

Larkspur Route Freight - Handling Manual

Manual R5 | Effective 2 August 2027

1. Booking and parcel identification

Larkspur Route Freight is a fictional regional parcel carrier. This manual covers sealed parcels accepted at its north depot. Pallets and passenger luggage follow separate service terms.

The route-manifest identifier begins with LRF-RM. Parcel identifiers begin with LRF-P. Staff enter both identifiers on a handover record so route and parcel details can be traced separately.

The standard parcel service accepts a maximum mass of 18 kilograms per parcel. The mass is measured for each sealed parcel. A group booking does not turn the limit into a total allowance across several parcels.

Booking corrections are handled by the booking clerk. A correction before acceptance updates the draft record. A correction after acceptance is added as a dated amendment, preserving the original entry.

Dispatch staff apply an orange label to ordinary parcels and a teal label to approved fragile parcels. Label colour identifies the handling category. It does not identify the booking clerk or the destination depot.

This manual does not state the charge for a parcel redirected after acceptance. Redirection charges appear in the carrier's separate tariff. No per-kilogram price is given here.

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2. Fragile handling and exceptions

A fragile parcel is accepted only if rigid corner protectors are fitted. A fragile label alone does not meet the acceptance condition. The acceptance clerk records the check before sealing the intake record.

If the intake seal is torn, staff place the parcel in bay Q-2 pending supervisor inspection. If the intake seal is intact, the parcel may enter the ordinary route queue. Q-2 is the depot's inspection bay.

The carrier accepts no live animals through the standard parcel service. The booking clerk must decline such a booking. Printed packing examples involving toy animals do not change this restriction.

A missed-handover alert must be opened within 45 minutes after the scheduled handover time. The scheduled time on the route manifest anchors this limit. The time when staff notice the missed handover does not start a new period.

Approved fragile parcels are stored on the upper rack of bay F-4. Ordinary parcels use the lower racks in bay S-1. The supervisor may redirect a rack temporarily during a documented floor inspection.

The route queue is closed to unaccompanied visitors. The public counter is outside that area. Collection customers present a booking confirmation at the public counter.

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3. Claims and records

A damage claim must be filed within seven calendar days after delivery. The recorded delivery event starts the claim window. The booking date and dispatch date do not start it.

The claims officer receives damage claims. An acceptance clerk can help find a booking reference but does not approve compensation. The claims officer records a decision in the claim case file.

Handover records are retained for 24 months after the route is closed. An open incident record is held separately until the incident is resolved. The retention rule is not measured from parcel acceptance.

The manual's escalation sheet is identified as LRF-ES-R5. Staff quote this code when escalating a torn intake seal or missed handover. A tariff query goes to the booking clerk rather than the incident queue.

The route supervisor reviews unresolved alerts at 16:10 each working day. This review time is not an extension of the 45-minute alert limit. An alert remains assigned to its named incident owner.

The manual does not provide a depot vehicle fuel budget. It concerns intake, handling and route records. Vehicle operating costs are recorded in the fleet ledger.