

Welcome to Royal Mail Door to Door[®]

Handover and User Guide

April 2017



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This user guide forms part of our agreement for Door to Door services, whether you drop off your items at one of our Walk Bundling Centres or arrange for us to collect the items from you. Please allow us to provide you with the best possible service by following the advice contained within this guide.

Dear Customer

Thank you for choosing **Royal Mail Door to Door®** for your door drop requirements.

We want to deliver your items smoothly and quickly, so we've put together this handy guide to show you how we can work in partnership to achieve this. It's not complicated, but there are a few things to think about that will help us get your delivery right.

Remember, we're always available if you need any help or advice. You can contact us on **0345 266 0858**, or by email at **doortodoor@royalmail.com**

Show us a sample...

We're here to help your campaign succeed. So, once you have made your booking, the best way to make sure everything runs smoothly is to **show us a sample of your items**.

We'll weigh it, make sure it matches your booking and just generally check that everything's going to be fine for your delivery. You can send us your sample at the concept stage, or once your items have been printed – whichever suits you best, although the sooner we see it the earlier we can identify any potential issues.

We've delivered fantastic leaflets and items – here are a few **examples**.

Did you know? We can recommend to you a reliable, experienced printer for your items. Contact our team to find out more about **Door to Door's Print Services - 0345 266 0858**.



Autoglass

A leaflet explaining their chip repair / replace service with a handy 'press out' chip checker.



round&about

A targeted door drop to 115,000 addresses, ensuring delivery in the first week of each month for all eight editions.



Bounty / Plenty

An interactive leaflet bringing the name change to life with a classic 'before and after' reveal.



Crunchy Nut Cornflakes

A fun design targeting buyers of competitor brands, with obvious money-off coupons.



We can check your item when you send us a sample, and if you want to talk anything through with the team you can call:

0345 266 0858

- If you want to include a **response device** as part of your item, we can provide you with guidance as to how this should look.
- We offer a business response service, which includes a freepost address. This encourages recipients of your items to respond to you.
- To find out more go online and visit our website royalmail.com/responseservices or give us a call – we'd be delighted to help.
- Make sure your items don't include content that is likely to cause embarrassment or offence, or is of an illegal or dangerous nature – we do **reserve the right not to deliver items**. If you're in any doubt about your content, just give the team a call.
- If your items are undeliverable due to their content or condition, we'll ask you to collect them within 7 days. Unfortunately we don't have unlimited space to store things, **so after 7 days we'll have to recycle them – responsibly of course.**

Tips to make your delivery go smoothly.



Your items

Help us get your door drop right first time...

Weight

Bundles to weigh less than: **6.4kg**

Boxes to weigh less than: **10kg**

If your bundles or boxes exceed these limits, unfortunately we will be unable to accept your items.

In each bundle or box – every item to **weigh the same** and be made from the **same paper weight**.

Size

When folded – items to be smaller than **297mm x 210mm**, and bigger than **100mm x 70mm**.

If your items are thicker than 5mm you must book these items by contacting the Door to Door Booking Centre so that we can make sure that they are handled correctly. Please don't use our online booking system for any such items.

Please note:

These rules apply whether you hand over your items at one of our Walk Bundling Centres or arrange for us to collect the items from you.

Your labels

Clear labels make it easy for us to get on with your door drop. You can obtain our labels from our website, or we can email you a copy - just contact us if you need help.

Call: 0345 266 0858

Email: doortodoor@royalmail.com

Visit: royalmail.com/doortodoor

It's vital that you **attach labels to your boxes and bundles** - we will be unable to accept items without them.

The information we **require** is:

- 1 Customer name
- 2 Client name (for agencies)
- 3 Contract number - you'll find this in the delivery schedule included with your contract
- 4 Distribution start date - the date your items will begin to go out with the post
- 5 Distribution number
- 6 Leaflet design number
- 7 The Walk Bundling Centre where your items need to be handed over to
- 8 Number of items per box
- 9 Box / bundle number X of Y
- 10 Pallet number X of Y

Royal Mail Door to Door™
Box / Pallet label

Customer / Client **1** **2** **3** Contract no. Begins with R/S/T followed by 6 digits **4** Distribution start date (start of delivery to households) DD / MM / YY
Delivery to commence on DD/MM/YY

How many items are in each box? **8** Distribution no. **5** Leaflet no. **6**

Box / Bundle Number Please number each box **9** of

Pallet Number Please number each pallet **10** of

Walk Bundling Centre **7** **WBC**

Boxes must not exceed
10 kgs
Tick here if box is under 10 kgs []

Bundles must not exceed
6.4 kgs
Tick here if bundle is under 6.4 kgs []

Easy guide to label your bundles, boxes and pallets.

We've marked up an example to help you, and your delivery schedule - sent with your contract - will have all the information you need. You can download the label template from the Product Documentation area of our website: royalmail.com/doortodoor

Did you know: we can print, pack, label and dispatch your item for you? Contact us to find out more about **Door to Door's print services** and we'll do all of this for you.



Packaging

Here's how to package your items, to help your delivery or collection go smoothly and make sure they look in tip-top condition on doormats.

Please give the team a call if you want to discuss any aspect of your delivery or handover:

0345 266 0858

If you're **using your own printer** to produce your items, this is what they'll need to know.

- Please bundle your items in equal quantities.*
- Protect your items by **strapping and packing them securely**. We think cross-strapping and shrink-wrapping works best. Elastic bands aren't really up to the job.
- Unfortunately we can't split boxes or bundles, so make sure each one contains **one leaflet design** for **one distribution centre** on **one delivery date**.
- If you package your items in boxes please ensure that you **pack an equal number of items in each box**.* There is no limit to the number of items in the box, as long as each box weighs under 10kg.

*Except for the final bundle or box if numbers aren't even.

Preparing your items on pallets

Just a few things to bear in mind if you plan to handover your items on pallets...

Please make sure each pallet only contains items for distribution within the **same delivery period**.

If your pallets have more than one leaflet design, please separate them with **vertical dividers**, labelled with the contract and distribution number.

Please make sure everything is **safe and secure**.

Pallets can't be bigger than **1.0m x 1.2m x 1.3m high**. The minimum size is **900mm x 600mm** and they have to weigh **less than 1,000kg**.

It's best to use clear wrap for **shrink-wrapping**, but if you do use coloured wrap, please make sure we can see the label.



Collection & Handover Service

We recommend that you use our Door to Door Collection and Handover Service to hand your items over to us.

Whether your distribution is over single or multiple weeks, or has to be handed over at a single or multiple Walk Bundling Centres, we can collect your contract and organise everything.

- All you need to do is prepare your items as described on this Handover Guide and give us a call. We'll collect your items and make sure they arrive in our Walk Bundling Centres on schedule.

To find out more and to book a Door to Door Collection and Handover just contact the team on:

0345 266 0858

If you choose to hand your items over yourself

Please **pre-book your handover** with us to allow us to give you priority when you arrive at our WBCs – just call us on **0345 266 0858**

Dropping off your items at our Walk Bundling Centres or arranging for us to collect your items.

Did you know: we can collect your items from you – call us for a quote...

To help us deliver your items please ensure we receive them at the right time. We'll send you a **delivery schedule** to help you plan your handover. If you're using one of our print partners they'll take care of everything for you but if you're printing the items yourself remember our team is on the other end of the phone.

Your items can be in boxes, bundles or on pallets. Depending on where your items are going, you may have to hand over (unless you are using our collection service) to **more than one Walk Bundling Centre** – your delivery schedule will have these details.



Please hand over your items at least 10 days (and it can be as early as 18 days) in advance of your distribution date. The earlier you hand over your items to us the better. This means we have a longer period to check your items over and, if there are any issues, to help you put these right before your distribution date

To pre-book this date please contact the Door to Door booking centre on **0345 266 0858**.

Unfortunately we are unable to accept handovers that have not been pre-booked or agreed on Mondays.



Make life simple: let us collect and hand over your items for you – call us for a quote...

To avoid unnecessary queuing when you handover your items we recommend that you pre-book your handover. Please note that Monday is our busiest day and therefore ALL handovers taking place on this day MUST be pre-booked with the Door to Door Booking Centre.

Remember, the team are happy to help and can tell you what to expect when you're handing over your items. You can call the team to book your handover:

0345 266 0858



By Exception, we can accept items on the **7th day prior to your distribution date.** As per all Monday handovers, these must be pre-booked with us.

Pre-Booking your handover
Please help us by pre-booking all of your handovers.

Monday

**Pre-Booking
REQUIRED**

Tuesday
Wednesday
Thursday
Friday

Pre-Booking
recommended



The handover

The handover

Check your calendar – Bank Holidays will affect handover dates. So please give us a call if there's a Bank Holiday around the time of your hand over or distribution. In general you will be required to handover your items earlier than normal:

0345 266 0858

During busy periods (for example, around Christmas) we may adjust our handover dates to ensure we still provide you with a smooth Door to Door service. We will always give you at least 3 months notice so that you can plan your business' door drop requirements accordingly.

It's so important that we receive your items at the right time – if we don't, **your delivery may not be accepted** – so please check the dates in your delivery schedule carefully.

When you hand over your items, we'll ask for a delivery note. That's your **Proof of Delivery**, which we'll sign when we receive your items*.

Your **Proof of Delivery** should include:

- Delivery and originating addresses
- Contact name and telephone number
- Delivery dates (no earlier than / no later than...)
- Label details (see previous page)
- Signatures from Royal Mail and customer representatives.



*Please note the signature confirms we received the consignment but does not confirm the number of items in the delivery.

Keeping you safe

Make life simple: let us collect and hand over your items for you – call us for a quote...

Our Walk Bundling Centres are located on busy operational sites and we want to ensure that you are kept safe at all times during your handover visit.

When you arrive please ensure that you; -

- Wear a long sleeved high visibility jacket (which must be kept on at all times).
- Wear safety shoes with toe protectors.
- Adhere to the speed limits on site and follow any instructions given to you prior to or during your visit.
- Please do not bring any children or pets with you.

Unfortunately, for your own safety, we may have to refuse you entry to the site should these requirements not be adhered to.

Please ensure that anyone handing over your items on your behalf is fully aware of the above requirements.



The handover



Class 3 High Vis to be worn



Safety shoes to be worn



Read and Follow all Site Rules and Procedures

Things to remember



We want your delivery to go well and your items to arrive in pristine condition, at the time you want them to. However, we know that things don't always go to plan, so here's a quick troubleshooting guide.

If your items don't meet our guidelines...

- If the work takes an hour or less to complete we will rework your items and may charge you a fee of £50. If the rework time and cost exceeds this we will contact you and give you the option to pick up the items and undertake the rework yourself, or instruct us to do this for you for a further £25 per hour.
- If your items aren't reworked we will be unable to process or deliver them, and unfortunately cancellation fees would be payable in these circumstances.





If you have any queries or questions, just contact us:

0345 266 0858

We didn't receive your items in time...

- We try to be as accommodating as possible, but missing your handover date may mean **we have to cancel your distribution**, and there could be cancellation charges. Please check your delivery schedule carefully, and call us if you have any queries.
- If you're using a **courier or printer**, they need to understand what to do and when. Any member of our team will be happy to talk things through with them – and if you use Royal Mail's print or collection services you won't have any worries.
- Courier labels shouldn't cover our Royal Mail label. Using our Proof of Delivery is the best way to make sure everyone knows what's what.



The handover

Where we are...

How to find our Walk Bundling Centres, plus the postcode areas each one delivers to...

- 1 Belfast
- 2 Perth
- 3 Rochester
- 4 Swindon
- 5 Warrington



Our distribution centres are busy, industrial areas – for your own safety, please wear **high-vis clothing and protective footwear** when you visit us. See page 16 for more details.

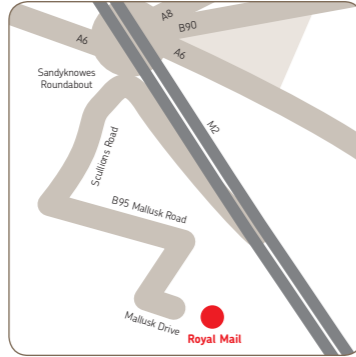


Belfast

Walk Bundling Centre
Northern Ireland
Mail Centre
Enterprise Way
Mallusk, Newtownabbey
BT36 4HQ

Open 8am to 4pm
Monday to Friday

Postcodes
BT

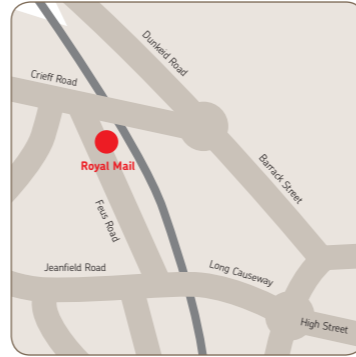


Perth

Walk Bundling Centre
Perth Sorting Office
53 Feus Road
Perth
PH1 1AA

Open 6am to 6pm
Monday to Friday

Postcodes
AB DD EH FK G HS IV
KA KW KY ML PA PH
TD (except TD15) ZE



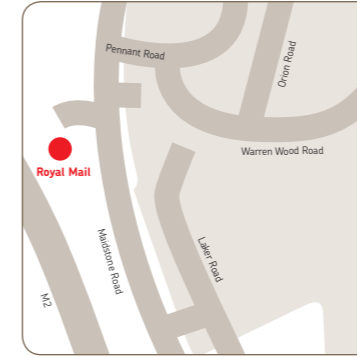
Rochester

Walk Bundling Centre
Fort Bridgewood
Maidstone Road
Rochester
ME1 3AU

Open 6am to 6pm
Monday to Friday

Postcodes
AL BN BR CB CM CO CR
CT DA E EC EN GU HP IG
IP KT LU ME N NR PE RH
RM SE SG SM SS SW TN
TW WC WD

Additional information
Please check in at the
Gatehouse and they'll
show you where to go.



Swindon

Walk Bundling Centre
Unit 2B / 2C
Wheatstone Road
Dorcan, Swindon
SN3 5HG

Open 6am to 6pm
Monday to Friday

Postcodes
B BA BH BS CF CV DT
EX GL HA HR LD LE MK
NN NW NP OX PL PO RG
SA SL SN SO SP TA TQ
TR UB W WR

Additional information
Wheatstone Road is off
the **A419** approximately
1.5 miles north of M4,
junction 15. Drivers
arriving from the north
will need to travel onto the
Commonhead Roundabout
and turn around there.
The Distribution Centre
has a separate entrance
from the Mail Centre.



Door to Door's collection service: whether your drop is small or large, to one or several areas, we can collect, deliver and even store your items – **just call us for a quote.**

Where we are...



Warrington

Walk Bundling Centre
North West
Distribution Centre
Winwick Quay
Warrington
WA2 8RJ

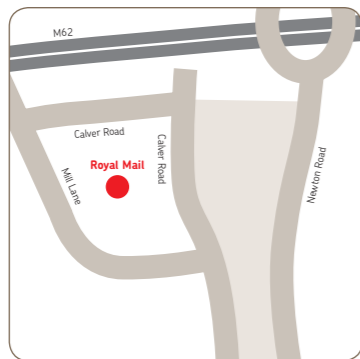
Open 6am Monday
to 11pm Friday

Postcodes

BD BB BL CA CH CW DG
DH DL DN DY FY HD HG
HU HX L LA LL LN LS
M NE NG OL PR S SK
SR ST SY TD15 TF TS
WA WF WN WS WV YO

Additional information

There's a one way
system in operation –
the Gatehouse will tell you
which lane to use when
you reach the traffic lights.



Our distribution centres are busy, industrial areas – for your own safety, please wear **high-vis clothing and protective footwear** when you visit us. See page 16 for more details.

Door to Door's collection service: whether your drop is small or large, to one or several areas, we can collect, deliver and even store your items – **just call us for a quote.**

Where we are...



Your checklist

1 Send us a **sample** so we can check your item for you.

2 Boxes to weigh less than **10kg.**

4 Make sure each box or bundle contains **one leaflet design** for **one distribution centre** on **one delivery date.**

3 Bundles to weigh less than **6.4kg.**

5 Protect your items by **strapping and packing** them securely.

6 Make sure your labels are **visible.**

7 If pallets contain more than one leaflet design, separate them with **vertical dividers.**

12 Use Royal Mail's print and collection service to make your **Door to Door drop a seamless experience.**

8 Hand over your items **7 – 18 days** before the start of your distribution.

9 If your handover is on a Monday, **you need to pre-book a handover slot.**

10 Please provide us with a **delivery note.**

11 Please wear **high-vis clothing** and protective footwear.

Next steps...

Once you've handed over your items, **we'll sort through them** and send them out to our **local Delivery Offices**. Once at the Delivery Office your items will be **delivered with the daily post!**

Thanks for taking the time to read our information. We hope we've answered all your questions about using **Door to Door** but remember we're standing by if you have any queries!

Remember to talk to us about our leaflet design, targeting, print and collection services.



Contact us

Call: 0345 266 0858

Email: doortodoor@royalmail.com

Visit: royalmail.com/doortodoor

Royal Mail Door to Door® – the action medium

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