

Packaging Guidelines



Packaging your goods with care using quality materials ensures that your parcel arrives safely and in good condition. We recommend:

External Packaging



Always put your items in a suitable box that is free from damage, and is strong enough to protect the contents and carry the weight of the item/s.

- Shipping and service labels must be applied to the package.
- Remove any old labels before use if reusing a box.
- Make sure the box is not too big or too small for the items inside.
- To maintain the appearance of the original packaging, ensure you use an outer box to protect it.
- Some items may need to be protected before being placed inside the MailPack or CourierPack.
- Make sure the pack is sealed.
- You may also use your own branded external packs, if approved by your local depot.



Internal Packaging



Ensure items do not touch the walls of the box. Fill any empty spaces with recyclable filler such as shredded cardboard to prevent the item moving.



Always use corrugated dividers when packaging multiple fragile or liquid items along with a filler if required.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. Use sealed containers or insulated boxes to protect perishable items before placing them into an outer cardboard box. Cold packs will be required. We do not use refrigerated vehicles.

Box Wall Thickness

Single Wall - 5kg Max



No Liquids



No Fragile

Double Wall - 15kg Max



No Liquids

Triple Wall - 30kg Max



H Tape Method



Apply a strip of durable tape along the top centre.

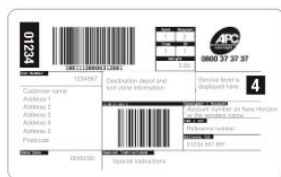


Then apply a strip of durable tape along both edge seams.



Items above 5kg or for those that contain liquid/paint, repeat underneath.

Shipping Labels



Every parcel entering The APC Delivery Network must have a shipping label.

The printed label must be clear and of high-quality.

Any faded areas, zig-zag lines, or missing sections may make the label unreadable.

For detailed instructions, refer to the [Label Guide](#).

Click the relevant guide for more information on sending specific items:



[Liquid](#)



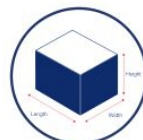
[Plants](#)



[Perishables](#)



[Paint](#)



[Calculating Volumetric Weight](#)

Please be advised that it remains the customer's responsibility to ensure that the goods are packaged in the most suitable, appropriate packaging.

A copy of The APC's Terms and Conditions of Carriage can be found on our website:
apc-overnight.com/sending-a-parcel/conditions_of_carriage

If you have any questions, please contact your local depot for further advice.

Understand your label



It is essential that an address label is applied to all items that enter The APC Delivery Network.

The label displays the key information both for our automated scanning software as well as a visual guide for our delivery drivers. It is important that the information on it is correct and that the label is clear and easy to read. Each label produced is unique and cannot be reused. A new label must be created for each despatch and applied to each item within the consignment.

01234

A

10011130000312001

D

Send	Request
1	2
Item	Of
1	1
Weight	5.00

APC

overnight

0800 37 37 37

Con Number

1234567

Customer name

Address 1

Address 2

Address 3

Address 4

Address 5

Postcode

Destination depot and sort zone information

E

ND16

2

HS 08:23 HSV2.0

B

Consignor / Account

Account number or the senders name

FAO / ref

Reference number

Delivery Tel

01234 567 891

Send Date

00/00/00

Special Instructions

C

Special instructions

Your label contains two barcodes, both of these are used throughout its journey.

- A

 The longer barcode at the top of the label holds all of the relevant delivery information and also indicates which item it is for multipart consignments. The item number is the last number within the barcode.
- B

 The smaller barcode at the bottom of the label is the routing barcode, this contains information that allows our automated scanners within the hub to route the parcel to the correct delivery destination.
- C

 Special Instructions can be entered at the time of booking the consignment, these then print onto the label and can be used by the driver to aid a successful delivery.
- D

 This section identifies the specific item in the consignment that the label relates to.
- E

 This section confirms the service level chosen.

If you have any questions, please contact your local depot for further advice.

Label quality and placement



Label Quality

We recommend regular maintenance of the printer to ensure the quality of the thermal labels.

Good



Poor



Label Placement

Correct placement of the label is essential, please follow the guidelines below.

Correct



Back of the pack



Top of the parcel



Wrapped around tube

Incorrect



Never over corners



Never place in plastic wallet



Never over end of tube



Never trim label



Never crease over flap



Never cover with a strap



Never place on canvas



Never fold

Labels can be reprinted, remove the damaged or mis-placed label and place a new one onto the consignment.

If you have any questions, please contact your local depot for further advice.

Packaging Guidelines - Liquid (multi-items in a single box)



If any liquid is classed as 'dangerous goods' or has a UN number it must travel as a **Limited Quantity** on the LQ Service.

- 1 Always use **corrugated cardboard boxes** that are triple-walled.

Triple Wall



30kg

Max weight
per parcel

- 2 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 3 For multiple items such as cans, ensure the box contains a **corrugated divider** that splits the box into cells.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. We do not use refrigerated vehicles.

If the product does not require a corrugated divider i.e cleaning products, please place the items into a plastic bag and secure the bag before placing the items into the box.

- 4 Place the items into the **box**.
Fill any empty spaces with recyclable **filler** such as shredded cardboard to prevent movement.



Keep the lid or cap end pointing upwards.

The items should fit snugly into the box.

- 5 Tape the **top** of the box shut using the **H tape method**.

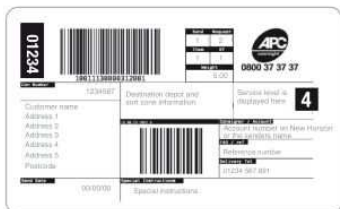


Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 6 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Liquid**'. Boxes with '**This Way Up**' labels will aid with handling.



If you have any questions, please contact your local depot for further advice.

Packaging Guidelines - Liquid (single items in a box)



If any liquid is classed as 'dangerous goods' or has a UN number it must travel as a **Limited Quantity on the LQ Service**.

- 1 Always use **corrugated cardboard boxes** that are triple-walled.

Triple Wall



30kg

Max weight
per parcel

- 2 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 3 It is recommended that the item is placed into a **watertight bag** or **bubble bag** and sealed.



If there is no seal on the bag, use a rubber band, tape or zip lock to keep it secure.

- 4 Place the item in the **centre of the box**.
Fill any empty spaces with recyclable **filler** such as shredded cardboard to prevent movement.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. We do not use refrigerated vehicles.

- 5 Tape the **top** of the box shut using the **H tape method**.

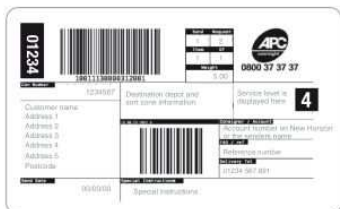


Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 6 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Liquid**'. Boxes with '**This Way Up**' labels will aid with handling.



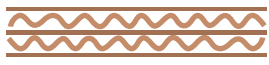
If you have any questions, please contact your local depot for further advice.

Packaging Guidelines - Live Plants



- 1 Always use **corrugated cardboard boxes** that are at least double-walled.

Double Wall



15kg

Max weight
per parcel

Triple Wall



30kg

Max weight
per parcel

- 2 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape
along the centre seam.



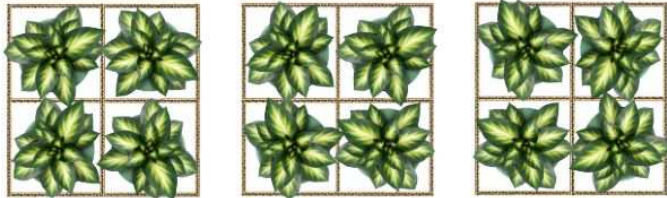
Then apply a strip of durable tape
along both edge seams.

- 3 Wrap the roots / pot with **moist paper** or bubble wrap and then place into a **plastic bag**, or eco-friendly alternative, keeping the foliage free. Do not close the top of the bag unless the plant is in a pot. In this case, tie the handles of the bag around the top of the pot to keep the soil secure.



The plant's overall size should be slightly smaller than the box.
Plants should not be shipped with free flowing liquid.

- 4 If shipping **multiple plants**, use **corrugated dividers** to keep all the plants separate. Use **twine** or **bands** to secure floral arrangements if required.



- 5 Place the **plant/s** in the centre of the box then fill any empty spaces with recyclable **filler** such as shredded cardboard to prevent movement.



- 6 Tape the **top** of the box shut using the **H tape method**.

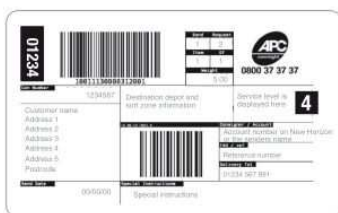


Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 7 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Live Plants**' and mark it as '**Fragile**'. Boxes with '**This Way Up**' labels will aid with handling.



If you have any questions, please contact your local depot for further advice.

Packaging Guidelines - Perishables



- 1 Always use **corrugated cardboard boxes** that are at least double-walled.



No Liquids

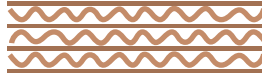
Double Wall



15kg

Max weight
per parcel

Triple Wall



30kg

Max weight
per parcel

- 2 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 3 Place the **item/s** in an **insulated container** and add the required coolant packs.
Place the container in the **centre of the box**. This is to ensure that the items are well protected and will help to keep them cool.



Item/s



Make sure the lid of the container is sealed.

The container should be slightly smaller than the box.

- 4 Fill any empty spaces with recyclable **filler** such as shredded cardboard to prevent movement.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. We do not use refrigerated vehicles.

- 5 Tape the **top** of the box shut using the **H tape method**.

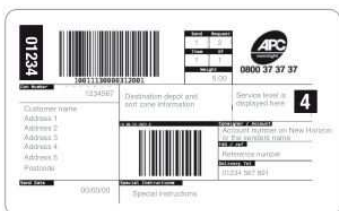


Apply a strip of durable tape
along the centre seam.



Then apply a strip of durable tape
along both edge seams.

- 6 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Perishables**' and mark it as '**Fragile**'. Boxes with '**This Way Up**' labels will aid with handling.



If you are sending Liquid items with your perishable goods, e.g. hampers, please contact your local depot for further advice on the best service to use.

If you have any questions, please contact your local depot for further advice.

Packaging Guidelines - Paint



Paint products **without a UN number** must be sent on the **Liquid (LP) service**.

Max 25 litres per tin.

Paint products classified **with a UN number** must be sent using the **Limited Quantity (LQ) service**.

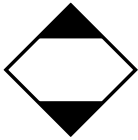
Max 5 litres per tin.

For confirmation of the legally permitted quantity per consignment, please contact your local depot.

- 1 Establish which service your product/s need to be sent on.



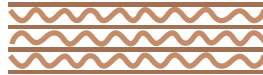
(LP)



(LQ)

- 2 Always use **corrugated cardboard boxes** that are triple-walled.

Triple Wall



30kg

Max weight per parcel

- 3 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

- 4 Ensure the paint lid is **clipped** or pinned using a tamper evident (T/E) lid (minimum of two required). Then place in a **plastic bag** and tie the top of the bag securely or heat seal it.



- 5 Place the **item** in the centre of the **box** then fill any empty spaces with recyclable **filler** such as shredded cardboard to prevent movement. Please contact your local depot for support if you have items that cannot be boxed.



- 6 Tape the **top** of the box shut using the **H tape method**.

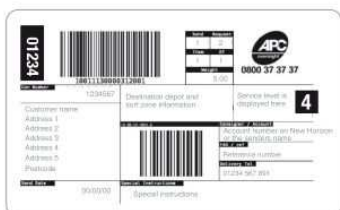


Apply a strip of durable tape along the centre seam.

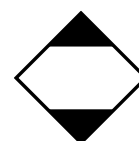


Then apply a strip of durable tape along both edge seams.

- 7 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Paint**' along with an **LP label**. Boxes with '**This Way Up**' labels will aid with handling. If the paint has a UN number, also apply an **LQ label** to the side of the box.



(LP)



(LQ)

If you have any questions, please contact your local depot for further advice.

Have you checked the volumetric weight of your package/parcel?

A shipment can be charged either by the actual weight or the volumetric weight, whichever is the greatest. It is necessary to calculate the volumetric weight of a package/parcel as the cost can be affected by the amount of space it occupies when being transported.

What does volumetric weight mean?

Sometimes referred to as the 'cubic' weight, this is a measure that recognises the size or space that an item occupies expressed in kilos. The rate charged will be based on whichever weight is the greatest, so if the volumetric weight is higher than the actual weight of the shipment, this is the weight that should be used when manifesting the goods.

Use the formula

$$\frac{\text{Height (cm)} \times \text{Length (cm)} \times \text{Width (cm)}}{6000} = \text{Volumetric Weight}$$

