

# Your SecureDX service

We are delighted to welcome you to the SecureDX service.

SecureDX provides complete peace of mind and security for your important mail items, guaranteeing next working day delivery to any business or residential address within mainland UK and Northern Ireland\*.

You can start enjoying the benefits of this service from today!

Enclosed within this pack you will find everything you need to help get you started:

- **User Guide** (attached to this letter) – gives full details on how to use the service
- **Bar-code labels** – SecureDX provides options for Next Day or Pre-1pm delivery for items up to 1kg or 2kg
- **Tamper-evident pouches** – these FREE pouches ensure maximum security and visibility for your items
- **Log Book** – to record details of the items you send
- **SecureDX Terms & Conditions** – for use of the SecureDX service

If you need any assistance, please do not hesitate to contact the **DX Customer Support team** on **0844 371 3335**

We would like to thank you for choosing SecureDX and are confident the service will prove to be of great value to your business.

\*Excluding some postcodes in Scotland and Northern Ireland – see User Guide



# The SecureDX user guide

## Preparing your SecureDX item

**Step 01** Write the recipient's name and full postal address clearly on the front of the Next Day or Pre-1pm pouch (according to service required) where shown.

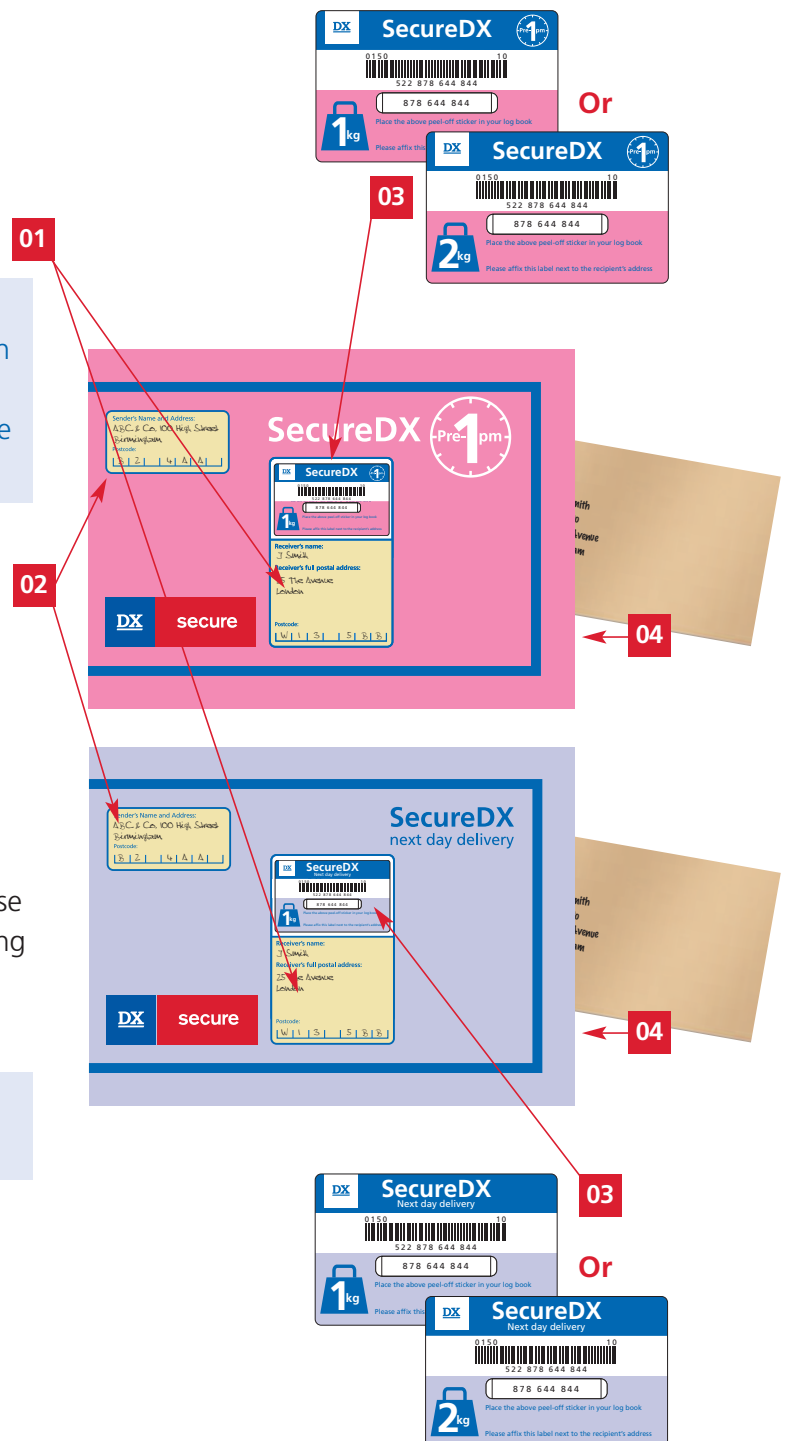
✓ Any business or residential address in mainland UK (including Northern Ireland). A small number of exceptions apply – please check the delivery exceptions table

**Step 02** Write your details, including full postal address in the top left hand corner of the pouch

**Step 03** Stick a SecureDX bar-code label above the receiver's address in the box indicated. Please ensure you use the correct SecureDX label according to the service level required and weight of the item.

✓ maximum weight 1kg or 2kg according to label used

**Step 04** Place your SecureDX mail item inside the pouch and seal.



## Delivery Exceptions

Please note the following delivery exceptions:

Postcode areas HS, IV5 and above, KA27-28, KW, PA20 and above, PH20 and above, ZE and all 'islands'	Excluded from SecureDX Next Day and Pre-1pm services
AB, BT, IV1-4, DD, PA1-19, PH1-19, TR	Excluded from Pre-1pm service (please use SecureDX Next Day option)
PO Box addresses	Excluded from SecureDX Next Day and Pre-1pm services
DX number / DX address	Excluded from SecureDX Next Day and Pre-1pm services (please use DX Document Exchange or DX Tracked Mail services)
Items over 2 kg	Excluded from SecureDX Next Day and Pre-1pm services

## Despatching your SecureDX item

**01**

Stick the peel-off label from underneath the bar-code to the first column.

**02**

Complete the despatch details as indicated. This is your record of the item sent.

**03**

**DX Members:** Post your SecureDX item into the Outgoing Mail Box at your Exchange. You can continue filling out the log book every day until the page is complete.

**Customers who receive a door collection:** Use a separate page in the log book each day. Write the total number of items sent for that day in the box indicated. Leave your log book for the DX courier to sign.



## Tracking your SecureDX item

- You can check the delivery status of your SecureDX items at [www.thedx.co.uk](http://www.thedx.co.uk). All you need is your 9 digit tracking number (from the record in your log book)
- Proof of delivery information is updated onto the website in real time, meaning you can check that your important item has been delivered the very same day.



## Reordering Further Supplies

To obtain further supplies of labels, pouches or log books simply complete a faxback reorder form, order via the DX website at [www.thedx.co.uk](http://www.thedx.co.uk) or call Customer Support on **0844 371 3335**.

when precious goods just have to be there