

CitySprint Courier Information booklet

Introduction

The information contained in this booklet is designed to give the Courier the fundamental framework to operate as a self-employed Courier on behalf of CitySprint. As with all documents this will be updated and amended from time to time. When operational changes occur the Courier will be informed by its controllers or in writing. If something in this booklet is unclear or confusing it is the Courier's responsibility to seek clarification from the Fleet department or its ServiceCentre immediately.

Self Employed status

As a self-employed Courier, the Courier has the freedom to decide when to work and may subcontract its services to another person who can take its place as set out in the Driver Tender Agreement. CitySprint understands that as a self employed Courier, the Courier does not have an exclusive contract and that the Courier may offer its services to a number of other companies. The Courier should keep its ServiceCentre fully informed of the days on which the Courier is available to take on CitySprint jobs. .

There are a number of Courier networks and companies to whom the Courier can offer its services. Joining them may help maximise the Courier's income. The Fleet Department or its ServiceCentre can provide a list of Courier networks or they can be found on the Internet or in the phone book.

CitySprint hours of operation

CitySprint is a 24 hour, 7 days a week operation. Couriers are offered jobs or bid for jobs on a Plot system from the CitySprint network. The Courier's ServiceCentre or Fleet Department will explain the logging on procedures at the ServiceCentre the Courier is assigned to. The Courier should check that its vehicle is roadworthy at the start of each day. By logging on the Courier are confirming that the Courier's vehicle is roadworthy. A full list of ServiceCentres and contact details is listed at the back of this booklet. If the Courier decides to log off during the day, the Courier must tell its Service Centre.

CityTrakker

All Couriers are issued with a small electronic device called a "CityTrakker". This unit enables the controllers to offer jobs to the Courier and to send the Courier full job details. The CityTrakker also allows the customer to sign on the screen of the unit to obtain a Proof of Delivery. The unit stores up to 300 jobs and allows the Courier to review its jobs after they have been completed. The CityTrakker comes with GPS

tracking and this enables anybody in the CitySprint Network to check which Couriers are best placed to be offered jobs in their area. If used correctly the Courier can benefit from less dead mileage and increased back loads. Below is a list of the CityTrakker kit issued to Couriers.

CityTrakker and accessories							
Bike	CityTrakker	Charger	Spare Battery	Aqua Pack	GPS Tracker		Armour Box (optional)
Van	CityTrakker	Charger	Car Charger	Case	GPS Tracker	Multiway adaptor (Optional)	Armour Box (optional)

The Courier should make sure that the CityTrakker is always fully charged at the start of each day. The units should be treated with care as they have a large screen and should not be left in unattended vehicles as they are a target for thieves.

Availability and subcontracting

If the Courier is not available to undertake any CitySprint deliveries the Courier should inform its ServiceCentre. If the Courier is not be active for 5 days or more, the Courier should return the CityTrakker unit to its local ServiceCentre. If the Courier fails to return the CityTrakker unit the Courier will be liable for an administrative charge. The Courier's ServiceCentre must be informed in advance if the Courier wishes to sub-contract any CitySprint deliveries to another person.

Vehicle Hire

CitySprint has an arrangement with a vehicle rental company which will enable the Courier to hire a vehicle on favourable terms if the Courier does not own a suitable vehicle. If the Courier chooses to hire a vehicle via CitySprint, the Courier agrees CitySprint can deduct the Courier's rental payments from the fees due to the Courier. The Courier must also pay a deposit to CitySprint. The Courier should be aware that if the Courier hires a vehicle rental payments continue to be payable even during periods when the Courier is not available to undertake any CitySprint deliveries.

Courier Self-billing Invoices

For the Courier's convenience, CitySprint prepares the Courier's invoice and posts it to the address held on file. Invoice payments are made weekly in arrears via BACS transfer and the schedule for the invoice starts from Monday and finishes on Sunday. Invoice payments should reach the Courier's bank on Friday mornings,

however some banks take a little longer to process payments, which is out of CitySprint's control.

The Courier should check its invoice carefully when received. The Courier's CityTrakker holds all the journeys that the Courier has recently completed and is an aid to checking the invoice. If the Courier feels that an error has occurred, the Courier should submit an Invoice Query form. These are available from its ServiceCentre or the Fleet department. To ensure that the query can be dealt with effectively the Courier should give as much information as possible. Queries presented within 3 weeks after the job in question will not be dealt with.

Taxation & VAT

As a self-employed Courier the Courier is responsible for its own Taxation and VAT affairs. The Courier is advised to instruct an accountant to look after its affairs.

As a responsible company CitySprint does not wish to use Couriers who do not intend to comply with their tax obligations. Accordingly if the Courier wishes to continue to offered jobs from CitySprint after its first eight weeks CitySprint require evidence from the Courier's accountant or HMRC confirming that the Courier has registered as a self-employed person with HMRC.

If the Courier is VAT registered the Courier should supply proof of its VAT registration. The Courier's Vat Number, address and any VAT will be added to its invoice.

If the Courier is not VAT registered and its turnover is below the registration threshold the Courier can apply for 'voluntary registration'. There are advantages and disadvantages to registering voluntarily. Before the Courier applies it will need to weigh up carefully whether it will benefit the Courier. Benefits include increased credibility for the Courier's business and the Courier will be able to claim back input tax. This includes the 17.5% VAT on fuel and Van hire.

The Courier must notify CitySprint immediately if the Courier's changes its VAT number or cease to be VAT registered.

Deposits

A deposit is required from all Couriers; this covers the equipment issued (other than vehicles). The amount of deposit varies according to the equipment that is issued. The basic deposit of £150.00 covers the CityTrakker and other basic equipment issued to Couriers. The deposit is payable in advance. Otherwise the Courier can ask CitySprint to deduct its from fees due to the Courier at £25 per week until the full deposit has been paid. The deposit is refunded when the equipment is returned in

working order. If equipment is lost or damaged, the deposit held will be used towards the cost of replacement or repair of the equipment. If the value of the repair or replacement exceeds the deposit paid, then the Courier is liable for the difference. If the deposit is used to repair or replace equipment and the Courier is issued with new equipment, the deposit fund must be built up again.

If the Courier hires a vehicle, the vehicle hire company may require CitySprint to obtain from the Courier a credit card deposit or cash up to £1000 on its behalf (i.e. £850 in addition to the £150 referred to above for the equipment deposits). Deposits paid by the Couriers for hire vehicles will be returned 6 weeks after the return of the vehicle. This is to ensure that any fixed penalty fines or unreported accidents have been reported prior to the return of any deposits. Any fines or accidental damage claims will be deducted from deposits held.

Courier Behaviour

The Courier is asked at all times be courteous and considerate to clients, members of the public and other road users. Complaints from clients and the general public are taken very seriously and will be fully investigated. Couriers who are abusive or drive discourteously will not be tolerated.

Courier Appearance

It is vital that Couriers give a good impression of CitySprint. To aid this, standard clothing bearing the CitySprint logo can be hired from CitySprint. Such hired kit will be replaced every six months and can be exchanged for new kit at any time. CitySprint provides kit appropriate to the Courier's vehicle (see below for the kit provided). The Courier should confirm with its local ServiceCentre with regard to current hire rates. Couriers should provide their own dark trousers and footwear. Please note that Couriers not wearing approved clothing will be paid 5% less than standard rates.

CitySprint Kit						
Pushbike	5 Shirts	Gilet	Jacket	Artwork Bag	Radio bag	High Viz
Motorbike	Sweatshirt	Bib	Fleece	Artwork Bag	Radio bag	High Viz
Van	5 Shirts	Sweatshirt	Fleece	Jacket	Hat	High Viz

The Fleet department can supply Motorbike jackets and trousers at competitive rates, please contact the Fleet department for details.

Vehicle Condition, Security and Livery

Vehicles used by Couriers must be correctly insured and hold a current MOT certificate where required to do so by law.

It is conditional that vehicles making deliveries have CitySprint livery applied. (Vehicles with CitySprint signs are in CitySprint's experience less likely to get parking tickets). Please note any Courier failing to apply livery will receive 5% less than the standard Courier rate.

The CitySprint signs come in two forms;

- CitySprint decals
- Magnetic signs

Note All hire vehicles should have vehicle livery. Hire vehicles obtained under the arrangements negotiated with will normally be provided with CitySprint livery

Due to the additional cost of providing the magnetic signs, an additional deposit of £45 is required when they are issued. Please note CitySprint will repay this deposit in full when magnetic signs are returned.

The Courier should ensure that its vehicle:

- is roadworthy;
- is in presentable condition;
- is clean at all times; and
- is secure with fully functional locks or in respect of motorbikes its top boxes are securely attached to the motorbike are weatherproof with fully functional locks

Couriers with vehicles that are not roadworthy, secure, presentable or clean will not be issued work until the vehicle is in an appropriate state and condition.

CitySprint recommends that van Couriers have load straps, a trolley and blankets to be used as load protection.

All vehicles will be inspected on a regular basis to ensure they meet service levels. Vehicles that have not been inspected on a regular basis will not be issued with deliveries until they have been inspected.

Insurance

All Couriers using motor vehicles must be able to demonstrate that they have the correct motor vehicle insurance. Copies of these policies will be kept on file. Couriers should have cover that allows courier or light haulage use. Policies that are valid for business use will only be acceptable if the Courier can demonstrate that its

insurer is aware that they are a Courier. Any policies that limit the Courier to social domestic and pleasure or policies that exclude the carriage of goods for hire and reward will not be acceptable.

Goods in transit insurance

All Couriers (including bicycles) must have valid goods in transit (GIT) insurance. GIT insurance should cover goods to the value of £10,000.

Safety

As a self-employed Courier the Courier must be aware of the Health and Safety Act of 1999. It is the Courier's responsibility to reduce risk and protect itself from any harm at all times whilst offering its services to CitySprint. If the Courier is unsure of the Health and Safety Act of 1999, the Courier should contact its local authority for further details.

CitySprint can only offer guidance to self-employed Couriers. The Courier is strongly recommended to follow the Manual Handling Act at all times when engaged in any manual handling. If the Courier cannot lift a parcel due to its size or weight, CitySprint strongly recommend that the Courier gets assistance or calls its controller to arrange help. The Courier should not engage in any activity that will cause the Courier harm at any time. For the Courier's information a safety booklet is available from all ServiceCentres and the Fleet department. In addition, all ServiceCentres display manual handling posters, which the Courier can study.

Environment

CitySprint is aware of the direct effect that transportation services have on the environment. To reduce CO2 emissions all CitySprint vehicles can be tracked and this enables controllers to reduce the dead mileage and increase the efficiency of drivers. All Couriers are asked to consider the environment while driving and switch to lower emission vehicles where possible. Couriers can reduce emissions using a few simple driving tips that can reduce fuel consumption by up to 20%.

Fuel saving tips:-

- Keep revs down. Change up before 2000rpm with a diesel engine and 2500rpm for petrol engines.
- Anticipate the road ahead and drive smoothly by avoiding sharp acceleration and heavy braking.
- Do not carry non essential items around in the vehicle. Large tool boxes and roof racks will reduce fuel economy.
- Keep the vehicle properly serviced and the tyres correctly inflated.

Contact the Fleet department for more details of how to save fuel and reduce emissions. Additional information may be found at www.safed.org.uk

Overloading

As a self-employed Courier the Courier is responsible for loading its vehicle. CitySprint at no point advises the Courier to overload its vehicle.

Please note that all Couriers must be aware of the unloaded and the maximum loaded weight of their vehicle. The maximum weight of the vehicle and the load is called the Gross Vehicle Weight (GVW), the GVW details can be found in the vehicle handbook or on the plate displayed on the bulkhead or passenger door. CitySprint suggest that all Couriers establish the unloaded weight of their vehicle by visiting a public weigh bridge so they can calculate the maximum weight of any load.

Always distribute any loads evenly in the vehicle to avoid overloading the axles.

Driving with Mobile phones

It is illegal to speak, listen, send or receive a text message or image on a hand held mobile phone whilst driving. A CityTrakker should be regarded as a mobile phone in the eyes of the law. CityTrakkers should only be used in a vehicle that is safely parked.

Vehicle and Document Inspections

It is mandatory that CitySprint holds up to date information on the Courier's vehicle and driving licenses. The Courier should ensure it informs its ServiceCentre or the Fleet department of any changes to its vehicle or personal details and provide copies of any new documents to its ServiceCentre or the Fleet department.

If the documents held by the Fleet department expire and the Courier has not provided up to date replacements, the Courier will be made inactive on the system. When inactive the Courier cannot be issued with any work until up to date documents have been presented to the fleet department.

Proof of delivery and paperwork

A proof of delivery (POD) is required for every delivery. This is normally done by the Courier entering the delivery details and the recipient signing for receipt on the CityTrakker screen. Where a Courier is not using a CityTrakker, the POD should be noted on a CitySprint day sheet or journey specific paperwork. All PODs noted on paper should be called into the controller so that the recipients' name can be entered onto the system. In all cases where it is not possible to get a POD, a controller should be contacted to confirm if the delivery can be left without a POD. All

paperwork should be handed into the Courier's local ServiceCentre daily. All Couriers should carry a supply of "We called when you were out" cards in case they are required.

Carriage of goods, proof of delivery and paperwork

The Courier is expected to consider the security of consignments at all times. Goods should be safely stored inside the load space of the vehicle. Where required loads should be secured to ensure they do not shift during the journey. Couriers should ensure that doors are fully closed and latched before moving off. If the courier has to leave the vehicle at any time, all doors must be locked. Vehicles should not be left unattended for extended periods if they have a consignment onboard. For vehicles fitted with a top box, the top box must be locked at all times when it contains a consignment.

Vehicle ignition keys should always be removed from the vehicle when the courier leaves the vehicle.

Journey details changes, amendments and waiting/loading time

Details of journeys will be sent to Couriers via a CityTrakker. If the journey details differ from the original instructions in any way, the controller should be contacted so that the system can be amended. Failure to inform the controller will lead forfeit any monies claimed on invoice queries for amended journeys.

On occasions Couriers may be asked to wait as a collection is not ready or the recipient is not instantly on hand to receive the delivery. Under some circumstances if the Courier is kept waiting for longer than 10 minutes the client can be charged for this time. Such waiting time must always be authorised by the controller and must be signed for by the client or recipient. Waiting time is noted on the CityTrakker.

As with waiting time, clients can sometimes be charged for the time it takes to load and unload large consignments. The Courier's controller should always be contacted prior to claiming loading time. Any loading time should be authorised by the Courier's controller and signed for by the client or recipient as with waiting time.

Parking

Couriers are responsible for any parking fines that they incur. Couriers are under no obligation to park illegally when asked to by clients. If a Courier chooses to park illegally at the request of a client, they do so entirely at their own risk. The Fleet department has copies of the current parking regulations if the Courier needs to clarify the law. In some cases the Fleet department will offer advice or help in appealing against tickets issued in error.

City Centre Congestion and Emissions Charges

Some cities have introduced chargeable zones to reduce traffic congestion during peak times and limit vehicles with high engine emissions. Please note the following:

- All owner Couriers must pay the congestion charge directly.
- Couriers in hired vehicles should check with the hire company to see if charges should be paid by the Courier.
- All owner Couriers must ensure that their vehicle complies with any chargeable low emissions zones and should pay any charges levied for entering these zones. (Information available from the fleet department)

List of ServiceCentres**Aberdeen**

Phone 01224 898 221

Basingstoke

Phone 01256 474 166

Birmingham

Phone 0121 359 7788

Brentwood

Phone 01277 262 633

Bristol

Phone 01179 555 566

Cambridge

Phone 08707 543 944

Cardiff

Phone 08708 723 770

Croydon

Phone 020 8781 6937

Edinburgh

Phone 0131 453 1800

Gatwick

Phone 01293 513 333

Glasgow

Phone 0141 420 1800

Guildford

Phone 01483 574 457

High Wycombe

Phone 01494 448 822

Heathrow

Phone 01753 577 722

Hemel Hempstead

Phone 01442 231 231

Ipswich

Phone 01473 219 910

Leeds

Phone 0113 385 7891

London

Phone 020 7880 1111

London - Dock Street

Phone 0844 888 4112

London - Docklands

Phone 0844 7006 981

Medway

Phone 01622 688 080

Manchester

Phone 0161 8779348

Midlands Centre

Phone 08708 714 444

Milton Keynes

Phone 01908 565 404

Norwich

Phone 01603 594 437

Nottingham

Phone 08707 503 233

Oxford

Phone 01865 749 444

Plymouth

Phone 08450 204 000

Southampton

Phone 02380 696 060

Swindon

Phone 01793 612 336

Telford

Phone 01952 588 690

Thames Valley

Phone 0118 920 5100