

Packaging Do's & Don'ts:

DO's

- ✓ Choose the size of the package according to its content. Under-filled boxes are likely to collapse; overloaded ones may burst.
- ✓ Always use high quality materials for your shipments. Consider strength, cushioning, and durability when selecting your wrapping. Choose boxes made of corrugated cardboard, with good quality outer liners. Use heavy-duty double-layered board for fragile items.
- ✓ Wrap each item carefully in bubble wrap. All shipments are unavoidably subject to shocks during transportation. Wrapping them separately will ensure the items do not cause damage to each other. Always place fragile goods in the centre of a package; ensuring they don't touch the sides. Your item should be well cushioned on all sides.
- ✓ Use appropriate packaging for the item you are sending. Seal greasy or strong-smelling substances with adhesive tape, then wrap in grease resistant outer packaging.
- ✓ Place powders and fine grains in strong plastic bags, securely sealed and then packed in a rigid fibreboard box. Use triangular tubes not round tube-type cylinders to pack rolled plans, maps and blueprints. Always remember that bad packaging may cause damage to surrounding items.
- ✓ Surround the wrapped object with cushioning. This will prevent the item from moving during transportation. The cushioning should be able to absorb shock and vibration.
- ✓ Fill the base of the box with cushioning materials. Cushioning your shipment on all sides helps to make sure it arrives in good shape. The contents should never come into contact with the outer packaging.
- ✓ Create a double wall at the bottom of the box. Insert a double corrugated card on top of the loose fill to create a double wall at the bottom of the box.
- ✓ Mark any parcels over 30 kilos as 'Heavy' this ensures the parcels are handled safely and in the correct manner and ensures the appropriate lifting equipment can be used if required during the handling of the shipment.
- ✓ Insert a card to create another double wall on the sides and top of your box. Place a firm card on top of the cushioning material and to the sides of the outer box to make sure everything stays in place. Allow some room to place extra cushioning and protection on top.
- ✓ Protect the upper side of your package by filling up the remaining space with more cushioning material.
- ✓ Close the package carefully. Make sure the box is closed carefully, so no cushioning material can get out. Using a good quality, rigid box with intact flaps is advisable.
- ✓ Close the box securely with strong tape. Seal your package with pressure-sensitive plastic tape or water-activated paper tape, preferably around 50mm in width.
- ✓ Finishing touch. Do not use strings or cords: they can potentially get tangled up in sorting equipment.
- ✓ Place your address and shipping labels on the top surface of the box, avoid putting them on seams, closures or on the sealing tape.

DON'TS

- ✗ Do not use bags made of fabric or cloth.
- ✗ Do not use cellophane tape or rope to seal your shipment.
- ✗ Do not consider "Fragile" and "Handle with care" labels as a substitute for careful packaging. They are only appropriate for information purposes.
- ✗ Do not include any information indicating high value of contents on the address label or outer package.
- ✗ Do not exceed the weight specification of the shipment container.
- ✗ Do not use damaged containers.
- ✗ Do not allow packages to get wet while awaiting pickup.

Here are some useful pointers to bear in mind when packaging your goods...

Remember:

- Even the stickiest labels can come off - an extra address label placed inside the package is a good precaution.
- Remove old address/shipping labels from your packages.
- Use 'Arrow up' labels on relevant packages.

Below, are some specific Hints & Tips for different Packaging types:

If you are unsure whether the contents of your parcels are acceptable for transport through DX please contact your local account manager.

Pallets – Please note that our DX Express division does not carry pallets through their network. However, you may be presenting items bulked together on a pallet at the collection point for breakdown at your local depot and onward shipment through the DX Express network. Conversely, our DX Freight division does have the ability to carry pallets through their dedicated network.

- For palletised freight only use undamaged pallets. Drivers are instructed to refuse to load pallets which are damaged.
- Remember the maximum pallet height, including the pallet base, is to be 1.8M with a maximum weight of 500kg per pallet unless by prior arrangement with DX.
- Where possible all pallet loads are to be stretch wrapped.
- When building a pallet use the method that will best ensure stability and strength. Boxes should be stacked directly on top of each other, as this will give the maximum strength to the completed pallet.
- Do not load pallets so that boxes overhang the edge of the pallet as the top-to-bottom compression strength of the load will be reduced. Where possible use corrugated cardboard side supports at each corner of the pallet.

Lengths –

- Ensure long lengths are of a manageable weight.
- Secure flexible but fragile long lengths of product to a length of wood which will provide support and avoid the product snapping.
- Adequately protect and cushion to ends of lengths to prevent causing damage to either yours or other Customers' goods. Layers of firmly affixed bubble film is suggested.

Books/Files/Box Files –

- These are especially vulnerable at the corners so pack your books/files in top quality corrugated fibreboard, allowing a 20mm overlap at the ends. Place the wrapped book in a flyer where appropriate. If your books/files are not suitable to be placed in a flyer, pack the wrapped books inside an appropriately sized box. Fill in with cushioning material.

Electrical/electronic equipment –

- The manufacturer's packaging is often designed for marketing purposes and may not be appropriate to use for shipping. Use additional packaging according to the size, weight and fragility of the product. Always use strong cardboard boxes, allowing sufficient cushioning material all around the items.
- Anti-static packaging products are available in the market to prevent damage to electronic parts.

Liquids –

- Ensure liquids are stored in leak-free containers (primary packaging), packed with a lightweight, strong, internal material known as secondary packaging (for example, Styrofoam or other absorbent material) and sealed with a plastic bag. Always remember that leaking liquids may cause damage to not only your surrounding items but those which belong to other Customers. They may also cause harm to our Drivers.
- Seal semi-liquids, greasy or strong-smelling substances with adhesive tape, then wrap in grease resistant paper.
- Mark the outer package 'Contains fluids'.

China, Crockery and Glassware –

- Wrap individual objects with sufficient cushioning material so you cannot feel the shape of the object through the wrapping. Items packed together in one container should be individually wrapped and separated with cushioning material. Pack in a strong, rigid outer carton of cardboard, wood or metal. To help prevent movement of the items during delivery, ensure all gaps are filled.

Below are our Guidelines of what Packaging Materials to Use;

Protective Bags - Use cushioned bags, such as padded and bubble bags to carry such things as diskettes, tapes, keys and small electronic parts. These bags provide good shock absorption performance. Waterproof and anti-static versions are also available.

Boxes - The range of sizes and shapes, the different combinations of materials, and the number of accessories available to strengthen and secure them, make boxes the most suitable way to pack your shipments. If you are shipping wooden boxes, please ensure that the corners are correctly protected and check that the box is not splintered, as this can cause injuries to people handling the boxes.

Wood containers - Especially appropriate for shipping heavy items, usually palletised and ready to be machine-handled. Sometimes, heavy-duty double-layered cardboard is a suitable and cheaper alternative to wood.

Edge Protection - Edge protectors are available in plastic and recycled cardboard. When using strapping, edge protectors prevent damage to your shipment by distributing the strapping pressure and tension uniformly across the box edge, preventing damage to the cardboard.

Tapes for sealing - All packages must be sealed to prevent the contents from falling out. A good seal helps to strengthen your package; however, please be aware that any shipment may be opened for inspection by customs or security authorities while in transit within the DX network. Always use strong tapes – DX recommends polypropylene or vinyl adhesive tape. Avoid the use of cellophane tape, which may be inexpensive but is usually fragile and only appropriate for office use. Other types of tape such as fibre-reinforced paper tapes may also be used.

Strapping - When applied correctly, with the proper tension, strapping is an ideal way to strengthen your shipment. Loose strapping is useless and too tight strapping can damage the box, by cutting through it.

Please note: DX will accept no liability for the packaging advice it provides. The Customer remains responsible for ensuring packaging is adequate for transportation. Moreover, by accepting a parcel, DX does not acknowledge the packaging is adequate or the contents are acceptable.

Labelling & Reading the Barcode

Do not stick labels onto dusty packaging or product surfaces. Dust can prevent labels adhering properly to the surface and if the label comes off during transit goods may become unidentified within the DX system and delivery to your customer severely delayed.

DX tracks items using the barcode information on each label. The ability to read the barcode is vital to monitor the movement of Customers' goods throughout the DX network. To ensure our barcode reading equipment can scan and capture the barcode information we advise the following;

DO's

- ✓ Firmly affix the label on the largest **flat** surface of the item
- ✓ Label cylindrical items with the Barcode lengthways (down the spine), **not** around the barrel. Scanners cannot read round an arc.
- ✓ Remove old barcode labels.
- ✓ Ensure all of the barcode is visible so that the scanning equipment can read it.
- ✓ Ensure barcodes are free from visible damage.

DON'T's

- ✗ Do not attach the label across a package seam or join.
- ✗ Do not attach the barcode label across banding or strapping as it is more likely to tear and the barcode become unreadable.
- ✗ Do not fold the label over the edge of a package, item or pallet. Scanning equipment cannot read around corners.
- ✗ Do not cover the barcode when attaching invoices or other documentation to the item.
- ✗ Do not attach torn barcode labels.

DX Maintain an 'Excluded Goods' list on our web site. If you are unsure whether the contents of your parcels are acceptable for transport through DX please contact your local Account Manager.