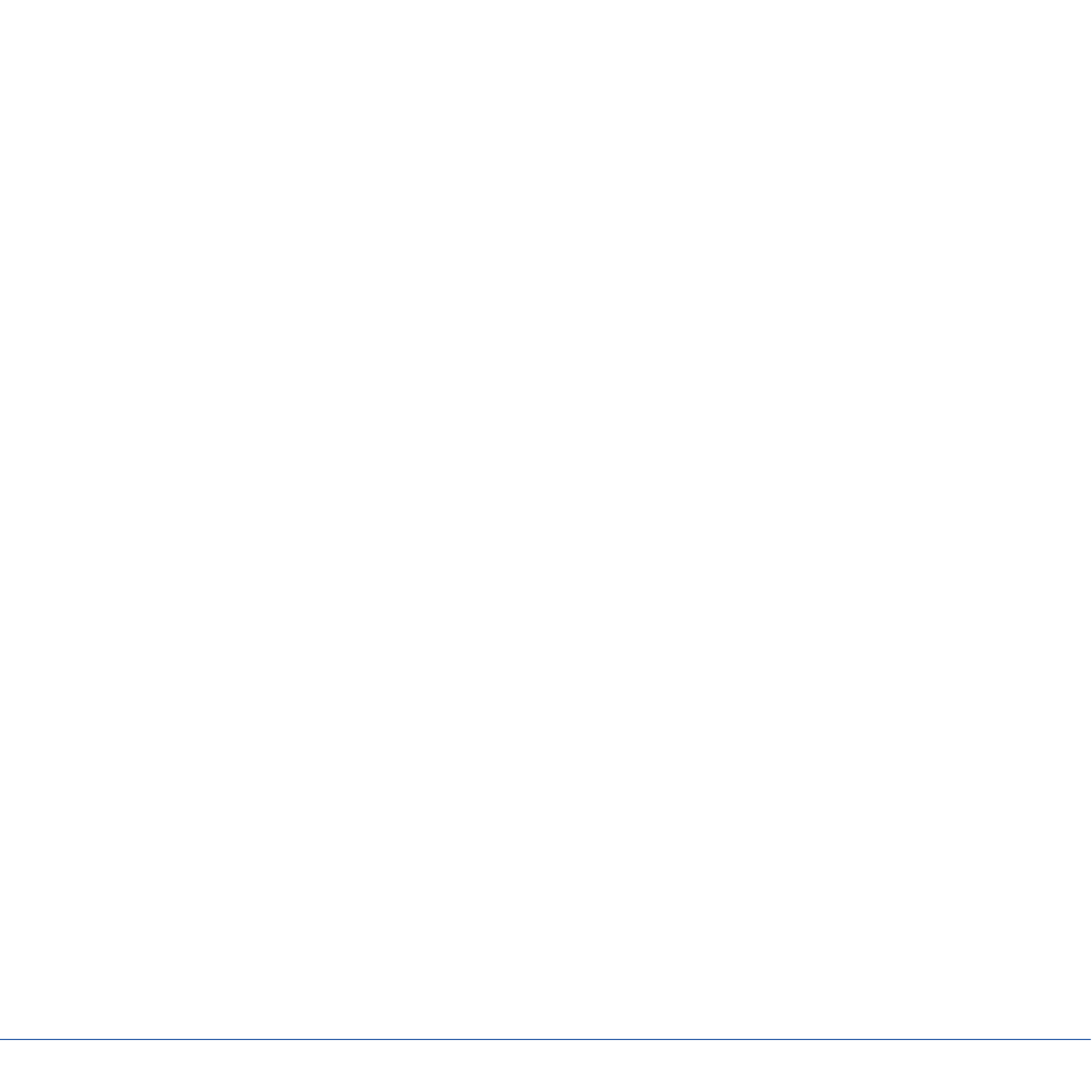




services guide

A step-by-step guide to using our services,
i.e. **interlink express**

interlink express 
carrying your reputation



What am I looking for?

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What am I shipping?

UK product options



**By
09:30**



**By
12:00**



**Next
Day**



**One hour
delivery
window**

Interlink Express has a range of easy-to-use delivery options, developed with your business in mind. In addition, a one hour delivery window will be provided to receivers of UK services.

New service	Key benefit
by 9.30	Deliveries by 9.30 arrive when there is someone in the office to sign for them
by 12	For deliveries requiring attention before lunch
next day	Our standard next day service, before close of business
saturday by 10 saturday by 12	Extending your working week
offshore	Defined next day and two day service
expresspak1 expresspak5	Ready-to-go bags supplied free of charge
freight	Simple rate structure for items weighing over 30kg and up to 350kg

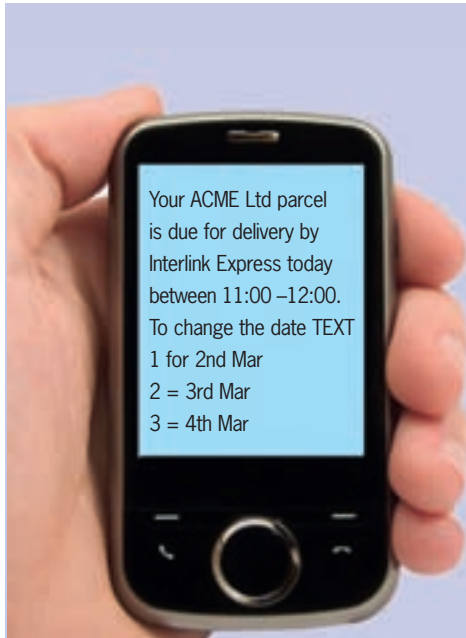
To arrange a collection or track a parcel, call **interact** on **0844 824 0550** or visit **www.interlinkexpress.com**

What am I shipping?

One hour delivery window

When we deliver to home addresses:

- Your customer is given a one hour delivery window
- They are notified of this by text or email
- If not convenient they can use the text or email to change the delivery date
- All correspondence from Interlink Express to your customer can include your brand name



We send a text message or email to recipients giving them a one hour delivery slot. If required the recipient can use the text or email to reschedule delivery to a more convenient date. Both communications can carry your brand name for a seamless delivery experience.



What am I shipping?

International product options

International Air Express

Our Air Express Service offers unrivalled services to more than 200 countries worldwide. There are three service options for single items weighing up to 31.5kg and with maximum dimensions of 175cm length and 300cm girth.

1. European Union Documents and Parcels – for deliveries within the European Union where no documentation is required other than a consignment note
2. Worldwide Express Document – documents and non-declarable items
3. Worldwide Express Parcel – declarable items

For any other items over 31.5kg (individual boxes, not consignments), or above the maximum dimension, please call your local Interlink Express office to get a quote through Special Services.



DPD Europe and beyond

A delivery service for Europe and beyond by ground and air. For parcels weighing up to 31.5kg and with maximum dimensions of 175cm length and 300cm girth. For any items over 31.5kg, or above the maximum dimensions, please call your local Interlink Express office.

Special services

For your out-of-the ordinary international consignments, we have a complete range of tailor-made delivery options by ground, air or sea.

For more information on Special Services or for a quote contact the team on **0121 665 3270**.

What am I shipping?

Size and weight restrictions per item

All parcels will be subject to volumetric conversion and the shipment charge will be based on either the volumetric or actual weight, whichever is greater. The volumetric weight of your parcel should be calculated as follows:

DPD Europe and beyond

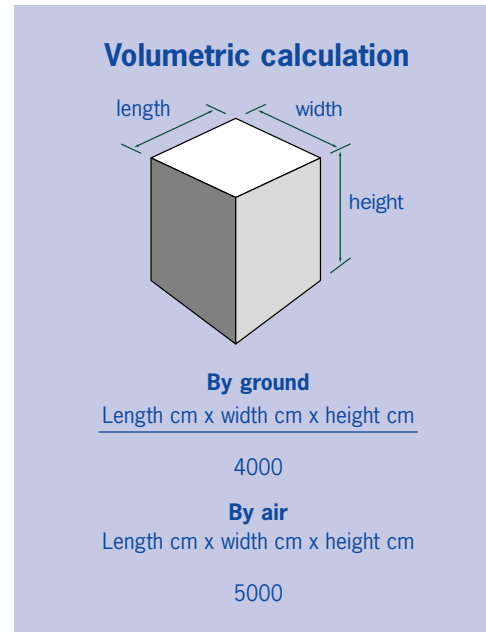
31.5kg max
175cm max length
300cm max girth

International Air Express

31.5kg max
175cm max length
300cm max girth

Volumetric conversions

The charge will be based on either the volumetric or the actual weight, whichever is the greater.



Special Services	For all out-of-the-ordinary international consignments. Call 0121 665 3270 for a quote.
Euro bullet	Fast and secure transportation of European consignments by ground with a dedicated vehicle and 24-hour tracking updates
Euro freight	Economical European ground service for larger consignments that require a cost-effective groupage option
Air freight	Worldwide Air Express service for large consignments
Ocean freight	Economical worldwide service for non-urgent and large consignments
Exhibition Services	Worldwide, fully comprehensive door-to door exhibition stand freight service
On-board Courier	Secure worldwide service for very urgent and time-critical consignments, e.g. legal documents
UK freight and sameday	For pallets, bulk movements and book-ins that cannot be moved through our network (over 3 pallets per collection)
Worldwide imports	The shipment of goods into the UK where the UK customer is paying for the distribution

What am I shipping?

Goods not accepted for carriage or storage

- **Dangerous goods**
- **Hazardous goods**
- **Flammable goods**
- **Living or dead animals**
- **Frozen or perishable food**
- **Cash** (including cheques or any other vouchers with a face value)
- **Works of art**
- **Personal effects**
- **Jewellery**
- **Body parts or human remains**
- **Precious metals**
- **Antiques**
- **Liquids**
- **Pornography**
- **Legal or business documents**
- **Furs**
- **Firearms, glass and alcohol**

Transit liability options

UK

standard liability

Price includes liability of up to £12 per kg for loss or damage up to a maximum of £3,000 (250kg).

extended liability

Liability can be extended to £15,000 for only £7.00 per consignment. (Some exclusions apply. Not available on freight or expresspak1 services).

expresspak1

Up to £20 per bag for loss or damage.

freight

The published tariff includes in-transit liability of £1,125 per metric tonne for pallets.

International

Extended liability is available for consignments at a charge of 1% of the insured or replacement value, minimum charge of £7.00, maximum liability £15,000.

Interlink Express standard liability by air is up to £100 per consignment.

The Special Drawing Rate (SDR) by road is 8.33%.

We operate under CMR and Warsaw Convention regulations – our standard terms and conditions are available on request.

Where do I want to ship it?

UK network

For England and Wales our standard services are **by 9.30**, **by 12** and **next day**. However, in some remote areas the earliest services may be **by 12**.

For Scotland the earliest service will be by 10.30, and for some remote areas **by 12** or **next day**. Some Highland and Island postcodes will receive a minimum two day service (Islands subject to local ferry crossing times).

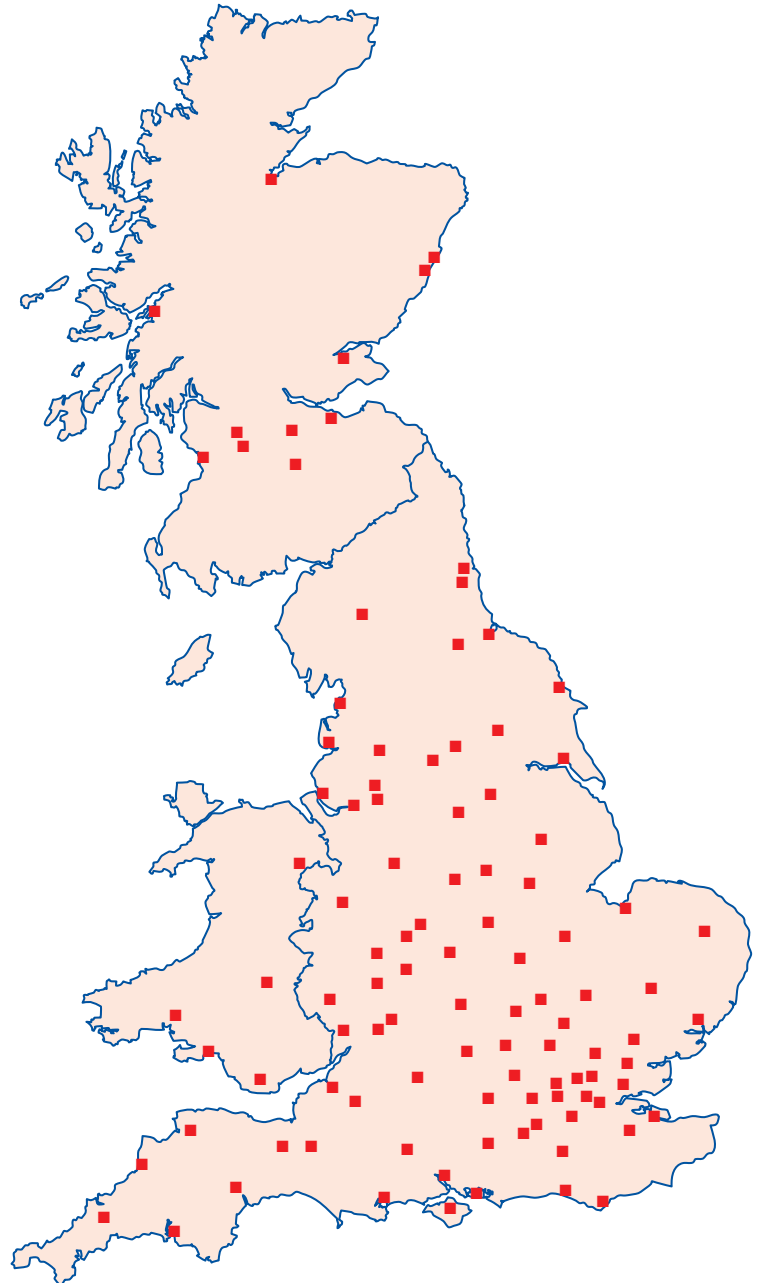
logistics solutions

Our logistics solutions division specialises in adding value to customers' supply chains.

Stock is held in dedicated warehouses located at our Superhub, enabling:

- **Seamless stock transfer**
- **Pick and pack with late cut-off time for just-in-time deliveries**

For further information, call **0121 697 2964**



Where do I want to ship it?

International Air Express



Our International Air Express service covers 200 countries worldwide for business documents and dutiable items.



DPD Europe and beyond

DPD is the Interlink Express Europe by Road service. It offers an unrivalled network of more than 800 depots across Europe and beyond, handling in excess of 2 million parcels every day.

The DPD European Depot Network



When does it need to get there?

England & Wales	by 9.30	by 12	next day	saturday by 10	saturday by 12
expresspak1	✓	✓	✓	✓	✓
expresspak5	✓	✓	✓	✓	✓
parcel	✓	✓	✓	✓	✓
freight	✓	✓	✓	✓	✓

For some rural areas of England and Wales the earliest service may be **by 12**. For by **9.30**, **by 12** and **Saturday** services in Scotland, please add one hour.

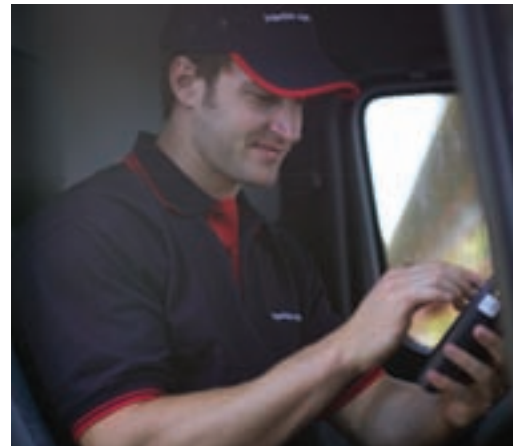
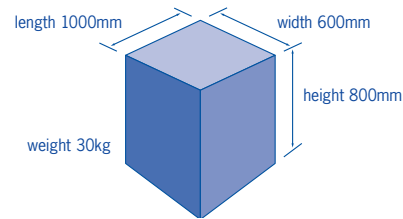
Offshore	next day	two day
expresspak1	✓	✗
expresspak5	✓	✗
parcel max 30kg per item	next day	two day
Northern Ireland	✓	✓
Channel Islands	✓	✓
Isle of Man	✗	✓
Scottish Highlands and Islands	✗	✓
Scilly Isles [†]	✗	✓
Isle of Wight	✓	✗
freight 31–350kg per item	✗	✓
<small>(Oversized items may require an additional 24 hours).</small>		
N.B. Offshore items may be consigned by air and therefore must comply with air regulations		

[†]Second day delivery to St. Mary's, third day elsewhere.

For DPD Europe and beyond and International Air Express please refer to the tariff or visit www.interlinkexpress.com for transit times and pricing

For offshore deliveries

Maximum parcel dimensions and weight to ensure next day delivery.



How do I use the Interlink Express service?

Step 1 Select product and service

Select the appropriate product and service from our range of UK and international services. For information on rates call Sales Support on **0500 005 005** or visit www.interlinkexpress.com

Step 2 Organise a shipment

You can take care of all your delivery arrangements on your PC. Simply log on to www.interlinkexpress.com and go to **ship@ease**. You'll find everything you need to speed up the process of booking, sending and receiving consignments – without the need to complete a consignment note, or calling to request a collection.

- Collections up to 5 days in advance
- Integrated track & trace
- Instant access to shipping history
- Address book facility

UK and DPD Europe by Road **ship@ease** collection screen

International Air Express **ship@ease** collection screen

Labels are automatically generated for your consignment.

For parcels with destinations within the E.U.

Label 1 = for the parcel

Label 2 = for the customer

For parcels with destinations outside the E.U.

Label 1 = for the parcel

Label 2 = for the customer

Label 3 = for data entry

How do I use the Interlink Express service?

Step 2 Organise a shipment (continued)

International Air Express – air consignments only

Sender Information:

- 1 ACCOUNT NUMBER (Your account no.)
- 2 FROM (Your full name*, address, postcode and telephone number)
- 5 DESCRIPTION OF CONTENTS (Full description of contents. Descriptions such as 'Parts', 'Samples' or 'Gifts' are unacceptable)

Recipient Information:

- 3 TO (Recipient's full name*, address, post/zip code and telephone number/email)
- 4 RECEIVERS VAT NUMBER (Receiver's VAT number)
- 12 SENDERS SIGNATURE (Sender should sign and date)
- 14 DRIVERS SIGNATURE (Our driver will sign and date)

Service and Weight/Dimensions:

- 8 No. OF PACKAGES (Number of items)
- 9 WEIGHT: Kg (Weight)
- 10 PLEASE SELECT SERVICE REQUIRED (Tick the service required)
- 11 DIMENSIONS (cm): LENGTH, HEIGHT, WIDTH (Dimensions in cm)

Additional Fields:

- 6 ALL DUTIES/TAX CHARGED TO RECEIVER (Enter value of goods and currency for customs purposes)
- 7 DESTINATION CODE (The destination code will be completed by the depot)
- 13 COMMODITY CODE (Enter the commodity code if known)

Liability and Tracking:

- VAT No. GB75432232
- CONSIGNMENT EXTENDED LIABILITY (If extended liability is required complete the amount, if you wish to have cover)
- EXTENDED COVER (OPTIONAL CHARGES BASED ON THE DECLARED VALUE (MINIMUM CHARGE £7,00))
- interlink express carrying your reputation
- Barcode: 11 013575895 7

Calculations:

- Volumetric calculation: $\text{Length (cm)} \times \text{Width (cm)} \times \text{Height (cm)} \div 5,000$
- Girth calculation: $\text{Length (cm)} + 2 \times \text{Height (cm)} + 2 \times \text{Width (cm)}$

*Please ensure that company names are detailed in full and not abbreviated.

How do I use the Interlink Express service?

Step 2 Organise a shipment (continued)

Commercial/Proforma Invoice

Required for DPD and International Air Express shipments that have to be declared to customs i.e. non-document shipments to a non-EU destination.

Commercial – for goods intended for resale

Proforma – for goods that are not intended for resale

Both types of invoice should be typed on company letterhead or company invoice and all **five** copies must have an original signature.

Invoices must be enclosed in an A5 re-sealable document wallet and secured to the outside of the package with either the consignment note or data entry label.

For a template, please visit www.interlinkexpress.com

Zipcodes and PO Box addresses

Please provide us with the correct delivery address and zipcode of the consignee.

We do not deliver to PO Box or GFPO addresses.

Country	Translation	Abbreviation	Country	Translation	Abbreviation
Austria	Postfach	PF	Norway	Post Boks	P.B
Belgium	Boite Postale / Post Bus	B.P. / P.B.	Poland	Skrytka Pocztowa	SKR. Pocz
Czech Republic	Postovníchranka	P.F	Portugal	Apartado / Cista Correio	APT.
Denmark	Postboks		Slovakia	Postnipredal	P.f.
Finland	Postilokero	PL	Slovenia	Postnipredal	P.P
France	Boite Postale	B.P.	Spain	Apartado de Correos / Apartado Postal	Apdo dr Correos Aprdo
Germany	Postfach	PF	Sweden	Box	
Greece	TAXYDPOMIKH qURIDA	T.q.	Switzerland	Postfach	
Hungary	Postafioik	Pf	Turkey	Posta Kutusa	P.K.
Italy	Cassella Postale				
Netherlands	Postbus				

Tick Pro-forma or Commercial Invoice

Clearly print shipper's full name, address, post/zip code and telephone number/email to speed up Customs clearance

Your EORI number. In most instances this will be GB + VAT Number + 000. UK Customs require all businesses involved in international import or export to hold an EORI. For further information contact HMRC at eori.customs&intl@hmrc.gsi.gov.uk If you are a private exporter, print PR If you are non-VAT registered business, print UNREG

Commodity Code. If the commodity code is missing we will use the general commodity heading based on the description of the goods. If we are in any doubt, we reserve the right to hold the goods for further information or return them after 3 days

Description of goods. Describing goods accurately is essential for Customs and airline security. Poorly described shipments could be detained for further examination by Customs

Reason for export – please state whether your goods are for sales, samples for review, etc

Certain countries may offer duty reliefs if an EUR declaration or a EURI document is made. Consult your local Customs officer for details

Commercial/Proforma Invoice

Commercial	<input type="checkbox"/>	Proforma	<input type="checkbox"/>
1) Date of Invoice		2) Consignment No.	
3) Shipper's Name		9) Receiver's Name	
4) Shipper's Address		10) Receiver's Address	
5) Contact Name		11) Contact Name	
6) Contact Number		12) Contact Number	
7) Shipper's EORI No		13) Receiver's VAT /PID / EORI No.	
8) FDA Registration No.			
14) No. of Pieces		15) Total Weight	
16) Commodity Code	17) Full Description of Goods	18) No. of items	19) Unit Value
		20) Total Value	21) Country of Manufacture
		22) Total Value GBP	
23) Reason for Export			
24) Terms of Delivery		DDU	
25) I declare that the above information is true and correct and to the best of my knowledge. The exporter of the products covered by this document, declares that, except where otherwise clearly indicated, these products are of _____ preferential origin I declare that the products covered by this document are not subject to any export or import prohibitions & restrictions			
26) For and on behalf of the above named company:-			
Signature: _____		Print Name: _____	
Date: _____		Position in Company: _____	

Consignment number, number of pieces, total weight of all items, and dimensions of each parcel

Number of items

Total value of goods. This should reflect the commercial value taking into consideration manufacturing costs, packaging, shipping, overheads etc.

Full name and address of manufacture. This is vital for some countries including USA, Switzerland and Middle Eastern countries

Clearly print your name, sign and date

How do I use the Interlink Express service?

Step 2 Organise a shipment (continued)

Data Entry Labels

If you print your labels using our **ship@easeweb** or **complete** labeling solution the system will automatically produce a 'Data Entry' label. It will look similar to this:

Sender Account Number: A CUSTOMER LTD. 123 THE AVENUE NEWTOWN NEWTOWNSHIRE NT12 E45	Recipient AN OTHER GMBH SONNENSTRASSE 1 SWITZERLAND Contact: HERR SCHWEIZ Telephone Number: 0041 12 3456 7 89
Package details Consignment Number: 4004055640 Product: Service: IE2 Number of items: 1 Weight(kg): 15 Dimensions(cm): 10*12*10 Contents: Marketing Brochures Value: 115 Currency: Pounds	

The Data Entry label must be enclosed in a re-sealable document wallet and secured to the outside of the package with the invoice. (Contact Sales Support on **0500 005 005** to order document wallets).

Please do not keep the Data Entry label for your own records or stick it to the parcel. We use this label to key in export declarations to customs and pre-alert airlines of your parcels for export.

A Data Entry Label will automatically print for all **International Air Express** destinations and for **DPD Europe and beyond** non-EU destinations.

Customs Paperwork Requirements

If you are sending to one of the following EU countries you do not need to provide invoices.

- Austria
- Belgium
- Bulgaria
- Cyprus (South)
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain (exc. Canary Islands)
- Sweden

How do I use the Interlink Express service?

Step 3 Check contents

Check that the contents comply with our terms and conditions and do not contain any goods not accepted for carriage (see page 6).

Step 4 Packaging

Check that the parcel is adequately packaged and labelled, as detailed below:

Packaging hints and tips

We recommend the following simple packaging guidelines to ensure the contents are delivered safely, on time and undamaged.

- ✓ Where purpose-built containers are available they should always be used.
- ✓ If a purpose-built container is not available, approximately 3–9cm of cushioned packing should be placed completely around every side of the item.
- ✓ Individual items in the same container should be separated by fixed packing.
- ✓ Packing must be tightly pressed into position and present a firm buffer protecting all edges and corners.
- ✓ All space within the container must be filled so that there is no danger of the container collapsing under external pressure. It is better to use too much packing than too little.

- ✓ If you are recycling containers, care must be taken to ensure that they have sufficient strength and rigidity for the size and weight of the item to be packed.
- ✓ Check that there are no holes, tears, rips or corner dents and all flaps are intact.
- ✓ Remove all other labels to prevent delivery to the wrong destination. It is particularly important to remove or deface all barcodes that are not part of the current transport details.
- ✓ Make sure that all flaps are secured. This is particularly important with recycled containers, which will probably need more attention.
- ✓ Strapping and banding are not recommended for soft containers, which may distort in transit due to movement or pressure.

If it is used, ensure that it does not obscure any of the labels or barcodes.

No metal banding is allowed.



How do I use the Interlink Express service?

Step 4 Packaging (continued)

Packing recommendations

To reduce the risk of shock damage and movement inside the package, we recommend you use one or a combination of the following types of packing material:

- ✓ Loosefill packing, e.g. polystyrene chips
- ✓ Expanded polystyrene foam
- ✓ Polystyrene sheets or blocks
- ✓ Bubble wrap
- ✓ Foam rubber
- ✓ Screwed up newspaper or any other similar item

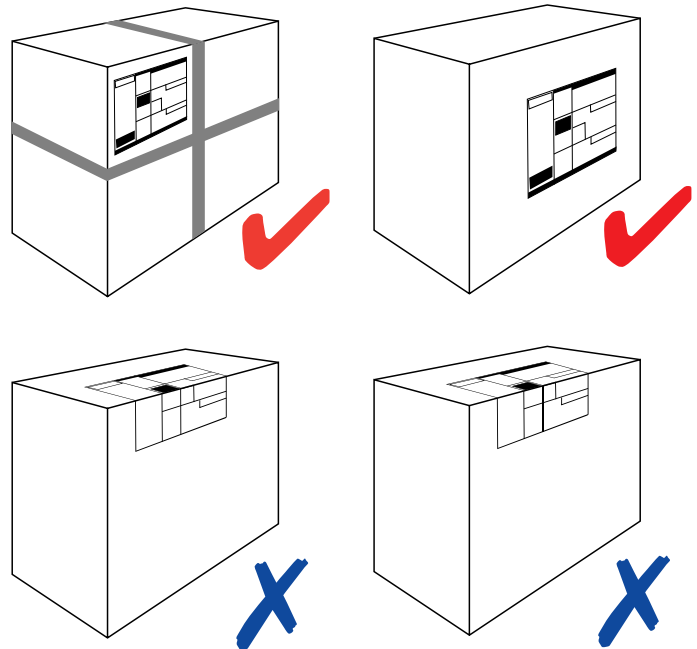
Labelling your parcel

To help us deliver a better service, correct and careful labelling will aid the progress of your consignment.

- ✓ Remove all other labels, in particular remove or deface all barcodes that are not part of the current transport details.
- ✓ If you use one of our **ship@ease** solutions or an automated packaging system, ensure the surface where the label is applied is clean and dry and the label is not wrinkled, as this will make the barcode unreadable.
- ✓ Place the label or consignment note in the area marked on the **largest side of the parcel** and not over the seams or corners.

- ✓ The full delivery address and full delivery postcode should be on every package in the consignment.
- ✓ Please make sure that any parcel banding does not obscure the consignment note.

Please see the examples below of the correct and incorrect way to label a parcel:



Step 4 Packaging (continued)

Service tapes

A series of self-adhesive colour coded tapes are provided free of charge. In order for your time-critical package to be clearly visible, we have adopted a colour coding system for taping parcels on certain specific services.

Please ensure the tape is visible around four sides.

N.B. This tape is purely for the purpose of identification and is NOT suitable for sealing. Where the use of two tapes is applicable please use both i.e. **saturday** and **by 10** tapes.



How do I use the Interlink Express service?

Step 5 Collection

Arrange a collection, in one of the following ways:

1. Online at www.interlinkexpress.com
 2. Calling **interact** on **0844 824 0550**
 3. Calling your local depot
- Our intelligent collection system provides you with the latest possible time that a collection from your postcode can be made for a next day delivery.

The screenshot shows a web form for booking a collection. It is divided into several sections:

- Collection Address:** Contains fields for company name (ABC LTD), address (ROEBUCK LANE, 3RD FLOOR, WEST MIDLANDS, B44 1BT), and a button to 'Collect from a different address'.
- Collection Details:** Includes 'Account' (890100), 'Contact' (Mr Smith), 'Telephone' (0121 500 2000), and 'Your Ref to' (1234).
- Collection Time:** Features a date/time selector for 'Date' (24/10/2008, Tuesday, 12:00) and 'Ready Time' (13:00). It also has a 'Closing Time' (17:00).
- Parcel Details:** A note states 'The below details are used only as an indication to the driver and do not need to be precise'. It includes 'Items' (1) and 'Total Weight' (5 kg).
- Information:** A 'Collection Ref:' field.

A 'Create' button is located at the bottom right of the form.

Step 6 Tracking

Keep track of your parcel via our online system 'track it' at www.interlinkexpress.com, or alternatively by calling your local depot or **interact** on **0844 824 0550**



- Proactive notification on our premium **by 9.30** service means your customers will receive notification via text message if your parcel is unavoidably delayed, helping them to plan for the consequences.

The screenshot shows a tracking page with a red header. The main content is a table with the following data:

Consignment Line Detail	
1	Carta Ref: Sorted Parcel
2	519902 03626402 2010/09/30 DS 6.

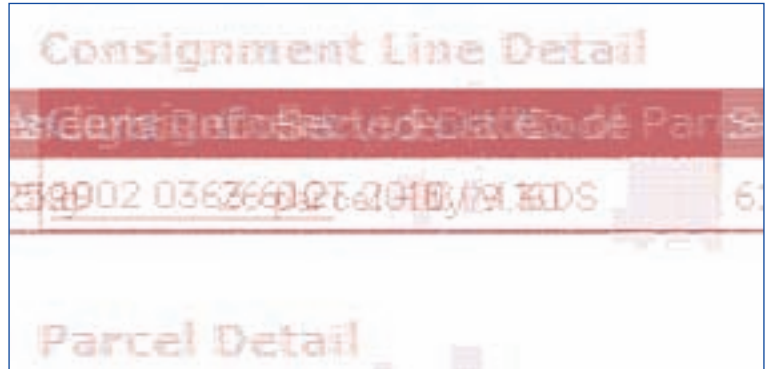
Below the table, the text "Parcel Detail" is visible.

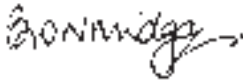

How do I use the Interlink Express service?

Step 7 Proof of delivery

Obtain proof of delivery online at www.interlinkexpress.com or by calling **interact** on **0844 824 0550**.

Online proof of deliveries (PODs) are available for some international destinations.



09:29:18	27/10/10	☰	📱	?
Signature Screen				
Senders Name:	KHWS LTD			
Recipient:	HIGHWAY			
Items Received:	1			
Items Refused:	0			
POD No:	1 of 1			
Name:	D. BROWNRIDGE			
<input type="button" value="Clear"/>				
				
<input type="button" value="Details"/>				

How do I use the Interlink Express service?

Step 8 Exception management system

Our online exception management system provides immediate data on all consignments that have incurred delay.

interlink express
simple choice
by 12

Consignment Details

Consignment #: 880328255570
No of Parcels: 1 of 1
Collected Date: 29 Oct 2010
Senders Ref: test
Service: parcel - by 12
Delivery Address: West Heath Road, Northfield, Birmingham, West Midlands, B31 3TU
Details: Your consignment has been refused by the Consignee as it was not required.
Reference: 05 14 00002

Parcel No	Account	Cause	Created Date & Time
8803 370 400	Heathnet Ltd (1304200)	Refused by Customer - Not required	29 Oct 2010 - 11:42

Response

How would you like to respond?

- Select an action
- Return To Consignor
- Redeliver To Alternative Address
- Redeliver To Same Address
- Call Me Regarding This Exception

Back to list

interlink express
simple choice
by 12

Consignment Details

Consignment #: 880328255570
No of Parcels: 1 of 1
Collected Date: 29 Oct 2010
Senders Ref: test
Service: parcel - by 12
Delivery Address: West Heath Road, Northfield, Birmingham, West Midlands, B31 3TU
Details: Your consignment has been refused by the Consignee as it was not required.
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Parcel No	Account	Cause	Created Date & Time
8803 370 400	Heathnet Ltd (1304200)	Refused by Customer - Not required	29 Oct 2010 - 11:42

Response

How would you like to respond?

- Select an action
- Return To Consignor
- Redeliver To Alternative Address
- Redeliver To Same Address
- Call Me Regarding This Exception

Back to list

How do I use the Interlink Express service?

Step 9 Invoicing and payment

Options

We can provide your invoices and statements in a format to suit your needs. You can:

1. Receive your invoices and statements electronically
2. Receive a data file of your invoice to manipulate as you wish

Choose from Direct Debit (our preferred payment method), BACS, cheque or debit card to pay your invoices.

Credit cards are also accepted, but will incur a 2% surcharge.

The image shows a sample invoice with several callout boxes pointing to specific fields:

- Your account number**: Points to the 'Your Account No.' field (123456).
- The date the invoice was issued**: Points to the 'Invoice Date' field (14/06/10).
- Interlink Express invoice number**: Points to the 'Service Number' field (87654321).
- The date that payment must be received by Interlink Express**: Points to the 'Service Due Date' field (14/07/10).
- Details of the full delivery postcode destination and/or Interlink Express delivery depot number**: Points to the 'Consignment Note' field (123456789).
- The date of parcel collection**: Points to the 'Parcel Date' field (14/06/10).
- Invoice total to be remitted**: Points to the 'Total To Pay' field (123.45).

The invoice also includes contact information for Interlink Express Private Limited and ABC TRADING COMPANY. A large 'COPY' watermark is visible across the center of the document.

To arrange a collection or track a parcel
call **interact** on **0844 824 0550**

For sales enquiries call
0500 005 005

Full terms and conditions available on request

www.interlinkepress.com

Head Office: Interlink Express Parcels Limited,
Roebuck Lane, Smethwick, West Midlands B66 1BY
Fax 0845 300 4605



Interlink Express has achieved ISO9001:2008 approval

