

# YODEL



## Packaging Guide

# Packaging & contents advice

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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 customers.



# Product & commodity types

## Products



### Liquids\*

- Lids to be sealed shut and all liquids must be bagged and boxed in a suitable container
- Orientation markings visible
- Limited Quantities to meet legal standards
- Maximum of 5 litres per parcel



### Fragile items\*

- Contents to be wrapped separately in protective material
- Include adequate infill to restrict movement
- Fragile tape or labelling applied to the external packaging



### Rolled items

- Triangular or rectangular tubed packaging to restrict movement
- Examples include; rugs, posters, maps and blueprints



### Metal items

- Items that can cause harm must be packaged correctly and securely
- The safeguarding of our people and sort equipment is paramount



### Irregular size & shape

- Ensure the whole item is protected within the packaging
- Large and irregular shaped items are likely to be handled more often, please package for appropriately for this extra interaction



\*Subject to approval by the Yodel Client Operations Group and exempt from liability cover

# Product & commodity types

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## Commodities



### Wine\*

- Maximum case size is 12 bottles, or 6 bottles for champagne
- Box must be 2-ply minimum with dividers inside
- Further inserts on top and bottom is recommended
- Singles must be packaged securely as more likely to be damaged



### Flowers

- Box must be 2-ply minimum and orientation markings visible on all sides
- Side-opening box is preferred
- Flowers containing water and soil must be protected with internal inserts to prevent movement and to keep the product upright
- Boxes should be a distinctive colour for added visibility within our network



### High Value

- Minimum standard is to over-bag the package to hide contents
- Over-boxed is preferred to reduce the risk of damage to the manufacturer's packaging and content



### Perishable Food

- Box must be 2-ply minimum
- Infill to be used to support box integrity
- Container to maintain a chilled temperature for 36hrs minimum
- Clear wording on packaging exterior detailing the parcel contains as perishable goods



### Dry & pet foods

- All food sacks must be over-bagged and boxed to prevent any spillage
- Boxed container must be of high quality grade, and robust enough to carry the content weight

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# Recommendations on packaging boxes

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## 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 manufacture's packaging, especially for high value and desirable products

# Packaging tips

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## Do

### **Banding**

Although, we do not recommend the use of plastic banding, if you do need to use banding on your parcel, please ensure it is tight to the box and fit for purpose.

### **Manufacture's 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.



## Do not

### **Dangerous Goods**

Do not send dangerous, restricted or prohibited goods through our network. Please refer to our list of these goods [here](#).

### **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. Please also ensure the integrity of the packaging before use.