

Service Standards – UK & Eire

Section Two, Work Instruction 2

1. The delivery and collection schedule below is applicable to all hubs excluding the Glasgow Hub which is listed separately on page five.

1.1 All deliveries within UK and Eire are 09:00 hours earliest delivery time unless it is otherwise stated below. All European deliveries are covered in Section 9.

1.2 Guidance notes are listed on page five.

POSTCODE	DELIVERY TIME OFFERING	EARLIEST DELIVERY DAY	SURCHARGES EXCLUSIONS	SERVICE EXCLUSIONS	COLLECTION RESTRICTIONS
AB 10-16, 21-25, 30-32, 39, 41-42, 51	NEXT DAY	NEXT WORKING DAY	VU, PT, BD, AM, BW	D, G, H	BOOK BY 18:00 HRS NIGHT PRIOR
AB 33-38, 43-45, 52-56	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
BA 20-22	PRE TEN	NEXT WORKING DAY	VU		
BH 19-20	PRE TEN	NEXT WORKING DAY	VU		
BR	PRE TEN	NEXT WORKING DAY	VU		
BT 1-16	PRE TEN	2 WORKING DAYS	VU	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
BT 17-23, 26-29, 36-39	AM	2 WORKING DAYS	VU, PT	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
BT 24-25, 30-35, 40-49, 51-58, 60-71, 74-81, 92-94, 99	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
CA 1-11	PRE TEN	NEXT WORKING DAY	VU		
CA 12-28	AM	NEXT WORKING DAY	VU, PT		
CR	PRE TEN	NEXT WORKING DAY	VU		
CT	PRE TEN	NEXT WORKING DAY	VU		
DD 1-5, 7	AM	NEXT WORKING DAY	VU, PT		
DD 6, 8-11	NEXT DAY	NEXT WORKING DAY	VU, PT, BD, AM, BW, CA		
DG 1-4, 10-14, 16	PRE TEN	NEXT WORKING DAY	VU		
DG 5-9	AM	NEXT WORKING DAY	VU, PT		
DH 8-9	PRE TEN	NEXT WORKING DAY	VU		
DL 6-7, 9-10	PRE TEN	NEXT WORKING DAY	VU		
DL 8, 11-13	AM	NEXT WORKING DAY	VU, PT		
DT	PRE TEN	NEXT WORKING DAY	VU		
E 1-2, 77, 98	AM	NEXT WORKING DAY	VU, PT		

E 3-18	PRE TEN	NEXT WORKING DAY	VU		
EC	AM	NEXT WORKING DAY	VU, PT		
EH 1-30, 46-49, 51-55, 95, 99	PRE TEN	NEXT WORKING DAY	VU		
EH 31-45	AM	NEXT WORKING DAY	VU, PT		
EX	PRE TEN	NEXT WORKING DAY	VU		
FK 1-14	PRE TEN	NEXT WORKING DAY	VU		
FK 18-21	NEXT DAY	NEXT WORKING DAY	VU, PT, BD, AM, BW, CA		
FK 8, 15-17	AM	NEXT WORKING DAY	VU, PT		
G 1-5, 11-15, 20-23, 31-34, 40-46, 51-53, 58, 60-69, 71-79, 81-82	PRE TEN	NEXT WORKING DAY	VU		
G 83-84	NEXT DAY	NEXT WORKING DAY	VU, PT, BD, AM, BW, CA		
GY	CONTACT DEPOT	4 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	CONTACT DEPOT
HA	PRE TEN	NEXT WORKING DAY	VU		
HS	CONTACT DEPOT	3-5 WORKING DAYS	VU, PT, BD, AM, BD, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 5
IG	PRE TEN	NEXT WORKING DAY	VU		
IM	CONTACT DEPOT	3 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
IV 1-3, 5-20, 25, 30-32, 36	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 3
IV 4, 21-24, 26-28, 40-49, 51-56, 63	CONTACT DEPOT	3 - 5 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 5
JE	CONTACT DEPOT	4 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	CONTACT DEPOT
KA 1-26, 29-30	AM	NEXT WORKING DAY	VU, PT		
KA 27-28	CONTACT DEPOT	3 - 5 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	CONTACT DEPOT
KT	PRE TEN	NEXT WORKING DAY	VU		
KW 11, 13-17	CONTACT DEPOT	3 - 5 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	CONTACT DEPOT
KW 1-3, 5-10, 12	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 3
KY 1-7, 11-13	AM	NEXT WORKING DAY	VU, PT		
KY 8-10, 14-16	NEXT DAY	NEXT WORKING DAY	VU, PT, BD, AM, BW, CA		
LA 5-23	PRE TEN	NEXT WORKING DAY	VU		
LD	PRE TEN	NEXT WORKING DAY	VU		
LL 23-25, 27, 32-49, 51-78	PRE TEN	NEXT WORKING DAY	VU		
ML	PRE TEN	NEXT WORKING DAY	VU		
N	PRE TEN	NEXT WORKING DAY	VU		
NE 15-18, 20-21, 39-45, 61-64	PRE TEN	NEXT WORKING DAY	VU		
NE 19, 46-49, 65-71	AM	NEXT WORKING DAY	VU, PT		

NW	PRE TEN	NEXT WORKING DAY	VU		
PA 1-19	PRE TEN	NEXT WORKING DAY	VU		
PA 20, 41-49, 60-78	CONTACT DEPOT	3 - 5 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 5
PA 21-38	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 3
PE 23-25, 31, 35-36	PRE TEN	NEXT WORKING DAY	VU		
PH 1-2, 13-14	AM	NEXT WORKING DAY	VU, PT		
PH 21-26, 30-31, 33-34	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 3
PH 3-12, 15-20	NEXT DAY	NEXT WORKING DAY	VU, PT, BD, AM, BW, CA		
PH 32, 35-44, 49-50	CONTACT DEPOT	3 - 5 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 5
PL	PRE TEN	NEXT WORKING DAY	VU		
PO 30-41	CONTACT DEPOT	3 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 3
SA 35-48, 61-73	AM	NEXT WORKING DAY	VU, PT		
SA 9, 14-20, 31-34	PRE TEN	NEXT WORKING DAY	VU		
SE 1, 11, 16-17	AM	NEXT WORKING DAY	VU, PT		
SE 2-10, 12-15, 18-28	PRE TEN	NEXT WORKING DAY	VU		
SM	PRE TEN	NEXT WORKING DAY	VU		
SW 1	AM	NEXT WORKING DAY	VU, PT		
SW 2-20	PRE TEN	NEXT WORKING DAY	VU		
SY 18-20	PRE TEN	NEXT WORKING DAY	VU		
SY 23-25	AM	NEXT WORKING DAY	VU, PT		
TA	PRE TEN	NEXT WORKING DAY	VU		
TD	AM	NEXT WORKING DAY	VU, PT		
TQ	PRE TEN	NEXT WORKING DAY	VU		
TR 1-20, 26-27	AM	NEXT WORKING DAY	VU, PT		
TR 21-25	CONTACT DEPOT	CONTACT DEPOT	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	CONTACT DEPOT
TS 9, 11-15	PRE TEN	NEXT WORKING DAY	VU		
TW	PRE TEN	NEXT WORKING DAY	VU		
UB	PRE TEN	NEXT WORKING DAY	VU		
W 1	AM	NEXT WORKING DAY	VU, PT		

W 2-14	PRE TEN	NEXT WORKING DAY	VU		
WC	AM	NEXT WORKING DAY	VU, PT		
YO 7, 11-18, 21-22, 25, 60-62	PRE TEN	NEXT WORKING DAY	VU		
ZE	CONTACT DEPOT	3 - 5 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 5

SOUTHERN IRELAND

POSTCODE	DELIVERY TIME OFFERING	EARLIEST DELIVERY DAY	SURCHARGES EXCLUSIONS	SERVICE EXCLUSIONS	COLLECTION RESTRICTIONS
CARLOW	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
CAVAN	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
CLARE	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
CORK	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
DONEGAL	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
DUBLIN CITY & COUNTY	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
GALWAY	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
KERRY	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
KILDARE	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
KILKENNY	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
LAOIS	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
LEITRIM	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
LIMERICK	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
LONGFORD	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
LOUTH	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
MAYO	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
MEATH	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
MONAGHAN	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
OFFALY	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
ROSCOMMON	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
SLIGO	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
TIPPERARY	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
WATERFORD	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
WESTMEATH	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
WEXFORD	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2
WICKLOW	CONTACT DEPOT	2 WORKING DAYS	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2

2. Guidance Notes

2.1 Delivery & Collection dates and times for all “Contact Depot” areas are by arrangement only and must be agreed with delivery member prior to manifesting the consignment.

2. Glasgow Hub Collection and Delivery Schedule

POSTCODE	DELIVERY TIME OFFERING	EARLIEST DELIVERY DAY	SURCHARGE EXCLUSIONS	SERVICE EXCLUSIONS	COLLECTION RESTRICTIONS
AB 10-16, 21-25	10:00	NEXT WORKING DAY		D, G, H	
AB 30-45, 51-56	AM	NEXT WORKING DAY	VU, PT, AM, CA	D, G, H	
BT 1 -16	PRE TEN	NEXT WORKING DAY	VU	B, C, D, G, H	
BT 17 -23, 26-29, 36-39	AM	NEXT WORKING DAY	VU, PT	B, C, D, G, H	
BT 24-25, 30-35, 40-49, 51-58, 60-71, 74-81, 92-94, 99	CONTACT DEPOT	NEXT WORKING DAY	VU, PT, AM, BW, BD, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
IV 1-3, 5-20, 25, 30-32, 36	CONTACT DEPOT	NEXT WORKING DAY	VU, PT, BD, AM, BW, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 1
IV 4, 21-24, 26-28, 40-49, 51-56, 63	CONTACT DEPOT	2-4 WORKING DAYS	VU, PT, BD, AM, BW, BK, AF, CA, LA, LC, SV	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 4
KW 1-3	CONTACT DEPOT	NEXT WORKING DAY	VU, PT, AM, BW, BD, CA	B, C, D, G, H	BOOK DAY 0 – HUB BY NIGHT 2