

## How the service works- UK

### Collections

DHL Express will collect on a daily basis, at an agreed time.

### Returns/Away Collections

If this service is required, please call Booksellers Carriage on 0800 9800 702 to arrange for you to be registered for the service. Once registered....

Phone DHL Customer Service to organize collections: 0844 248 0555.

You will be asked for:

- Your Contract Number
- Your Surname
- Your Schedule/Branch/Order Number. This requires your **Schedule Number**. (This is the 4 digit number given in your starter letter).
- Collection Address
- Contact Phone number at Collection
- Contact Name at Collection
- Destination Address

The parcel must have one clear address label.

Please make a note of the Reference Number you are given.

There is a £1.55 surcharge for away collections.

### Parcel Tracking

Go to the Booksellers Carriage Home page ([www.booksellerscarriage.com](http://www.booksellerscarriage.com)).

There is a link to the [Parcel Tracking \(Ident Code\)](#)

The DHL Express web site gives an invaluable record of the parcels through the system, from collection to delivery.

There is also a DHL telephone line for queries, 0844 248 0555.

For further assistance with parcel queries, contact Booksellers Carriage Ltd.

### Proof of Delivery

There is no charge for verbal Proof of Delivery.

Hard copy Proof of Deliveries can be obtained, free of charge, through the Internet, after allocation of a password.

### Charges

Booksellers Carriage will invoice your company directly, on a bulk invoice, with one line for each service used. This is supported by consolidation sheets giving the number of parcels sent each day, for each service. Your consignment manifest can be checked against the consolidation sheets to check the invoice.

### Payment Terms

The invoice for month 1 is raised after the end of the month, but dated the last day of month 1. Payment is due within 42 days of the invoice date and the settlement discount can be taken.

**Prompt payment to these terms is expected.**