

Understand your Label



It is essential that a despatch label is applied for all items that enter the APC 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 delivery and a label must be applied to each item within the consignment.

The diagram shows a sample APC overnight despatch label with the following fields and callouts:

- Callout A:** Points to the large barcode at the top, which contains the number 10011130000312001.
- Callout B:** Points to the smaller routing barcode at the bottom.
- Callout C:** Points to the 'Special Instructions' field, which contains the text 'Special instructions'.
- Callout D:** Points to the 'Send Request' table.

01234	Send Request	APC overnight	0800 37 37 37								
Con Number 1234567	<table border="1"><tr><td>1</td><td>2</td></tr><tr><td>Item</td><td>Of</td></tr><tr><td>1</td><td>1</td></tr><tr><td>Weight</td><td>5.00</td></tr></table>	1	2	Item	Of	1	1	Weight	5.00	Destination depot and sort zone information	
1	2										
Item	Of										
1	1										
Weight	5.00										
Customer name	Service level is displayed here		Consignor / Account Account number on New Horizon or the senders name								
Address 1	HS 09-23 HSV2.0										
Address 2	FAO / ref										
Address 3	Reference number										
Address 4	Delivery Tel										
Address 5	01234 567 891										
Postcode	Special Instructions										
Send Date 00/00/00	Special instructions										

Your label contains two barcodes, both of these are used throughout its journey in the network

- 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 shows which item it is for multipart consignments.

Turn over to see guidance

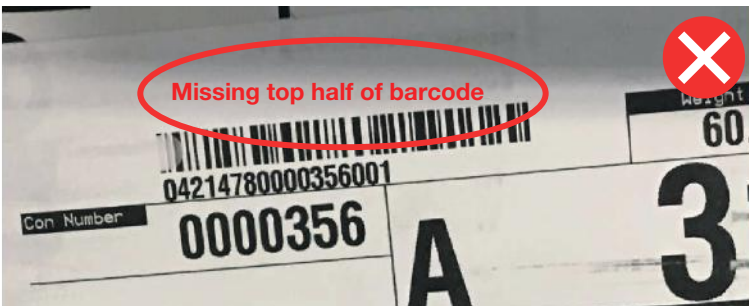
Label Quality

It is important that the quality of the printed label is perfect, any zig zag lines, faded or missing sections could result in the label being unreadable. Regular maintenance of the printer is recommended to ensure the print head is clean.

Perfect Label



Poor Quality Labels



Label Placement

The correct placement of labels is essential to ensure your consignment is not delayed. All labels need to be secured on a flat surface, applied without any creases and remain visible and not covered with strapping, cello tape, or clear tape. Labels should not be enclosed within a document wallet or printed on A4 paper. Labels should be placed on the top of the box where possible and should not be placed over corners of boxes or scrunched up around the end of a tube. Tape should be applied to non-adhesive surfaces prior to applying the shipping label.

Correct Label Placement



Poor Label Placement



Never place over corners



Never place in plastic wallet



Never scrunch around tube end



Never place on canvas



Never crease
Never place over flap



Never cover with strap

