



30th July 2018

Dear Parcel Shop Owner,

Further to my letter dated the 13th June 2018 explaining the decision made by Connect Group to close Pass My Parcel, please find below information relating to changes that will happen through August 2018.

Deliveries:	From Thursday August 16 th you will only receive delivery of parcels, for customers to collect from UK Mail drivers. These parcels will be UK Mail or DHL parcels for their consumers to collect from your stores.
Returns:	Until advised otherwise, you should continue to accept return parcels from consumers into your store, and our Pass My Parcel drivers will continue to call to collect them.
Scanner/HHT:	There are no changes to the store process for scanning, so please ensure your Scanner/HHT remains charged and ready for use at all times.
Payments:	You will continue to receive your payments for handling parcels from Smiths News in the same way and there will be no changes to the parcel rate, paid to you per parcel.
Support:	We will continue to support parcels shops with parcel and scanner/HHT queries. Please note the new hours of operation from August 16 th . <ul style="list-style-type: none">• August 16th to August 31st:<ul style="list-style-type: none">○ Monday to Saturday 09:00 to 17:00○ Sunday 07:00 to 13:00 September 1 st onwards: Monday to Saturday 09:00 to 17:00. As per the current practice, you can leave messages outside of these hours and will receive a call back at our earliest opportunity.

We continue to finalise the plans beyond August 16th and will write again at the earliest opportunity to confirm both these plans, and the changes that will apply to our parcel shop partners.

In the meantime, should you have any queries please email us at:

admin.support@passmyparcel.com

Yours sincerely

Bronwen House

Head of Brand Network

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

Pass My Parcel

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

T: 0800 138 2391
passmyparcel.com

E: support@passmyparcel.com