



RURAL DELIVERY TICKETS MANUAL

Rural Couriers Society Limited

A cooperative company owned by rural delivery contractors

2014



Contents

How we work	01
Delivery service	02
Delivery tickets	03
Signature required tickets	04
Dangerous goods	05 - 06
PODs	07
Claims	08
Conditions of contract of carriage	09 - 10
Posters	11 - 12

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.

Region: TARANAKI					
RD	Name	Phone	Parcel Dropoff	Latest Dep.	Description
URENUI RD 44, 45, 47, 48	Haami, Leslie		19 Takiroa Street (Old Main Road), URENUI	5.00pm	(PC4375/7/8/9) Okoki, Mimi, Waiti, Uruti, Ahiti, Tongapurutu
WAITARA RD 42	Matuku, Amy	021 971 101	58 Mould Street, WAITARA	0.00	(PC4382) West of township - Tate, Brown, Devon & Waitara Roads
WAITARA RD 43	Taylor, Darryn	027 436 3358	Automotive Service, 28 Cracraft Street, WAITARA	5.00pm	(PC4383) South East of township - Motunui, Onaero, Tikorangi
NEW PLYMOUTH RD 1	Lankshear, Dennis	021 070 0060#D 021 112 1174#W	13 Wills Road, Bell Block, NEW PLYMOUTH	5.00pm New Plymouth, 1.00pm Bell Block	(PC4371) Hurworth, Mangorei, Korito
NEW PLYMOUTH RD 2	Ryan, Carol	027 600 8669	34 Queens Road, NEW PLYMOUTH	0.00	(PC4372) Hillsborough, Tarururangi, Egmont Road
NEW PLYMOUTH RD 3	Richards, Graham	027 444 5102	364 Manutahi Road, RD3 (PBT), NEW PLYMOUTH	0.00	(PC4373) Corbett Rd, Bell Block, Sentry Hill, Lepperton
NEW PLYMOUTH RD 4 and OAKURA	Hall, Laurie	027 223 6898	16 Puni Street, NEW PLYMOUTH	0.00	(PC4374) Oakura, Tataraimaka, Pitone, Pukeiti
INGLEWOOD RD 6, 10	Smede, Victor	027 689 8921 027 623 2602	13 Kauri Street, INGLEWOOD	0.00	(PC4390/4386) Kaimiro, Lepper Road Upper, Ratapiko, Kaimata Road
INGLEWOOD RD 7	Robertson, Donald	021 389 483	21 Marie Street, INGLEWOOD	0.00	(PC4387) Tarata, Purangi
INGLEWOOD RD 8, 9	Reumers, Leo	027 489 6865	21 Marie Street, INGLEWOOD	0.00	(PC4388/9) Waitui, Bristol Road, Lincoln Road, Waiongana, Mountain Road
OKATO RD 37	McDonald, John	027 616 5453	1327 Main Road, OAKURA	5.00pm	(PC4381) Newall, Puniho Road, Warea
STRATFORD RD 21	Goble, Graeme	027 857 5575	B&G Engineering, 115 Regan Street, STRATFORD	5.15am	(PC4391) Pembroke Rd, Cardiff, Mohoe, Mangotoki, Low Garth
STRATFORD RD 22	O'Neill, Richard		B&G Engineering, 115 Regan Street, STRATFORD	5.00am	4392 Stratford to Strathmore
STRATFORD RD 23	Meredith, Neil	027 255 7596	B&G Engineering, 115 Regan Street, STRATFORD	4.00am	4393 Wingrove Road, Skinner Road
STRATFORD RD 24	Keller, Trevor	027 283 9113 027 319 5437	36 Beaconsfield Road, STRATFORD	4.00am	4394 Tuna, Wharehuia
STRATFORD RD 25	O'Brien, Kevin		B&G Engineering, 115 Regan Street, STRATFORD	8.00am	4395 Strathmore, Te Wera, Arnolds Road, to Matau. Sth to Huiroa.
STRATFORD RD 26, 27	Hammersley, Gerald	027 243 9705	B&G Engineering, 115 Regan Street, STRATFORD	8.00am	4396 4397 From Pohokura, Whangamomona, to just north of Tahora
ELTHAM RD 18, 19	Grant, Paula	027 339 5610	B&G Engineering, 115 Regan Street, STRATFORD	0.00	4398 4399 Rawitiroa Road, Takau, Omaana
HAWERA RD 15 / KAPONGA RD 29	Bray, Susan		16 Albion Street, HAWERA	8.00am	4679 Rowan, Kaponga, Opunake Road, Eltham Road
MANAIA RD 28	Hazeldine, Barry	027 584 8339 027 432 1970	33 Tauhuri Street, RD28, HAWERA	0.00	4678 Manaia, Oeo, Skeet Road
HAWERA RD 11, 14	MacDonald, Trent	027 288 7230	16 Albion Street, HAWERA	0.00	4671 4674 Takaora, Okaiawa, Ohawe
HAWERA RD 12	Fevre, Ernie	027 414 1441	16 Albion Street, HAWERA	8.00am	4672 Meremere, Whakamara, Ohangai
HAWERA RD 13	Nolly, Raylene	027 538 8833#R 027 294 6445#J	16 Albion Street, HAWERA	8.00am	4673 Normamby, Te Roti

02.

DELIVERY SERVICE

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.

RURAL DELIVERY CUSTOMER COPY

Sent to Date.....



CD 6080004

Use of this ticket is acceptance of the terms and conditions of Contract of Carriage available on www.coural.co.nz.

DOCUMENT UP TO 2KG



Phone: 0800 731 299
Email: coural@coural.co.nz



CD 6080004

Date.....Time

Receiver's Name:



CD 6080004 D

DELIVERY

Date:



CD 6080004 P

PICKUP

RURAL DELIVERY CUSTOMER COPY

Sent to Date.....



CP 13393601

Use of this ticket is acceptance of the terms and conditions of Contract of Carriage available on www.coural.co.nz.

PARCEL UP TO 16KG



Phone: 0800 731 299
Email: coural@coural.co.nz



CP 13393601

Date.....Time

Receiver's Name:



CP 13393601 D

DELIVERY

Date:



CP 13393601 P

PICKUP

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.

SIGNATURE REQ CUSTOMER COPY	
 SR 1040401	
TO BE USED WITH A RED OR GREEN COURAL TICKET	SIGNATURE REQUIRED  SR 1040401
	ATTEMPTED DELIVERY CARD TO CALL ID  SR 1040401
REDEMPTION SECTION  SR 1040401 D	
ITEM RECEIVED IN GOOD ORDER — 	
SIGNATURE _____	
CUST NAME _____	
DELIVERY DATE _____	
CONTRACTORS: Please tick if you hold an ATL <input type="checkbox"/>	
Please stick this signed section on your ticket redemption sheet.	

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 (left), 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.

Class/ Division	Class or Division Name	Packaging Group	Physical State	Maximum Quantity per Inner Packaging	Maximum Quantity per Package	Limitations
2.1	Flammable Gasses Aerosols	N/A	Gas	1 litre water capacity	25kg	UN1950 only
2.1	Flammable Gases Other	N/A	Gas	As authorised by road and within island only	5kg	UN1057 only
2.2	Non Flammable Gases	N/A	Gas	500ml water capacity	25kg	Excludes gases that have an oxidising or corrosive risk
3	Flammable Liquids	II	Liquid	1 litre water capacity	25 kg	Per DGLQ Schedule 2 Land Transport Rule 2005
		III	Liquid	5 litre water capacity		
4.1	Flammable Solids	II	Solid	500gms	1kg	UN3228 only
5.1	Oxidising Substances	III	Solid	1kg	10kg	
			Liquid	1 litre water capacity	1L	
5.2	Organic Peroxides	N/A	Solid	100gms	5kg	Of type B or C not requiring temperature control
			Liquid	25ml	5L	
			Solid	500gms	1kg	Of type D or E not requiring temperature control
			Liquid	125ml	1L	
6.1	Toxic Substances	II	Solid	500gms	1kg	
			Liquid	100ml	1L	
			Solid	3kg	10kgs	
			Liquid	1L	2L	
6.2	Infectious Substances	N/A	Solid	5kg	5kg	Must be in UN specification packaging
			Liquid	5L	5L	
8	Corrosive Substances	III	Solid	5kg	5kg	
			Liquid	5L	5L	
9	Miscellaneous dangerous substances	I	Solid	5kg	5kg	
			Liquid	5L	5L	
Mixed Loads	The maximum quantity for a mixed load is an aggregate amount of 50 using the following units: kilo-grams (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.					

07.

PROOF OF DELIVERY

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

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.

Have an account? [Login](#)

[Home](#) [About Us](#) [Couriers](#) [Circulars](#) [Contact Us](#) [Member](#)

Proof of Delivery request

Requester Details

Have you previously made a POD request for this parcel?	<input checked="" type="radio"/> No <input type="radio"/> Yes	If 'yes' please enter date of earlier request	<input type="text"/>
Date Request Submitted *	<input type="text"/>	Courier Company *	Select
Courier branch making enquiry *	<input type="text"/>	Courier branch where parcel sent from *	<input type="text"/>
Contact name *	<input type="text"/>	Email *	<input type="text"/>
Phone number	<input type="text"/>	Fax number *	<input type="text"/>

Parcel Details

Your ticket number(s) *	<input type="text"/>	Coural ticket number(s) *	<input type="text"/>
What was Coural drop off point address where parcel was left *	<input type="text"/>	What date/time was the parcel left e.g. dd/mm/yyyy hh:mm am/pm *	<input type="text"/>
Have you already contacted Coural contractor	<input checked="" type="radio"/> No <input type="radio"/> Yes	What was the response from the Coural contractor	<input type="text"/>

Address Details

Name of addressee (must include surname or trading name) *	<input type="text"/>	Address on parcel (incl RD) *	<input type="text"/>
Addressee phone number	<input type="text"/>	Nature of contents	<input type="text"/>
Who sent the parcel	<input type="text"/>	Who initiated enquiry *	<input type="radio"/> Sender <input type="radio"/> Receiver
A copy of this form may be sent to you if you tick this box.	<input type="checkbox"/>		
What is the problem *	<input type="text"/>		

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.

09.

CONDITIONS OF CONTRACT OF CARRIAGE

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

RURAL DELIVERY CUSTOMER COPY

Sent to Date.....


CD 6080004

Use of this ticket is acceptance of the terms and conditions of Contract of Carriage available on www.coural.co.nz

DOCUMENT UP TO 2KG



Phone: 0800 731 299
Email: coural@coural.co.nz


CD 6080004

Date.....Time

Receiver's Name:


CD 6080004 D

DELIVERY

Date:


CD 6080004 P

PICKUP

DOCUMENT TICKET (Red)

Up to 2kgs

Up to C4 envelope size

Heavier or larger items require a parcel ticket.

RURAL DELIVERY CUSTOMER COPY

Sent to Date.....


CP 13393601

Use of this ticket is acceptance of the terms and conditions of Contract of Carriage available on www.coural.co.nz

PARCEL UP TO 16KG



Phone: 0800 731 299
Email: coural@coural.co.nz


CP 13393601

Date.....Time

Receiver's Name:


CP 13393601 D

DELIVERY

Date:


CP 13393601 P

PICKUP

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 REQ CUSTOMER COPY


SR 1040401

SIGNATURE REQUIRED


SR 1040401

ATTEMPTED DELIVERY CARD TO CALL ID


SR 1040401

REDEMPTION SECTION


SR 1040401 D

ITEM RECEIVED IN GOOD ORDER — 

SIGNATURE _____

CUST NAME _____

DELIVERY DATE _____

CONTRACTORS: Please tick if you hold an ATL ☐

Please stick this signed section on your ticket redemption sheet.

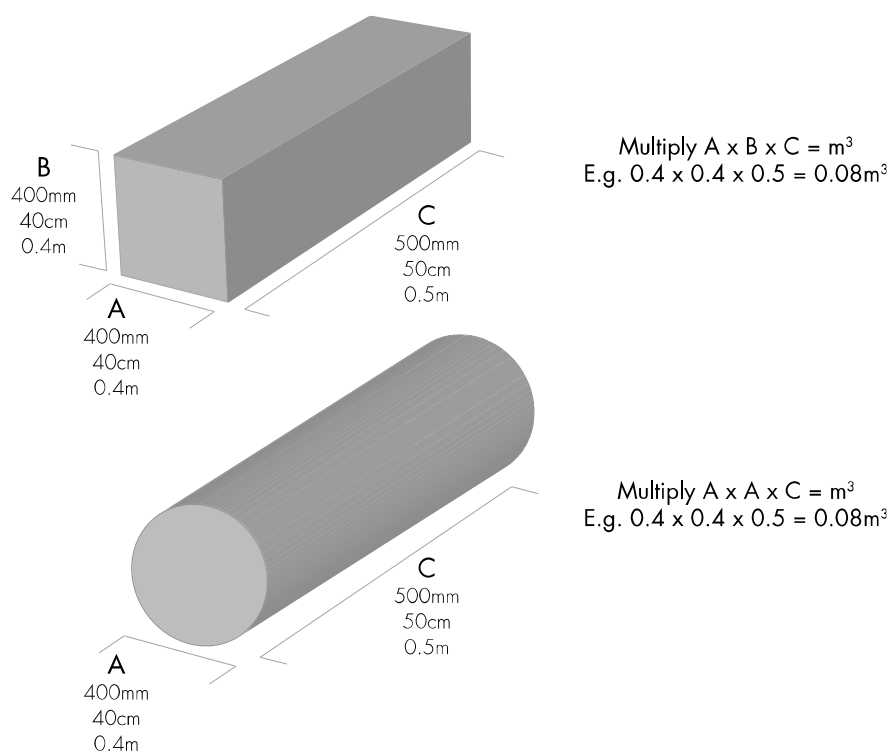
SIGNATURE REQUIRED TICKET (Yellow)

Used in conjunction with a Red/Green ticket whenever a signature confirming delivery is required.

12.

USE OF COURAL RURAL TICKETS POSTER

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

CUSTOMER SERVICE

RURAL COURIERS SOCIETY LIMITED

P O BOX 1233

41 HAVILL STREET,

PALMERSTON NORTH

0800 731 299

coural@coural.co.nz

www.coural.co.nz

