

# YODEL

## NMP Criteria Guide



2019

# What is NMP?

## What is a non-machinable parcel?

NMP means any one parcel that cannot be processed over our automated sort equipment, due to one or more of the following reasons:

- Size *(please refer to the dimensions outlined in your service agreement)*
- Shape
- Contents
- Packaging
- Labelling

## Summary

This document has been created to assist you with the understanding of the operational capabilities in our Sort Centres, by maximizing the safe processing of parcels using our Auto Sorter. The criteria may seem overly restrictive, but the complexity and challenge of safe and effective processing necessitates the safeguarding of our colleagues and sort equipment.

Any parcel which falls outside of the specified criteria is categorised as **NMP**.

## Parcel Definition

Parcel means any one package (which may contain multiple items), suitably packed and labelled in a single container, for safe transit and delivery through our network



Examples of non-machinable parcels

# Secondary Criteria

Yodel's service proposition and your contractual dimensions provide a good initial guide as to whether a parcel may or may not be machineable due to its size and weight. However, they are not comprehensive, and the following secondary criteria also applies.

## Shape:

- All Items must be suitably packaged with a flat surface for processing over the auto sort equipment
- Round and cylindrical items, such as rugs and rolled mattresses will be processed manually
- Irregular-shaped items with protruding parts are likely to be NMP

## Content:

- Items that can cause damage or harm to people and sort equipment, such as paint and hazardous materials
- Content movement, weight imbalance & fragility are amongst the main reasons for parcels, that are within machinable dimensions, having to be processed manually

## Packaging:

- We understand that not all items can be boxed, but Yodel's philosophy is that boxed is always best
- Parcel consolidation and banding are likely to be processed manually
- The quality and integrity of the packaging must be suitable and robust enough to protect its content. Please refer to the agreed packaging criteria outlined within your service agreement

## Labelling:

- There are three reasons why label s can result in manual processing;
  1. Print quality
  2. Positioning
  3. IT Specification
- Daily quality checks is recommended for all print stations
- Parcels must be labelled correctly with the barcodes laid onto a smooth flat surface and positioned without obstruction so that it can be readable by our auto scanners

Note: Please refer to your service agreement to ensure the parcels being shipped match your proposition size criteria.

# Non-machinable Parcel Table

Use the below table to gauge if a parcel is classed as non-machinable. Only one criteria needs to be matched for a parcel to be classed as non-machinable.

 <b>Size</b>	 <b>Shape</b>	 <b>Content</b>	 <b>Packaging</b>	 <b>Label</b>
<ul style="list-style-type: none"><li>Too long</li><li>Too heavy</li><li>Too big</li></ul>	<ul style="list-style-type: none"><li>Anything that rolls/movement</li><li>Items with parts protruding</li><li>Irregular shape (not a flat box, pyramid tube, a sturdy envelope or jiffy bag)</li></ul>	<ul style="list-style-type: none"><li>*Liquids</li><li>*Limited quantities</li><li>Items that need to be kept upright</li><li>Fragile items</li><li>Magnetic items</li><li>Weight imbalance/stability</li></ul>	<ul style="list-style-type: none"><li>Poor quality packaging</li><li>Banding</li><li>Parcel consolidation</li><li>Hessian sacks</li><li>Shrink wrapped items</li><li>Integrity</li></ul>	<ul style="list-style-type: none"><li>Poor print quality</li><li>Poor positioning</li><li>IT specification</li></ul>

\*Additional sign off stages are required for auto sort