

## **Annex to Direction dated April 2008**

### **SAMEDAY SERVICE DESCRIPTION**

#### General Description

The Sameday service comprises a courier service that collects urgent and/or important items from customers and delivers them to specified addressees in most locations in the UK on the same day (which may span midnight).

#### Package sizes

From a single document to a load of one or more pallets

#### Tracking

In most cases, real time tracking and on-line confirmation within 10 seconds of delivery.

#### Payment method

By credit or debit card, or with a Royal Mail account.

#### Compensation

Standard maximum – £2,500

Enhanced compensation is available for an additional fee.

#### Service options

“ad hoc” – in response to a requirement for collection of a consignment for delivery to a single point that may vary from day to day;

“multi-drop” – a variant of the ad hoc service providing collection of consignments for delivery to multiple and variable locations in a local geographic area;

”scheduled” – planned regular collection from customers and delivery to addresses at known locations at specific times on a regular or frequent basis.

#### Service Provision

The majority of the Sameday service is provided under the capability created through a joint venture between Royal Mail and the Business Services Group.com Ltd (BSG) based in Peterborough. Other sub-contractors or Royal Mail operational resources may occasionally be used.