

YODEL



Non-machinable Parcel Criteria Guide

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.



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 machinable 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 non-machinable

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 labels can result in manual processing;
 1. Print quality
 2. Positioning
 3. IT Specification
- Daily quality checks are 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.

NMP criteria



Size

- ◆ Too long
- ◆ Too heavy
- ◆ Too big



Shape

- ◆ Anything that rolls/movement
- ◆ Items with parts protruding
- ◆ Irregular shape (not a flat box, pyramid tube, a sturdy envelope or jiffy bag)



Content

- ◆ Liquids*
- ◆ Limited quantities*
- ◆ Items that need to be kept upright
- ◆ Fragile items
- ◆ Magnetic items
- ◆ Weight imbalance/stability



Packaging

- ◆ Poor quality packaging
- ◆ Banding
- ◆ Parcel consolidation
- ◆ Hessian sacks
- ◆ Shrink wrapped items
- ◆ Integrity



Label

- ◆ Poor print quality
- ◆ Poor positioning
- ◆ IT specification

*Additional sign off stages are required for auto sort