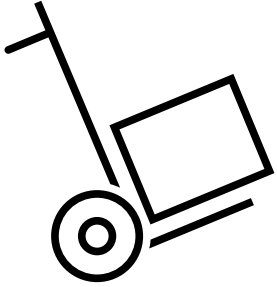
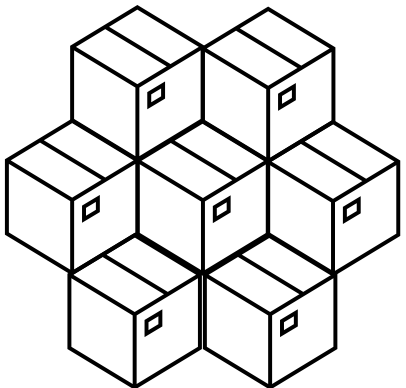


# Collector's – 'What if?'



The handling limits for PFW Large items are:

- Length should not exceed **2.5m**
- Combined length and girth should not exceed **4.0m**
- Weight **30kg**



Classified: RMG – Internal

## UNABLE TO LOAD A PARCEL?

1. Can the **Customer** provide support lifting the item?
2. **Inform your manager** – If you are unable to collect the item first time, your manager may be able to arrange a later collection or request support from Parcel Force.
3. If the item has insufficient packaging, or the size/weight exceeds the handling limits described in this document, the collection should be refused.

## BULKED OUT?

- Inform your manager
- Prioritise based on the list below unless advised otherwise by your manager



1 - RM SPECIAL DELIVERY



2 - PFW 24 & RM 1<sup>ST</sup> CLASS (TRACKED 24)



3 - RM 1<sup>ST</sup> CLASS (STANDARD) LETTERS/LARGE LETTERS/PARCELS



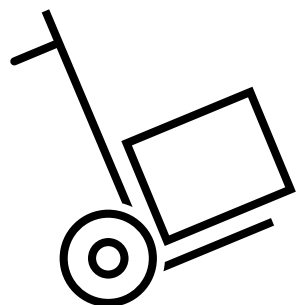
4 - PFW 48 & RM 2<sup>ND</sup> CLASS (TRACKED 48)



5 - RM 2<sup>ND</sup> CLASS (STANDARD) LETTERS/LARGE LETTERS/PARCELS )



# Manager's 'What if?'



[Sack Trolley  
Order Form](#)

## DRIVER UNABLE TO LOAD A PARCEL

### **Solutions:**

- Investigate to see if an extra collection can be made to collect the item. This is likely to require a sack trolley or two people to attend
- If this cannot happen, as a last resort, the manager will contact local Parcel Force Depot to arrange a collection.
- If the item is a PFW or Tracked 24, it should follow the regular bulk out process and be recovered as soon as possible
- If the item is PFW 48 this can be collected the following day and “upgraded” to a 24 by the local PFW Depot. This should be noted to the PFW collection driver at the point of handover
- If the item is excessively heavy, Parcel Force can be contacted for further support as a last resort

Note: Regular reviews will take place for duties bulking out and additional collections or direct services from collections hubs will be considered and introduced where required.

### **BULKED OUT**

**Solution:** Normal bulk out process should be followed, and the items should be prioritised as per the list below:



# Collector's – 'What if?'

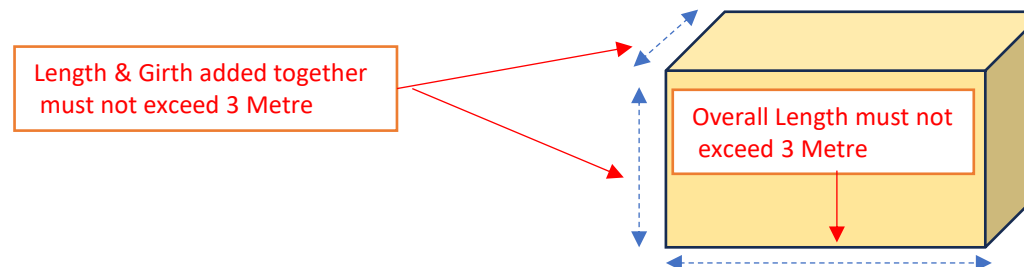
## Maximum Weight Limit for collecting PFW parcels

- For sending within the UK a parcel can't exceed 30kg.
- Weight limits vary for international destinations.
- Items should have the weight displayed on the label



## Maximum Dimensions for PFW parcels

- For standard parcels the size must not exceed 3 metres in length and girth combined and must not exceed 1.5 metres in length.



- Larger parcels up to a maximum of 4 metres in length and girth combined and 2.5 metres in length can be sent via express48<sup>large</sup>



Royal Mail