



# How to prepare your parcel













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# 1 Pick the perfect size

Selecting the perfect size is based on the higher of your parcel's weight and volume.

 Pouch	250g & 4L
 Satchel	500g & 4L
 Handbag	1kg & 4L
 Shoebox	3kg & 12L
 Briefcase	5kg & 20L
 Carry-on	10kg & 40L
 Duffle	20kg & 80L
 Check-in	25kg & 100L



## Domestic size & weight limits

Service type	Maximum weight	Maximum volume	Maximum length	Sending an item >1.05m
Pick up	25kg	100L	1.8m (180cm)	Additional length surcharge of \$16.50 inc. GST
Drop off	10kg	40L	0.96m (96cm)	Not available



# International size & weight limits

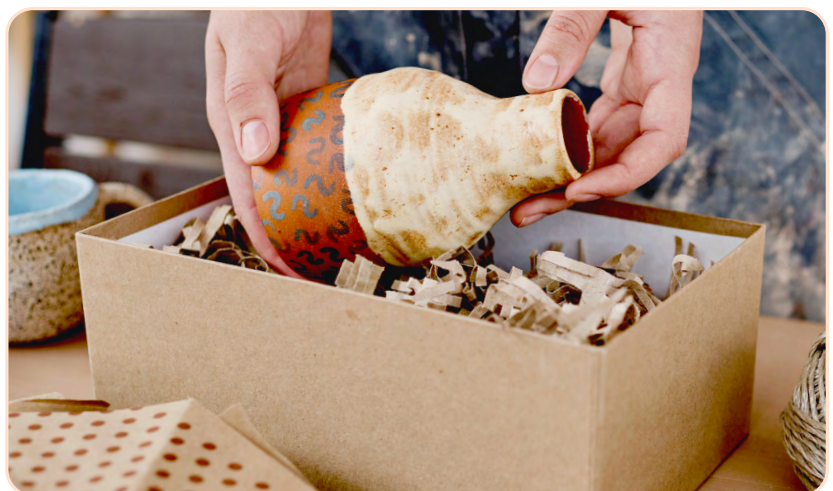
<p>2kg and under parcel size</p>	<p><b>Total Dimensions</b>  = up to 90cm no side longer than 60cm</p>
<p>2kg up to 20kg parcel size</p>	<p><b>Total Dimensions</b>  = up to 150cm no side longer than 105cm</p>
<p>Additional limits for parcels to New Zealand</p>	<p>Maximum length: 90cm Maximum width: 35cm Maximum height: 35cm Girth limit: Length + 2 × (width + height) must be less than 105cm</p>
<p>Additional limits for parcels to the United States</p>	<p>Maximum length: 55cm Maximum width: 43cm Maximum height: 38cm Weight: 11kg</p>

➤ **Measure after packing.**

Always weigh and measure your parcel after it's been fully packed and is ready to go.



➤ **For odd-shaped items** (like cylinders or tubes), imagine your item is inside a box. You'll need to measure the longest length, width, and height of that imaginary box. Better yet, consider using a standard box to keep your item snug and make measuring easy.





## 2

# Neatly pack the parcel

- › Tape or fold down loose corners, and make sure fragile items are snugly surrounded by foam, bubble wrap or packing peanuts if needed.
- › Avoid overstuffing your packaging. Our scanners will measure any bulges, which could lead to adjustment charges.
- › Use durable packaging and tape it up securely, with no loose flaps or edges that could get caught in sorting machines.

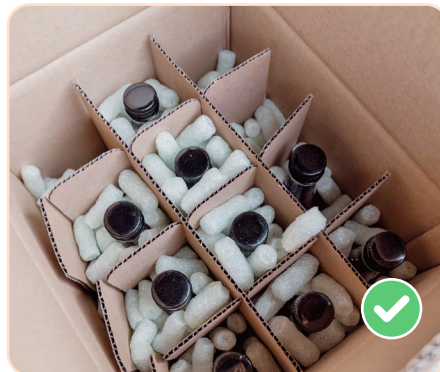


## ✓ Examples of what works:

- › For odd shaped items



- › For beverages or other breakable/fragile items



- › For satchel packaging



## ❌ Examples of what to avoid:

### › Oddly-shaped items



### › Insufficient packaging

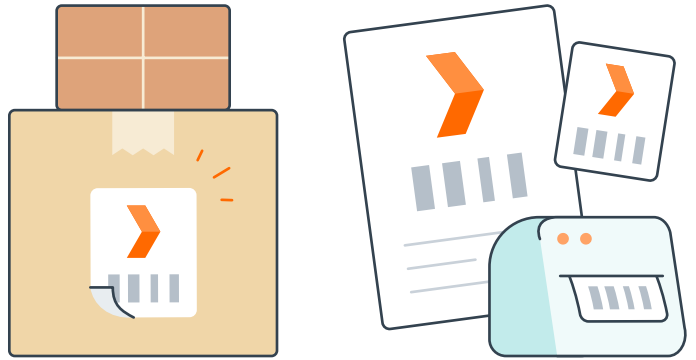


### › Loose packaging



## 3 Attach the label

Sendle labels come in two sizes:  
A4 or cropped (10cm x 15cm).  
Labels cannot be resized.



### Label tips for a smooth journey

- **Print it clearly.** Check the barcode on the label is clear and defined. Faded or blurry barcodes can be tricky for our scanners to read.
- **Keep the barcode clear.** Make sure no tape, straps, or even shiny packaging gets in the way of the barcode.
- **Stick it flat.** Place the label on the largest, flattest surface of your parcel.
- **Reusing a box? We love that!** Just be sure to remove or completely cover any old labels or barcodes to avoid mix-ups.



#### Print labels clearly:

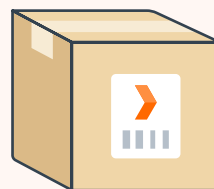


Correct

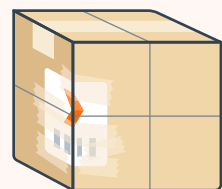


Lined, torn,  
and/or faded

#### Place labels correctly:



Correct



Covered by strapping  
and/or tape, Wraps corner

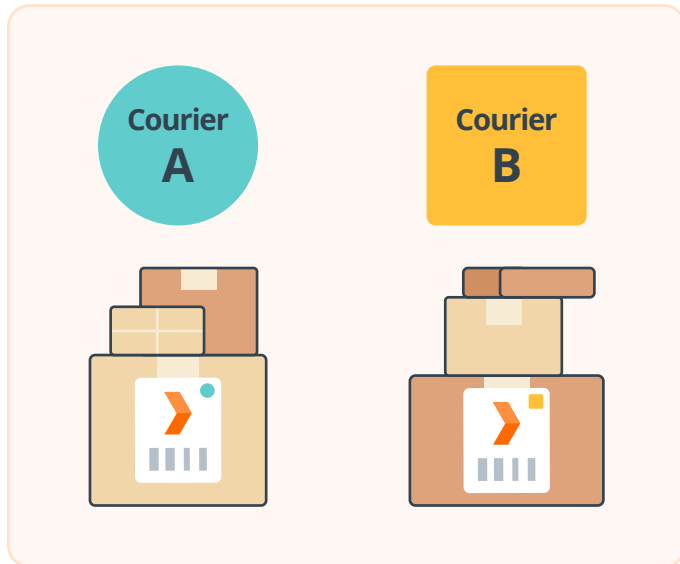


## 4

## Get ready for pickup

Have your parcels packed, labelled, and ready to go in a safe, accessible place for your driver. Pickups generally happen between 8am-6pm Monday to Friday.

### Remember to:

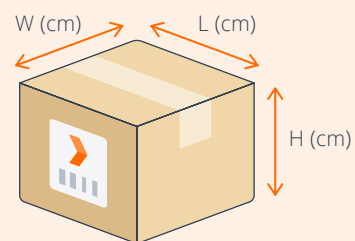


- Organise your parcels.** If you have shipments for different couriers (you can see which courier is assigned on the label), it's a huge help if parcels are grouped by allocated courier. It makes pickups more seamless!
- Snap a quick photo.** Just before you put your parcels out, take a picture of each one, clearly showing the label. It's great to have on hand if you ever need to query an adjustment charge later.

### Did you know?

With shipping, we don't only look at the actual weight of the parcel, but also the space it takes up or its the volume. To get the volume of a parcel, you are often asked for the length, width, and height in centimetres (cm) at their longest points.

- Multiply these three measurements together (Length x Width x Height).
- Divide that result by 1,000.
- The final number is the volume of your parcel in Litres.



$$\frac{\text{Length (cm)} \times \text{Width (cm)} \times \text{Height (cm)}}{1,000} = \text{Volume in Litres}$$



# Want to know more about Sendle?

Visit us at [sendle.com](https://sendle.com)  
or chat with one of our customer champions.

