

24th September 2018

Dear Parcel Shop owner

Agreement with UK Mail / DHL

I am writing to confirm that we have now reached agreement with UK Mail, part of Deutsche Post DHL, to transition the parcel shop network. The first step in this process is to transfer uncollected parcel collections to UK Mail / DHL and this will change as follows:

1. UK Mail / DHL will continue to deliver parcels to you as they currently do
2. From the 3rd September 2018 UK Mail / DHL assumed the responsibility to collect all UK Mail / DHL parcels.
3. The final day for parcel collections by a PMP / Smiths News driver was the **21st September 2018**.
4. From today, you should only accept UK Mail / DHL parcels. Please do not accept any Amazon returns parcels from customers.

Could you please aim to ensure that all parcels are given to the correct driver.

Our current plans are to transfer your contract to UK Mail / DHL in June 2019 and in the meantime your contract will remain with Smiths News. At this point UK Mail / DHL will be introducing you to their parcels process and new branding. They will also take responsibility for your parcel payments.

Unless you notify us otherwise we will look to share your details with UK Mail so that they can get in touch with you to introduce their local team and discuss their plans for the parcel shop network.

PMP-branded point of sale will be replaced at a date to be confirmed by UK Mail / DHL. In the meantime, we would be grateful if you could remove any PMP branding which specifically mentions Amazon and ASOS from your shop and retain all other branding in particular the joint PMP / DHL branded material.

The PMP customer services team will continue to answer your queries. The team is available Monday – Friday, from 9am to 5pm. You can email us at: admin.support@passmyparcel.com or phone us on 0800 138 2391

Yours sincerely

Bronwen House
Head of Brand Network

For and on behalf of **Smiths News Trading Limited t/a Pass My Parcel**

Smiths News

Rowan House, Cherry Orchard North, Kembrey Park, Swindon, SN2 8UH, UK

T +44 (0)845 123 0000 info@smithsnews.co.uk
smithsnews.co.uk