

# Packaging Guidelines

**Packaging your goods with care using quality materials ensures that your parcel arrives safely and in good condition. We recommend:**

## External Packaging



Always put your items in a suitable box that is free from damage, and is strong enough to protect the contents and carry the weight of the item(s).

- Shipping and service labels must be applied to the package.
- Remove any old labels before use if reusing a box.
- Make sure the box is not too big or too small for the items inside.
- To maintain the appearance of the original packaging, ensure you use an outer box to protect it.
- Some items may need to be protected before being placed inside the MailPack or CourierPack.
- Make sure the pack is sealed.
- You may also use your own branded external packs, if approved by your local depot.



## Internal Packaging



Ensure items do not touch the walls of the box. Fill any empty spaces with recyclable filler such as shredded cardboard to prevent the item moving.



Always use corrugated dividers when packaging multiple fragile or liquid items along with a filler if required.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. Use sealed containers or insulated boxes to protect perishable items before placing them into an outer cardboard box. Cold packs will be required. We do not use refrigerated vehicles.

## Box Wall Thickness

**Single Wall - 5kg Max**



No Liquid



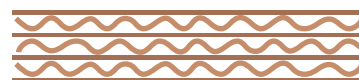
No Fragile

**Double Wall - 15kg Max**



No Liquid

**Triple Wall - 30kg Max**



## H Tape Method



Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.



Items above 5kg or for those that contain liquid/paint, repeat underneath.

## Shipping Labels



Every parcel entering The APC Delivery Network must have a shipping label. The printed label must be clear and of high-quality.

Any faded areas, zig-zag lines, or missing sections may make the label unreadable. For detailed instructions, refer to the Label Guide.

**Please refer to the relevant guide for more:** <https://apc.co.uk/sending-a-parcel/>



Liquid



Plants



Perishables



Paint



Volumetric Weight

Please be advised that it remains the customer's responsibility to ensure that the goods are packaged in the most suitable, appropriate packaging.

A copy of The APC's Terms and Conditions of Carriage can be found on our website:

<https://apc.co.uk/terms-conditions-of-carriage/>

# Understanding Your Label



**It is essential that an address label is applied to all items that enter The APC Delivery Network.**

The label displays the key information both for our automated scanning software as well as a visual guide for our delivery drivers. It is important that the information on it is correct and that the label is clear and easy to read. Each label produced is unique and cannot be reused. A new label must be created for each despatch and applied to each item within the consignment.

|                                                                                                                                             |                                                                                                                    |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------|---|---|------|----|---|---|--------|--|------|--|---------------------------------------------------------------------------------------------------------|
| <b>01234</b>                                                                                                                                | <b>A</b><br><br>10081200027801001 | <b>D</b> <table border="1"><tr><td>Send</td><td>Request</td></tr><tr><td>0</td><td>0</td></tr><tr><td>Item</td><td>Of</td></tr><tr><td>0</td><td>0</td></tr><tr><td colspan="2">Weight</td></tr><tr><td colspan="2">0.00</td></tr></table> | Send | Request | 0 | 0 | Item | Of | 0 | 0 | Weight |  | 0.00 |  | <br><b>APC.co.uk</b> |
|                                                                                                                                             |                                                                                                                    |                                                                                                                                                                                                                                            | Send | Request |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| 0                                                                                                                                           | 0                                                                                                                  |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| Item                                                                                                                                        | Of                                                                                                                 |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| 0                                                                                                                                           | 0                                                                                                                  |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| Weight                                                                                                                                      |                                                                                                                    |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| 0.00                                                                                                                                        |                                                                                                                    |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
|                                                                                                                                             |                                                                                                                    |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| <b>Con Number</b><br><b>0012345</b>                                                                                                         | <b>Destination depot and sort zone information</b><br><b>E ND16</b> <b>2</b>                                       |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| <b>Customer Name</b><br><b>Address 1</b><br><b>Address 2</b><br><b>Address 3</b><br><b>Address 4</b><br><b>Address 5</b><br><b>Postcode</b> | <b>HS 13:14 HSV2.0</b>                                                                                             | <b>Consignor / Account</b><br><b>Account number or the senders name</b>                                                                                                                                                                    |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
|                                                                                                                                             | <b>B</b><br>                    | <b>FAO / ref</b>                                                                                                                                                                                                                           |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
|                                                                                                                                             |                                                                                                                    | <b>Reference number</b>                                                                                                                                                                                                                    |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
|                                                                                                                                             |                                                                                                                    | <b>Delivery Tel</b>                                                                                                                                                                                                                        |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
|                                                                                                                                             |                                                                                                                    | 01234 256 891                                                                                                                                                                                                                              |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |
| <b>Send Date</b><br><b>13/10/25</b>                                                                                                         | <b>Special Instructions</b><br><b>C</b> <input type="text"/>                                                       |                                                                                                                                                                                                                                            |      |         |   |   |      |    |   |   |        |  |      |  |                                                                                                         |

**Your label contains two barcodes, both of these are used throughout its journey.**

- A** The longer barcode at the top of the label holds all of the relevant delivery information and also indicates which item it is for multipart consignments. The item number is the last number within the barcode.
- B** The smaller barcode at the bottom of the label is the routing barcode, this contains information that allows our automated scanners within the hub to route the parcel to the correct delivery destination.
- C** Special Instructions can be entered at the time of booking the consignment, these then print onto the label and can be used by the driver to aid a successful delivery.
- D** This section identifies the specific item in the consignment that the label relates to.
- E** This section confirms the service level chosen.

# Label Quality and Placement



## Label Quality

We recommend regular maintenance of the printer to ensure the quality of the thermal labels.

### Perfect



### Poor



## Label Placement

Correct placement of the label is essential, please follow the guidelines below.

### Correct



Back of the pack



Top of the parcel



Wrapped around tube

### Incorrect



Never over corners



Never place in plastic wallet



Never over end of tube



Never trim label



Never crease over flap



Never cover with strap



Never place on canvas



Never fold

Labels can be reprinted, remove the damaged or misplaced label and place a new one onto the consignment.

If you have any questions, please contact your local depot for further advice.

# Packaging Guidelines - Liquid

## (Multi-items in a single box)



If any liquid is classed as **dangerous goods** or **has a UN number** it must travel as a **Limited Quantity on the Limited Quantity (LQ) service**.

**1** Always use **corrugated cardboard boxes** that are triple-walled.



**30  
kg**

**Max Weight  
Per Parcel**

**2** Seal the **bottom** of the box using the **H tape method**.

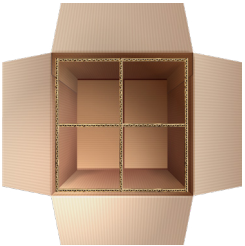


Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

**3** For multiple items such as cans, ensure the box contains a **corrugated divider** that splits the box into cells.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. We do not use refrigerated vehicles.

If the product does not require a corrugated divider i.e cleaning products, please place the items into a plastic bag and secure the bag before placing the items into the box.

**4** **Place the items** into the **box**.  
Fill any empty spaces with **recyclable filler** such as shredded cardboard to prevent movement.



Keep the lid or cap end pointing upwards.

The items should fit snugly into the box.

**5** Tape the **top** of the box shut using the **H tape method**.

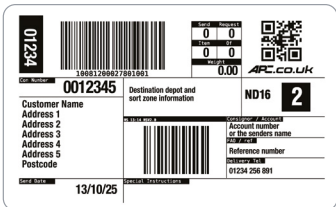


Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

**6** Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains **'Liquid'**. Boxes with **'This Way Up'** labels will aid with handling.



# Packaging Guidelines - Liquid

(Single items in a box)



If any liquid is classed as **dangerous goods** or **has a UN number** it must travel as a **Limited Quantity on the Limited Quantity (LQ) service**.

**1** Always use **corrugated cardboard boxes** that are triple-walled.

**Triple Wall**

**30 kg**

**Max Weight Per Parcel**

**2** Seal the **bottom** of the box using the **H tape method**.

Apply a strip of durable tape along the centre seam.

Then apply a strip of durable tape along both edge seams.

**3** It is recommended that the item is placed into a **watertight bag** or **bubble bag** and sealed.

If there is no seal on the bag, use a rubber band, tape or zip lock to keep it secure.

**4** Place the item in the **centre of the box**.  
Fill any empty spaces with **recyclable filler** such as shredded cardboard to prevent movement.

Items must be packed to withstand 48 hours in transit to counter unforeseen delays. We do not use refrigerated vehicles.

The items should fit snugly into the box.

**5** Tape the **top** of the box shut using the **H tape method**.

Apply a strip of durable tape along the centre seam.

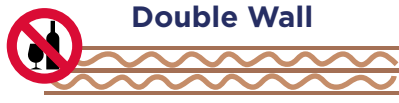
Then apply a strip of durable tape along both edge seams.

**6** Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains **‘Liquid’**. Boxes with **‘This Way Up’** labels will aid with handling.

# Packaging Guidelines - Live Plants



- 1** Always use **corrugated cardboard boxes** that are at least double-walled.



**Double Wall**

**15 kg**

**Max Weight  
Per Parcel**



**Triple Wall**

**30 kg**

**Max Weight  
Per Parcel**

- 2** Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

- 3** Wrap the roots/pot with **moist paper** or bubble wrap and then place into a **plastic bag**, or eco-friendly alternative, keeping the foliage free. Do not close the top of the bag unless the plant is in a pot. In this case, tie the handles of the bag around the top of the pot to keep the soil secure.



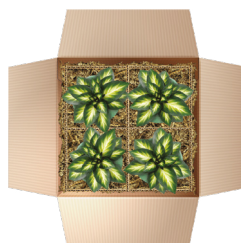
The plant's overall size should be slightly smaller than the box.

Plants should not be shipped with free flowing liquid.

- 4** If shipping **multiple plants**, use **corrugated dividers** to keep all the plants separate. Use **twine** or **bands** to secure floral arrangements if required.



- 5** Place the plant(s) in the **centre of the box** then fill any empty spaces with **recyclable filler** such as shredded cardboard to prevent movement.



- 6** Tape the **top** of the box shut using the **H tape method**.

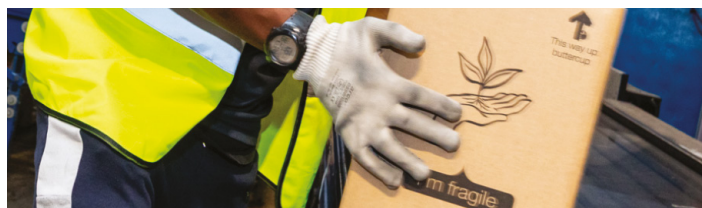
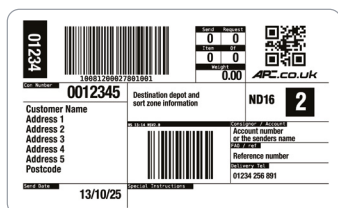


Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

- 7** Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Live Plants**' and mark it as '**Fragile**'. Boxes with '**This Way Up**' labels will aid with handling.



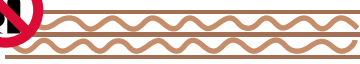
# Packaging Guidelines - Perishables



- 1 Always use **corrugated cardboard boxes** that are at least double-walled.



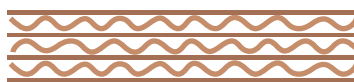
**Double Wall**



**15 kg**

**Max Weight  
Per Parcel**

**Triple Wall**



**30 kg**

**Max Weight  
Per Parcel**

- 2 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

- 3 Place the **item(s)** in an **insulated container** and add the required coolant packs. Then place the container in the **centre of the box**. This is to ensure that the items are well protected and will help to keep them cool.



Make sure the lid of the container is sealed.

The container should be slightly smaller than the box.

- 4 Fill any empty spaces with **recyclable filler** such as shredded cardboard to prevent movement.



Items must be packed to withstand 48 hours in transit to counter unforeseen delays. We do not use refrigerated vehicles.

The items should fit snugly into the box.

- 5 Tape the **top** of the box shut using the **H tape method**.



Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

- 6 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains '**Perishables**' and mark it as '**Fragile**'. Boxes with '**This Way Up**' labels will aid with handling.



If you are sending Liquid items with your perishable goods, e.g. hampers, please contact your local depot for further advice on the best service to use.

# Packaging Guidelines - Paint

Paint products **without a UN number** must be sent of the **Liquid (LP) service**.

Max 25 litres per tin.

Paint products classified **with a UN number** must be sent using the **Limited Quantity (LQ) service**.

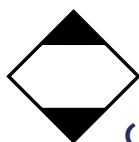
Max 5 litres per tin.

For confirmation of the legally permitted quantity per consignment, please contact your local depot.

- 1 Establish which service your product(s) need to be sent on.



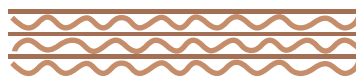
(LP)



(LQ)

- 2 Always use **corrugated cardboard boxes** that are triple-walled.

**Triple Wall**



**30  
kg**

**Max Weight  
Per Parcel**

- 3 Seal the **bottom** of the box using the **H tape method**.



Apply a strip of durable tape along the centre seam.



Then apply a strip of durable tape along both edge seams.

- 4 Ensure that the paint lid is **clipped** or **pinned** using a tamper evident (T/E) lid (minimum of 2 required). Then place in a **plastic bag** and tie the top of the bag securely or heat seal it.



- 5 Place the item in the **centre of the box** then fill any empty spaces with **recyclable filler** such as shredded cardboard to prevent movement. Please contact your local depot for support if you have items that cannot be boxed.



- 6 Tape the **top** of the box shut using the **H tape method**.

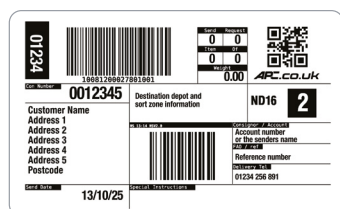


Apply a strip of durable tape along the centre seam.

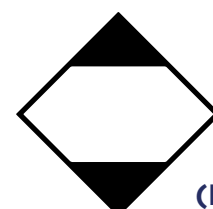


Then apply a strip of durable tape along both edge seams.

- 7 Add the **shipping label** to the top of the box (not across the join of the box) then label the side of the box to show that it contains **'Paint'** along with an **LP label**. **'Fragile'**. Boxes with **'This Way Up'** labels will aid with handling. If the paint **has a UN number**, also apply an **LQ label** to the side of the box.



(LP)



(LQ)

# Volumetric Weights

## Have you checked the volumetric weight of your package/parcel?

A shipment can be charged either by the actual weight or the volumetric weight, whichever is the greatest. It is necessary to calculate the volumetric weight of a package/parcel as the cost can be affected by the amount of space it occupies when being transported.

## What does volumetric weight mean?

Sometimes referred to as the 'cubic' weight, this is a measure that recognises the size or space that an item occupies expressed in kilos. The rate charged will be based on whichever weight is the greatest, so if the volumetric weight is higher than the actual weight of the shipment, this is the weight that should be used when manifesting the goods.

## Use the formula

$$\frac{\text{Height (cm)} \times \text{Length (cm)} \times \text{Breadth (cm)}}{6000} = \text{Volumetric Weight}$$

