

**browns**

Moving Distribution Forward

# Freight Best Practice Guide

2026 Issue

# About this Guide

Welcome to Browns Distribution! We've put this guide together to serve as your go-to toolkit for ensuring a smooth and hassle free experience with us.

Whether you're just getting started or have been working with us for a while, you'll find everything you need here - from the basics like pallet dimensions and vehicle sizes to the finer details like terms and conditions and service definitions.

It's designed to be a quick-reference guide for answering questions or providing you with a refresher. Straightforward, practical, and easy to use, it lets you focus on what you do best, while we take care of the logistics.

We're thrilled to have you on board and are here to support you every step of the way. If you need anything, drop us an email or give us a call - we're always happy to help.

Thank you for choosing Browns as your logistics partner, and welcome aboard!

*Kerry Wood*

Business Relationship Manager

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# Key Contacts

We're excited to introduce you to the dedicated people who work hard to ensure you receive the best service possible.



## Kerry Wood

Business Relationship Manager

**Kerry is your account go-to.** She's here to make sure our customers are happy and that everything is running smoothly. From managing your account, to addressing any questions or concerns, Kerry is dedicated to providing the very best service and building lasting partnerships.

✉ [kerry.wood@brownsgroup.co.uk](mailto:kerry.wood@brownsgroup.co.uk) ☎ 01782 525 336



## Nicola Ikin

Customer Support Manager

**Nicola is our customer support superstar.** Whether it's managing your queries, finding solutions to any issues you may have, or just being a friendly voice on the other end of the line, Nicola thrives on delivering a friendly and personable customer service experience.

✉ [nicola.ikin@brownsgroup.co.uk](mailto:nicola.ikin@brownsgroup.co.uk) ☎ 01782 525 303



## Luke Cobden

Warehouse Manager

**Luke keeps our warehouse running like clockwork.** He ensures that your pallets are handled with care, from receiving and storing, to dispatching them right on time. Luke's focus on efficiency and quality means you can always count on us to deliver what you need, when you need it.

✉ [luke.cobden@brownsgroup.co.uk](mailto:luke.cobden@brownsgroup.co.uk) ☎ 01782 525 307

## Freight Best Practice Guide

Department	Description	Contact
Customer Support	For general account or booking queries, edits to existing bookings, or complaints.	support@brownsgroup.co.uk
General Haulage	For queries regarding collections, groupage, and full-load freight.	haulage@brownsgroup.co.uk
Palletline	For queries regarding network freight.	palletline@brownsgroup.co.uk
Warehousing	To book containers or freight into our warehouse, or for queries related to storage, picking, or fulfilment.	warehouse@brownsgroup.co.uk
Backloads	For backload enquiries.	backloads@brownsgroup.co.uk
Sales	For new business enquiries.	enquiries@brownsgroup.co.uk
POD	For proof-of-delivery queries.	pod@brownsgroup.co.uk
Invoicing	For invoicing queries.	georgia.robbins@brownsgroup.co.uk
Claims	To submit a claim, please visit: <a href="https://brownsdistribution.co.uk/support">brownsdistribution.co.uk/support</a>	



To reach us by telephone, call **01782 525 300** and follow holding instructions.

# General Terms

## Insurance & Claims

All transactions are conducted in accordance with the Road Haulage Association's (RHA) Terms and Conditions of Carriage and Storage (Current Edition).

The full version of the RHA terms document is available on our website, and hard copies can be provided upon request. For all UK road movements, our liability is governed by the RHA terms, which limit liability to £1.30 per kilogram. Similarly, for all UK warehousing claims, our liability is limited to £1.25 per kilogram under the RHA terms.

Claims must be notified or lodged within 7 days of delivery. To submit a claim, please visit [brownsdistribution.co.uk/support](https://brownsdistribution.co.uk/support) and complete the claim form.

Browns Distribution Services Ltd has a £55 excess for any goods in transit or goods in storage insurance claim.

Enhanced Goods in Transit (G.I.T.) insurance cover is available; please contact our sales team for more details. We also provide bespoke quotations for high-value G.I.T. consignments.

We are unable to provide cover for certain product shipments, including specific types of glass, personal effects, bullion, cash, etc. However, we are happy to offer bespoke insurance quotes upon request. In line with RHA terms and conditions, we do not insure customers for consequential loss.

## Payment Terms

Credit is granted on the strength of robust credit check procedures. If granted, standard terms are 30 days from end of month, unless otherwise agreed. If no credit facility is granted, payment will be required prior to uplift of freight.

## Quoted Validity

All quotes issued are valid for 30 days unless otherwise stated.

## Invoice Queries

All invoice queries should be directed to [georgia.robbs@brownsdistribution.co.uk](mailto:georgia.robbs@brownsdistribution.co.uk) and raised within 7 days of date of invoice.

All such queries will be acknowledged within 24 hours and we aim to resolve them within 7 working days.

Payment of invoices cannot be delayed by queries lodged with Browns Distribution Services Ltd or otherwise. All invoices should be paid in line with agreed credit terms.

## Freight Best Practice Guide

### Cancellation and Redelivery Policy

We reserve the right to apply reasonable cancellation charges at our discretion; taking into consideration cancellation notice periods.

If you cancel a consignment within 24 hours of the scheduled collection date, including during transit, we reserve the right to charge 100% of the original fee.

#### **If the Browns vehicle has to return, an additional fee will apply as follows:**

100% of the original fee will apply for consignments of 1 - 12 pallets.

75% of the original fee will apply for consignments of 13 - full load.

If the delivery is via the pallet network, we reserve the right to apply an attempted delivery charge of 100% of the original fee, and a redelivery charge.

If the consignment needs to be redirected, charges for attempted delivery, collection, and new delivery may apply.

Bespoke charges may also apply, and our Customer Support team will inform you of any such charges.

### Proof of Delivery

PODs are viewable and printable from our online portal. We do not return hard copy PODs to customers. PODs are signed for on-glass, therefore we do not handle customer paperwork unless agreed. If paperwork is to travel with freight, it must be attached to the pallet.

We do not accept that non-provision of a proof of delivery provides reason to withhold payment of our freight invoice and all our invoices are due for payment within the allotted terms.

POD queries should be emailed to [pod@brownsgroup.co.uk](mailto:pod@brownsgroup.co.uk).

### Fuel Surcharge

We reserve the right to charge a variable fuel surcharge on the consignment price of the freight.

Changes to fuel surcharges are calculated based on the previous month's average purchase prices.

We will communicate any changes in the fuel surcharge by email, for the following month.

# Pallet Presentation

Proper freight presentation and correct palletisation are key to keeping things safe, legal, and efficient. If goods aren't stacked or secured properly, it can lead to fines, rejected loads, or even damage and injury during transit.

## Palletising

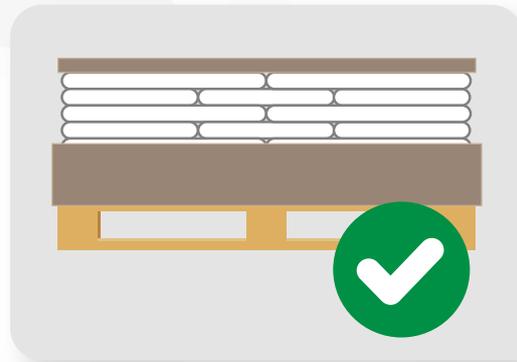
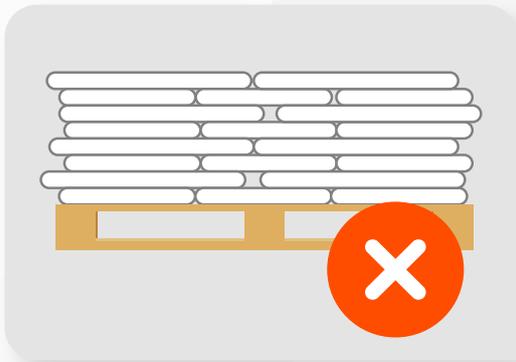
All goods must be placed on a suitable standard four way entry pallet. Please ensure that products are suitably packaged before palletising.

## Wrapping

Freight must be securely attached to the pallet. Goods should be wrapped securely on all sides and across the top so the goods are completely sealed, with sufficient layers to prevent goods moving independently of the pallet.

## Bagged Product

Bagged product must not overhang the base dimensions of the pallet and must be guarded with a cardboard shield 500mm up from the base of the pallet, and a cardboard layer card on top of the pallet, before being securely wrapped.



## Pallet Identification & Labelling

All pallets must be labelled clearly on one short side using a label generated from the online booking platform, with the delivery address and relevant references.

## Label Printers

Where suitable, we may provide Zebra label printers for customer use. This will be arranged through a separate agreement in writing.

If a customer with a Browns-installed printer needs to make changes or cancel a request, please let us know as outlined in the agreement. Failure to do so may result in an administration fee starting at £10 per pallet.

# Pallet Size Guide

## Tail Lift Deliveries

Pallets for tail lift deliveries must not exceed 750kg. If they weigh between 750kg and 1000kg, a Lift Assist Premium will apply. Please refer to your rate schedule for pricing.

## Network Deliveries

Pallets in the Palletline network must meet these specific weight and size limits; otherwise, additional charges may apply, and deliveries may not be made.



**Quarter Pallet**

  
Max Footprint  
1.00m x 1.2m

  
Max Height  
0.6m

  
Max Weight  
250kg



**Half Pallet**

  
Max Footprint  
1.00m x 1.2m

  
Max Height  
1.0m

  
Max Weight  
500kg



**Full Pallet**

  
Max Footprint  
1.00m x 1.2m

  
Max Height  
2.2m

  
Max Weight  
1250kg



**Oversized Pallet**

  
Max Footprint  
1.00m x 2.2m

  
Max Height  
2.2m

  
Max Weight  
1250kg



The maximum height and weight of a pallet is inclusive of both the goods and the pallet base.

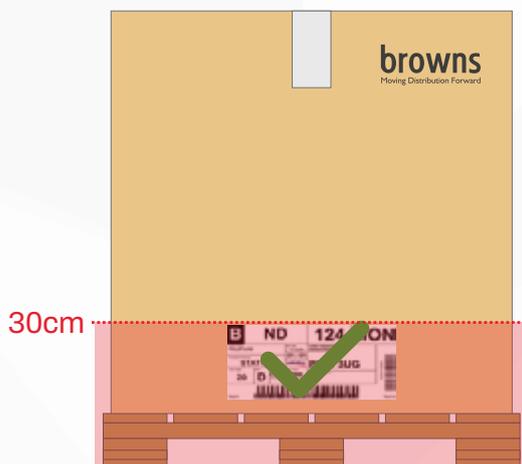
Please take this into account when entering your freight dimensions and weight.

# Labelling Guide

With the introduction of Forklift CCTV Scanning at Palletline, correct application and positioning of labels for Palletline network freight is critical.

To ensure our market-leading technology is 100% effective, labels must be:

- Attached towards the base of the pallet
- Aligned vertically to the centre
- Positioned no more than 30cm from the floor
- Printed clearly on Palletline labels (not A4 paper)
- Applied to a flat surface, outward facing
- Not torn, creased or wet
- Not obscured by wrapping material



## How it Works

CCTV Scanning is activated when a pallet is unloaded from the inbound vehicle. Once activated, the system logs the barcode and books the pallet in at the hub.

The CCTV camera records the pallet's journey from trailer to bay and the process is repeated when the pallet is loaded to the outbound trailer. Every CCTV clip is then accessible via our online member portal and available for up to 30 days.

## Benefits

- Enhanced tracking capabilities
- CCTV visibility of freight as it moves through the network
- Cloud-based storage accessible via an online member portal
- Faster turnaround time at the hub to get your freight back on the road quicker
- Reduced human error through the automated process



# Domestic Distribution

## Booking Cut Off Times

For booking cut-off times, please see your Service Level Agreement.

## Third Party Collections

Freight collections outside of the ST and CW 1-2 postcodes and away from your site will need to be booked online by 10:30 for same day collections, Monday – Friday.

If there are any collection restrictions, the jobs are then to be entered by 16:00 the previous working day.

## Freight Collection Window

Our standard collection window is between 09:00 - 17:00.

Goods must be available for collection at any point during this window.

## Freight Delivery Window

Our standard delivery window is between 09:00 - 17:00.

Customers should ensure that there is someone on site to receive the goods.

If no one is available to sign for the goods, we reserve the right to return them to our depot. Any subsequent redelivery will incur an additional charge to the customer.

## Kerbside Delivery

All deliveries are made to the kerbside, unless otherwise arranged in advance. Any additional requirements must be confirmed in writing and may incur extra charges.

## Handball Service

For handball services, delivery will be made to the kerbside unless otherwise agreed in writing before delivery. The maximum weight for individual items in a handball service is 20kg.

For handball services, the pallet must already be offloaded from the delivery vehicle before handballing can begin.

Additional charges may apply for handball deliveries.

## Access to Collection and Delivery sites

It is your responsibility to tick the 'Rigid' option on the portal, if there is no access for an articulated vehicle.

Limited access to sites may require a 7.5T vehicle, when this is required, please always email into [support@brownsgroup.co.uk](mailto:support@brownsgroup.co.uk) with your job number.



### Amendments to Bookings & Cancellations

If you need to make changes to any details of your booked freight, please email [support@brownsgroup.co.uk](mailto:support@brownsgroup.co.uk) by 15:00 on the day of collection.

Amendments to bookings may incur a charge.

To cancel a booking, please send your request to [support@brownsgroup.co.uk](mailto:support@brownsgroup.co.uk). If a cancellation is made at short notice, we may apply a cancellation fee in line with our terms and conditions.

### Service Levels

Each delivery service comes with different service levels. It's important to choose the one that best suits your needs at the time of booking. Below are some examples of the available options. If you're unsure about which service level is right for you, our team is happy to help, just contact us at [support@brownsgroup.co.uk](mailto:support@brownsgroup.co.uk) for clarification.

Service	Collection on	for Delivery by
Economy 48 Hour	Day 0	Day 2
Premium 24 Hour	Day 0	Day 1

Please note that delivery service levels exclude Saturdays, Sundays, and Bank Holidays unless we have agreed and confirmed this in writing.

### ETA Provision

You can check the estimated arrival time (ETA) of your freight through our online job portal, or via the tracking page on our website. All ETA timings are estimates and may be affected by unforeseen events, such as traffic or roadworks.

### POD Provision

Digital Proof of Delivery (POD) is available instantly when using signature devices. Hard copy PODs will be uploaded within 24 hours of delivery and may incur a small charge.

For more information, please contact your account manager.

### Booking In

This service is chargeable based on your tariff. By selecting the booking-in option, you confirm that you agree to the booking fee and the specific time slot requested by your customer.

### Customer Paperwork Usage

If you prefer to use your own paperwork as proof of delivery, please email a complete copy in PDF format to [support@brownsgroup.co.uk](mailto:support@brownsgroup.co.uk) by 17:00 on the day of collection, and attach a copy to the pallet as a backup.

Please see your agreed rate schedule for the cost of this service. Paperwork attached to the pallet that does not require a signature will be provided free of charge.



### Demurrage

We offer complimentary loading and unloading times as follows:

- 1 hour for full loads and containers
- 15 minutes for single pallets and smaller part loads

After these free periods, a waiting fee of £45 per hour may be applied at our discretion.

If delays cannot be resolved, we may need to move the vehicle on to prevent further disruption.

### Health & Safety During Deliveries

For everyone's safety, only Browns Distribution employees are permitted to be on the delivery vehicle or operate any associated equipment, such as the tail lift.

We are not responsible for injuries to others during collection or delivery. Please keep a safe distance from the vehicle while these operations are taking place.

### Customer Contact

We may need to reach out to customers throughout the day to discuss delivery and collection details.

To ensure smooth communication, we ask that customers remain available between 08:30 and 17:30 at a minimum, for phone and email contact.

Where possible, please include a contact number for all deliveries in either the telephone or notes section of the portal.

Please keep our Support team updated with any change in your contact details.

### Moffett Delivery

If a Moffett truck-mounted forklift is required for your delivery, please pre-book by emailing [haulage@brownsgroup.co.uk](mailto:haulage@brownsgroup.co.uk) with the relevant delivery details. We will confirm the booking and ask you to register the consignment online.

3 working days notice is required for Moffett services.

Moffett surcharges are priced at £100 per consignment.

# Surcharge Definitions

Surcharges may be applied for provision of enhanced services. Surcharge costs are detailed on your agreed rate schedule.

Surcharge	Code	Description
Pre 1000 hrs delivery (0900 - 1000 hrs)	PT	Premium Timed
Time-specific pre 10 delivery (between 0900 and 1000 hrs)	VU	Very Urgent
AM (Morning) delivery (between 0800 and 1200 hrs)	AM	AM (Morning)
Time-specific delivery (between 1000 and 1700 hrs)	BD	Booked Delivery
Time restriction of 4 hours or more between 1100 and 1700 hrs	BW	Booked Window
Booking in service of a convenient delivery time window between 0900 and 1700 hrs	BK	Booking
Tail Lift deliveries not exceeding 750kg	TL	Tail Lift
Tail Lift deliveries exceeding 750kg, and up to 1000kg	LA	Lift Assist
Provision of a pallet, shrink wrap and labour upon collection	PW	Pallet & Wrap
Moffett mounted forklift delivery	MT	Moffett Mounted FLT

# Conditions of Delivery

The delivery of palletised goods differs from parcels and packages due to the larger size and weight typically associated with this type of freight.

Every pallet of goods handled by Browns Distribution and the Palletline network requires specialist training, equipment and vehicles to ensure customers receive the highest quality service, in the safest way.

This handy guide outlines our key operating practices designed to keep everyone safe.



Palletised freight deliveries through the Palletline network are made at the **kerbside only**.



Palletised freight cannot be delivered on a **steep incline**.



Pump trucks can only be operated on **solid, flat surfaces** (i.e. no gravel driveways).



Drivers are **not permitted** to enter residential property.



Palletised freight can only be delivered to **ground-floor level locations**.



Drivers are the **only** people allowed to stand on and operate the tail lift.



Drivers can only take away empty pallets **if pre-requested** at the point of booking.

# Fleet Guide

You must advise if there are any vehicle loading or unloading restrictions at both the collection point and delivery point.



**7.5 Tonne (Small Vehicle)**

 Type	 Max Pallet	 Max Weight
Curtainside	10	2240kg
 Tail Lift	 Engine	
Yes	Euro VI	



**18 Tonne Rigid**

 Type	 Max Pallet	 Max Weight
Curtainside	14	9600kg
 Tail Lift	 Engine	
Yes	Euro VI	



**26 Tonne Rigid**

 Type	 Max Pallet	 Max Weight
Curtainside	16	15,000kg
 Tail Lift	 Engine	
Yes	Euro VI	



**26 Tonne Rigid with Moffett**

 Type	 Max Pallet	 Max Weight
Curtainside	16	12,500kg
 Tail Lift	 Engine	
No	Euro VI	



**44 Tonne Artic - Standard Trailer**

 Type	 Max Pallet	 Max Weight
Curtainside	26	28,000kg
 Tail Lift	 Engine	
No	Euro VI	



**44 Tonne Artic with Moffett**

 Type	 Max Pallet	 Max Weight
Curtainside	26	24,000kg
 Tail Lift	 Engine	
No	Euro VI	



**44 Tonne Artic - Mega Trailer**

 Type	 Max Pallet	 Max Weight
Curtainside	26	28,000kg
 Tail Lift	 Engine	
No	Euro VI	



**44 Tonne Artic - Double Deck**

 Type	 Max Pallet	 Max Weight
Curtainside	44	26,000kg
 Tail Lift	 Engine	
No	Euro VI	

# Amazon

Our network partners, Palletline are a preferred delivery partner for Amazon, with a consolidation agreement to service all major fulfilment centres in the UK.

This information is intended as additional support and does not replace advice from Amazon's 'Vendor Central' portal.

When Amazon issues a purchase order (PO), a delivery window is set for the goods to arrive at the designated fulfilment centre.

Vendors should use this PO to retrieve the ASN number and set an estimated delivery date.

Bookings should be made on the Browns customer portal to align with the specified window.

Deliveries will be made according to the booking instructions received. It is the customer's responsibility to book within the allocated window. Amazon may impose fines for early or late deliveries, which are considered consequential losses and not the liability of Browns Distribution.

Amazon requires a specific code for each fulfilment centre (instead of postcodes) for accurate routing through the Palletline network. Please enter the fulfilment centre code in the 'Postcode' field on the job portal and include the actual postcode in the main address field.

Do not book specific timed deliveries due to the consolidated agreement with Amazon; Browns Distribution is not liable for any costs related to failed timed bookings when booked by you.

Depot	Area	Postcode
BHX1	Amazon Rugeley	WS15 1LX
BHX2	Amazon Coalville	LE67 1GQ
BHX3	Amazon Daventry	NN11 8QL
BHX4	Amazon Coventry	CV5 9DQ
BHX5	Amazon Rugby	CV23 0XF
BHX7	Amazon Hinkley	LE10 3FF
BRS1	Amazon Bristol	BS35 4GG
BRS2	Amazon Swindon	SN3 4DB
CWL1	Amazon Swansea	SA1 8QX
DSA6	Amazon Wakefield	LS26 9FT
EDI4	Amazon Dunfermline	KY11 8EZ
EMA1	Amazon Derby	DE74 2BB
EMA2	Amazon Sutton-in-Ashfield	NG17 4PA/5LD
EMA3	Amazon Nottingham	NG16 3UA
EUK5	Amazon Peterborough	PE2 9EN
GLA1	Amazon Gourock	PA19 1BQ
HUK5	Amazon Birmingham	B24 9QJ
LBA1	Amazon Doncaster	DN4 5JS
LBA2	Amazon Doncaster	DN11 0BG
LBA4	Amazon Doncaster	DN11 0BF
LCY1	Amazon London	E3 3JG
LCY2	Amazon Tilbury	RM18 7AN
LCY3	Amazon Dartford	DA1 5XU
LPL2	Amazon Liverpool	L33 7AP
LTN1	Amazon Milton Keynes	MK43 0ZA
LTN2	Amazon Hemel Hempstead	HP2 7LF
LTN4	Amazon Dunstable	LU5 4TT
LTN7	Amazon Bedford	MK43 9ST
MAN1	Amazon Manchester	M90 5AA
MAN2	Amazon Warrington	WA5 3XA
MAN3	Amazon Bolton	BL5 1BT
MAN4	Amazon Chesterfield	S43 4PZ
MME1	Amazon Darlington	DL1 4BF
MME2	Amazon Bowburn	DH6 5NP
NCL1	Amazon Gateshead	NE10 8YA
PUKC	Amazon Deeside	CH5 2LL
SNN4	Amazon Dublin	D22 V5R3
XDS1	Amazon Armthorpe	DN3 3EA
XLT1	Amazon Peterborough	PE2 6UG
XPL1	Amazon Widnes	WA8 8YN
XLP1	Amazon Deeside	CH5 2LL
XLT2	Amazon Peterborough	PE2 6TE
XUKA	Amazon Runcorn	WA7 3BN
XBH1	Amazon Daventry	NN11 8LR
XBH2	Amazon Rugby	CV23 0WB
XBH4	Amazon Wolverhampton	WV10 7GW
XBH5	Amazon Lutterworth	LE17 4XW
XEM4	Amazon Corby	NN17 3JG

## Freight Best Practice Guide

### Pallet Requirements

There are specific requirements for all Amazon deliveries. As an Amazon-approved carrier, we must adhere to these at all times.

Please double-check that your pallets don't exceed the maximum dimensions set by Amazon.



Pallets must be no higher than 1.8m, nor exceed 1000kg.

If a pallet exceeds 500kg a “heavy goods” label must be affixed.

Amazon must be able to offload the pallets from the rear of the trailer. We recommend reading up on Amazon's packing rules and requirements before booking your Amazon pallet delivery.

For Amazon to accept your goods, any single items taller than 1.8 metres must be laid horizontally on the pallets and must not be more than 1.8 metres wide.

All pallets must be standard wooden, four-way pallets as Amazon will NOT accept plastic pallets. Broken or damaged pallets will be rejected.

All pallets must be shrink-wrapped, with no loose cartons on the top.

### Labelling

You must label pallets on a minimum size of A4, with the following information included:

- To (Fulfilment Centre address)
- From (Vendor address)
- Purchase Order (PO) number
- Number of cartons
- Number of units
- Pallet count

### *Amazon Checklist.*

- To (FC Address)*
- From (Vendor address)*
- PO Number*
- Number of Cartons*
- Number of Units*
- Pallet Count*

# Warehouse Specific Terms

## Warehouse Pallet Configurations

The maximum pallet height for freight stored in our warehouses is 1.8 meters, including the pallet.

We accept standard 4-way UK pallets (1.2m x 1.0m base), Euro EPAL pallets (1.2m x 0.8m), and oversized pallets up to 1.2m x 2.8m.

## Warehouse Opening Hours

Our warehouse is open for collections and deliveries from 06:00 - 15:00, Monday to Friday.

All bookings must be made in advance through our warehouse team via email at [warehouse@brownsgroup.co.uk](mailto:warehouse@brownsgroup.co.uk).

A booking reference number will be provided and must be used when delivering or collecting freight. Requests for times outside of these hours can be made on an ad-hoc basis.

## Order Cut Off Times

For any picking order requests, a minimum 48-hour notice is required. Please email to arrange prior approval.

## Bookings In

Email [warehouse@brownsgroup.co.uk](mailto:warehouse@brownsgroup.co.uk) with your container number and the date of delivery. You will be issued with a booking reference number, which is required for site access.

48 hours notice is required when booking in containers.

## Bookings Out

Bookings out need to be made online before the cut off time. All bookings must be made along with all the relevant stock details for us to be able to identify the freight. These must be entered into the notes field in the portal booking area.

## Microlistics

You will be allocated a username and password for our warehousing portal, Microlistics. With Microlistics you will be able to view all stock holdings and upload relevant documentation.

## Freight Presentation

All freight presented into the storage facility must adhere to our freight presentation guidelines. Freight must meet BRCGS Storage and Distribution and ISO 9001 standards.

## Labelling

Labelling will occur as per our standard process unless agreed otherwise.

Additional labels should be emailed to: [warehouse@brownsgroup.co.uk](mailto:warehouse@brownsgroup.co.uk).

# Sainsbury's Deliveries

When adding a delivery to Sainsbury's, the codes below must be used to route correctly through the network. The actual postcode should also be entered within the main address fields.

All deliveries to Sainsbury's requires the necessary paperwork. Please email this to [support@brownsgroup.co.uk](mailto:support@brownsgroup.co.uk) and [palletline@brownsgroup.co.uk](mailto:palletline@brownsgroup.co.uk).

Deliveries without paperwork will not be dispatched.

RDC	Field Code
Sainsbury's Stoke	STOK
Sainsbury's Hoddesdon	HODD
Sainsbury's Tamworth	SAIT



# Shipments to Europe

## Commercial Invoice

Consignments bound for Europe must include a commercial invoice.

The commercial invoice must include the following details:

- Seller/Buyer’s Registered Address
- Seller/Buyer’s EORI & VAT Number
- Statement on Origin
- Incoterms®
- Goods Price and Currency
- Commodity Code
- Country of Origin
- Pallet Details (Dimensions, weight, quantity)
- Invoice Details
- Customs Procedure Code (CPC)
- Item List & Goods Description
- Delivery Address

You’ll find a useful glossary of these key terms on the next page.

## Palletline Network

When booking European deliveries through the Palletline network, you should enter the specific country code (from the list below) into the postcode field. The actual postcode must still be entered in the field above on the address line on the portal. For more information on European freight, please contact your account manager or our support team.

Country	Field Code	Country	Field Code	Country	Field Code
Austria	ATEU	Finland	FIEU	Netherlands	NLEU
Bosnia-Herzegovina	BAEU	France	FREU	Norway	NOEU
Belgium	BEEU	Greece	GREU	Poland	POEU
Bulgaria	BGEU	Croatia	HREU	Portugal	PTEU
Switzerland	CHEU	Hungary	HUEU	Romania	ROEU
Czech Republic	CZEU	Italy	ITEU	Serbia	RSEU
Germany	DEEU	Lithuania	LTEU	Sweden	SEEU
Denmark	DKEU	Luxembourg	LUEU	Slovenia	SIEU
Estonia	EEEU	Latvia	LVEU	Slovakia	SKEU
Spain	ESEU	Macedonia	MKEU		



# Commercial Invoice Glossary

Item	Description
<b>Seller's EORI and VAT numbers</b>	The Seller's EORI number is required to send a pallet overseas. If you're VAT registered, please note your VAT number on your commercial invoice. If you don't have a UK EORI number, register at: <a href="http://www.gov.uk/eori">www.gov.uk/eori</a>
<b>Buyer's EORI and VAT numbers</b>	The Buyer's EORI and VAT numbers are also required to send a pallet overseas.
<b>Seller/Buyer's Registered Address</b>	The registered address and contact details for both the seller and the buyer.
<b>Delivery Address</b>	The delivery destination of the goods.
<b>Item List and Goods Description</b>	You must list all the items you're exporting, with a description of each and their specific commodity code. For each item, you must also show the net weight.
<b>Commodity Code</b>	Commodity codes are internationally recognised reference numbers which describe a specific product when importing or exporting goods. Commodity codes are used to work out the rate of Customs Duty, import VAT, taxes, and preferential rates. You must list a commodity code for each item/line of goods on your invoice.
<b>Country of Origin</b>	This is the country where the goods were manufactured, not where they're being shipped from. You must list the country of origin of each individual item.
<b>Price and Currency</b>	The unit and total prices must be shown on your commercial invoice. Please also note, the actual value (either cost or selling value) of the goods is used regardless of them being gifts or samples.
<b>Invoice Information</b>	Commercial invoice number, date of issue, and purchase order number must be visible on the submitted document.
<b>Pallet Details</b>	Number of pallets, net weight, gross weight (the weight including the pallet and packaging), and dimensions of the pallets you're sending must be noted.
<b>Customs Procedure Code (CPC)</b>	If you know it, your CPC should be indicated on the commercial invoice. A CPC code is your reason for import or export. It describes the purpose of your shipment which in turn directly determines how your shipment is processed, and ultimately if, how, when and from whom duties and taxes are collected.
<b>Incoterms®</b>	Valid Incoterms® are required from either the 2010 or 2020 rules. Please be aware that we can only ship on DAP Incoterms® into Europe.
<b>Statement on Origin</b>	You must include a Statement on Origin on the commercial invoice if your goods are of UK or EU Origin. Please note, "EU origin" is no longer accepted - instead, the member country where the goods originate needs to be shown.



Remember, the information provided on your commercial invoice will be used to raise your export declaration which is a legal declaration to HMRC. Please ensure you have checked your information thoroughly.



# Shipments to Ireland

## Commercial Invoice

For consignments to the Republic of Ireland, you must include contact details for your delivery point, and a commercial invoice.

The commercial invoice must include the following details:

- VAT Registration Number
- EORI Number
- Description of Goods
- Type (i.e. pallets, cartons)
- Gross Weight (KG)
- Net Weight (KG)
- Weight per Item/Unit
- Currency
- Total Value
- Commodity Code (Tariff code)
- Origin of Cargo
- Invoice Number

## Bookings

The following codes must be entered into the postcode field on your job portal for consignments destined for the Republic of Ireland.

County	Field Code	County	Field Code	County	Field Code
CARLOW	CARL	LAOIS	LAIO	SLIGO	SLIG
CAVAN	CAVA	LEITRIM	LEIT	TIPPERARY	TIPP
CLARE	CLAR	LIMERICK	LIME	WATERFORD	WATE
CORK	CORK	LONGFORD	LONG	WESTMEATH	WEST
DONEGAL	DONE	LOUTH	LOUT	WEXFORD	WEXF
DUBLIN	DUBL	MAYO	MAYO	WICKLOW	WICK
GALWAY	GALW	MEATH	MEAT		
KERRY	KERR	MOAGHAN	MONA		
KILDARE	KILD	OFFLAY	OFFA		
KILKENNY	KLIK	ROSSCOMMON	ROSC		



# Shipments to Northern Ireland

**From 1 January 2026, the process for consignments to Northern Ireland is changing.**

You will no longer need to generate an MRN via the standard TSS ENS declaration process.

Instead, all consignments must now be processed through the new ICS2 system within the Trader Support Service (TSS).

## What You Need to Do

For every consignment to Northern Ireland, you must:

### 1. Log into your TSS account

Access your registered Trader Support Service (TSS) portal ([tradersupportservice.co.uk/tss](https://tradersupportservice.co.uk/tss))

### 2. Select “Start a Consignment for a Goods Movement”

This is the new required method. **Do not use** the previous ENS-only process to generate an MRN.

### 3. Complete the Consignment Details

You must provide the following information:

Item	Description
<b>Commodity Code</b>	The correct international commodity code for your goods. TSS provides a commodity code lookup tool within the portal. If declaring multiple commodity codes, use the “Save and add new” function.
<b>Goods Description</b>	A clear and accurate description that matches the commodity code. Descriptions must be specific. Generic or vague descriptions may result in delays or rejection under ICS2 rules.
<b>Package Details</b>	<ul style="list-style-type: none"> <li>✓ Type of packages</li> <li>✓ Package marks</li> <li>✓ Quantity</li> <li>✓ Gross weight</li> </ul> This information should match your commercial documentation.



### 4. Use the Correct Carrier EORI

When completing your declaration, the carrier (DSV Palletline) EORI must be entered as:

**XI759894254003**

This allows the carrier (DSV Palletline) to access your declaration and link it to an ENS declaration containing all required transport details.

### 5. Save your Declaration

**Do not submit the declaration.**

Once you have completed the consignment details, **select Save at the bottom of the page.**

The DEC/Local Reference Number is generated immediately when the consignment is created and saved within the TSS portal.

You must provide this to Browns Distribution when booking your shipment.

DSV will then access your saved declaration, add the outstanding transport information, and submit it on your behalf. An MRN (Movement Reference Number) will be generated within TSS once DSV completes the submission.

The MRN confirms that the goods have been accepted by HMRC for transport.

### New Process Summary

- Enter consignment details in TSS using new ICS2 process.
- Obtain the DEC/Local Reference Number.
- Provide the DEC reference to Browns Distribution when booking.
- The carrier (DSV Palletline) links the DEC to the ENS filing.
- An MRN is generated within TSS for reference.
- Goods are labelled and shipped as normal.



## Important Information

- The declaration must accurately reflect the goods being shipped.
- Incorrect commodity codes or goods descriptions are likely to cause delays.
- Any additional costs arising from incorrect or incomplete declarations will remain the responsibility of the customer submitting the declaration.
- The European Commission has issued a list of unacceptable “stop word” descriptions which may be rejected by the ICS2 system. Please avoid vague or non-specific product descriptions.

## Non-commercial Goods

Under the Windsor Framework, personal, non-commercial movements are largely exempt from the complex customs declarations required for business-to-business trade between the UK and Northern Ireland.

The ICS2 process is only required when the importer is a registered business and the goods are being purchased for commercial use. It is not required for goods imported for personal use.

## Glossary of Terms

Acronym	Meaning
<b>ISC2</b>	‘Import Control System’ – The cargo information system designed to improve security and safety in the international movement of goods. (2nd iteration).
<b>DEC</b>	‘Customs Declaration’ – the official document that gives all details of goods being imported / exported.
<b>EORI</b>	‘Economic Operators Registration and Identification’ – A code required by all businesses to import and export goods between countries. The XI prefix is required for Northern Ireland.
<b>ENS</b>	‘Entry Summary Declaration’ – used to assess the safety and security of goods entering a territory.
<b>MRN</b>	‘Movement Reference Number’ – used to identify and process a shipment within the customs system.

# Earliest Delivery Schedule

All deliveries within UK and Eire are 09:00 hours earliest delivery time unless it is otherwise stated.

Postcode	Service	Earliest Delivery
AB 10-16, 21-25, 30-32, 39, 41-42, 51	NEXT DAY	NEXT WORKING DAY
AB 33-38, 43-45, 52-56	CONTACT DEPOT	2 WORKING DAYS
BA 20-22	PRE-TEN	NEXT WORKING DAY
BH 19-20	PRE-TEN	NEXT WORKING DAY
BR	PRE-TEN	NEXT WORKING DAY
BT 1-16	PRE-TEN	2 WORKING DAYS
BT 17-23, 26-29, 36-39	AM	2 WORKING DAYS
BT 24-25, 30-35, 40-49, 51-58, 60-71, 74-81, 92-94, 99	CONTACT DEPOT	2 WORKING DAYS
CA 1-8, 10-11	PRE-TEN	NEXT WORKING DAY
CA 9, 12-28	AM	NEXT WORKING DAY
CR	PRE-TEN	NEXT WORKING DAY
CT	AM	NEXT WORKING DAY
DD 1-5, 7	AM	NEXT WORKING DAY
DD 6, 8-11	NEXT DAY	NEXT WORKING DAY
DG 1-3, 10-14, 16	PRE-TEN	NEXT WORKING DAY
DG 4-9	AM	NEXT WORKING DAY
DH 8-9	PRE-TEN	NEXT WORKING DAY
DL 6-7, 9-10	PRE-TEN	NEXT WORKING DAY
DL 8, 11-13	AM	NEXT WORKING DAY
DT	PRE-TEN	NEXT WORKING DAY
E 1-2, 77, 98	AM	NEXT WORKING DAY
E 3-18, 20	PRE-TEN	NEXT WORKING DAY
EC	AM	NEXT WORKING DAY
EH 1-14, 27-30, 47-49, 51-55, 95, 99	PRE-TEN	NEXT WORKING DAY
EH 15-26, 31-46	AM	NEXT WORKING DAY
EX	PRE-TEN	NEXT WORKING DAY
FK 18-21	NEXT DAY	NEXT WORKING DAY
FK1-6, 7-17	AM	NEXT WORKING DAY

## Freight Best Practice Guide

Postcode	Service	Earliest Delivery
G 1-5, 11-15, 20-23, 31-34, 40-46, 51-53, 58, 61-62, 64-69, 71-79	PRE-TEN	NEXT WORKING DAY
G 60, 63, 81-82	AM	NEXT WORKING DAY
G 83-84	NEXT DAY	NEXT WORKING DAY
GY	CONTACT DEPOT	4 WORKING DAYS -Subject to Customs
HA	PRE-TEN	NEXT WORKING DAY
HS	CONTACT DEPOT	3-5 WORKING DAYS
IG	PRE-TEN	NEXT WORKING DAY
IM	CONTACT DEPOT	3 WORKING DAYS
IV 1-3, 6-13, 15-20, 25, 30-32, 36	CONTACT DEPOT	2 WORKING DAYS
IV 4-5, 14, 21-24, 26-28, 40-49, 51-56, 63	CONTACT DEPOT	3 - 5 WORKING DAYS
JE	CONTACT DEPOT	4 WORKING DAYS - Subject to Customs
KA 1-26, 29-30	AM	NEXT WORKING DAY
KA 27-28	CONTACT DEPOT	3 - 5 WORKING DAYS
KT	PRE-TEN	NEXT WORKING DAY
KW 11, 13-17	CONTACT DEPOT	3 - 5 WORKING DAYS
KW 1-3, 5-10, 12	CONTACT DEPOT	2 WORKING DAYS
KY	NEXT DAY	NEXT WORKING DAY
LA 5-9	PRE-TEN	NEXT WORKING DAY
LA 10-23	AM	NEXT WORKING DAY
LD	PRE-TEN	NEXT WORKING DAY
LL 23-25, 27, 32-49, 51-78	PRE-TEN	NEXT WORKING DAY
ML 1-7	PRE-TEN	NEXT WORKING DAY
ML 8-12	AM	NEXT WORKING DAY
N	PRE-TEN	NEXT WORKING DAY
NE 15-18, 20-21, 39-45, 61-64	PRE-TEN	NEXT WORKING DAY
NE 46-47, 49, 65-71	AM	NEXT WORKING DAY
NE 19, 48	NEXT DAY	NEXT WORKING DAY
NW	PRE-TEN	NEXT WORKING DAY
PA 1-19	PRE-TEN	NEXT WORKING DAY
PA 20-38, 41-49, 60-78, 80	CONTACT DEPOT	3 - 5 WORKING DAYS
PE 23-25, 31, 35-36	PRE-TEN	NEXT WORKING DAY
PH 1-7, 13-14	AM	NEXT WORKING DAY
PH 19-26, 30-31	CONTACT DEPOT	2 WORKING DAYS

## Freight Best Practice Guide

Postcode	Service	Earliest Delivery
PH 8-12, 15-18	NEXT DAY	NEXT WORKING DAY
PH 32-44, 49-50	CONTACT DEPOT	3 - 5 WORKING DAYS
PL	PRE-TEN	NEXT WORKING DAY
PO 30-41	CONTACT DEPOT	3 WORKING DAYS
SA 35-48, 61-73	AM	NEXT WORKING DAY
SA 9, 14-20, 31-34	PRE-TEN	NEXT WORKING DAY
SE 1, 11, 16-17	AM	NEXT WORKING DAY
SE 2-10, 12-15, 18-28	PRE-TEN	NEXT WORKING DAY
SM	PRE-TEN	NEXT WORKING DAY
SO 41-42, 45	AM	NEXT WORKING DAY
SW 1	AM	NEXT WORKING DAY
SW 2-20	PRE-TEN	NEXT WORKING DAY
SY 18-20	PRE-TEN	NEXT WORKING DAY
SY 23-25	AM	NEXT WORKING DAY
TA	PRE-TEN	NEXT WORKING DAY
TD	AM	NEXT WORKING DAY
TQ	PRE-TEN	NEXT WORKING DAY
TR 1-20, 26-27	NEXT DAY	NEXT WORKING DAY
TR 21-25	CONTACT DEPOT	CONTACT DEPOT
TS 9, 11-15	PRE-TEN	NEXT WORKING DAY
TW	PRE-TEN	NEXT WORKING DAY
UB	PRE-TEN	NEXT WORKING DAY
W 1	AM	NEXT WORKING DAY
W 2-14	PRE-TEN	NEXT WORKING DAY
WC	AM	NEXT WORKING DAY
YO 7, 11-18, 21-22, 25, 60-62	PRE-TEN	NEXT WORKING DAY
ZE	CONTACT DEPOT	3 - 5 WORKING DAYS

# Frequently Asked Questions

Question	Answer
<b>Can you store oversized pallets?</b>	In addition to a standard 4 way UK pallet (1.2m x 1.0m), we can accept EPAL Euro Pallets (1.2m x 0.8m) and oversized pallets up to 1.2m x 2.8m, in our warehouse. Extra costs for oversized pallets may apply, please contact us for rates.
<b>The collection/delivery point doesn't have a forklift, can you still move my goods?</b>	We offer truck-mounted Moffett forklift and tail-lift services for locations without onsite forklift availability.
<b>What does 'kerbside delivery' mean?</b>	Kerbside delivery means your goods will be delivered to the nearest accessible point outside your premises, such as the kerb, driveway, or loading bay. It doesn't include moving goods inside the building or onto specific floors.
<b>How can I make edits to job bookings?</b>	You can make edits to your consignments using the customer portal up until your booking is confirmed. Once confirmed, to make a change please contact our support team on <a href="mailto:support@brownsgroup.co.uk">support@brownsgroup.co.uk</a> or <a href="tel:01782525300">01782 525 300</a> .
<b>What should I do if there's a delay?</b>	Sometimes things like poor weather or adverse traffic conditions can cause delays. When this is the case, we'll contact you to let you know. If you're ever concerned, please reach out for latest updates.
<b>Do you deliver on Saturdays, Sundays and Bank Holidays?</b>	Weekend and bank holiday deliveries can be made by arrangement, but may be subject to additional surcharges. Advance notice of weekend or bank holiday deliveries is required.
<b>What should I do if my goods are damaged during transit?</b>	To make a claim in the event your freight is damaged, you must submit your intent to claim, in writing, to <a href="mailto:georgia.robbs@brownsgroup.co.uk">georgia.robbs@brownsgroup.co.uk</a> , within 24 hours of receipt of goods. Then complete our online claim form: <a href="https://brownsdistribution.co.uk/help-and-support">brownsdistribution.co.uk/help-and-support</a>
<b>Is there a surcharge for timed, tail lift or Moffett deliveries?</b>	You can find a full breakdown of our surcharges on page 13.
<b>Do you offer stand trailers?</b>	We offer stand trailers for regular high volume customers. If this is something you'd like to explore, please contact our team to discuss in further detail.
<b>Which industries do you serve?</b>	We serve almost every industry you could think of! From manufacturers, pharma and construction, to FMCG and retail.
<b>Which size vehicle is suitable for my delivery?</b>	The right vehicle depends on your freight size, weight, and site access. If there are access restrictions or special requirements like tail-lifts, please see our fleet guide on page 15 to find the most suitable vehicle.

# browns

Moving Distribution Forward

## Got a question? Ask away!

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