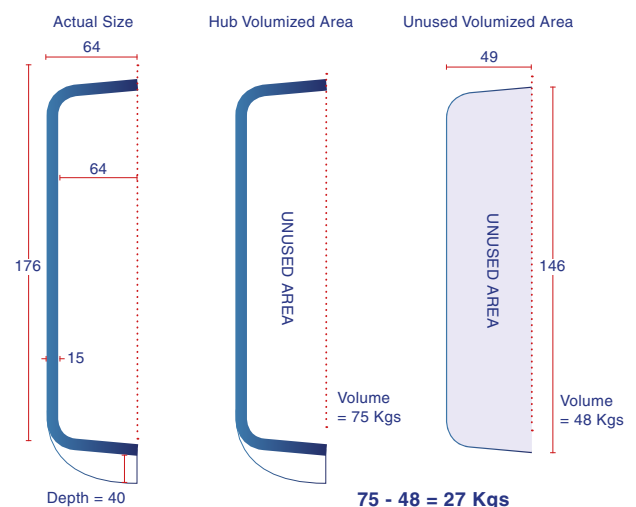
Exceptions to the general rule for volumetric calculations and charging are:

- Boxed items slightly irregular in shape and size that will inter stack
- Irregular shaped items that will allow either inter stacking or the safe loading of other parcels/items alongside them.



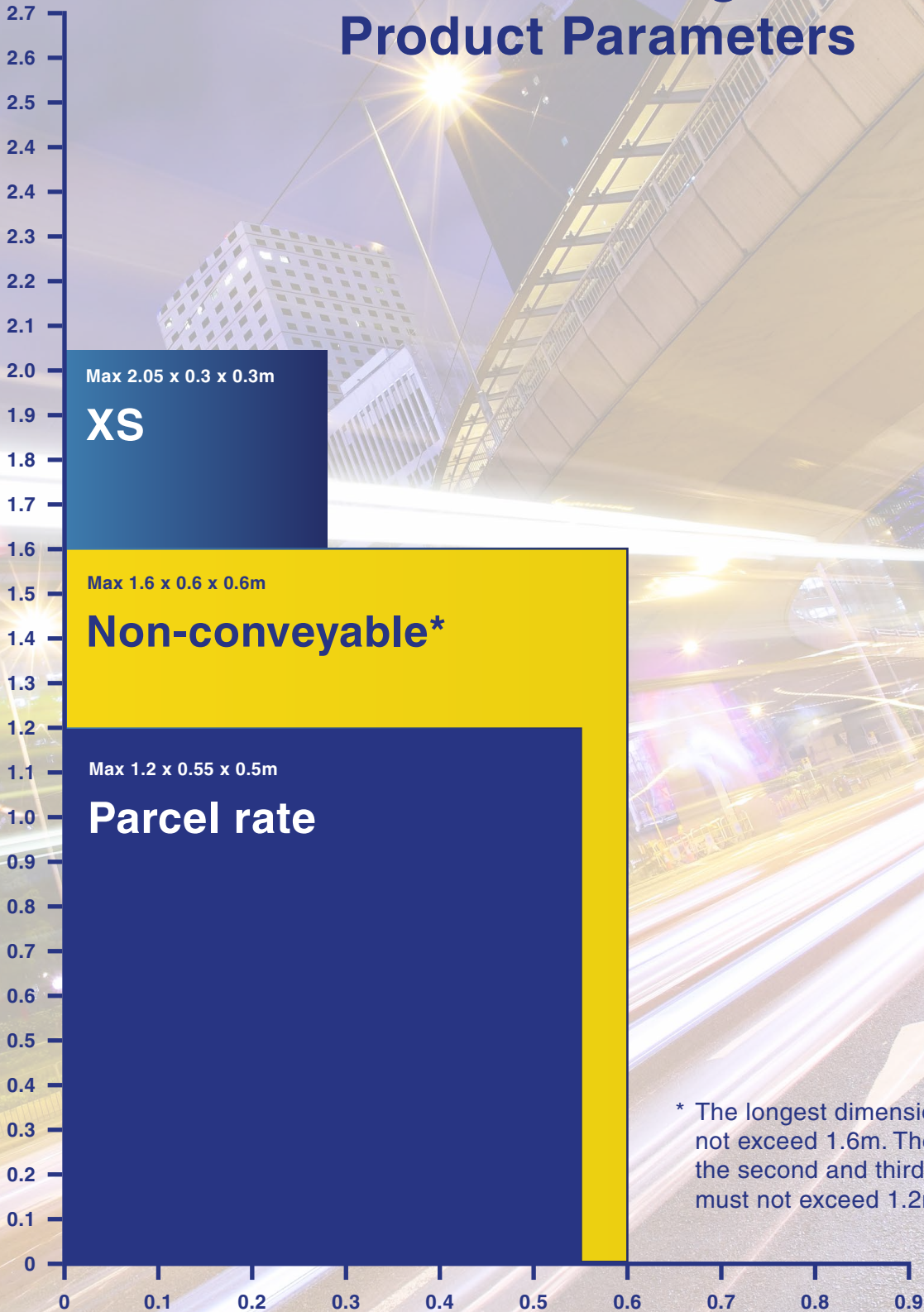
To calculate the actual space for volumetric charging on irregular shaped items will require two calculations, the first to determine the area to be charged for and the second for the unused space not to be charged for.

The same calculation is used where items can be inter stacked. The volumetric weight for the blue parcel is calculated the same as the example above but it would be possible to stack a similar shaped item alongside it.





## APC Overnight Product Parameters



\* The longest dimension must not exceed 1.6m. The sum of the second and third dimensions must not exceed 1.2m.

Width (m)  
Maximum weight per item 30 kilos

# Delivery Services

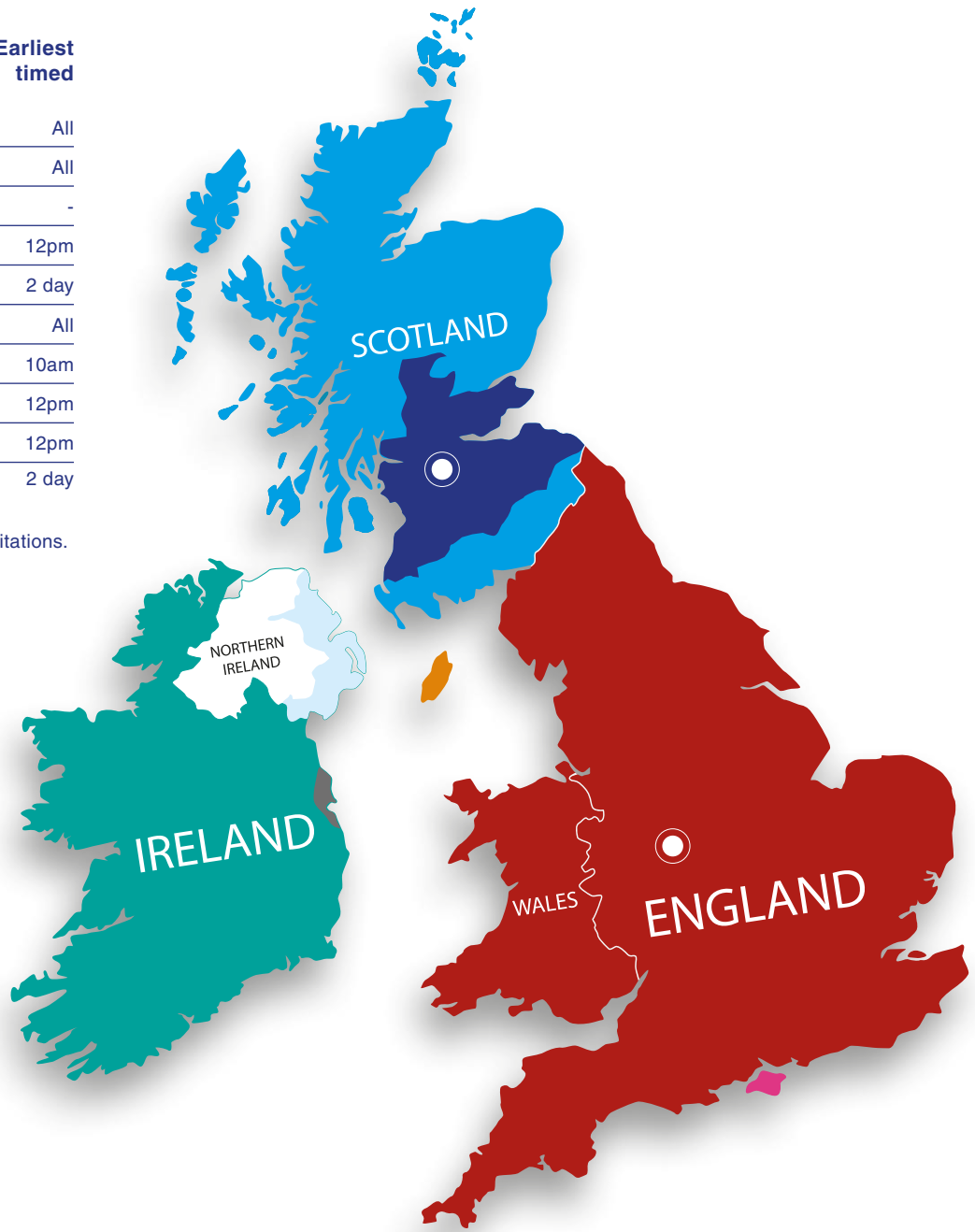
## Coverage Weekday & Saturday

## Earliest timed

 Mainland UK	All
 Central Scotland	All
 Scottish Borders, Highlands and Islands	-
 Isle of Wight, Jersey & Guernsey	12pm
 Isle of Man, Herm, Sark & Alderney	2 day
 BT1-17	All
 BT18-46	10am
 BT47+	12pm
 Dublin County	12pm
 Republic of Ireland	2 day

\*There are some product and coverage limitations.  
Please check with your local depot.

 APC hub



Weekday  
before **9am**



Weekday  
before **10am**



Weekday  
before **12pm**



Weekday  
before **4pm**



Saturday  
before **9am,  
10am or 12pm**



Security  
Services



Fragile  
Services



Liquid  
Services



## Our Pallet Definitions and Range of Services

0.6m High  
250kg



Quarter Pallet  
1.2m x 1.2m Base

2.0m High  
500kg



Half Pallet  
1.2m x 1.2m Base

2.2m High  
1200kg



Full Pallet  
1.2m x 1.2m Base

2.2m High



Oversize Pallet



Dynamic real-time reporting at anytime



Economical Delivery



Time deliveries are available



Tail-lift Delivery



AM Delivery



PM Delivery



Saturday Delivery



WorldWide Express

# Pallet Track Service Guide



The Way Forward  
in Freight Logistics.

## Pallet-Track Service Guide

Note: The despatch date is Day Zero for all service options.

### Next Day?



- ND** Overnight service for delivery between 09.00 & 17.00 the next working day
- ND AM** Delivery the next working day between 09.00 & 12.00
- ND PM** Delivery the next working day between 12.00 & 17.00
- ND PT** Delivery the next working day where the time entered is earlier than 10am. Delivery on or before the time entered but no later than

- ND PS** Delivery the next working day where the time entered is earlier than 10am. Delivery at the time specified
- ND TI** Delivery the next working day where the time entered is 10am or later. Delivery on or before the time entered, but no later than
- ND TS** Delivery the next working day where the time entered is 10am or later. Delivery at the time specified

### Economy?



- EC** Economy service for delivery between 09.00 & 17.00 on day 1 or 2
- EC AM** Delivery between 09.00 & 12.00 day 1 or day 2 - a delivery date cannot be specified on this service
- EC PM** Delivery between 12.00 & 17.00 day 1 or day 2 - a delivery date cannot be specified on this service

- EC PT** Delivery day 1 or day 2, where the time entered is earlier than 10am. Delivery on or before the time entered but no later than
- EC TI** Delivery day 1 or day 2, where the time entered is 10am or later. Delivery on or before the time entered, but no later than
- EC BI** Economy Book In - To be booked in with the consignee by the delivery depot for a mutually acceptable date

### Pre-Booked?



- EC PB** Economy Pre-Booked, for consignments booked in prior to despatch for delivery on working day 2, 3, 4 or 5 Note: Consignments Booked in prior to despatch for the next working day must be manifested as ND
- EC PB AM** Consignments booked in prior to despatch for delivery on working day 2, 3, 4 or 5 between 09.00 & 12.00
- EC PB PM** Consignments booked in prior to despatch for delivery on working day 2, 3, 4 or 5 between 12.00 & 17.00
- EC PB PT** Consignments booked in prior to despatch where the time entered is earlier than 10am. Delivery on working day 2, 3, 4 or 5. Delivery will be on or before the time entered but no later than

- EC PB PS** Consignments booked in prior to despatch where the time entered is earlier than 10am. Delivery on working day 2, 3, 4 or 5. Delivery will be at the time specified
- EC PB TI** Consignments booked in prior to despatch where the time entered is 10am or later. Delivery on working day 2, 3, 4 or 5. Delivery will be on or before the time entered but no later than
- EC PB TS** Consignments booked in prior to despatch where the time entered is 10am or later. Delivery on working day 2, 3, 4 or 5. Delivery will be at the time specified

### Saturday?



- ND SA** Saturday AM - Delivery between 09.00 & 12.00 on a Saturday
- ND SP** Saturday PM - Delivery between 12.00 & 17.00 on a Saturday

- ND ST** Saturday Timed - Delivery on or before the time entered, but no later than

Note: Consignments requiring a Tail-Lift Vehicle to effect delivery to the consignee premises must have the surcharge code LF entered in addition to those shown above.

MAY 2016



# Haulage

The Action Express fleet is modern, flexible and consistent with a company dedicated to providing a world class haulage service whilst always observing our environmental responsibilities.

With every vehicle equipped with the latest TomTom technology we can ensure our operations team can:



Track vehicles in real time, offering minute by minute updates to customers



Plan the most efficient route, thus reducing our emissions and your costs



Obtain return loads to maximise efficiencies

## International Freight

If the world really did have 4 corners, then Action Express would have delivered goods safely to each of them. We provide an affective single source for the management of all your international freight.

Because our customers range from the world's largest organisations through to small independent businesses, we have to solve different challenges and embrace opportunities in order to provide a first class international service. Our international services include:

- Import & export**
- Express courier service**
- Transport to and from all UK ports**
- Organising customs clearance**
- 24/7 tracking**

We now have the capability to handle four thousand pallets with load modules. This accommodates the loading of containerised freight with the crane capability of 20 tonnes; perfect for flat racks for machinery and more.

Action Express have regular daily departures to every corner of the globe! North America, Australia, Argentina, China, Japan, Korea, South Africa and Brazil are to name just a few.

We are one of the largest consolidators of international groupage freight. Our Bonded and ERTS facility presents our clients with the opportunity to take advantage of a door-to-door service.

## Parcel Deliveries

Action Express is a proud member of the APC parcel network. The latest UK National Parcel Distribution survey shows APC overnight being an industry leader.



Over 2.5 million parcels delivered each month



Time deliveries are available



Full track and trace capabilities

Action Express will guarantee a more efficient and loyal delivery service than any other network. We collect, route and deliver more than 2.5 million parcels each month and record a **99.9%** on time delivery service.

**Quality of transport • Customer service  
• Competitive price • Provision of information**

## Whatever your needs, we're here to help

**Full track and trace • Next day delivery • Same day delivery • Timed delivery  
Fragile and security delivery • Dedicated customer service teams**

## Pallet deliveries

Action Express is proud to be a shareholder member of the Pallet-Track network. Since operations began it has continuously surpassed all expectations remaining helpful and reliable keeping the network running smoothly and efficiently.

The shareholder status of every member in the network means that you will not find anyone more dedicated to your needs whether the delivery is:

**Next day • Economy • Saturday • Time specific delivery**



We handle over 25,000 pallets per month



Each and every pallet is tracked



Timed delivery is available



# IT infrastructure



Map-based  
planning and  
tracking



In-cab  
communications and  
vehicle management



Dynamic real-time  
reporting at  
anytime

It has always been the philosophy of Action Express to invest in the best, be it our people or our equipment.

It means our customers can, and do, expect the best service available. Now we have added a crucial 3rd element to that mix, a unique approach to Information Technology and how it can revolutionise your business and improve the lives of our customers.

Our Industry leading approach to giving our customers complete transparency on all of their freight is a first in Logistics and is winning Action Express significant new contracts.

We have always strived to deliver intact and on time, and now you can see live, real-time information about your deliveries.

## World class customer service

We take customer service very seriously, it is at the heart of everything we do, so much so that we have an entire department dedicated to you. An entire department that we see as an extension of your business.

Through our leading edge IT tracking the team will pro-actively monitor the journey of every one of your consignments. Giving you the opportunity to make informed decisions.

We ask questions and listen to what our customers want, this in-turn determines how we approach our business decisions and daily operations.

Over 25 years of logistics experience is at your disposal resulting in the most competitive solution for your business.

**World class customer service that we are proud to offer you.**

# Customer Insurance Goods Liability Procedure



## Goods in Transit Liability Cover

All consignments that travel through the APC Network travel subject to APC Overnight Conditions of Carriage 2016. These conditions automatically apply Standard Liability Cover but upon request can be enhanced to Increased Liability Cover. Exclusions apply and some goods travel at own risk\*.

## Standard Liability Cover

Standard conditions limit liability to a maximum cover per consignment to:

- Parcel consignment - £100
- Lightweight, Mail Pack and Courier Pack services - £50

Exclusions apply and some goods travel at own risk\*.

## Increased Liability Cover (ILC)

Increased Liability Cover is available up to a maximum of £3,000 per consignment for computers, laptops, computer equipment, peripherals, items containing computerised technology, software, mobile telephones and accessories, or other audio - visual equipment. A limit of £15,000 applies to other goods. There is no excess. Exclusions apply and some goods travel at own risk\*.

## How do I purchase Increased Liability Cover?

Increased Liability Cover can be purchased from your APC depot when booking a collection. You must declare the total value of the consignment at the time of sending the goods and you will be charged according to that value. The declared value must reflect the actual value of the goods being transported, taking into account the age and condition of the goods.

*\*Items such as Living Creatures, Perishables, Money orders, Tickets, Vouchers. Precious metals & stones, Jewellery, works of art, antiques, watches, furs, tobacco, glass, ceramics, pottery, china, Perspex, acrylics, fibre glass, TV's that are non-compatible freight and plasma screens are not protected by our APC liability cover and must travel at senders own risk.*

## Cost for extra liability as follows:

Up to £1000 worth of value - £6.00 on top of the normal rate

For every £1000 after the first thousand an extra £3.00 up to £15,000



# Customer Insurance Goods Liability Procedure



## Goods in Transit Liability Cover

Goods travelling through the Pallet-track Network have a standard cover of £5000 per tonne, this means that unless you have applied for extended cover, every kilogram of freight we transport on your behalf is insured to the value of £5.00. As we are not the goods owners the insurance covers our legal liability to you under the RHA conditions.

The claims value is calculated based on the actual weight of the goods lost or damaged with the value of the claim, in the majority of the circumstances, being based on the lower of the cost price or the maximum liability for the weight of the consignment.

## These simple examples illustrate how this limit might not be sufficient to you.

Pallet 1 Goods weight 100kg  
Goods cost to you, the customer £100  
The maximum liability based on weight is  $100 \times £5.00 = £500$   
Limit liability for these goods would be £100.00, your cost price

Pallet 2 Goods weight 500kg  
Goods cost to you, the customer £3750  
The maximum liability based on weight is  $500 \times £5.00 = £2500$   
Liability for these goods would be limited to £2500 which is less than your cost price

**Extra Liability cover may be purchased through Pallet-track, you must ensure that you notify us of the following prior collecting the goods:**

- Consignment number
- Number of pallets and weight
- Description of the goods
- Value

## Cost for extra liability as follows:

Up to £5000 per pallet - £51.00

£5001 to £10,000 per pallet- £67.00

£10,001 to £15,000 per pallet - £97.00

Uplifts for any values above £15,000 require referral to the insurer.

# Customer Insurance Goods Liability Procedure

## Claims Procedures for damaged goods

Photographic evidence must be provided to illustrate the damage noted alongside packaging information to prove that the damage was caused during transit.

Writing “received unchecked” or similar does not extend this timescale so is incredibly important that your end customers check for visible damage to the packaging before they sign for the proof of delivery and then unpack the delivery, checking for any concealed damage that working day.

This is the most contentious areas for our customers, as end customers aren't often aware of the short window they have to claim. We recommend that this is clearly stated on your order documentation and any other communication with your customer so that they can notify you quickly.

Even if the damage is noted on the POD, you must advise Action Express LTD your intention to claim in writing within 3 working days of the date of the delivery by email to [laura.s@aexgroup.co.uk](mailto:laura.s@aexgroup.co.uk) including the details of the consignment and damage.

## Supporting evidence

As with any insurance claim, you need to provide of the amount you are claiming.

Under RHA conditions of carriage you will need to provide the following ideally when you notify us of the claim.

- **Photographic Evidence** – images showing the damage to the packaging as well as the items, when claiming for multiple boxes / pallets you must provide photos showing damages to all.
- **Cost price** – Evidence of the actual cost to you of the products. This is normally a cost price invoice either from your supplier or a manufacturing breakdown on how you calculated the cost price.
- **Sales price** – Evidence of the actual cost to the end customer – this is normally a copy of the sales invoice.
- **Repair or Rectification cost** – Evidence of the cost of a repair when applicable or settlement with the customer to retain damaged goods, this is normally the cost of the repair bill/ labour worksheets.
- **Signed collection note** – in the event of a loss claim then evidence must be provided that the consignment parcels or pallets was collected by Action Express or a Network partner. This is usually a copy of the manifest note
- **Salvage goods** – in the event of a claim goods must be sent to the insurers (free of charge to the customer) for inspection and salvage / disposal once the documentation is provided so that settlement is received.



# Customer Insurance Goods Liability Procedure

This list isn't exhaustive so depending of the circumstances surrounding a claim you may be asked for further evidence. If you do have any other information or evidence then please include it with your claim, it is always better to have more information than not enough!

As every claim situation is different it is difficult to provide timescales for resolution however rest assured we endeavour to resolve any claims as quickly as possible.

## Claim Outcome

We will notify you in writing of the outcome of the claim. This will include whether or not the claim has been accepted and if so, how the claim has been calculated. If the claim has been refuted we will also advise you of the reasons why.

Once a claim has been concluded and liability accepted then the details are passed to our accounts department who will raise a credit note or issue a BACS payment for the claim amount, normally within 5 working days.

There is no need to raise an invoice for the claim value but if you do then please ensure that the claim has been agreed and that no VAT has been added to the amount.

## Preventing Claims

Freight presentation and packaging are key to avoiding claims, always ensure that parcels and pallets are packaged adequately and that packaging you use is good quality and fit for purpose, providing more than adequate protection for the valuable product underneath.

Remember that your freight doesn't just stay on the collection vehicle. It will be unloaded and reloaded several times before reaching its final destination so you need to be confident that the packaging will protect your goods during this transit process.

## Claims procedure for loss goods

Thanks to the tracking systems APC overnight & Pallet track use, lost parcels or pallets are extremely rare, however in the event of a loss then different timescales apply.

If your customer claims that one or more items from a consignment are not delivered and no proof of delivery has been provided then you must notify us in writing within 28 days of the collection date. A sales and cost invoice will also need to be provided in order for the claim to be considered together with the signed collection note proving the goods were collected by the driver.

We hope you've found this document a helpful guide to the procedure, however if you should have any questions or queries that haven't been covered then please raise them with us immediately so we can address and potentially improve this document for other customers.













**Action Express Milton Keynes**  
Units A B & C  
Hayfield Business Park  
Aspley Guise, MK17 8HL

Office Opening Hours  
Monday - Friday:  
8:30am to 7:30pm  
Saturday: 8:30am to 12:00pm

T: 01908 586999  
[www.actionexpressgroup.co.uk](http://www.actionexpressgroup.co.uk)

