

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.

The diagram shows a sample APC overnight label with the following fields and callouts:

- Callout A:** Points to the long barcode at the top, which contains the number 10011130000312001.
- Callout B:** Points to the smaller barcode at the bottom of the label.
- Callout C:** Points to the 'Special Instructions' field at the bottom.
- Callout D:** Points to the 'Item' and 'Of' table in the top right.
- Callout E:** Points to the 'ND16' and '2' service level indicators.

Send	Request
1	2
Item	Of
1	1
Weight	
5.00	

01234
Con Number 1234567
Customer name
Address 1
Address 2
Address 3
Address 4
Address 5
Postcode
Send Date 00/00/00
Destination depot and sort zone information
Special Instructions
Special instructions
Consignor / Account
Account number or the senders name
FAO / ref
Reference number
Delivery Tel
01234 567 891
APC overnight
0800 37 37 37
ND16
2

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.