



The following guide gives examples of the types of items that are currently handled manually and in some instances steps that you can take to enable them to be processed automatically. This will in turn help you to avoid any manual handling surcharges.

Effective from 1st December 2022.

Examples below are items that would be processed manually, if they were sent as per the images below. But many of these parcels would go via the auto sort - and avoid the manual surcharge - if they are sent in a strong corrugated packaging, with flat sides, no voids and are evenly weighted.

Please see our packaging guidelines at [parcelforce.com/packaging](https://parcelforce.com/packaging).

## Packaging and items that are not packaged in line with our guidelines

Packaging that sticks to the sortation equipment, including items wrapped in cling film and bubble wrap and those wrapped with excessive tape or strapping (such as string or plastic wrapping), must be avoided in all situations.



## All cylindrical items such as rolls of wire, tubes and carpets/rugs



## Items with an irregular shape



## Bags, sacks and buckets



## Tyres



All items must be packaged within our packaging guidelines, however some items will always be processed manually and will attract the surcharge.

The categories below demonstrate some examples of these.  
Please see our packaging guidelines at [parcelforce.com/packaging](https://parcelforce.com/packaging)

## Size

All items with a length between 1.1m and 1.5m  
or with a second largest dimension greater than 0.7m.



## Liquids and other items with uneven weight distribution or voids in the boxes

Beers, wines and spirits will usually be processed automatically if they are packaged in line with our guidelines. All items with uneven weight distribution will be processed manually. An example of where boxes contain voids are where there's a lack of internal packaging



## Items that are very thin or flat

Parcels are classed as very thin or flat if they are below 3cm thick.



## Items due to a combination of weight/size and voids in the packaging

Radiators/towel rails, all bikes/scooters, all types of chairs, all types of gym/exercise equipment, all types of furniture, all types of garden equipment, and any type of heavy metallic product (such as racking, shelving, and alloy wheels). TV's above 32".

