



## Quick Guide to Carded Deliveries

A **'We Called Card'** must be left at the stipulated delivery address if:

- a) No-one is in to accept delivery.
- b) Goods are left with a neighbour as advised on 'Special Instructions'.
- c) Goods are left in a 'safe' place, eg Shed or Garage, as advised on 'Special Instructions'.
  - **The card should always state where the goods have been left.**
  - It must contain the consignment number and your Depots telephone number.
  - On no account must a personal message be written on the card.
  - The driver **MUST** record the time, date and write 'carded' on the run sheet.

**A description of the door (colour or any distinguishing feature) should also be recorded.**

- The driver **MUST** advise his Depot at the time of carding.
- The Delivery Depot **MUST** enter the details of the carded delivery into the Depot Program immediately so that the details are transmitted (by FTP) to the Sending Depot.
- The sending Depot should inform their customer that their delivery has been carded.

Leaving a **'We Called Card'** is important for good customer care and to maintain the reputation of the APC network as a whole.

Prompt communication by all provides the best customer care possible.

Carded deliveries held by delivery depots, awaiting further delivery instructions or Return to Depot instructions, **MUST** be stored in a secure holding area and scanned each day until delivery is made or the goods are returned.

If a Collection PUR Request fails the above procedure should also be used.