Mr. Harris

Harris Ltd

1 Main Street

Dublin 3

Ref.: Changes in alternative delivery options

31st October 2018

Dear Pat,

As part of ongoing enhancements to our delivery services, we would like to offer you and your customers even more flexibility if they are unavailable to take in their deliveries from An Post by providing you and your customer the facility to provide Alternative Delivery Instructions to us if we cannot complete delivery to your customer at their address.

All you need to do to sign up to this service is to select the options, complete and return the enclosed form confirming consent on behalf of your business.

**How it works:**

Alternative Delivery Option as advised by you the An Post Customer

If there is no one at home, please tick the Alternative Delivery instructions that should be available:

* All the options listed below
* Deliver to a Specified Neighbour
* Deliver to a Neighbour, here the Postal Operative will deliver to any neighbour of his or her choosing.
* Deliver to a Specified Safe Place ( Green Bin , Porch etc)
* Deliver to Safe Place , here the Postal Operative will deliver to an unspecified safe place

Alternative Delivery Option as requested by your customer the Addressee

An Post will issue a specific SMS and email communication to your customers using the customer contact details as advised by you in your Pre-Advice File. Within this communication will be the phone number of the Postal Operative who will be attempting to deliver your item. If your customer is not available to accept delivery of your items they can contact the Postal Operative or be contacted by the Postal Operative and select one of the following Alternative Delivery Options

Each of the options below are configurable in line with your requirements.

To sign up, simply tick the options you want, sign the form overleaf to confirm that you agree to the terms and conditions of the service and return a copy of this letter to your Account Manager or by using the enclosed envelope.

* All the options listed below
* Delivery to a Specified Neighbour
* Delivery to a Neighbour, here the Postal Operative will deliver to any neighbour of his or her choosing
* Delivery to a Specified Safe Place ( Green Bin , Porch etc)
* Delivery to a Safe Place , here the Postal Operative will deliver to an unspecified safe place
* Delivery to specified alternative address (next day)
* Delivery to a nearby participating Post Office
* Delivery to a nearby participating PostPoint Retail Outlet
* Delivery to the local An Post Delivery Service Unit

We will re-address the item in line with your customer’s chosen option and deliver it to the agreed alternative delivery point;

We will deliver a note into the original delivery address to advise of successful delivery to the alternative delivery point – Your Customer will need this note to collect their item if he/she selects option 7, 8 or 9 above

Yours Sincerely,

Account Manager

**Terms and Conditions:**

* You permit and authorise An Post to contact your customers with the new Alternative Delivery options as described above using customer contact information with which you have provided to us. If you provide us with the contact information for any of your customers we undertake to use it only for the purpose of arranging delivery of postal packets sent by you to the customer;
* You agree that An Post will provide the Express-with-Signature delivery services in accordance with the delivery procedures set out in our current arrangement and/or An Post Standard Parcel Terms and Conditions as modified by this letter;
* You agree that if we deliver in accordance with an Alternative Delivery Instruction, we have no obligation to obtain a signature from your Customer
* You agree to indemnify An Post in respect of any claims (including costs) in respect of items left in a Safe Place and then stolen or damaged.
* You agree that in the event of dispute or conflict the delivery procedures described in this letter will take precedence over delivery procedures set out in our current arrangement and/or in the An Post Standard Parcel Terms and Conditions.

I accept these terms and conditions on behalf of # Company Name #.

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TITLE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COMPANY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this form to Account Manager or by using the enclosed envelope.