
 SECTION: 10	TITLE: <b>SCHEDULE 1</b> <b>TPN MANUAL</b>	REVISION: - DATED: 28/03/2014
	SERVICE LEVEL DEFINITIONS	

TPN SERVICE CODE	SERVICE	DEFINITION OF SERVICE	Surcharge if Applicable
<b>AM (p)</b>	<b>ND SERVICE – DELIVERY BEFORE 12.00PM</b>	To be delivered the day after manifest date between 9am – 12 noon	<b>£5.00</b>
<b>AMTL (p)</b>	<b>ND SERVICE – DELIVERY BEFORE 12.00PM ON A TAIL LIFT VEHICLE</b>	To be delivered the day after manifest date between 9am – 12 noon on a tail lift vehicle	<b>£5.00</b>
<b>BKIN</b>	<b>EC SERVICE</b>	To be booked in with customer within 24 hours of receipt – to be delivered within 5 working days of manifest date, on a day mutually convenient for both parties	
<b>BKIT</b>	<b>EC SERVICE – DELIVERY ON A TAIL LIFT VEHICLE</b>	To be booked in with customer within 24 hours of receipt – to be delivered on a tail lift vehicle within 5 working days of manifest date, on a day mutually convenient for both parties	
<b>BKSL (p)</b>	<b>ND SERVICE</b>	To be delivered the day after manifest date at the time specified (RDC between 09.00 and 14.00 only)	<b>£12.50</b>
<b>BSTL (p)</b>	<b>ND SERVICE - DELIVERY ON A TAIL LIFT VEHICLE</b>	To be delivered the day after manifest date at the time specified on a tail lift vehicle (RDC between 09.00 and 14.00 only)	<b>£12.50</b>
<b>DDAM</b>	<b>EC SERVICE – DELIVERY BEFORE 12.00PM</b>	To be delivered by 12 noon on the day specified on manifest. Delivery within 2-5 working days	<b>£5.00</b>
<b>DDAT</b>	<b>EC SERVICE – DELIVERY BEFORE 12.00PM ON A TAIL LIFT VEHICLE</b>	To be delivered by 12 noon on the day specified on manifest. Delivery within 2-5 working days of manifest date on a tail lift vehicle	<b>£5.00</b>
<b>DDAY</b>	<b>EC SERVICE</b>	To be delivered on the date specified on manifest. Delivery within 2-5 working days of manifest date	
<b>DDBS</b>	<b>EC SERVICE – TIMED ELEMENT</b>	To be delivered at the time specified on manifest within 2-5 working days (RDC 09.00 and 14.00 only)	<b>£12.50</b>
<b>DDBT</b>	<b>EC SERVICE – TIMED ELEMENT ON A TAIL LIFT VEHICLE</b>	To be delivered at the time specified on manifest. Delivery within 2-5 working days on a tail lift vehicle (RDC 09.00 and 14.00 only)	<b>£12.50</b>
<b>DDPM</b>	<b>EC SERVICE – DELIVERY 12.01PM – 5PM</b>	To be delivered within 2-5 working days between 12.01pm – 5pm on the date specified	<b>£5.00</b>
<b>DDPT</b>	<b>EC SERVICE DELIVERY 12.01PM – 5PM ON A TAIL LIFT VEHICLE</b>	To be delivered within 2-5 working days between 12.01pm – 5pm on a tail lift vehicle on the date specified	<b>£5.00</b>
<b>DDTL</b>	<b>EC SERVICE - DELIVERY ON A TAIL LIFT VEHICLE</b>	To be delivered within 2-5 working days from date of manifest on tail lift vehicle on the date specified	
<b>DDTM</b>	<b>EC SERVICE – TIMED ELEMENT</b>	Goods to be delivered on day specified and by time specified on manifest, needs to be within 2-5 working days	<b>£12.50</b>
<b>DDTT</b>	<b>EC SERVICE – TIMED ELEMENT ON A TAIL LIFT VEHICLE</b>	Goods to be delivered on the date specified before the time manifested. To be delivered on a tail lift vehicle	<b>£12.50</b>
<b>EBIT</b>	<b>EEC SERVICE - DELIVERY ON A TAIL LIFT VEHICLE</b>	Goods to be booked in within 24 hours of receipt – to be delivered on a date mutually convenient for both parties on a tail lift vehicle.	
<b>EBKI</b>	<b>EEC SERVICE</b>	Goods to be booked in within 24 hours of receipt – to be delivered on a date mutually convenient for both parties	
<b>EC</b>	<b>EC SERVICE</b>	Goods to be delivered within 2 working days from date of manifest (Ireland 4 working days)	
<b>ECCO (*)</b>	<b>EC SERVICE</b>	Goods to be collected from the customer within 2 working days of written request	

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TPN SERVICE CODE	SERVICE	DEFINITION OF SERVICE	Surcharge if Applicable
<b>ECCT (*)</b>	<b>EC SERVICE - COLLECTION ON A TAIL LIFT VEHICLE</b>	Goods to be collected within 2 working days on a tail lift vehicle	
<b>ECTL</b>	<b>EC SERVICE - DELIVERY ON A TAIL LIFT VEHICLE</b>	Goods to be delivered within 2 working days from manifest (Ireland 4 working days) on a tail lift vehicle	
<b>EEC</b>	<b>EEC SERVICE</b>	Goods to be delivered within 5 working days from manifest date	
<b>EECL</b>	<b>EEC SERVICE – DELIVERY ON A TAIL LIFT VEHICLE</b>	Goods to be delivered within 5 working days from manifest date with a tail lift vehicle	
<b>MTB</b>	<b>EMPTY CHEP PALLETS</b>	Empty Chep pallets for return free of charge	<b>£0.00</b>
<b>ND</b>	<b>ND SERVICE</b>	Goods to be delivered the 1 <sup>st</sup> working day after manifest date	
<b>NDTL</b>	<b>ND SERVICE – DELIVERY ON A TAIL LIFT VEHICLE</b>	Goods to be delivered the 1 <sup>st</sup> working day after manifest date on a tail lift vehicle	
<b>PM (p)</b>	<b>ND SERVICE – DELIVERY AFTER 12.00PM</b>	Goods to be delivered on the 1 <sup>st</sup> working day after manifest date between 12.01pm and 5pm	<b>£5.00</b>
<b>PMTL (p)</b>	<b>ND SERVICE – DELIVERY AFTER 12.00PM ON A TAIL LIFT VEHICLE</b>	Goods to be delivered on the 1 <sup>st</sup> working day after manifest date between 12.01pm and 5pm on a tail lift vehicle	<b>£5.00</b>
<b>QPEU</b>	<b>EC SERVICE</b>	Quarter pallet to Europe only	
<b>SAT (p)</b>	<b>ND SERVICE</b>	Goods to be delivered Saturday between 9am – 13.00pm	<b>£40.00</b>
<b>SATL (p)</b>	<b>ND SERVICE – DELIVERY ON A TAIL LIFT VEHICLE</b>	Goods to be delivered Saturday between 9am – 13.00pm on a tail lift vehicle	<b>£40.00</b>
<b>SATT (p)</b>	<b>ND SERVICE – TIMED ELEMENT</b>	Goods to be delivered on a Saturday by the time specified on manifest but before 13.00hrs	<b>£52.50</b>
<b>SS</b>	<b>SS SERVICE – TO IRELAND</b>	Goods to be delivered within 48 hours of manifest date	<b>Tariff</b>
<b>SSTL</b>	<b>SS SERVICE – TO IRELAND ON A TAIL LIFT VEHICLE</b>	Goods to be delivered within 48 hours of manifest date on a tail lift vehicle	<b>Tariff</b>
<b>STTL (p)</b>	<b>ND SERVICE – TIMED ELEMENT ON A TAIL LIFT VEHICLE</b>	Goods to be delivered on a Saturday by the time specified but before 13.00hrs on a tail lift vehicle	<b>£52.50</b>
<b>TIME (p)</b>	<b>ND SERVICE – TIMED ELEMENT</b>	Goods to be delivered on the 1 <sup>st</sup> working day by the time specified on manifest	<b>£12.50</b>
<b>TMTL (p)</b>	<b>ND SERVICE – TIMED ELEMENT ON A TAIL LIFT DELIVERY</b>	Goods to be delivered the 1 <sup>st</sup> working day by the time specified on the manifest and on a tail lift vehicle	<b>£12.50</b>

All service levels are Monday to Friday unless a Saturday delivery.

Working Days are Monday to Friday

Normal delivery hours are 09:00 – 17:00 (with the exception of Residential Deliveries, where the delivery window may be extended to 19:00 by the Delivery Depot only, PROVIDED this has been agreed between the Request Member and the receiving customer beforehand)

(\*) Any request for ECCO and ECCT, must be returned to the Requesting Depot on ECCO and ECCT services only.

(p) Service will send an automated advisory Pre Alert to Delivery Depot

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**Pre Alerts are also sent to Delivery Depot for consignments that are 4 plts or more.**