RURAL DELIVERY TICKETS MANUAL

Rural Couriers Society Limited
A cooperative company owned by rural delivery contractors

2014
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01. HOW WE WORK

How we work

Coural works in partnership with all urban courier companies. Coural does not deal direct with customers requiring parcel deliveries.

Where delivery is required to a rural address, urban courier companies charge the customer a rural delivery premium and put an appropriate Coural ticket on the parcel.

Parcels are then delivered to one of Coural’s designated drop-off points for collection by the RD contractor for onward delivery to the rural address.

These drop-off points are updated regularly and are available from Coural’s website (Courier companies can ask for login details). A sample is displayed below.

There are two components to Coural’s rural delivery ticket—a “pick-up” section and a “delivery” section. The reason for this is that sometimes the RD contractor picking up the parcel is different from the RD contractor who is delivering the parcel.

Note that for some very remote areas, an extra ticket is required to compensate a RD contractor who may have to travel many kilometres to hand over to the final delivery RD contractor. The RDs where this applies are detailed in our drop-off point schedule. Shares cost $1.00 each. Shares are eligible to receive dividends (which in recent years have been set at $2.50 per share).

Coural operates from an office in Palmerston North through a management contract with Rural Systems Limited, and has logistics operations in Auckland and Christchurch.
Delivery Service

Coural’s standard service is a “door to farm letterbox” delivery.

Coural’s delivery responsibilities finish when the parcel is placed in the box at the gate or left at the rural residence, and Coural recognises the redemption of the “delivery section” of the Coural ticket by the RD contractors as proof of delivery.

However, contractors will often take parcels of obvious value, or bigger parcels, if they will not fit into the box at the gate, to the door, or they will leave a notice in the box where a delivery is withheld for security reasons.

Courier companies are responsible for delivering their documents and parcels to the drop-off points designated by Coural for each area. Items must only be delivered to the designated drop-off points with both of the Coural “pickup” and “delivery” sections attached.

COURAL will not recognise claims/POD’s for items left at non-designated drop-off points.
03. DELIVERY TICKET TYPES

Delivery Ticket Types

Coural has two delivery ticket types:

**DOCUMENT TICKET** (Red)
- Up to 2kgs
- Up to C4 envelope size
Heavier or larger items require a parcel ticket.

**PARCEL TICKET** (Green)
- Up to 16kg
- Up to 0.075 cu m (e.g. 50cm x 50cm x 30cm)
- Up to 1.5 metres length
Heavier or larger parcels (above 16kg or over 0.075 cu m) require one additional ticket per each additional 16kgs/0.075 cu m or part thereof.

Refer also to poster (page 13) for further details about size and weight limits.
Delivery Ticket Types

SIGNATURE REQUIRED TICKET (Yellow)

Coural Signature Required ticket is used in conjunction with the appropriate Red or Green ticket whenever a signature is required.

In some instances RD contractors hold an “Authority to Leave” (ATL) from the rural boxholder which allows the RD contractor to sign on the boxholders behalf. In all other instances the RD contractor will obtain a signature from the boxholder on delivery or hold in a secure location for the boxholder to collect. A “Card to Call” will be left in the letterbox advising RD contractors contact details.

Refer also to poster (page 13) for further details about size and weight Limits.
05. DANGEROUS GOODS

Dangerous Goods

The carriage of dangerous goods is governed by the Land Transport Rule: Dangerous Goods 2005. This provides that items designated Small Packages can be carried by courier companies. This rule is abbreviated to DGLQ (dangerous goods in limited quantities).

In Coural’s case, these are as follows:

Coural has restricted itself to Small Packages of dangerous goods that may be transported as provided by the Rule, Clause 2.4, as follows:

- no dangerous goods documentation required (although the packages should be marked to identify the nature of their contents)
- no placards on the vehicle required
- no dangerous goods endorsement on driver licences required
- goods do not require segregation during transport
- the allowable total weight limit is 50kg.

The table on next page provides guidance on individual package limits that apply for different classes of dangerous goods. Note that in this table the Packing Groups are defined as follows:

- I = high danger
- II = medium danger
- III = low danger

Note that for clarification on any matter relating to dangerous goods, reference should be made to the Land Transport Rule: Dangerous Goods 2005 (available from LTSA website).

Schedule 2A of the Rule specifies a range of dangerous goods that must not be transported under the Small Packages provision.
### Dangerous Goods

The following table sets out guidelines for acceptable volume and weight limits for individual containers of the various classes of dangerous goods:

Note that for clarification on any matter relating to dangerous goods, reference should be made to the Land Transport Rule: Dangerous Goods 2005 (available from the LTSA website).

Schedule 2A of the Rule specifies a range of dangerous goods that must not be transported under the Small Packages provision.

<table>
<thead>
<tr>
<th>Class/Division</th>
<th>Class or Division Name</th>
<th>Packaging Group</th>
<th>Physical State</th>
<th>Maximum Quantity per Inner Packaging</th>
<th>Maximum Quantity per Package</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Flammable Gasses</td>
<td>N/A</td>
<td>Gas</td>
<td>1 litre water capacity</td>
<td>25kg</td>
<td>UN1950 only</td>
</tr>
<tr>
<td>2.1</td>
<td>Flammable Gases</td>
<td>N/A</td>
<td>Gas</td>
<td>As authorised by road and within island only</td>
<td>5kg</td>
<td>UN1057 only</td>
</tr>
<tr>
<td>2.2</td>
<td>Non Flammable Gases</td>
<td>N/A</td>
<td>Gas</td>
<td>500ml water capacity</td>
<td>25kg</td>
<td>Excludes gases that have an oxidising or corrosive risk</td>
</tr>
<tr>
<td>3</td>
<td>Flammable Liquids</td>
<td>II</td>
<td>Liquid</td>
<td>1 litre water capacity</td>
<td>25 kg</td>
<td>Per DGLQ Schedule 2</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>III</td>
<td>Liquid</td>
<td>5 litre water capacity</td>
<td>Land Transport Rule 2005</td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>Flammable Solids</td>
<td>II</td>
<td>Solid</td>
<td>500gms</td>
<td>1kg</td>
<td>UN3228 only</td>
</tr>
<tr>
<td>5.1</td>
<td>Oxidising Substances</td>
<td>III</td>
<td>Solid</td>
<td>1kg</td>
<td>10kg</td>
<td></td>
</tr>
<tr>
<td>5.2</td>
<td>Organic Peroxides</td>
<td>N/A</td>
<td>Solid</td>
<td>100gms</td>
<td>5kg</td>
<td>Of type B or C not requiring temperature control</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Liquid</td>
<td>25ml</td>
<td>5L</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Solid</td>
<td>500gms</td>
<td>1kg</td>
<td>Of type D or E not requiring temperature control</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Liquid</td>
<td>125ml</td>
<td>1L</td>
<td></td>
</tr>
<tr>
<td>6.1</td>
<td>Toxic Substances</td>
<td>II</td>
<td>Solid</td>
<td>300gms</td>
<td>1kg</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Liquid</td>
<td>100ml</td>
<td>1L</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Solid</td>
<td>3kg</td>
<td>10kg</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Liquid</td>
<td>1L</td>
<td>2L</td>
<td></td>
</tr>
<tr>
<td>6.2</td>
<td>Infectious Substances</td>
<td>N/A</td>
<td>Solid</td>
<td>5kg</td>
<td>5kg</td>
<td>Must be in UN specification packaging</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Liquid</td>
<td>5L</td>
<td>5L</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Corrosive Substances</td>
<td>III</td>
<td>Solid</td>
<td>5kg</td>
<td>5kg</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Liquid</td>
<td>5L</td>
<td>5L</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Miscellaneous dangers</td>
<td>I</td>
<td>Solid</td>
<td>5kg</td>
<td>5kg</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Substances</td>
<td></td>
<td>Liquid</td>
<td>5L</td>
<td>5L</td>
<td></td>
</tr>
</tbody>
</table>

**Mixed Loads**

The maximum quantity for a mixed load is an aggregate amount of 80 using the following units: kilograms (solids, powders, etc. including the weight of the packaging), litres (liquids), litres water capacity (gases). The maximum quantity for a mixed load is exceeded if the quantity for any class or division in the load exceeds the limit specified for that class or division.
# Proof of Delivery

All PODs (proof of delivery) must be notified to Coural within 10 days of dispatch, through the Coural website — [www.coural.co.nz](http://www.coural.co.nz)

Note that there are some mandatory fields on the POD request form. There is an option to have a copy of the POD form emailed to the person completing the form.

![Proof of Delivery Request Form](image)

### Requester Details
- Have you previously made a POD request for this parcel? [ ] Yes [ ] No
  - If yes, please enter date of earlier request
- Date Request Submitted: 
- Courier branch mailing enquiry:
- Contact name:
- Phone number:
- Fax number:

### Parcel Details
- Your ticket number(s):
- Coural ticket number(s):
- What date/time was the parcel left:
- What was the response from the Courer contractor:

### Address Details
- Name of addressee (must include surname or trading name):
- Address on parcel (incl. RD):
- Addressess phone number:
- Nature of contents:
- Who sent the parcel:
- Who initiated enquiry:
- A copy of this form may be sent to you if you tick this box:
- What is the problem:

![Submit POD Request](image)
Claims

All claims for loss or damage must be notified as follows:

- Damaged items—within 15 days of delivery
- Loss or destruction—within 30 days of despatch

All claims must be on Coural’s claim form (available from the office 0800 731 299 or coural@coural.co.nz) and emailed back or faxed to 0800 893 866.

Claims will only be recognised if a POD enquiry has previously been lodged.

Claims will not be recognised for items left at non-designated drop off points.

Coural will make every endeavour to establish responsibility for loss or damage and will make payment when fully satisfied that Coural was at fault.

All claims must be supported by:

- An invoice from the claiming party
- Copies of original invoices from the supplier of the goods.

The statutory limit of $1500 on carrier’s liability applies.
Conditions of Contract of Carriage

All contracts of carriage by Rural Couriers Society Ltd (hereinafter called “Coural”) including any incidental service hereof are undertaken upon and subject to the following terms and conditions –

I. PARTIES

The contract of carriage is made between the Customer (which term includes a “Contracting party” [Courier Company] in terms of the Carriage of Goods Act 1979) and Coural.

II. EXCLUSIONS FROM CARRIAGE OF GOODS ACT 1979

Sections 10 18 19 20 and 21 of the Carriage of Goods Act 1979 (hereinafter called “the Act”) shall not apply to the contract of carriage.

III. LIABILITY OF SERVANTS, AGENTS OR SUB-CONTRACTORS

The rights and limitations on the liability of Coural to the Customer shall extend to the servants or agents of Coural its sub-contractors and the servants or agents of such sub-contractors.

IV. OWNERSHIP OF GOODS

The Customer warrants to Coural that it is the owner or authorised agent of the owner of the goods and that it is authorised to accept and does accept these conditions.

V. RIGHT OF REFUSAL TO CARRY

Coural reserves to itself at all times the right to refuse to carry any particular goods which refusal may be communicated by Coural to the Customer down to the time of Coural uplifting the goods.

VI. INSURANCE

Insurance of the goods is the responsibility of the Customer.

VII. LIEN

In addition to the right of the lien contained in Sections 23 and 24 of the Act Coural shall have a particular and general lien in respect of all goods coming into the possession of Coural and the right to retain the same in respect of all monies due to Coural by the Customer whether in respect of such goods or otherwise. If any monies due to Coural are not paid within fourteen (14) days after notice has been given to the Customer that the goods are being retained in respect thereof the goods may be sold at auction or otherwise at the sole discretion of Coural and the net proceeds of sale (after deduction of all expenses) applied in or towards satisfaction of the amount due to Coural. Any steps taken by Coural under this provision shall not prejudice Coural’s right to recover any balance due or payable to Coural by the Customers.
Conditions of Contract of Carriage

VIII. LIMITATIONS UPON LIABILITY OF COURAL

(a) All Contracts of Carriage entered into by Coural are at Limited Carriers Risk (as defined by the Act).

(b) No court action or other form of litigation may be brought against Coural for damage to or partial loss or total loss or destruction of goods occurring while Coural is responsible for them unless written notice sent by registered letter to the General Manager of Coural, giving full particulars of the damage, partial loss or destruction is given within fifteen (15) days of delivery of the goods or in the case of alleged loss of or destruction of the goods within thirty (30) days of the date of despatch.

(c) No court action or other form of litigation may be brought against Coural for the loss of or alleged non-delivery of or damage to or destruction of any goods after the expiration of a period of six (6) months from the date on which carriage should have been completed in accordance with the contract.

(d) On no event shall Coural, as a result of any default under the Contract of Carriage with the customer, or as a result of any negligent act or any omission of Coural, its servants, agents or sub-contractors, be liable for consequential damages such as but limited to the following: loss of anticipated profits, loss of any profit earning chattel or part thereof, loss of interest or investment opportunity, loss of future reputation, loss of credit, loss of publicity, or expenses incurred by the customer or a third party as a result of the breach.

IX. MODE OF CARRIAGE

Coural shall at its absolute discretion be at liberty to decide the method and route by which the goods shall be carried and by whom, and if this contract relates to the carriage of the goods to or from a country outside New Zealand then the Customer accepts the further conditions contained in any Bill of Lading or other form of contract whether by sea, air, rail or road.

X. CONDITIONS HEREIN PARAMOUNT

The terms and conditions set out herein shall prevail over the terms and conditions set out in any document used by the Customer, the Owner, or any other person having an interest in the goods and purporting to have a contractual effect.
11. USE OF COURAL RURAL TICKETS POSTER

Use Of Coural Rural Tickets
Poster 1

**DOCUMENT TICKET (Red)**
- Up to 2kgs
- Up to C4 envelope size
- Heavier or larger items require a parcel ticket.

**PARCEL TICKET (Green)**
- Up to 16kg, or
- Up to 0.075 cu m, or
- Up to 1.5 metres length
- Heavier or larger parcels (above 16kg or over 0.075 cu m) require one additional ticket per each additional 16kgs/0.075 cu m or part thereof.

**SIGNATURE REQUIRED TICKET (Yellow)**
- Used in conjunction with a Red/Green ticket whenever a signature confirming delivery is required.
Use Of Coural Rural Tickets
Poster 2

PODs AND CLAIMS

PODs must be notified to Coural within 10 days of dispatch, through our website.

Claims:
Damaged Delivery - must be notified within 15 days of delivery
Loss or Destruction - must be notified within 30 days of dispatch

Notes:
1. Coural will not recognise claims/PODs for items left at non-designated drop-off points.
2. All PODs and claims should include Coural ticket number
3. All claims by fax to 06 356 6618