

Booking In Deliveries

We appreciate that some of your customers and delivery points will want to pre book the arrival of your consignment and may ask you to quote booking reference numbers or adhere to specific timed requests.

- ☞ All next day/priority deliveries need to be pre-booked in so that when the consignment is manifested, we know the relevant details.
- ☞ All economy deliveries of 1-5 pallets needs to be pre-booked in by yourselves before the consignments are manifested on our system.
- ☞ For economy consignments of 6+ pallets, our Traffic team can book this in on your behalf as long as this service has been pre-agreed and charges will apply.
 - You must select “BI” surcharge when manifesting the consignment on our system and provide accurate contact details.

It's not always easy to book in deliveries:

- ☞ We will attempt to book in twice within 24 hours of the requested collection date.
- ☞ If unsuccessful, we will email you and hold your consignment until we receive further details.
- ☞ If the delivery point only allows us to book in on a timed basis (so AM, booked window or specific time) then the relevant surcharge will be automatically applied on the consignment and additional costs incurred as per your rate card.