



Below: The new APC Overnight Chelmsford team: Depot manager, Michael Pitt (in van) with sales manager, Richard Procter (in foreground) and Rapid Dispatch managing director, Tony Ciuffo.

What's Inside



Focus on Scotland

How our dedicated Bellshill hub benefits the entire network and offers earlier inter-Scottish deliveries.



APC Gets Greener Packaging

Why we choose recycled and recyclable materials for our Courier and Mail Packs.



Secure and insured deliveries

A leading consumer electronics retailer explains why they rely on APC Overnight.

NETWORK EXPANDS

The UK's largest overnight network continues to grow with the launch of new depots nationwide.

APC Overnight has boosted its services with further expansion of the network by launching new depots in Chelmsford, Hereford, Glenrothes and Newtown, Powys. Now the largest UK network with more than 120 depots, APC's enviable record of reliability is rooted in our structure – a carefully selected and managed network of independent delivery specialists, each with their own local reputation and customer base. Many depots have been part of the network since the company was formed, and such is the competition to join that there is a waiting list in several locations.

Our new Essex depot will cover a region incorporating Chelmsford, Braintree, Witham and Maldon. It will be run by the successful Ipswich depot APC Rapid Dispatch who have quadrupled APC Overnight business in



Ipswich and expect to triple the Essex business within the first year. "With the success of APC Overnight nationally, we see tremendous potential for growth in the Chelmsford area," says Richard Procter, Sales Manager of APC Rapid Dispatch. "As we have experienced in Ipswich, APC Overnight provides a real service edge over other carriers. Having local support and such good on-time delivery performance are key factors and APC Overnight's innovative online services with live tracking are proving a big hit with new customers."

Established local Mid Wales company Station Couriers will be taking care of APC



APC NETWORK EXPANDS

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Overnight collections and deliveries in postcodes LD and SY 16-20 and 23-25, while new depot APC CS Couriers cover the Hereford area. For customers in Scotland, Fife-based APC HRW Industries will be the contact if you or your customers are in the Kirkcaldy area.

Irish Services Consolidated

APC Overnight is pleased to announce that our established air freight agents Beatties in Antrim and Cyclone in Dublin have been appointed to also manage our road freight operations – streamlining distribution in both Northern Ireland and Eire, and allowing us to offer additional services to

customers throughout the network, including remote collection.

Steve Cornwell, APC Overnight's National Operations Manager explains: "We've brought all services inhouse through established depots who are dedicated to APC traffic. The two depots are well known and respected in the network – in fact APC Beatties Distribution Services won our Offshore Depot of the Year award for 2007 – which means quality and stability are assured."

APC Overnight continues to grow year-on-year thanks to exceptional service levels underpinned with unrivalled delivery performance that sees over 99.8% of parcels delivered on time.

APC Overnight Leads the Way with Green Packaging



APC Overnight has taken a stand in reducing the impact of plastic on the environment by opting for recycled and recyclable packaging for its Courier and Mail packs.

The UK's largest next day delivery network delivers more than 1 million parcels each month so this eco-friendlier approach will make a huge difference to the amount of plastic waste generated across the industry and is a positive step in helping to reduce the estimated 10.5 million tonnes of packaging waste generated across the UK in general (DEFRA 6-08). APC Overnight encourages other network operators to follow its example.

Courier and Mail packs do not need to be manufactured from virgin plastic so we chose to use recycled low-density



polyethylene. After use the packs can be recycled by mechanically chopping them into tiny pieces using a process called regranulation. The granulated polyethylene can then be melted and reused, which consumes less energy than producing new or virgin plastic.

"APC Overnight is committed to initiating environmental policies across the network. Opting for recycled and recyclable materials for Courier and Mail packs is yet another step forward in reducing the impact of the organisation on the environment and demonstrates that we have an active programme for improving our environmental credentials," says Jon Barber, Marketing Director, APC Overnight.

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APC Prioritises Carbon Footprint Reduction

With 240 trunking vehicle journeys between our depots and hub every working day, careful strategic planning of APC Overnight's operational systems can have far-reaching effects on reducing our carbon footprint. Each night, vehicles travel from all corners of the UK to our Midlands hub – from Redruth and Truro in Cornwall, Inverness, Lowestoft, Anglesey and the Isle of Wight... and everywhere in between. Where practical, journeys can be consolidated – for example several depots spur in to the Inverness trunker run – and we put particular emphasis on finding ways of running a greener operation. The issue is a priority for APC's National Transport & Trunking Manager, Jim Freeman: "We are examining our strategy from all points of view – from the simple practicalities of diesel additives which improve mileage, through strategic planning to identify and build on synergies."



NEWS IN BRIEF

New! Morning Delivery to the Isle of Wight

Now customers sending goods to the Isle of Wight have extra choices: APC Overnight have introduced a morning delivery service to the Island's main towns – Newport, Cowes and Ryde – as well as an XS service for parcels weighing up to 50kg (please check with your depot for maximum dimensions on this service).

Boost Your Circulation with New Magazine Service

Here's a new service specially designed for printers and publishers – a low cost 1-3 day service for magazines, catalogues and other printed matter where no signature is required on delivery. Publications may be sent in plain or publishers' branded packaging. Please contact your local APC depot if you could benefit from the APC Magazine Service.

Beating the Record

Our proud record of 99.8% accuracy has been regularly exceeded recently, with nightly successful sort figures reaching more than 99.9%. Operations Director Syed Ziaullah reports that we achieved our highest ever accuracy total – 99.938% – in the summer. These excellent figures underline the professionalism and high standards of the hub operation, and help to give customers and depots complete confidence in our products and services.

APC in the News

APC Overnight is enjoying a higher than ever profile in the media – both in print and online – as a result of recent expansion and development initiatives. News of our capital investment and environmental policies have appeared in consumer and trade publications, while individual APC depots have been featured in their local areas.

environmental impact. The service is proving particularly popular with the luxury food sector, with fresh produce businesses such as meat, pie and bacon suppliers finding APC Overnight's early deliveries the best choice for their perishable items.

At Bellshill, one third of all parcels received are sorted and distributed in Scotland without ever crossing the border, improving efficiency and helping APC to reduce the carbon footprint of its business and manage the drivers' working time better. Keeping these consignments within Scotland benefits the entire network as the Midlands hub is able to optimise its services for the rest of the UK.

One third of all parcels received are sorted and distributed in Scotland without ever crossing the border...

Focus on Scotland

APC Overnight's bold move to boost business in Scotland has paid off with a big increase in business north of the border. APC Overnight has taken an innovative approach by retaining all consignments for Scottish destinations within Scotland, allowing their Scottish depots to offer much earlier deliveries than rivals.

The expansion of our Bellshill hub operation also led to crucial fuel savings, faster response times and reduction in

CUSTOMER FOCUS

"Why we choose APC"

Shop@Panasonic, a group of retail outlets and online stores based in south west England that specialises in Panasonic products, has chosen APC Overnight as its preferred delivery partner for the past eight years. The service provides Shop@Panasonic with secure and insured next day deliveries, which underpins the company's reputation for rapid despatch of purchases.

APC Overnight's experience in handling electronic products ensures that customers receive their purchases from Shop@Panasonic intact and fit for purpose. Not only does the system provide careful handling of valuable parcels it also offers timed-deliveries to ensure that the consignments can be received in person. Furthermore, consignments can be tracked so that Shop@Panasonic and its customers can locate goods in transit.

"After trying every major courier service and having been let down time after time



Shop@Panasonic harnesses the power of the APC Overnight network

we decided to try APC Overnight's local agent APC Deadline Distribution Services. Much to our delight consignments stopped going missing and parcels started arriving on time," says Peter Wreford, Relief Manager, Shop@Panasonic.

The high-tech consumer electronics retailer despatches a wide variety of consignments including Internet purchases and customer returns as well as sending products to other Shop@Panasonic outlets.

"During the past eight years I have always found APC Deadline to be helpful and informative. On many occasions they have gone above and beyond the call of duty. I would recommend the company to anyone," concludes Peter Wreford.



Perfect Timing

Timed deliveries have been central to APC Overnight's services since the beginning, and for many shippers this is the crucial deciding factor that gives us the edge.

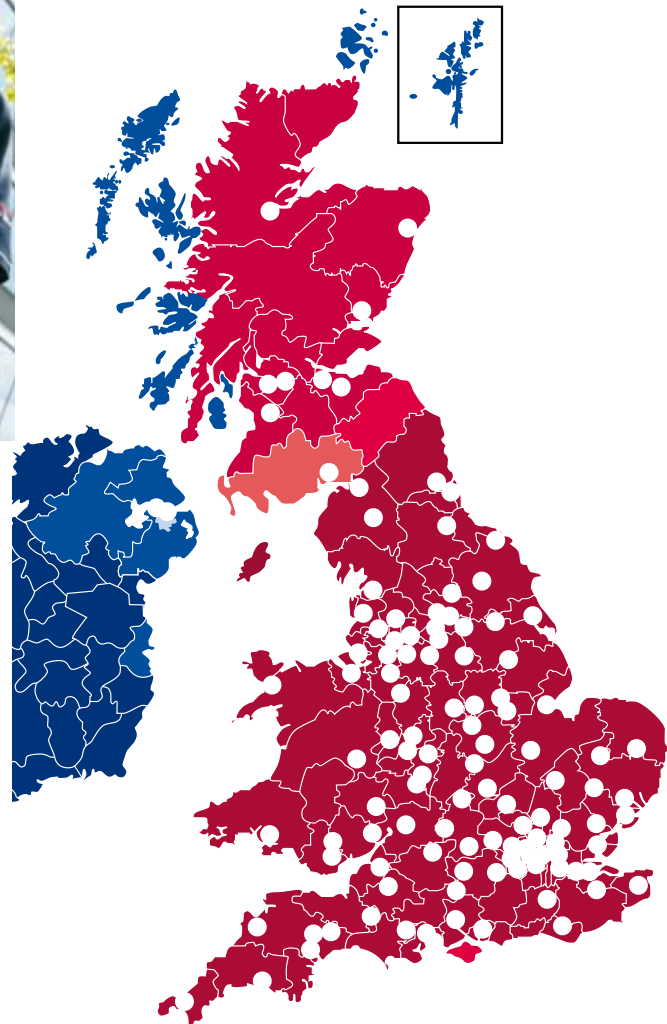
For almost all mainland destinations you can choose your preferred delivery time from a range of options to suit you and your recipient – whether you're sending urgent documents for a 9am meeting, parts needed by field-based engineers before 10am, a morning delivery for a mail order customer before 12, or a regular next day service for consignments which demand the care of an overnight courier but are less time-sensitive. We can even offer a pre-booked before-7.30am delivery to major centres – just call your local depot to ensure that the service is available to your destination. And if it's more convenient, we can also arrange for Saturday morning deliveries to most UK addresses.

Feedback from customers is vital for us in ensuring that our services fulfil customer requirements. Ipswich-based Mediterranean Shipping Company – the second largest container shipping company in the world – has recently chosen APC Overnight as a preferred carrier to deliver important shipping documents on a guaranteed timed delivery service throughout the UK. Hundreds of these documents – a requirement for release of imported and exported consignments – are sent out by the

company each week and reliability is vital. MSC's Lavinia Loines explains: "APC Overnight offer unrivalled delivery reliability and that is absolutely crucial for Bills of Lading. Any loss of the documents can cause long delays in the release of goods." She added that APC's online tracking is particularly good, providing assurance that documents have been received safely.

Your feedback on any aspect of our timed delivery service is welcomed – please email feedback@apc-overnight.com.

APC Overnight delivers import/ export documentation for MSC – the world's second largest container shipping company.



APC Overnight: The UK's largest Overnight Delivery Network

More depots than any other overnight delivery network means that there's bound to be one near you – and your customers! Our 127 depots cover all areas of the UK, ensuring that your parcels are collected promptly, tracked efficiently and delivered on time, whatever their destination.



NATIONWIDE NEXT DAY DELIVERY

www.apc-overnight.com
0800 37 37 37

