



PALLETFORCE

Powered by
EVCARGO

PALLETFORCE

Express freight
distribution experts



**WINNER
2019**



Palletforce at a glance



120 member companies



10,000 network colleagues



150 UK depots



Over 25 countries covered



Over 50 million pallets delivered



4,000 delivery vehicles



620,000 sq ft SuperHub



Market leaders in **express palletised freight distribution**

A network of over 120 member partners across the UK with a focus on local customer service, we are leaders in the distribution of express palletised freight and have a range of flexible solutions for consignments of various sizes.

With Europe's largest SuperHub and innovative live tracking technology, we offer a first-class freight delivery service that's trusted by over 15,000 SME businesses every day.

Over the last 20 years, we have delivered over 50 million pallets of freight for customers of all sizes across the UK and Europe.



PALLETFORCE

Powered by
EVCARGO

Why choose Palletforce?

As market leader, you can depend on Palletforce

Collecting and delivering to every UK postcode every day, Palletforce local members connect businesses and offer unrivalled expertise and service.



Various-sized consignments

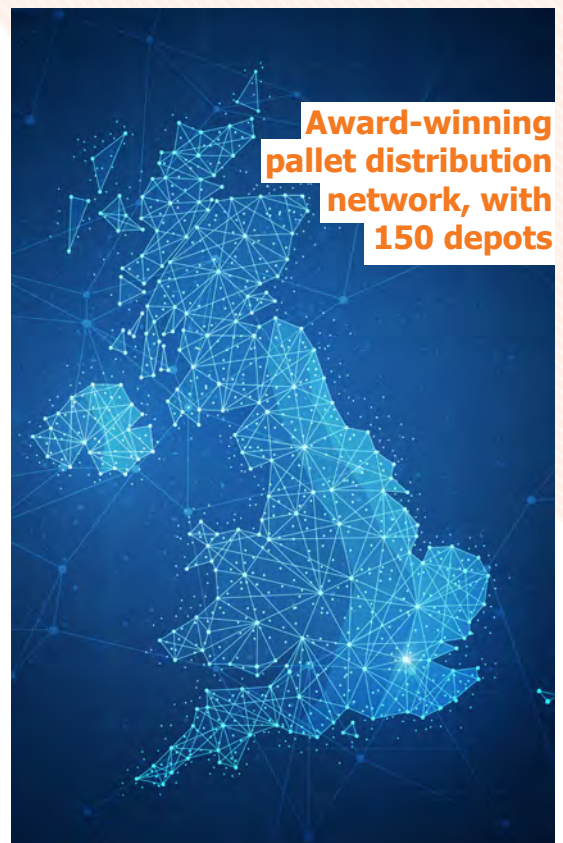


620,000 sq ft central hub

Sustainable distribution

The Palletforce model ensures our trucks run fully loaded for as long as possible, helping reduce unnecessary miles, fuel and emissions.

Meeting strict environmental targets



Award-winning pallet distribution network, with 150 depots

**Next-day
& economy
deliveries**



Complete flexibility

Complete flexibility whether you're sending one pallet or a full truck. We enable you to compete with larger organisations and benefit from a premium service.

Connecting international trade

With a range of services across the UK, Ireland and Europe, we enable international trade by connecting businesses to overseas customers.



Deliveries throughout Europe...



... and Asia

Pioneering technology

Live tracking and a range of delivery notifications, we are also the only express network with patented technology to weigh, scan and photo every pallet of freight ensuring the highest service levels in the business.



24/7 freight tracking on bespoke app



PALLETFORCE

Powered by
EVCARGO

Award-winning express freight distribution trusted by SME businesses

With over 120 member partners across the UK, Palletforce offers an award-winning express distribution network that delivers to every UK postcode every day, with local customer service, expertise and flexibility.

We make it easy and cost-effective to send a pallet of freight with live tracking and real-time updates. The Palletforce approach allows smaller companies to enjoy economies of scale and a premium quality service, even on small or variable-sized consignments.

Our service is perfect for businesses with fluctuating volumes, it's easily scalable with unrivalled flexibility to deliver a cost-effective market-leading distribution service.

Whether you need an express next-day service, an affordable economy option or need your freight there at a particular time, our dedicated fleet of collection and delivery vehicles offer maximum flexibility.



How does it work?

1. Choose your delivery size

Our generous pallet sizes, including the tallest possible standard pallet, ensure unrivalled value for money.

2. Choose your service option

Our service options range from next day by 10am to economy – we offer timed services and Saturday deliveries.

3. Book easily online

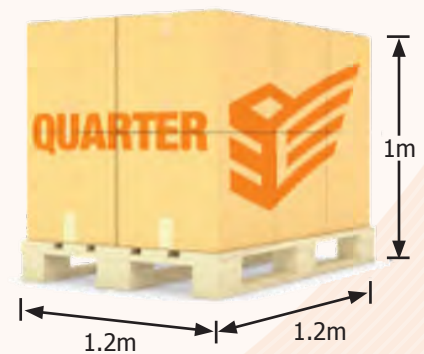
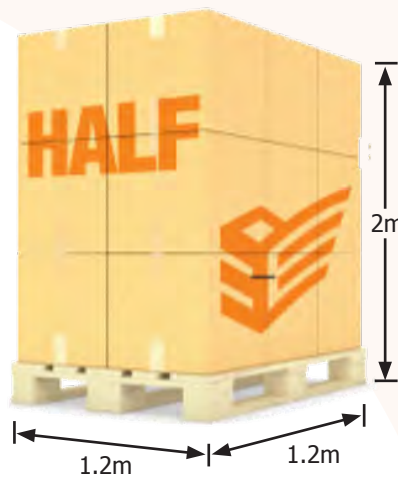
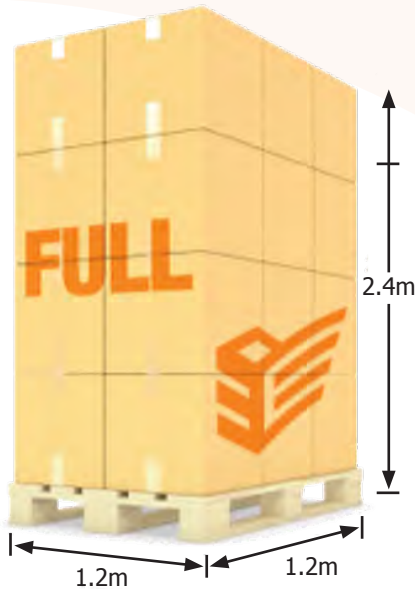
Contact your local Palletforce member or customers can book using our online portal.

4. Live tracking and delivery notifications

Stay in touch with your freight using our live tracking tools, Pallet Selfie images and a range of real-time delivery notifications. Instant electronic proof of delivery and delivery location.

Pallet dimensions

Palletforce offers generous full, half and quarter pallet dimensions and weights with options to suit goods and consignments of all sizes.



FULL PALLET

1.2m x 1.2m x 2.4m high
Max weight 1,250kg*

HALF PALLET

1.2m x 1.2m x 2m high
Max weight 500kg

QUARTER PALLET

1.2m x 1.2m x 1m high
Max weight 250kg

*The maximum tail-lift weights are: 1,000kg for a standard delivery vehicle and 750kg for a 7.5-tonne vehicle.

- Freight must be presented on a robust pallet, suitable for transportation
- Goods must be secured to the pallet and covered (ie shrink-wrapped or strapped)
- Each pallet within the consignment must be clearly labelled



PALLETFORCE

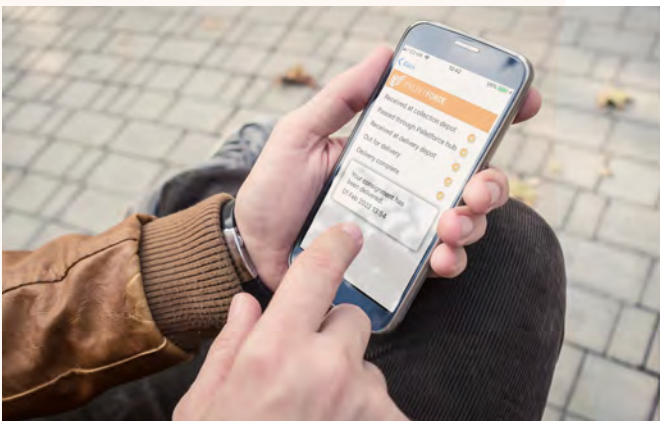
Powered by
EVCARGO

Delivery excellence powered by technology

Our market-leading and award-winning technology provides instant updates to track your deliveries and a range of pioneering innovations to provide unrivalled visibility, real-time notifications and ensuring the highest quality service.

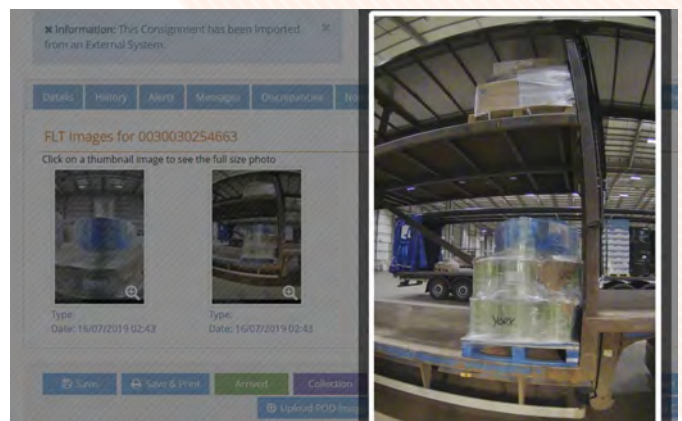


Live tracking



The Palletforce tracking app allows you to stay in touch with your freight wherever you are. Real-time information is available at each stage of delivery and available via SMS, email, Twitter, online and the app.

Unrivalled visibility



Providing unrivalled visibility of your goods with Pallet Selfie images, delivery notifications and electronic proof of delivery and location.

Patented technology



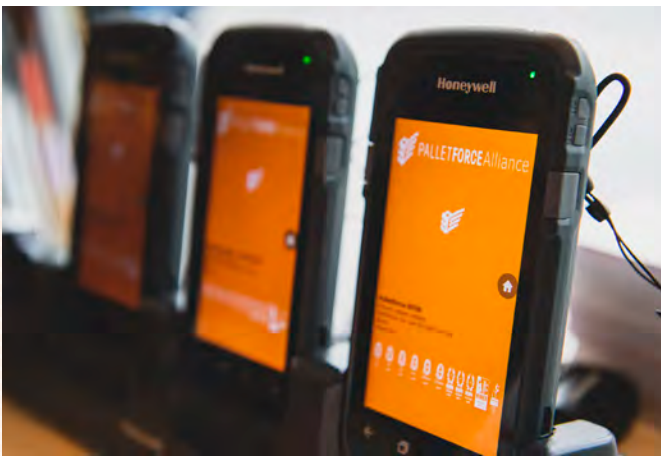
Our forklifts are equipped with patented weighing, scanning and imaging technology providing Pallet Selfie images of your freight passing through our SuperHub.

Full control



Our bespoke and award-winning Alliance system seamlessly controls the end-to-end delivery lifecycle, from orders being placed via our online portal to proof of delivery being recorded.

Sustainable distribution



Our technology ensures trucks are full of freight and helps reduce unnecessary road miles and emissions associated with redeliveries.

Premium service



As the first network to use artificial intelligence technology, we analyse over 100,000 tracking events every day to predict delivery issues before they happen.

Our Alliance system can be integrated into your IT system, providing full access to our delivery portal, daily manifest creation, instant access to electronic proof of delivery information and integration of application programming to help save time and money.

 **PALLETFORCE**

Powered by
 **EVCARGO**

Online booking portal

The Palletforce online booking platform is designed with busy businesses in mind and provides a host of handy features and benefits to take the stress out of booking and manifesting your freight, freeing up time to spend on running your business.

As a Palletforce account holder you can quickly and easily book jobs onto the online system – and add important information like delivery instructions or your own individual customer reference.

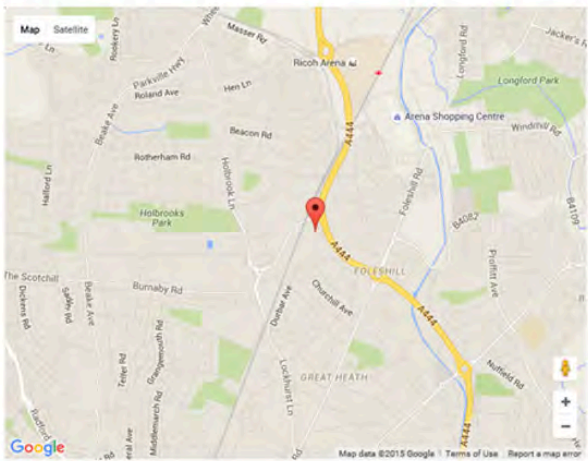
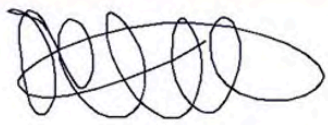
Automatic information and manifesting: the system will automatically populate relevant fields into the booking portal and, if you have booked on multiple collections or deliveries, will also automatically populate a manifest, allowing you to print off full details of individual jobs and pallet numbers.

Self-populating address book: further time saving is available with the portal able to build a database of requirements and saving contacts into an address book.

Batch label printing: providing seamless flexibility between office and warehouse with the ability to search and batch print address labels.

Customer control: our portal gives you the control to pre-book collections and deliveries, including specific timed deliveries.

Web-based system: the web-based portal can be logged into securely from any online device and we use one system for all deliveries, both domestic and international.

Delivery Address	Signature Capture Location
<p>Company Unipart Powertrain Applications Ltd</p> <p>Property/Road Phoenix Way</p> <p>Delivery Address 2</p> <p>Town Coventry</p> <p>County West Midlands</p> <p>Country United Kingdom</p> <p>Postcode CV6 5LZ</p> <p>Telephone</p> <p>Delivery Contact</p>	
POD Information	Alliance ePOD Signature
<p>Date 27/10/2015 11:12</p> <p>Status POD</p> <p>Signatory Ashcroft</p> <p>Notes</p>	

Instant ePOD: electric proof of delivery (ePOD) is available instantly, confirming delivery address, signature and delivery location on a map – all available as a PDF download.

Delivery information

Delivery times and surcharges

Standard delivery times:

9am to 5pm Monday-Friday.

Saturday AM: Delivery is available at a surcharge.

SURCHARGE RESTRICTIONS BY POSTCODE	
POSTCODE	UNAVAILABLE SURCHARGES
AB 44-45; DD 1-11; DG 8-9; EH 39, 42, 44-45; FK 16-21; G 63, 81-84; HS 1-5; IV 25; KA 14, 19, 23-26, 29-30; KW 7, 10-11, 13, 15-17; KY 1-16, 99; PA 12, 17; PH 1-21; TD 10-15.	PRE-10AM
AB 37; HS 6-9; IV 27-28; KW 8-9.	PRE-10AM, AM & TIMED BOOKING BETWEEN 10AM & 4PM

Distribution centre and supermarket deliveries

For most major distribution centres and supermarket deliveries, our members have local consolidation agreements in place which improve the reliability of deliveries and ensure goods are received on time. Working in this way we are able to minimise the risk of fines and delays. Jobs are entered in the normal way for these deliveries and do still require a timed booking surcharge. We are always happy to advise on specific local agreements.

Delivering to Amazon

Palletforce manages your Amazon bookings centrally. We book your deliveries into CARP on your behalf and advise of any delays, along with information to assist you in disputing any charge-backs. Deliveries should not be booked on to the CARP system, instead the following information should be provided with your booking:

- **FBA/ASN/BOL/PO number as appropriate**
- **Carton count in the Amazon field**
- **Delivery window**
- **Maximum pallet height for Amazon deliveries is 1.7m**



Consignments to be added to the Palletforce Alliance booking portal



Pallets collected by local member



Inputted into SuperHub



Delivery booked on CARP by central Amazon booking team



Pallets collected by local delivery member



Consignments delivered to meet the booking commitment date

Out-of-area collections

We can offer out-of-area collections to our customers and standard collection times are: **9am to 5pm Monday-Friday.**

If you require this service as part of your account, please ask us about cut-off times for booking jobs.

We also offer third party deliveries – please ask for information.



PALLETFORCE

Powered by
EVCARGO



Tail-lift deliveries

Delivery guidelines



Deliveries are kerbside only and will be made using a pallet truck to lift and move the pallet.



We have a tail-lift at the back of the truck but it can only be used on level ground, not on slopes.



Please tell us about road and traffic issues to consider, such as height and weight restrictions, no parking, narrow lanes and pedestrian crossings.



To ensure safe delivery, we can only unload the pallet on hard, even ground. The pallet truck cannot operate on gravel, stones, grass, kerbs or steps.

How you can help



Please ensure the delivery date suits your availability.



When you place your order, please tell us about any access restrictions so we have the right vehicle and equipment.



If no one is available to sign for the goods then additional charges may apply.



The maximum pallet weights for tail-lift deliveries are: 1,000kg for a standard delivery vehicle and 750kg for a 7.5-tonne vehicle. The maximum pallet footprint is 1.6m x 1.2m.

Typical dimensions for delivery vehicles



Please contact the depot if the delivery point can't accommodate these vehicles.

Palletforce network tail-lift delivery rules

In line with our health and safety procedures, Palletforce offers a kerbside delivery service only, and we adhere to the following points:

- The delivery driver is required to carry out a dynamic risk assessment for each individual delivery location and will make decisions considering site conditions and safety.
- The driver will be able to manoeuvre the pallet with a pallet truck to the kerbside but is not allowed to take the empty pallet away.
- The driver is not permitted to remove items from the pallet or to carry items up or down steps or through a property.
- All freight due for delivery that is on a tail-lift vehicle must be secured to a pallet that is accessible from all four sides and have sufficient access for a pallet truck.
- You should stay well clear of the driver and the delivery vehicle while the pallet is being unloaded and moved, and should not attempt to assist.

All deliveries are made in accordance with RHA conditions of carriage, cancellation and redelivery charges may apply. Please contact us for further details.



 **PALLETFORCE**

Powered by
 **EVCARGO**

Stages in the **distribution process**

Our service options range from next day by 10am to economy. We also offer timed services and Saturday deliveries.



01

Booking submitted and freight collected by local member

02

Goods sorted and scanned at local hub



03

Transported to Palletforce's SuperHub



04

Freight sorted and scanned at SuperHub and reloaded



05

Despatch from SuperHub to delivery depots



06

Goods sorted and scanned at delivery depot



07

Freight on truck for delivery



08

Arrival at destination

09

Goods delivered and electronic proof of delivery captured



European services

We connect international trade by providing quality distribution of palletised freight across Europe, including customs clearance and import and export formalities in most instances.



Andorra



Austria



Belgium



Bulgaria



Czech Rep



Denmark



Finland



France



Germany



Greece



Hungary



Rep of Ireland



Italy



Latvia



Lithuania



Luxembourg



Monaco



Netherlands



Norway



Poland



Portugal



Romania



San Marino



Slovakia



Spain



Switzerland



Turkey



PALLETFORCE

Powered by
EVCARGO

2022: V1.0

Super members.
Super infrastructure.
Super service.
Super Network.



Powered by
 EVCARGO

www.palletforce.com

