

From: DX Freight <noreply@dxnetworkservicesyearly.cgml2.com>
Sent: Thursday, March 19, 2020 10:08 AM
To: Erica Krauss
Subject: Important DX Freight Information: Coronavirus (COVID-19) Update



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Coronavirus (COVID-19) Update

Dear Customer

IMPORTANT MESSAGE FROM DX FREIGHT – CORONAVIRUS (COVID-19) UPDATE

As the Coronavirus (COVID-19) outbreak spreads across the globe, we felt it appropriate to remind and update you on the actions DX are taking in order to protect our customers, consignees and our DX colleagues whilst continuing to provide a functioning collection and delivery service.

We continue to follow and monitor the official guidance from the UK Government, Public Health England and Local Authorities. It is vitally important for us to ensure that robust procedures are in place to support the health and wellbeing of everyone.

As previously advised, we would like to re-iterate our temporary revised delivery procedures:

- If the recipient refuses or is in isolation and unable to sign for a delivery on our hand-held device, our driver will confirm and enter the recipient's name and endorse with 'CV' (Coronavirus) in the signature field.
- The 'CV' endorsed signature will then be classed as a successfully completed delivery.
- Recipients will still have the opportunity at point of delivery to highlight any damaged or missing item(s) and have this information noted against the proof of delivery (POD).
- The POD will be classed as a clear signature (even when signed 'CV') unless endorsed otherwise.
- Any claims arising will be processed in line with the relevant DX Conditions of Carriage.

DX have plans in place to minimise service disruption during these extraordinary times and will endeavour to affect delivery within service criteria, however, there may be circumstances beyond our control which could lead to delivery delay e.g. reduction in available manpower. Therefore, DX has taken the decision that for all despatches on or after the date of this letter, and until further notice, these will not qualify for any service-related credit if requested.

Continuation of a strong supply chain in these challenging times is essential and we are confident that you will understand and support the steps DX are taking in order to maintain collection and delivery services. Rest assured, DX are operating and delivering and will continue to support your business during these uncertain times. We will notify you of updates as and when the need arises.

If you have any queries or require clarification, please do not hesitate to contact your local Depot team who will be only too willing to help.

Finally, we thank you for your on-going support.

Kind regards



Paul Ibbetson
Managing Director
DX Freight



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