

Monday, 1 March 2021

Changes to our ATL process | consignments identified as signature required

Effective 1 March 2021 our drivers will no longer be authorised to leave (ATL) any consignments identified as 'Signature Required' (SIG).

Instead, they are to attempt to obtain a proof of delivery as per the process outlined below, and in the event the recipient is unavailable they are to card the consignment appropriately. The only exception to this is if the recipient utilises our Delivery Choices through the approved channels and selects ATL.

How we are managing our pickups and deliveries (both residential & business) within our network:

Pickup of all products

- Courier pickup will be attempted by knocking on the front door or attending the pickup/despatch area and waiting at an appropriate distance (recommended > 1.5 metres) for the sender to attend if goods are not present.
- If goods are already present, the courier will collect the present items ensuring they check with the customer that they have collected in full whilst maintaining appropriate distance.
- If a customer attempts to hand goods directly to the courier, they will be requested to place the goods down and allow the courier to collect the goods whilst ensuring an appropriate distance is maintained.
- Customers are expected to ensure all goods are packaged, ready and presented in an appropriate area (respecting appropriate distance advice) ready for collection by the courier prior to booking.

Delivery of 'Signature Required' product

- Courier will attempt delivery by knocking on the front door or attending the delivery area/reception etc and waiting at an appropriate distance (recommended > 1.5 metres) for the intended recipient to attend.
- Once the intended recipient has attended the door/area, the courier will place the consignment down appropriately and sign the scanner with 'SIG' and write the 'customers name' in the name field.
- The intended recipient may then come and collect the consignment from the area left after the courier has departed.
- If no attendance by the intended recipient, follow standard failed delivery card process.

Delivery of 'Non-Signature Required' (ATL) product

- Courier will attempt delivery by knocking on the front door or attending the delivery area/reception etc and waiting at an appropriate distance (recommended > 1.5 metres) for the intended recipient to attend.
- If no attendance by the intended recipient and the delivery location is considered a safe drop, the courier will follow the standard ATL process.
- If no attendance by the intended recipient and the delivery location is not considered a safe drop, the courier will follow the standard failed delivery card process.

Should you have any questions regarding any of the above please discuss this with your Account Manager.

Regards,



Mark McGinley
CEO