



# Start Sending!

A guide for sending parcels and pallets



# “Find the right logistics solution”

It is always wise to take stock of what solution you currently have for your logistics requirements and what your and your customers' needs are when you are looking for the right solution. No two customers are the same and goods are moved from A to B in different ways. So you need to ask yourself a few simple questions.

# Think about your needs

Start by considering your needs when it comes to the items that you are sending. Are they fragile items that must reach the destination quickly? Are you shipping items within Sweden, the Nordics or to the rest of the world? What demands do your customers have?

## **Make it easy for yourself and your customers**

Think about what matters to you and your customers. Do you want to track and trace your shipment? Should your customers be able to change delivery options when the parcel is on its way? Are fast and sustainable deliveries important? Do you want to have access to reports of your shipment history without having your own transport administration system, a so-called TA system?

## **Get advice and guidance**

You know your customers best, of course, but we are more than happy to help you find the ideal solution for both you and your customers.

## **Before you find the most appropriate solution for you and your customers, ask yourself the following:**

- How many shipments do I send?  
(For example, per week/month/year.)
- How often do I need to send something?  
(For example, daily/a few times a week.)
- Where are my recipients?  
(For example, in Sweden, the Nordis, Europe, the rest of the world.)
- What do my shipments look like?  
(For example, pallets, parcels and approximate dimensions and weight.)
- Am I planning to expand the business?  
(For example, higher volumes of parcels/pallets.)





# Calculate the dimensions and weight of your parcel

When you send your items, we need to know the dimensions and weight of the parcel or pallet. To get an idea of the shipping cost in advance, you need to understand the principle of volumetric weight.



# Volumetric weight

In some cases, it is the size of the shipment and not the weight that determines the shipping cost. The volumetric weight is therefore calculated for low-density shipments that take up a lot of space (i.e. do not weigh much in relation to the size). The volumetric weight is compared with the actual weight and the heaviest of the two will be the billable weight.

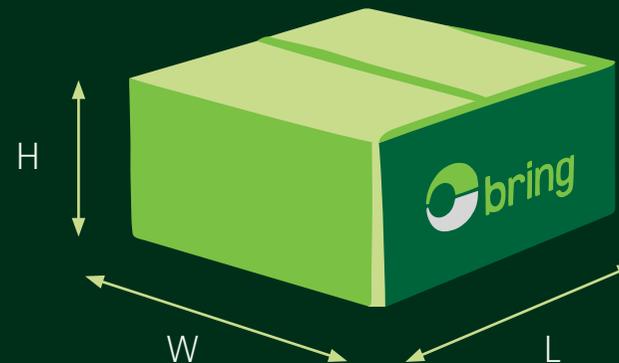
## Remember:

- Some services have a maximum and minimum dimension
- The unit to use for calculating the volume is metres

Finding New Ways

## How to calculate the volumetric weight of a parcel:

1. Calculate the volume of the parcel in  $\text{dm}^3$ : width x length x height in dm.
2. Divide the parcel volume in  $\text{dm}^3$  by 5 (fixed conversion factor set for parcels in Norway).
3. The result is the volumetric weight of the parcel in kilograms.



Volumetric weight = volume of the parcel or groupage load in  $\text{dm}^3$  multiplied by the conversion factor

**Note!** The conversion factor will vary depending on the country you are sending from:

Service	Country	Conversion factor	Explanation
Parcels	Norway	1:5	1 $\text{m}^3$ = 200 kg
Groupage load	Norway	1:3.5	1 $\text{m}^3$ = 286 kg
Parcels & groupage load	Sweden, Denmark, Finland	1:3.6	1 $\text{m}^3$ = 280 kg

## How to calculate the volumetric weight of a groupage load:

1. Calculate the volume of the load in  $\text{dm}^3$ : width x length x height in dm. (Each side is rounded up to the next whole 10 cm.)
2. Divide the load volume in  $\text{dm}^3$  by 3.5 (fixed conversion factor set for groupage loads in Norway).
3. The result is the volumetric weight of the groupage load in kilograms.



# The best way to pack your parcel





Whether you are an established company or a new startup, it always pays to make your packaging and shipping processes as efficient as possible. It reduces the risk of delays and damage to your goods during transit and brings you long-term savings in both time and money.

#### **Parcels**

Your goods must be able to withstand normal transport handling, such as sorting on conveyor belts and transshipments on and off vehicles during the journey. It is therefore important that both the outer and inner packaging are appropriate for the contents. Choose packaging that is appropriate for your items. Packaging of good quality and that is sturdy provides greater protection for your items. Make sure that there is no empty space inside the parcel.

#### **Labels, shipment ID**

Make sure that the label and barcode are positioned properly so that the parcel does not have to be handled manually. You should therefore always double-check that the label is correctly printed and that it is only visible from one side of the packaging. Make sure that the barcode is not covered in plastic film or anything that might make it difficult to scan.

#### **Pallets**

It is important that the pallet is correctly loaded to prevent damage to parcels and any risk of danger to our employees. Stack your parcels correctly on the pallet so that the load will not become unstable. If necessary, secure the parcels by wrapping the pallet in stretch wrap or strapping to provide extra stability. Do not exceed the maximum height.

#### **Claims**

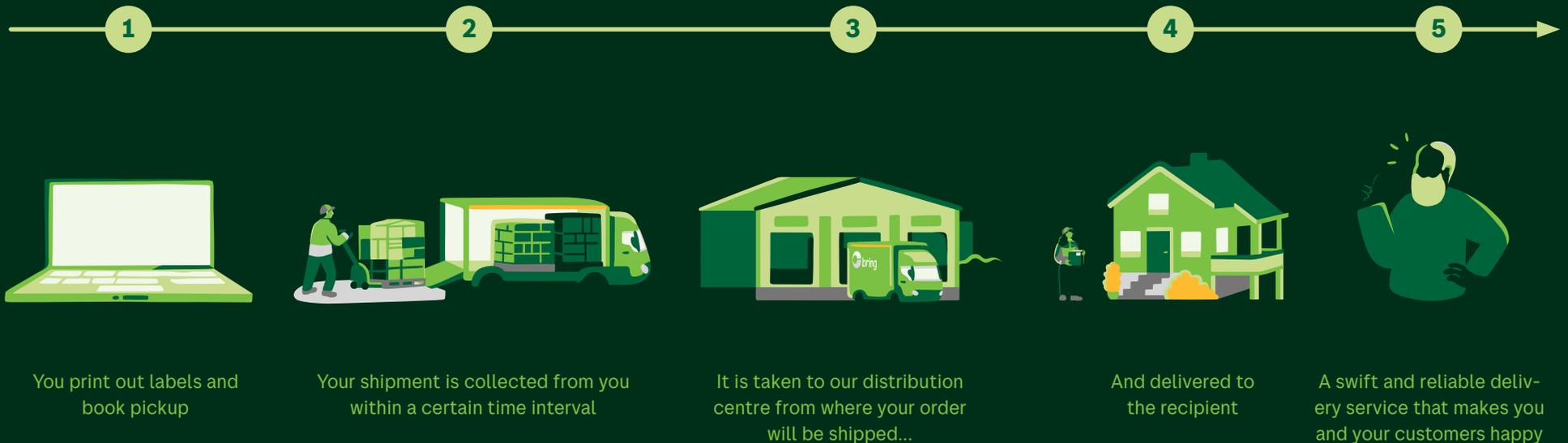
Even if you have done everything correctly, there is always a risk that something might go wrong during transit. If the shipment is damaged, it is important that the recipient contacts you so that you can file a claim. It is normal to have extra insurance that covers the cost of loss or damage. Read more under the terms and conditions of the service.

#### **Avoid delayed and damaged parcels**

- Choose packaging according to the size and type of the product.
- Make sure there is enough filling material inside the parcel to prevent the items from knocking into one another.
- Attach the label to a flat surface on the parcel – preferably on the top.
- Make sure that the barcode is clearly visible for scanning, i.e. not hidden, creased, crumpled or covered in shiny plastic.
- Place the heaviest parcels at the bottom of the pallet.
- Do not place parcels too close to the edge of the pallet.
- If the destination of your goods is outside the EU, the waybills must be enclosed in a plastic document wallet attached to the outside of the parcel/pallet.

# From you via us to the recipient

This is what a delivery can look like, step by step.





# Tracking your parcels



We offer both you and your customers a parcel tracking service. For some services, parcels can also be tracked in real time.

**A scanning/tracking process can look like this:**

1. The parcel is scanned upon pickup.
2. It is scanned again when it arrives at the terminal. If the shipment passes through several terminals in transit to the recipient, it is scanned at all terminals.
3. The shipment is scanned again when it is loaded onto a truck/vehicle. It is then “on its way”.
4. It is scanned at any transshipment points.
5. When the shipment reaches its destination, it is scanned one last time to register that it has been received by the customer.



**Useful tips:**

- You can track your parcels and pallets and download reports of your shipments via our self-service solution Mybring.

**Remember!**

When you are tracking your shipments, it can sometimes look like they are somewhere other than they are supposed to be. This depends on which terminal the parcel is sent to and is nothing for you to be worried about.



# What are the effects on the environment?





The parcel's journey becomes greener. With the rapid expansion of e-commerce in the Nordic countries, companies and consumers are increasingly demanding greener solutions.

### How do you get started with greener deliveries?

- Try to gather your shipments together so you are sending them on fewer days of the week.
- Use packaging that is made of recycled material and appropriate for the item to help make optimal use of the vehicle's interior space.
- Use greener delivery solutions. Our delivery services in several major Nordic cities are fossil-free, and are being extended to more cities all the time. Discuss ways of making your deliveries greener with us.
- Keep track of your emissions. We already offer environmental reporting for shipments in Norway, enabling you to see the emissions of your parcels during their journey. In 2021, environmental reporting will become available for shipments within the Nordics.

### Did you know that...

Norway Post and Bring's primary environmental goal is to use only renewable energy sources for both vehicles and buildings by the end of 2025.



# Shipment of parcels and goods to companies and private individuals

Since not all customers are the same, it is an advantage to offer several different delivery solutions. The types of delivery options that are most appropriate for you and your customers will depend on what you send, where and how often, as well as how green it should be sent and how fast you want it to arrive.



## Home delivery, delivery to a pickup point, courier and express – what are the differences? Here is a quick outline of our most frequently used services.

### **Parcels and goods to private individuals**

We focus on making deliveries the way your customers want them, either to where they are, where they live or a location they pass through. Our services offer your customers considerable flexibility and options to customise the delivery to best suit their needs. Our services:

#### Parcels to pickup points

When your customers want to pick up their parcels themselves, we can offer delivery to one of our pickup points or parcel boxes. We currently have a network of around 7,000 pickup points across the Nordics. Our pickup points are located close to where people live or pass through, thus allowing them to choose where they want to collect their parcel.



Finding New Ways

#### Home delivery

Parcels and heavy goods can be delivered to your customers' homes.

Parcels and larger goods are delivered all the way to your customers' homes in the Nordics. Home delivery offers your customers considerable flexibility and some of the services include options for changing the delivery time and point of delivery while the parcel is in transit. Parcels can be tracked while in transit and some services allow recipients to track their parcels in real time. We can provide same-day delivery in several Nordic cities, including Stockholm, Gothenburg, Malmö, Oslo, Copenhagen and Aarhus. We also provide an evening delivery service between 5 pm and 9 pm, five days a week in several major Nordic cities.

### **Parcels and goods to businesses**

Parcels and pallets are delivered to a company's door/ramp during business hours on all weekdays. We collect the

items from you. If you do not have many parcels, you can also drop them off at a parcel agent. There are many ways you can customise your delivery, e.g. inside delivery and delivery without signature.

If you want the parcel to arrive quickly, our express service provides next-day delivery to the door.

Our groupage and part load services let you send goods all over the Nordics and to the rest of the world.

### **Courier and express**

When you urgently need to send goods directly by road or air to customers in the Nordics or the rest of the world. These services generally have a time guarantee to ensure a precise delivery time.

We also deliver locally from door to door, by vehicle or bicycle courier. Directly or within a few hours, depending on the urgency.

### **Just as fast, only greener**

Through a range of measures we are continuously working to reduce our carbon emissions from heavy vehicles and to minimise local pollution. We already have fossil fuel-free delivery services in many cities in the Nordics, and we are working intensively to make our parcel deliveries greener. We have cut carbon emissions within the Norway Post Group by 45% since 2012, which is equivalent to emissions from 116,282 vehicles in one year.

#### **Would you like more information about our services?**

You can find further information here:  
[bring.com/services](https://bring.com/services)





Find out more and learn useful tips on the best way to pack and package your goods at [bring.com/packaging-guide](https://bring.com/packaging-guide)

