

16 November 2025: Road Express and Overnight Services are 9am-5pm Services

Re-sharing with you this quick reminder that **Road Express** and **Overnight Services** with carriers like TNT, DHL and Startrack are 9am – 5pm, Mondays thru Fridays services.

Unfortunately, **providing instructions in bookings on these services to deliver a shipment at a specific time or day will not be guaranteed.**

If you need a delivery at a specific date or time, you will need to use special services like timeslot booking, next-flight, or same-day services. Please reach out to your dedicated Freight Consultant and Account Manager to discuss your options.

Frequently Asked Questions (FAQ)

1. My special instructions in my booking and label say that my shipment:

- ***Should not be delivered on certain days during a work week***
- ***Should be delivered at a specific time that is within 9am-5pm, Mondays thru Fridays***
- ***Should be delivered before 9am or after 5pm***
- ***Should be delivered on weekends***

Will the carrier follow the instructions?

NO – Road Express and Overnight services are 9am-5pm, Mondays thru Fridays services and special instructions in bookings and labels are used by drivers when they are already at the delivery site and not for the staff and the depot to set your shipment aside for delivery at a specific date or time.

2. What happens if the driver delivers my Road Express / Overnight shipment outside my preferred date or time and my receiver is away? **Will I get charged failed delivery fees?**

YES – You will get charged failed delivery fees if your shipment was delivered outside your preferred delivery date or time, provided it was done between 9am-5pm, Mondays thru Fridays. It is lawful for the carrier to charge this fee.

3. Can I dispute the failed delivery fee that was charged to me by the carrier? **NO, IF** the shipment was attempted delivery within 9am-5pm, Mondays thru Fridays, within estimated transit times or Estimated Time of Arrival (ETA), but the delivery site was closed/unattended.

YES, IF the shipment was attempted delivery within 9am-5pm, Mondays through Fridays and the delivery site was open/attended.

YES, IF the shipment was attempted delivery before 9am or after 5pm.

Should you require clarifications on this, do not hesitate to reach out to your Freight Consultant or Account Manager for further guidance. Thank you.