

# PAX - Parcel Service to Europe

## EU EXECUTIVE SUMMARY

Belgium	No duty or taxes due on outbound items from UK across EU borders.	Service provides full end to end tracking, with a courier carrying out final mile delivery to customer.	In Flanders, final mile delivered by PostNL and in Walloon, final mile delivery by DPD.	POD signature required on all orders. Shipment will not be left at premises unless someone signs to accept delivery.	Parcels with incorrect addresses will be re-processed with correct address.	SLA is 2-3 working days.	Parcels processed and sorted at UK hub and collected the same day by Europa for linehaul to Belgium. Parcels are sorted by Country on day 1 upon arrival in Breda, collected the same day by PostNL/DPD and delivered by customers on days 2-3.	If parcel cannot be delivered to receiver or another secure location (e.g. Neighbour), notification card is left informing receiver about missed delivery. Delivery attempts a further two times before shipment is returned to UK. Receiver should follow instructions on notification card to retrieve parcel. Receiver can plan third delivery attempt at <a href="http://www.nieuwelevering.be">www.nieuwelevering.be</a> .	Customer receives email notification from carrier when package has arrived in Country.	Service provides weekly consolidated returns process to minimise delivery costs for consumer and retailer. Unwanted items can be posted at customers expense to in-Country DC.		
Bulgaria	No duties or taxes payable on outbound goods from the UK across EU borders.	Parcels are delivered to Ruse, Bulgaria via international groupage line and sorted for the different destinations in Bulgaria.	The final mile delivery carried out by Econt Express.	Delivery SLA is 5-7 days. The deliveries to remote villages are made by schedule two days in the week.	A scan takes place to show the parcel has been delivered. POD signature is also required.	The parcel is not left safe if the consumer is not in. If the delivery attempted is unsuccessful due to incorrect address, unwanted shipment or any other reason the customer is contacted to book a 2-nd attempt. If all attempts fail, the shipment is held for 7 days. Customers can collect their parcels from the local Econt parcel shop.						
Denmark	No duties or taxes payable on outbound goods from the UK across EU borders.	Service provides full end to end tracking, with in-country partner Bring handing parcels to Danish post to complete final mile delivery.	After being processed at TPC parcels are line hauled to Bring in Copenhagen. From here parcels are processed and sorted.	Delivery SLA for Denmark is 3-4 days.	Bring have 100% coverage of Denmark.		Date and time is captured when parcel delivered. If customer is not in at the time of delivery, a calling card is left and parcel is taken to local pick up point where the consumer can collect at their convenience.	Undelivered parcels are held for 14 days.	Both undeliverable and unwanted parcels will be returned weekly to Service in the UK.	POD is captured for all deliveries and held for 8 weeks.	SMS and emails can be sent to the end consumer.	Delivery window will be 08:00 – 16:00 & 17:00 – 21:00

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<b>Finland</b>	No duties or taxes payable on outbound goods from the UK across EU borders.	Service provides full end to end tracking, with in-country partner Bring completing final mile delivery.	After being processed at TPC parcels are line hauled to Bring in Copenhagen. From here parcels are processed, sorted and routed to Finland.	Delivery SLA for Finland is 4 days, up to 6 days in remote areas.	Bring have 100% coverage of Finland.	POD is captured for all deliveries and held for 8 weeks.	Both undeliverable and unwanted parcels will be returned weekly to Service in the UK.	All parcels are delivered to a Servicepoint. An email or SMS is then sent to the consumer informing them the parcels is ready for collection. This is the solution that Finland are accustomed to.	All Service Points hold parcels for 14 days as standard.			
<b>France</b>	Service offers full end to end tracking visibility for the delivery process.	Final mile carrier is ColiPoste.	Parcels are scanned and sorted at TPC, collected and line hauled to Carvin by Europa, where they are processed until Monday.	SLA is 3 business days. Most parcels delivered on days 2-3; parcels for furthest destinations, e.g. Corsica and Monaco, may be delivered on day 4. 98% of parcels are delivered within 3 days.	Customer receives a number of notifications instructing them how to collect their parcel if they have missed the initial delivery attempt.	An email is sent once the parcel has been dispatched. Once the parcels are received in-Country at local hubs, another email is sent. A final email is sent notifying the customer that their parcel is out for delivery.	If recipient not in, there will be a second delivery attempt. Following a failed second attempt, a calling card will be left detailing collection instructions.	In France and Corsica, a scan will take place to show parcel is delivered.	POD signature in Monaco is required.	If parcel fails delivery twice, it is classed as undeliverable. It will then be held for 10 days for consumer to collect, if not, then sent back to consolidation centre, then back to UK.	For bad addresses etc., an attempt will be made to use local sources to correct mistakes and unsuccessful parcels or consignee not known at address, the parcel will be returned to sender.	There are no duty or taxes to be paid on outbound items from UK across EU borders.
<b>Germany</b>	Duty and tax are not applicable as the goods are in free circulation in the EU.	100% tracked end to end with courier, POD available on request.	IMN Arvato Bertelsmann is our facilitator in-Country managing returns and producing the tracking and reporting. The final mile carrier is DHL. No postal service is used - 100% courier.	SLA is 3 business days	An email is sent to the consumer once the in-country partner is in receipt of the parcel (see detail on p17). If the customer has registered with DHL, they can arrange for delivery to a DHL Packstation.	There will be one free re-delivery attempt. If this fails, the order will be carded and the parcel will be taken to a local hub and held for 7 days.	Service provides a consolidated returns option in-country (no minimise retailer and customer returns cost).	Customer addresses must be compatible with the DHL routing technology. Incompatible addresses are manually corrected in-country prior to delivery, but may be subject to a delay of one day. If the customer is unknown at the address, the parcel would be returned to sender.				
<b>Ireland</b>	No duty or taxes to be paid on outbound items from the UK across EU borders.	Service offers full end to end tracking visibility for the entire delivery process, with local postal service. An Post, delivering the final mile.	Parcels are processed at TPC and line hauled to Ireland by road.	If a parcel is unwanted by the customer, it can be dropped off at the local hub or posted to the An Post consolidation hub to be placed in the returns area. The carrier receives the parcels at the consolidation hub and they are then returned to Service.	An Post injects the parcels into Ireland to sort and re-route the parcels in-Country.	SLA is within 3 days.	A scan takes place to show a parcel has been delivered and a signature is required as POD for all deliveries.	An induction email is sent to the consumer to inform them when their parcel arrives in-Country	Delivery cost includes a calling card if the first delivery attempt fails. The consumer can get information about how to collect their parcel from this card and must collect it from local depot within 5 days of attempted delivery. There will be no re-delivery attempts and the parcel will not be left safe at the property.	If a parcel is undeliverable, it is returned to the local hub and held for 5 days, pending collection. If it is not collected, it is forwarded to the consolidation centre.		

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Italy	No duty or taxes due for outbound items from UK across EU borders.	Service offers full end to end tracking option, with a courier, BRT, delivery final mile.	Scan takes place to show parcel is delivered. POD signature is also required from customer.	All parcels are processed at TPC and line hauled to Italy by Europa. Service inject through BRT who sort and re-route parcels before completing final mile delivery.	Returns are consolidated weekly and returned to sender by Service.	Delivery SLA is 3-5 days. 98% of parcels delivered according to SLA.	An email is sent to the customer once the parcel is scanned, notifying them that it will be delivered the next day.	If address is incorrect, information is requested from Service.	Delivery costs include 2 re-delivery attempts and consumer is 'carded' on first and second attempt if not in. If the second re-delivery attempt fails BRT try to contact consignee to arrange another delivery. If contact is not possible, BRT email service for instructions.	Undeliverable parcels are returned to local hub before further 2 delivery attempts and held for 10 days before being forwarded to consolidation centre.	Unwanted parcels are either dropped off by consumer at local hub or posted to BRT consolidation centre and received by carrier.	If delivery attempt fails, an email or SMS is sent out within 15-30 minutes requesting to schedule another delivery slot.
Luxembourg	No duty or taxes due on outbound items from UK across EU borders.	Service provides full end to end tracking, with a courier carrying out final mile delivery to customer. The Service Provider is PostNL.	Final mile delivery to customers carried out by DPD.	Parcels processed and sorted at UK hub and collected the same day by Europa for line haul to Netherlands. Parcels are sorted by country on day 1 upon arrival in Breda, collected the same day by DPD and delivered to customers in Luxembourg on days 3-4.	SLA is 3-4 working days.	POD obtained on all deliveries. Shipment will not be left at premises unless someone signs to accept delivery (i.e. neighbour).	Customer receives induction email notification from DPD when package has arrived in-Country.	If parcel can not be delivered to receiver or another secure location (eg. Neighbour), notification card is left informing receiver about missed delivery. Delivery attempted a further 2 times before shipment is returned to UK. Receiver should follow instructions on notification card to retrieve parcel.				
Netherlands	No duty or taxes due on outbound items from UK across EU borders.	Service provides full end to end tracking, with a courier carrying out final mile delivery to customer.	Final mile to delivery to customers carried out by PostNL.	Parcels processed and sorted at UK hub and collected the same day by Europa for line haul to Netherlands. Parcels are sorted by country on day 1 upon arrival in Breda, collected the same day by PostNL and delivered to customers on days 2-3.	SLA is 2-3 working days.	Customer receives induction email notification from carrier when package has arrived in-country.	If parcel can not be delivered to receiver or another secure location (eg. Neighbour), notification card is left informing receiver about missed delivery. Delivery attempted a further 2 times before shipment is returned to UK. Receiver should follow instructions on notification card to retrieve parcel.	Delivery confirmation required for all orders. No POD signature.	Service provides weekly consolidated returns process to minimise delivery costs for consumer and retailer. Unwanted items can either be posted at customer's expense to in-country DC or retailer can be supplied with pre-paid returns labels, inserted within parcel at pack bench.	Parcels with incorrect addresses on will be reprocessed with correct address. Carrier will still deliver if consignee not known at address.		

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Portugal	No duties or taxes payable on outbound goods from UK across EU borders.	Service provides full end to end tracking, with the final mile delivery carried out by Seur Internacional.	Delivery SLA is 2-4 days.	Seur sends the customer a series of interactive emails and SMS, notifying them when their parcel has arrived in country and when it is out for delivery. The customer can respond to these communications in order to re-direct the parcel to a different address or request a pick up from a local parcel shop.	The parcel is not left safe if the consumer is not in.	Delivery is attempted twice and if both are unsuccessful, the customer is contacted to book a 3rd attempt. If all attempts fail, the shipment is held for 10 days.	Customers can collect their parcels from the local Seur depot. Delivery cost includes a 'calling card' if the customer is not in.	Undeliverable parcels which have exceeded 2 re-delivery attempts are returned to the local hub where they are held for 10 days to be collected by the customer. If they are not collected, parcels are forwarded to the consolidation centre and received by the carrier. Returns are consolidated weekly and returned to the sender by Service.	A scan takes place to show the parcel has been delivered. POD signature is also required.	Seur offers a PUDO option – there are 238 parcel shops around Spain & Portugal from which the customer can request a pick up. Customers can also return their parcels via these drop off points.	For incorrect addresses, the carrier contacts Norsk daily to request information. Parcels are returned to the sender if there is still no response. If the consignee is not known to the carrier, an attempt is made to contact them via phone. If there is no response to this, the carrier contacts Service.	
Romania	No duties or taxes payable on outbound goods from the UK across EU borders.	Parcels are delivered to Ruse, Bulgaria via international groupage line and sorted for the different destinations in Romania.	The final mile delivery carried out by TCE, Nemo, Cargus and Atlasib.	SLA is 5-7 days Delivery SLA is 5-7 days. The deliveries to remote villages are made by schedule two days in the week.	A scan takes place to show the parcel has been delivered. POD signature is also required.	The parcel is not left safe if the consumer is not in. If the delivery attempted is unsuccessful due to incorrect address, unwanted shipment or any other reason the customer is contacted to book a 2-nd attempt. If all attempts fail, the shipment is held for 7 days. Customers can collect their parcels from the local Econt parcel shop.						
Spain	No duties or taxes payable on outbound goods from the UK across EU borders.	Service provides full end to end tracking, with the final mile delivery carried out by Seur Internacional.	Delivery SLA is 2-4 days.	A scan takes place to show the parcel has been delivered. POD signature is also required.	The parcel is not left safe if the consumer is not in. Delivery is attempted twice and if both are unsuccessful, the customer is contacted to book a 3rd attempt. If all attempts fail, the shipment is held for 10 days. Customers can collect their parcels from the local Seur depot. Delivery cost includes a 'calling card' if the customer is not in.	Undeliverable parcels which have exceeded 2 re-delivery attempts are returned to the local hub where they are held for 10 days to be collected by the customer. If they are not collected, parcels are forwarded to the consolidation centre and received by the carrier. Returns are consolidated weekly and returned to the sender by Service.	Seur offers a PUDO option – there are 238 parcel shops around Spain and Portugal from which the customer can request a pick up. Customers can also return their parcels via these drop off points.	For incorrect addresses, the carrier contacts Norsk daily to request information. Parcels are returned to the sender if there is still no response. If the consignee is not known to the carrier, an attempt is made to contact them via phone. If there is no response to this, the carrier contacts Service.				

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Sweden	No duties or taxes payable on outbound goods from the UK across EU borders.	Service provides full end to end tracking, with in-country partner Bring completing final mile delivery.	After being processed at TPC parcels are line hauled to Bring in Copenhagen. From here parcels are processed, sorted and routed to Sweden.	Delivery SLA for Sweden 4 days, up to 6 days in remote areas.	Bring have 100% coverage of Sweden.	POD is captured for all deliveries and held for 8 weeks.	Both undeliverable and unwanted parcels will be returned weekly to Service in the UK.	All parcels are delivered to a Service Point. An email or SMS is then sent to the consumer informing them the parcels are ready for collection.	All Service Points hold parcels for 14 days as standard.			
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