

## **COURIER FREQUENTLY ASKED QUESTIONS**

### **COURIER PAY QUESTIONS**

#### **Is there an additional payment for '3 attempts'?**

Couriers are required to attempt delivery or collection on 3 separate days. The parcel will be paid at the standard rate and no additional payment is made.

#### **Is there a payment for refused parcels?**

Yes, all refused parcels are paid at the standard parcel rate.

#### **What is a 'Parcel amendment' on the pay invoice and why are these not shown weekly on the pay invoice?**

This is the count of parcels which have been allocated for payment and a subsequent tracking point i.e. carried forward has been received. All parcel amendment parcels are paid for on the invoice.

#### **Are there any plans to simplify the pay Invoice?**

We are planning to make the courier pay statement available electronically and more user friendly and this is likely to be available by 2015.

#### **Is there a payment for a C2C collection being refused due to the parcel being too large or too heavy?**

Yes, select the non-collection reason "not suitable" and we will pay the standard pick up charge.

#### **Can we pay a courier consignment rate for SME collections?**

We are looking to make this change to our pay system and will update later in the year on progress. We do however reserve the right to use the most cost effective collection method possible.

#### **How is the Hermes service payment calculated?**

Speed of service, we calculate the percentage of parcels that are receipted by the courier from the depot on the day of receipt and the percentage of parcels that are delivered or attempted delivery to the customer on the day of receipt. The target for each measure is 98.7%. Payment is dependent on compliant service and the number of carry forward parcels being no greater than 5%.

Calling card compliance, we measure the correct use of unique, completed calling cards for each parcel at an address advising our customers that a delivery or collection has been made. The target is 95% and this is paid for each day of compliant service.

#### **How is my Sunday payment calculated?**

Please see the "How we calculate Sunday Pay" document on [www.mycouriersonline.co.uk](http://www.mycouriersonline.co.uk) in the useful information tab and courier information.

#### **What is the Sunday top up payment?**

Due to volumes being low at the start of this new service, we are paying a minimum payment for each round serviced on a Sunday. The minimum payment for each round is calculated by adding together the individual parcel payments, any NEXT ESP Sunday payments and a 'top-up' payment. This 'top-up' payment will appear as an ad-hoc payment marked 'Sunday service payment' on the courier invoice.

#### **Are there any additional Sunday service payments?**

Next have increased the ESP payment for all Sunday deliveries to 44p per parcel (this will reduce to 25p from the 5th January 2015). NEXT will commence their Sunday transit testing, this will be for all parcels delivered between 28th June and 1st August. The first payment will be made on the 9th September. The NEXT ESP payment will be shown separately on your invoice and be deducted from the top up payments. This will then show as consolidated ESP on your invoice. The Hermes service payment will also be paid for a calling card and speed of service compliance.

## **PARCEL SIZE AND WEIGHT**

### **What is the courier network maximum size parcel we are expected to deliver?**

Courier network parcels are up to 17kgs, with a maximum length of 1.55 metres or length and girth of 2.65 metres. Once a parcel has been accepted for delivery we have an obligation to the client to deliver. If you think the parcel size is unreasonable please advise the Courier Helpdesk on 0800 174 904 or 0113 397 6508, who will be able to deal with your query. Please provide the parcel measurement and if possible a photograph which can be e-mailed to [courier.admin@hermes-europe.co.uk](mailto:courier.admin@hermes-europe.co.uk). We can then advise the client.

### **Why are some packets larger than parcels?**

We have "packet" traffic from a limited number of existing clients. A good percentage of this traffic will be "post". A packet is determined by its weight and not size. We are unable to secure parcel rates as it is cheaper for clients to use Royal Mail. We need your support to deliver these packets to the same standards as you have been achieving for parcels, despite some of you receiving lower rates for the delivery. We hope that the additional revenue will help, as it will contribute to your costs.

### **As packets may attract a cheaper rate should they have a "second class service" why does Hermes allow clients to add service requirements to packets?**

All parcels are important to the client and should receive the same level of service as every other delivery. Packets are an important part of our business and support the volume and courier revenue for every round and enables Hermes to compete with our competitors. An additional rate is made for service offers such as HSIG, AM, PM and POD.

## **FIELD MANAGER**

### **What recourse do we have if the field manager withdraws service?**

If you have a problem please e-mail your concerns to [courier.admin@hermes-europe.co.uk](mailto:courier.admin@hermes-europe.co.uk) and this will be passed to the regional manager for investigation.

### **Is there an appeals process if I am not paid my service payment?**

The courier help desk can will be able to advise why the payment has not been made. Any appeal will need to be forwarded to the field manager.

### **Why can't Hermes provide cover couriers to support service on our rounds?**

The round holder is responsible for providing adequate cover on the round when they are not available to provide service themselves. This is usually achieved by providing a substitute. In certain circumstances the field manager can support by providing short term cover names, available from prospective couriers. It is the responsibility of the round holder to meet and interview these potential cover couriers and ensure the service they provide is acceptable.

### **If I am unable to contact my Field Manager, they do not return my call or only contact by text, ignoring my questions and problems, how can we report this?**

If you have a problem please e-mail your concerns to [courier.admin@hermes-europe.co.uk](mailto:courier.admin@hermes-europe.co.uk) and this will be passed to the regional manager for investigation.

### **If I am not happy with the behaviour of my Field Manager, what can I do?**

Hermes does not condone unprofessional behaviour. If you have a problem please e-mail your concerns to [courier.admin@hermes-europe.co.uk](mailto:courier.admin@hermes-europe.co.uk) and this will be passed in confidence to the regional manager for investigation.

### **What responsibility and authority does a field manager hold?**

The field manager is responsible for the recruitment, training and retention of couriers in the area they manage. The field manager is also responsible for ensuring a quality, compliant service is provided by their couriers for our clients and their customers.

## **OTHER**

### **Why do we have to scan individual calling cards to one person signing for multiple deliveries?**

If a customer is signing for a parcel there is no requirement to leave a calling card. If a parcel is being left with a neighbour or in a safe location then a calling card must be left for each client parcel. We appreciate this is time consuming and we are currently looking at ways we can improve this process.

### **Why is there sometimes a delay in delivering the parcels to our homes?**

Our depots receive parcels throughout the evening and night, which they sort to every courier round. The last deliveries from our hubs to our depots arrive between 05.00 and 06.00 in the morning. These last deliveries contain our Next Day premium traffic which needs sorting to the respective rounds. This enables the driver's to leave the depots between 07.00 and 08.30. The first deliveries on our vans are to the sub depots and once these deliveries are complete they follow a fixed route to deliver to all the solus couriers. Dependant on traffic conditions and the volume of parcels we aim to deliver to all solus couriers before 12.00.

### **Is there any truth in the rumour that couriers may soon have to print their own calling cards?**

No. The calling cards have just been re-designed and will be in pad format that will sit comfortably behind the HHT hand strap. These will be in circulation from late June 2014.

### **DPD and Yodels HHTs are smaller, have better screen resolution, camera and act as phones as well. When will ours change?**

We continually look for ways of improving our HHT and their performance. We are preparing a new software release before Peak and are in the process of refurbishing and branding all our HHT's with new screens and other components. In the next three years we will look to replace our current HHT and will consult with couriers at that time

### **What is the average number of parcels a courier should be able to deliver in a day?**

This will all depend on the area serviced as the make-up of a round varies greatly, however a typical round would receive approximately 75 parcels a day for delivery.

### **Why doesn't Hermes ask QBE if they will offer couriers fully comprehensive insurance with business cover?**

Working with QBE we have reviewed providing fully comprehensive insurance. Unfortunately due to the corporate claim risk and costs the premium charged would be too expensive.

### **Can we have an insurance certificate or some other form of documentation to show to police when required?**

The documentation provided in Pack two should be sufficient if stopped by the police. If you require a copy of the certificate in an event of a stop or accident a copy can be obtained by calling the Courier Helpdesk 0800 174 904 or 0113 397 6508. Information is also available on [www.mycouriersonline.co.uk](http://www.mycouriersonline.co.uk)

### **After this August bank holiday we will have to work all Bank holidays?**

No. There will still be a requirement for Sunday deliveries on the day before a Bank Holiday Monday, but we are not currently offering (or even considering) a Bank Holiday delivery service, although self-employed Couriers may choose to deliver some catalogues or carried forward parcels on Bank Holidays if they wish.

If you need any further help or have a question please contact the courier helpdesk.

**Courier Helpdesk**                      0800 174 904  
    0113 397 6508  
    [Courier.admin@hermes-europe.co.uk](mailto:Courier.admin@hermes-europe.co.uk)

Monday – Friday	7.30am – 6.30pm
Saturday	7.30am – 12.30pm
Sunday	9.00am – 1.00pm

**[www.mycouriersonline.co.uk](http://www.mycouriersonline.co.uk)**