

# 10 TOP TIPS FOR A SMOOTH SAILING DELIVERY

1

Ensure the address details are correct and in full. Consider providing additional information, if the delivery point is particularly challenging to locate.

2

Ensure contact information for the delivery point is visible, up-to-date and correct.  
Make us aware if there's anything specific we need to know about the delivery we are making.

3

Make sure your customers are aware their delivery has been sent – Sign up to the automated email services

4

Let us know if we can leave safe or with a neighbour – Utilise the special instructions. There's 52 available characters.

5

Ensure your consignments are booked on the system correctly, in time and on the correct service available for the size, weight and area of delivery. Refer to [APC Product Guide](#) for additional assistance.

6

Make sure your customers are aware of potential delays. We are working hard to limit delays, but this is not always possible.

7

Utilise the self-service systems available to track deliveries:  
[Track your delivery](#)  
[Rearrange your delivery](#)

8

Keep in touch by following updates on the [EDS Website](#)  
We endeavor to communicate with our customers as much as possible, as we know it's really important to keep you informed.

9

Follow Government updates. There is important information available, that is useful to know when sending parcels in all Tiers of Lockdown.

10

Ensure items are packaged appropriately for transport and labels are clear and secure to your items.  
[Important packaging advice](#) and [Important labelling advice](#)

THANK YOU FOR CHOOSING EDS COURIERS AS YOUR PREFERRED LOGISTICS PARTNER