



Packaging guidelines

Packaging & contents advice

At Yodel we do our utmost to make sure your customers' parcels are delivered safely and securely.

Your parcels can be handled by multiple Yodel colleagues at various stages and travel long distances before they reach their delivery destination and your customer.

We have created some helpful guidance on how best to package your goods for their journey through our network, to make sure your parcels arrive in the best possible condition for your customer.



Recommendations on packing boxes

Quality



Use a carton made of high quality corrugated cardboard to ensure strength and stability during transit

Double walled as a minimum standard

Box quality deteriorates if it is used more than once

Size



Always select the right sized box for its contents

Under-filled boxes are at risk of collapse and damage

Over-filled boxes are likely to burst open and become vulnerable

Protection



Additional packaging will be required if you can feel or hear the contents moving inside the container

We highly recommend the use of infill or padding to restrict movement & protect your contents

Security



Correctly seal the carton with parcel tape designed for shipping, with all edges taped to prevent the carton from opening

Over-wrapping your container with cellophane is not advised

Over-box the original manufactures packaging, especially for high value and desirable products

Product & commodity types

Product

Product	Guidelines
*Liquids	<ul style="list-style-type: none">Lids to be sealed shut and all liquids must be bagged and boxed in a suitable containerOrientation markings visibleLimited Quantities to meet legal standardsMaximum of 5 litres per parcel
*Fragile Items	<ul style="list-style-type: none">Contents to be wrapped separately in protective materialInclude adequate infill to restrict movementFragile tape or labelling applied to the external packaging
Rolled Items	<ul style="list-style-type: none">Triangular or rectangular tubed packaging to restrict movementExamples include; rugs, posters, maps and blueprints
Metal Items	<ul style="list-style-type: none">Items that can cause harm must be packaged correctly & securelyThe safeguarding of our people and sort equipment is paramount
Irregular Size & Shapes	<ul style="list-style-type: none">Ensure the whole item is protected within the packagingLarge & irregular shaped items are likely to be handled more often, please package appropriately for this extra interaction

Commodity

Commodity	Guidelines
*Wine	<ul style="list-style-type: none">Box must be 2-ply minimum with dividers insideFurther inserts on top and bottom is recommendedSingles <i>must be</i> packaged securely as more likely to be damaged
Flowers	<ul style="list-style-type: none">Box must be 2-ply minimum and orientation markings visible on all sidesSide opening box is preferredFlowers containing water and soil must be protected with internal inserts to prevent movement and to keep the product uprightBoxes should be a distinctive colour for added visibility within our network
Perishable Food	<ul style="list-style-type: none">Box must be 2-ply minimumInfill to be used to support box integrityContainer to maintain a chilled temperature for 36hrs minimumClear wording on packaging exterior detailing the parcel contains perishable goods
Dry Foods & pet food	<ul style="list-style-type: none">All food sacks must be over-bagged and boxed to prevent any spillageBoxed container must be of high quality grade & robust enough to carry the content weight
High Value	<ul style="list-style-type: none">Minimum standard is to over-bag the package to hide contentsOver-boxed is preferred to reduce the risk of damage to the manufactures packaging and content.

Subject to approval of the Yodel Client Operations Group
*Exempt from liability cover

Packaging tips



Banding

Although, we don't recommend the use of plastic banding. If you do need to use banding on your parcel, please ensure it is secured tight to the box and fit for purpose

Manufactures Packaging

Always over-bag or box your items, to ensure they are suitable for transit through our network

Shipping Labels

Parcels must be labelled correctly with the barcodes laid onto a smooth flat surface, and positioned without obstruction so that the label can be read by our auto scanners

Packaging for cylindrical goods

Items that roll must be packed in triangular or rectangular packaging to prevent movement during the sortation process

Packing your contents

Choose the right sized container for your contents and use infill to restrict movement and provide additional protection



Dangerous Goods

Don't send dangerous or prohibited goods through our network. You can refer to our list of prohibited items [here](#) (Limited Quantities must meet legal standards)

Misuse Fragile Labelling

Fragile labels and tapes should not be used as a substitute for packaging your contents correctly.

Packaging

Please refrain from using substandard or damaged packaging to despatch your goods.

Re-use packaging without removing old labels.

When recycling packaging, remember to remove the old shipping labels and stickers.