



Christmas & New Year operations schedule 2020

Monday 21st	Operating Hours	Normal operating hours
	UK Overnight	Full UK Overnight service
	International	Last recommended shipping day for 1/2-day transit/international destinations for delivery before Christmas. Pre-Christmas delivery to other destinations by special delivery arrangement only.
Tuesday 22nd	Operating Hours	Normal operating hours
	UK Overnight	Full UK Overnight service. We recommend Network Courier or SameDay for items that must be delivered.
	International	Last recommended shipping day for 1-day transit/international destinations for delivery before Christmas.
Wednesday 23rd	Operating Hours	Normal operating hours
	UK Overnight	Full UK Overnight service. We recommend sending 1-day transit shipments intended for pre-Christmas deliveries via a timed service only. Deliveries to remote, Highlands and 2-day destinations for delivery before Christmas by special delivery arrangement only.
	International	We recommend sending 1-day transit shipments intended for pre-Christmas deliveries via a timed service only or by special arrangements. Pre-Christmas delivery to any other destinations by special delivery arrangement only.
Thursday 24th	Operating Hours	Normal operating hours
	UK Overnight	UK Overnight shipments will be scheduled for delivery 30/12/20 We strongly recommend Network Courier or SameDay for shipments that must be delivered before New Year
	International	Limited deliveries commencing on 30/12/20
Friday 25th	Operating Hours	SC's - Closed OOH – 24hrs Contact Centre - 07:00-19:00 Strategic Centre – 09:00 to 18:00 IT – OOH Process
	UK Overnight	Closed
	International	Closed
Saturday 26th	Operating Hours	SC's - Closed OOH – 24hrs Contact Centre - 07:00-19:00 Strategic Centre – 09:00 to 18:00 IT – OOH Process
	UK Overnight	Closed
	International	Closed
Monday 28th	Operating Hours	SC's - Closed OOH – 24hrs Contact Centre – 07:00 to 19:00 Strategic Centre - 07:00 to 19:00 IT – OOH Process
	UK Overnight	Closed
	International	Closed



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Tuesday 29th	Operating Hours	SC's - 07:00 to 19:00 OOH – 18:00 to 08:00 Contact Centre – 07:00 to 19:00 Strategic Centre – 07:00 to 19:00 IT – 08:00 to 18:00
	UK Overnight	Full UK Overnight service - Last shipping day for delivery before New Year We strongly recommend Network Courier or SameDay for shipments that must be delivered before New Year
	International	Last recommended shipping day for 1-day transit/international destinations for delivery before New Year Pre-New Year delivery to any other destinations by special delivery arrangement only
Wednesday 30th	Operating Hours	SC's - 07:00 to 19:00 OOH – 18:00 to 08:00 Contact Centre – 07:00 to 19:00 Strategic Centre – 07:00 to 19:00 IT – 08:00 to 18:00
	UK Overnight	UK Overnight deliveries on Pre 9, 10:30 & 12:00 only are likely to be delivered before New Year We strongly recommend Network Courier or SameDay for shipments that must be delivered before New Year
	International	We recommended timed services only or special arrangements for 1-day transit/international destinations where delivery is required before New Year. Pre-New Year delivery to any other destinations by special delivery arrangement only.
Thursday 31st	Operating Hours	SC's - 07:00 to 19:00 OOH – 18:00 to 08:00 Contact Centre – 07:00-19:00 Strategic Centre - 07:00 to 19:00 IT – 08:00 to 18:00
	UK Overnight	UK Overnight shipments will be scheduled for delivery 03/01/21 We strongly recommend Network Courier or SameDay for shipments that must be delivered on 02/01/21
	International	Reduced international export routines, deliveries scheduled according to local holiday arrangements in destination countries. We recommend special delivery arrangements for items that must be delivered on 03/01/21.
Friday 1st	Operating Hours	SC's - Closed OOH – 24hrs Contact Centre – 07:00-19:00 reduced staffing levels Strategic Centre – 10:00 to 17:00 IT – OOH Process
	UK Overnight	Closed
	International	Closed
Saturday 2nd	Operating Hours	Operating Hours SC's - Closed OOH – 24hrs Contact Centre – 07:00-19:00 reduced staffing levels Strategic Centre – 09:00 to 18:00 IT – OOH Process
	UK Overnight	Closed
	International	Closed



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Monday 4th	Operating Hours	Normal operating hours (apart from Scotland SC's which are closed)
	UK Overnight	Normal operating hours (No overnight service in Scotland)
	International	Normal operating hours
Tuesday 5th	Operating Hours	Normal operating hours
	UK Overnight	Normal operating hours
	International	Normal operating hours