

Shipping Tips

Save time, money and hassle

Tips to avoid shipping glitches

We know that most of your attention and time tends to go towards making and/or selling your products and services to your customer, as it should.

But that can sometimes mean that you end up not paying enough attention to an equally important piece of the puzzle: making sure your customers actually receive the items you send.

Whether you're a new business looking to start shipping your products, or a business that wants to improve their existing distribution system, we have compiled some shipping tips to help you send your items around the world.

Here are 8 simple tips to help you avoid shipping glitches. We've expanded on these tips on page 2.

8 Shipping Tips:

1. Choosing your carrier
2. Measuring and weighing your freight
3. Packing your freight
4. Labelling your freight
5. Avoiding shipment delays
6. Avoiding additional fees
7. Tracking your shipment
8. Insuring your shipment

*Remember, your
LONDON-EAST
TRANSPORTATION SERVICES
Freight
Consultant is
here to help!*



Tip 1

Pick the right carrier for your product

Before you choose which carrier to use, think about how soon the customer expects their item. This should influence which carrier you use. For example if the delivery is urgent, then you are best to choose a carrier known for their reliability for delivering on time, such as DHL or FedEx. If there is less rush then opt for a carrier that may take a day or two longer but will save you money.

Tip 2

Measuring and weighing your freight

Incorrect measurements and weights can trigger a reclassification fee, a dimensional fee, and/or a reweigh fee. Measure all three sides of the freight. Record the longest measurement per side. If your freight is on a pallet, include the pallet dimensions in your measurements. Carriers re-weigh all freight. It is recommended that consignees weigh all freight on a calibrated, certified, digital scale prior to pick-up. If you can, take a photo of the freight on the scale and then with a tape measure showing weight and measurements, then keep a record should any disputes arise.

Tip 3

Packing your freight

If you have a small item to ship, make sure you use appropriate packaging so you don't get overcharged for wasted space. If you are shipping a fragile item, make sure you pack it appropriately with packing filler to reduce the likelihood of damage and use a 'Fragile' sticker to ensure the item is handled with care. For larger shipments, every pallet should have a packing list along with the carrier label. The packing list should describe the contents, weight and measurements of every box.

Tip 4

Labelling your freight

Every freight shipment must have a Bill of Lading (BOL) attached. It is very important to have the contact information provided on the BOL for both the shipper and the receiver, including a name and phone number. Shipments may be delayed if this information is not included on the BOL. **Please note: webship+**, the London East Transport online booking system generates a BOL for you. If the London East Transport BOL is not used, it will bill direct through to the carrier. There will be a BOL correction fee accessed by the carrier to have this corrected. Your bill will be significantly higher.

Tip 5

Avoiding shipment delays

Transit times provided by carriers are approximate only. If you have a package that needs to arrive at the destination by a certain date, you can choose a guaranteed option. Many things can affect delivery time that are out of the carriers control, such as a natural disaster. If your freight is booked on a guaranteed shipment basis, it does not mean your package is guaranteed to arrive on-time. It simply means that if it does not arrive on-time, you will not be charged for the package. Also, carriers require a minimum 2-hour window for pickups. Pickups entered after 12:00pm could be scheduled for the next day by the carriers. Make sure you allow a reasonable amount of time for collection.

Tip 6

Avoiding additional fees

We've already mentioned reclassification, dimensional, and reweigh fees - there are some others to look out for: **Tail Lift fees:** Deliveries that require Tail Lifts are not available with every carrier and can be contracted out. When creating your BOL enter "TAIL LIFT NEEDED" in the address line so the carrier will see it on the consignment notes. **Accessorial Fees:** Anything other than a dock-to-dock shipment may incur carrier fees. Always check the accessorial to see if any apply to your shipment. At times, accessorial fees may show up months after the shipping charges have been invoiced. **Failed collection fee:** Carriers may charge this fee if the freight is not available when they show up for pick-up. They can also be incurred if the receiver refuses delivery. Be sure to enter the correct date and shipping hours of origin and destination. If a pick-up number is required, make sure you add it to the BOL or the carrier may be turned away. **Inside Delivery:** If your receiver asks the carrier to bring the freight inside, and you have not requested "Inside Delivery", the carrier will comply and charge you at list prices for this service. Advise your receiver not to request extra services which are not on the BOL to avoid incurring additional charges.

Tip 7

Tracking your shipment

Tracking your shipment can help you and your client recover a lost package. Tracking numbers make it easier to track the progress of the shipment from start to finish, including any stops it made along the way with addresses included, allowing you to find a lost package and have it redirected to the proper destination.

Tip 8

Insuring your shipment

Carriers only carry limited liability type coverage in the event of loss or damage. If you have a shipment that you would like insured with a more comprehensive policy, many carriers offer additional insurance policies. It is very important that freight is packaged properly. The insurance company will want to see photos of your packaging as well as the damaged goods. London East Transport partners with U-PIC, to offer customers with comprehensive insurance options.

For more information contact
Customer Services.
info@londoneasttransport.co.uk
0203 600 6006

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