



palletline

The People Driving Palletised Distribution

Customer Guide 2009

May 2009

Palletline

Driving Palletised Distribution



A Brief Guide for Customers

| | |
|--------------------------------------|---------|
| The benefits of using Palletline | 2 |
| Services we offer | 3 |
| How it all works | 4 |
| How to track your goods | 5 |
| How to present your freight | 6 - 7 |
| Communication – how we work together | 8 |
| Our commitment to you | 9 |
| FAQs | 10 - 11 |



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 move anything from a single pallet through to a full load, overnight and economy, delivering next day or 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're 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.

At Palletline, we're passionate about what we do. From single pallets through to full load consignments, we have the right solution to deliver your goods safely, reliably and effectively at a time to suit you and your customer.



Services we offer

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

- Next working day deliveries to major conurbations throughout UK
- 48/72 hour economy service to all destinations
 - Some geographically remote locations such as Highlands, Islands and some parts of Eire may take a little longer
- Multi pallet/groupage services
- City 24 congestion busting solutions for city consolidation
- Express deliveries to all major European destinations
- Weekend and bank holiday deliveries
- Added value services such as
 - Timed delivery and collections
 - Tail lift deliveries
 - Unload and removal of pallet at delivery point
 - Palletisation and wrapping where you don't have access to a pallet
 - Reverse and third party collections
 - GKN pallet return schemes

Our members offer a wider range of services including warehousing, 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 all 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
- All delivery information is entered into Palletline's central computer system and data is transferred over to the hub and 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 again and labelled
 - Each label is bar-coded and indicates the service level and delivery location
- Pallets are consolidated and the correct regional hub is identified
- Pallets are loaded on to the right trunk vehicle and scanned
- Trunk vehicles transport the goods to the relevant hub
- On arrival at the hub pallets are quality checked and scanned
 - Any potential issues are identified and recorded, with a photograph uploaded on to the system giving immediate visibility
- Pallets are sorted and loaded on to the correct delivering member vehicle
- Pallets are quality checked and scanned again as they leave the Hub
- Trunk vehicles return to their depots with pallets for all their deliveries

Continued overleaf



Palletline - How it all works (continued)

- Pallets arrive back at the delivering depot, quality checked, scanned again and sorted for onward delivery
- Deliveries are scheduled to meet your timed requirements
- Each Driver has a handheld device which they use to digitally record the signature at the point of delivery. Each device is GPS tracked so we have complete visibility.
- The pallet is unloaded and the customer asked to check the condition before signing
- Signatures are captured digitally and uploaded on to our system immediately
- Digital proof of delivery signatures are available within minutes of the delivery taking place
 - Any issues noted at the point of delivery are also uploaded
- Your delivery is completed effectively and to meet the service requirements



Tracking your goods

Palletline operates a bar code based track and trace system to monitor your freight as it travels through the system.

Each pallet is scanned a minimum of five times during the cycle, each of which is uploaded on to our system to provide up to date status information.

Digital signature capture provides immediate access to an online proof of delivery. However, customers can still request that their own paperwork is also used, providing you with a proof of delivery detailing your specific terms and conditions, if required.

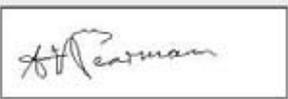
All of our members have access to an online view of the pallets within the system, at any given time. This ensures that they can plan transport for all freight travelling through the system, making sure that all consignments reach their destination on time.

Most of our customers wait until a proof of delivery is available before invoicing their end customer. With our digital signature system you can access the POD almost immediately and invoice days earlier than waiting for a hard copy to arrive in the post. This can have a significant, positive impact on your cash flow.

The tracking system is designed to provide complete visibility of every pallet, where it travels and when it reaches our destination. Giving you confidence that every delivery will be made on time and in full.

View Signature Data - Windows Internet Explorer
http://83.166.168.234/csp/USER/SignatureCapture.SCViewSigs.do?SessionID=4217H61818WgoID=82807528JobType=PLN

Delivery : Event 1

| | |
|---|--|
| Name: PEARMAN |  |
| Date: 16/04/2009 | |
| Time: 09:10 | |
| GPS: 51.963055555555556, -252.20805555555556 | |

This Signature record applies to Pallet Nos:01

| Pallet No:01 - Status Details | Notes |
|------------------------------------|-------|
| EPOD:Successful Clean Delivery DSC | |



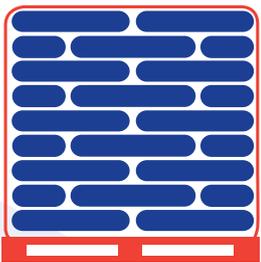
How to present your freight

Whether you send pallets regularly or very infrequently, there are a few golden rules to follow when preparing a pallet for collection.

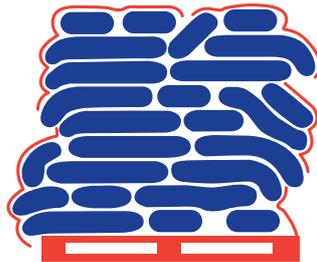
Pallets must be presented to the collection driver in a condition suitable for transshipment and road transport.

This means:

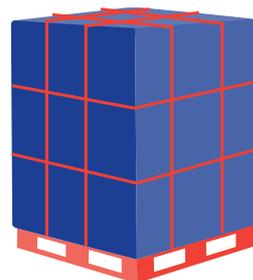
- A suitable, undamaged pallet must be used
 - If A GKN or CHEP is used then please make sure the relevant paperwork is attached
- Goods must be secured to the pallet with banding or shrink wrap, including the top of the pallet
- The pallet clearly marked with the name of the sender and the full name, 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 100mm 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

Standard pallet dimensions are:-

- Up to 1,000 kilograms in weight
- Footprint / base size of 1.2m x 1.2m
- Maximum height of 2.2m

We can handle taller, heavier pallets or those with larger footprints, so please contact us 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 fork lift.

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



Communication - Working Together

Ordering a Collection

All pallets must be pre-advised using the Palletline online booking service or direct to your local Palletline Member Company.

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 measures per pallet
- Service you require for each consignment - next day/economy etc
- Any special instructions - timed delivery, booked delivery, tail lift etc

You will also need to provide the relevant documentation at the point of collection, including any proof of delivery documentation you will want to travel with the consignment.

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 predominately 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'd like to increase this, your local Palletline member will be able to provide further details. 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'll need to know your specific requirements.

If you are arranging for a delivery using the Palletline online service, standard terms and conditions will apply. Full payment is required at the point you advise us of the collection and we accept major credit and debit cards to make this as easy as possible.

If any additional charges are incurred then we will contact you to agree these prior to the consignment travelling forward. For example, if we arrive for a pre-arranged collection and the pallets are not prepared in readiness then you may incur an additional collection charge to cover our wasted journey.

If you have a regular requirement, your local member will be pleased to set up an account for you to make the process as easy as possible.

In order to do this you will need to agree the following with them:-

- 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
 - Would you prefer invoicing for individual consignments
 - Do you require a proof of delivery to be attached to the invoice or will you download from our web site
- Vehicle access to your premises and any other requirements they'll need to be aware of

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



Frequently Asked Questions

How do I arrange a collection?

If you have one or two pallets to send now again, then you can place a collection request on the www.palletline.co.uk website and arrange for credit card payment. For regular collections then we can put you in touch with your local Palletline member who will be able to arrange account facilities for you. Simply contact us for more information.

Is there a limit to the amount 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. Certain geographical locations such as Aberdeen 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 add a special instruction on the Online booking form or contact your local Palletline member for clarification.



Frequently Asked Questions

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.

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 sq 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.

Are Palletline audited by any external organisations?

Yes, each of our members receives an independent annual audit visit from the Freight Transport Association. In addition you can have confidence in our people and processes. Palletline Plc was the first pallet distribution network to achieve ISO 9001 accreditation. We are the only pallet network to achieve OHSAS 18001 through our stringent approach to health and safety through all aspects of the operation.

If you have any further questions please contact us.

Palletline Plc, The Palletline Centre, Starley Way, Birmingham, B37 7HB

T: 0121 767 6870 **F:** 0121 782 8682 **E:** info@palletline.com **W:** www.palletline.com