

APC GLASGOW IS OUT OF THIS WORLD!



APC Glasgow boldly went where no delivery firm had gone before when they were beamed in to look after exhibitors at the 63rd World Science Fiction Convention.

The Scottish depot – part of the APC Overnight delivery network – was approached by organisers to act as the preferred carrier for the sci-fi fair.

It meant staff had to go into hyper-drive to cope with the demand for moving books, magazines and artwork for the week-long show at the Scottish Exhibition Centre.

Service

And organisers were so impressed with the out-of-this-world service that they have asked APC Glasgow to perform a similar role for the British Science Fiction Convention.

“There were people from all over the world coming to this event and we were asked to act as the official firm for deliveries for people taking part,” said Matt Travers, Managing Director at APC Glasgow.

“I was quite impressed with the show. It was totally different to anything we had done before.

“There were a lot of books and artwork but there was also some memorabilia from films and people dressed up in character.”

APC MEETING RAISES £1750 FOR GREAT ORMOND STREET HOSPITAL AND ALZHEIMERS SOCIETY

The recent APC Overnight All Depot meeting at Stratford upon Avon not only attracted a record attendance of over 300 people, a raffle on the day raised £1,750 for Great Ormond Street Hospital and the Alzheimers Society.

The raffle was sponsored by Printwell, a supplier to APC.

Vince Friery, Director of Communications for APC Overnight commented: “APC is delighted to offer its ongoing support for these two very worthwhile charities.”

“USE APC OR LOSE OUR ACCOUNT”

The APC Overnight reputation really means business...

For when high value computer components company Square 1 Products' largest customer instructed them to use APC the company was only too happy to use APC Manchester's services.

Patrick Wyly, Finance and Operations Director of Square 1

Products, commented: “In our crowded marketplace we can't afford to let our customers down and open the door to our competition. So when our largest customer gave us an ultimatum – use APC or lose our account, we had an easy choice to make!!

Express

“Two years on and words alone cannot express the satisfaction that APC has brought to Square 1

and its customers. Gone are the days of chasing uninterested remote hubs for missing products while pacifying screaming clients and worrying about the effect on the bottom line.

“APC's professional dedication inspires confidence in their service. We can sleep peacefully at night these days in the knowledge that we won't be disappointed,” he added.

APC OVERNIGHT SPONSORED KICK-BOXING GIRL SELECTED FOR GREAT BRITAIN

The daughter of Essington based customer service manager, Debbie Warfield, has been chosen to represent Great Britain at next year's kick boxing Championships in Athens, Greece.

Danielle Warfield (14) and her brother are sponsored by APC and one of its senior managers Steve Cornwell, to help fund their travelling expenses and entry into competitions.

Since then they have achieved considerable success in regional competitions leading to this latest accolade.

Proud mum Debbie Warfield commented: “I am absolutely

thrilled and very proud of what Danielle has achieved.

“She only started kick boxing four years ago after having been bullied at school.

“I went along with her initially to give her a bit of support and we are still going together and pick up our Black Belts next week.

“Being selected to represent Britain is a great opportunity and the icing on the cake.”

Anyone who would like to sponsor a child at the Kick

Boxing Club at a cost of £100 per year should contact Debbie at APC Customer Services on Tel: 01922 702 500.



Danielle Warfield kicks for Britain.

APC ALL DEPOT MEETING IS BIGGEST AND BEST EVER

The script could not have been written better for the recent APC All Depot conference in Stratford-upon-Avon, not even by a certain well known local poet.

A record attendance, excellent speaker, glittering prizes for the award winners and a super hotel for the dinner dance in the evening, the 11th Annual All Depot event will certainly go down in the memory as the biggest and best ever. In addition, a Charity raffle kindly held on the night, raised over £1,750 for the Great Ormond Street Children's Hospital and the Alzheimer's Society.

Their guest speaker for 2006, Neil Laughton, came highly recommended and was certainly an inspiration to all. As someone who survived one of Mt.Everests' worst storms ever and still went on to climb the 7 summits he is a classic example of how success can be achieved despite adversity.

And of course, the “stars” of the day were our APC award winners. Congratulations must go first and foremost to Point to Point (Depot 70) of London who won the APC Depot of the Year award for a second year running. A fantastic achievement!

Other regional award winners were:-
Northern Region – Depot 48, Courier Logistics of Rotherham
South East Region – Depot 13, APC East Kent of Ramsgate

Offshore – Depot 69, Cyclone International of Dublin

Midlands Region – Depot 15, Heart of England from Banbury

South West Region – Depot 25, Celtic Couriers of Llanelli

East Anglia Region – Depot 34, Hand Delivery of St. Albans

Scottish Region – Depot 66, APC Glasgow from Glasgow

Development Depot of the Year – Depot 43 Team C Couriers of Thetford

Quentin Abel, Managing Director of APC Overnight, commented: “Our 11th All Depot meeting will be remembered as a fantastic event and all APC depot personnel must be congratulated for their part in helping to make it such a success.

“Congratulations especially to our award winners who have been singled out this year for special recognition. But our customers across the country will tell you they are the real winners, because of the unique service levels they receive from APC.”



Quentin Abel



THE ALTERNATIVE PARCELS COMPANY LTD



Issue 4

For customers and prospective customers of APC Overnight Ltd.

APC EXPANDS HUB CAPACITY AT ESSINGTON

VOLUMES UP BY 17 PER CENT FUELLING NEED FOR MORE CAPACITY

EXCLUSIVE

APC Overnight has acquired the freehold of its National Sortation Centre at Essington, as it continues to expand its operation with volumes up 17 per cent since last year.

Furthermore, as a direct result of continued and future projected expansion, the company has leased a second site adjacent to its main hub at Essington.

Mike Dewick, General Manager for APC Overnight commented: “The decision to acquire the freehold of our National Sortation Centre enables us to plan for the long term. We had previously outgrown hubs four times in nine years. We are in our twelfth year in business and can now consolidate our headquarters at our National Sortation Centre for many years to come.”

Facility

APC moved into its new National Sortation Centre in July 2003, but further growth of the business also led the company to lease the second facility which has enabled APC to separate out its ever-increasing traffic bound for Scotland.

He added “We decided to put our Scottish bound consignments into this second building to allow faster turnarounds for the longer distance trunking routes and the benefit of increased efficiency has already been felt.

“In addition the site also offers us a larger marshalling area for our trunking vehicles and this too has helped improve efficiency.”

APC OVERNIGHT RECORD BREAKERS!

APC Overnight's continued success has resulted in a hat trick of records for the company.

For record breaking APC has recently achieved the following:

- A record number of consignments for the 12th consecutive year.
- A record number of parcels carried on one night – 60,085 on December 20th 2005.
- Confirmation that APC has continued to maintain its 99.97 per cent on time delivery figure – believed to be the highest in the industry!

Vince Friery, Director of APC Overnight Ltd, commented: “These are remarkable record achievements in a market that is more competitive than ever, with extremely tough economic conditions.

“The bottom line is that we are providing a quality service that is second to none in the industry with a team that is totally committed. That formula equals success. However we are by no means complacent.

“It is important that we continue to strive for the magical 100 per cent figure. We want to deliver a service that is perfect.”



The APC Overnight National Sortation Centre at Essington.



Inside the APC Overnight National Sortation Centre.

“Expanding our hub facilities at Essington will allow us to continue achieving an on-time service delivery rate of 99.97 per cent, which I believe to be the best delivery rate in the industry.

“I am delighted that we have finally acquired the freehold of our National Sortation Centre at Essington. This will certainly help us plan for the future and together with the second site we have leased adjacent to our main hub, we are well placed to deliver real growth to our members without compromise on service.

“We are also looking to accommodate further growth and we are currently considering other suitable sites for regional hubs, both in the north and south”

- Quentin Abel, Managing Director, APC Overnight Ltd

APC OVERNIGHT DEPOTS EXPAND...

The APC Overnight network success story is reflected by the number of APC companies investing in new depot premises.

Take Depot 48 Courier Logistics for example. Not only have they recently celebrated their 10th anniversary in business but also a record annual turnover.

Their celebrations have coincided with their move from Sheffield to a new 12,000 square foot depot in Templeborough, Rotherham near the M1 motorway. The £500,000 investment means that Courier Logistics is operating out of a facility four times the size of its previous premises.

In another part of the country, St Albans-based Hand Delivery Ltd has invested £80,000 in expanding and refurbishing its premises to double capacity. The 11 year-old company, based on the Verulam Industrial Estate, has taken on a 10,000 square foot site adjacent to its existing depot, which now has 3000 square feet of office space.

Another expanding APC Overnight company, Wey Group International, has opened a 3000 square foot depot at Colnbrook near Heathrow (serving the GU postcode) in order to

accommodate increased demand for its delivery services. The new depot complements the firm's existing 8000 square foot main site at Byfleet, Surrey. It currently handles 2000 consignments per day through its 52 vans and bikes.

Growth over the past 12 months has been around 10 per cent.

Liverpool's APC depot Swift Despatch, is the area's largest independent courier company. It recently moved to purpose-built headquarters overlooked by the famous Liver building at the Pier Head.

The company, founded by APC director Vince Friery in 1984, has grown dramatically in recent years and now employs 33 people, including 21 drivers and 12 office based staff.

Booming RDM Distribution is expanding with a move to premises more than three times the size of its current home to keep up with demand for its services.

RDM has switched from its 2,500 sq ft base in Santareen Road, Norwich, to a purpose-built 8,000 sq ft headquarters just 100 metres away in Wellington Road. It has had to make the move to keep up

COURIER LOGISTICS NEW FACILITY



with a continual rise in the volume of consignments passing through the depot – and it is expecting the trend to rise in 2006.

Fast expanding Trax Express Systems has moved to a 11,500 sq ft depot in Saltley, Birmingham, from its 6,000 sq ft Summer Hill Street site in response to growing demand for its APC Overnight service. Marketing Director Nick Pearson explained: "The last year of trading has been fantastic and we needed to move to a new headquarters to be able to best serve our customers.

"It has enabled us to expand the range of services we offer. As well as same-day and APC Overnight, we can now offer storage facilities, pick and pack, international and pallet distribution.

Also on the move to new premises four times the size of its previous base to cope with demand for its services is APC Manchester.

The company now has its Trafford Park headquarters in a 14,500 sq ft unit compared to the 3,600 sq ft space it occupied previously.

Peter Gill, Director of APC Manchester, said: "Our turnover last year was up 23 per cent and the previous year was similar. We needed new premises to be able to keep expanding at this rate."

APC Manchester was established in 1998 and now boasts a fleet of 20 vehicles and employs 15 in-house staff. It handles around 1,800 parcels a day.

POINT TO POINT (DEPOT 70) WINS APC DEPOT OF YEAR AWARD FOR SECOND YEAR RUNNING

Point to Point of London (Depot 70 to the APC Overnight network), has won the prestigious APC Depot of the Year award for the second year running.

Their success was announced at the recent 11th annual All Depot meeting at APC Overnight at Stratford-upon-Avon.

Couriers

Point to Point is owned and run by Kevin Grey who was among the original handful of dedicated courier companies that grew up alongside the exploding, creative and technology industries of the Home Counties and London in the early '80's and this latest award proves the team's continuing success.

Kevin's career in the courier industry started in 1972 with Mercury Despatch riding a Yamaha. He stayed with Mercury until 1975 when he began with Point to Point. He had the opportunity to buy the company which he did and continues to run it today. The company now has 50

Kevin Grey (right) and the Point to Point team receiving their award.



members of staff and has been in business for 26 years serving a range of well known companies such as Conoco Phillips, Proctor and Gamble UK, Sony UK, Siemens PLC and Holsten.

Kevin Grey commented: "I would like to thank everyone that voted Point to Point "Best Depot". Considering the quality of the companies within the APC, it is a great achievement to receive this accolade for the second time.

"It is a tribute to all the staff at Point to Point and a fitting reward for all their efforts over the year".

FIVE MEMBERS OF APC OVERNIGHT INAUGURATED AS FOUNDING FELLOWS OF IoC

Founding Fellows from the Institute of Couriers found themselves amongst the red benches of tradition when they were inaugurated at The House of Lords this month at a prestigious ceremony.

20 Fellows were inaugurated in total with five APC members included – Vince Friery from Swift Dispatch, Judy Benn from Arrow Express, Kevin Grey from Point to Point, Jon Barber from Scarlett Couriers and Hilton Lewis from Lewis Day Couriers.

The Host of the evening was the President of the Institute of Couriers, Viscount Falkland and the Chairman was Carl Lomas MBE. Other VIPs present were Mr Michael Power, Master of the Worshipful Company of Carmen, Mr Frank Steer MBE, Chief Executive of IQA, Mr Gary Whittam, Commercial Director of Ford, and Mr Stuart Hicken,



Pictured left to right: Vince Friery, Judy Benn, Kevin Grey and Jon Barber. Inset Hilton Lewis.

Team Manager of BSB Hawk Kawasaki.

The Institute of Couriers started in June 2005 and now has over 300 courier professionals seeking membership and is directed by twenty Founding Fellows.

David Jamieson, former Minister for Transport announced the Institute of Couriers concept at the National Courier awards in 2004. He stated that the Institute of Couriers would be an excellent way to recognise the individuals who work for and are the courier industry.

APC CUSTOMER SERVICE LEAPS AHEAD WITH "VELOCITY" WEB BOOKING.

NEWS FEATURE

How to make the UK's best overnight parcel service even better? That was the challenge facing APC 18 months ago. The solution was to provide its customers with 'Velocity' a web shipping and tracking system. Thousands of APC customers are already booking their deliveries through this advanced system. Using Velocity you can enter consignments from any PC with an Internet connection. The flexible address book and postcode look-up facility ensure fast, accurate bookings – and therefore more reliable deliveries. Tedious form-filling is eliminated as the system automatically prints APC shipping labels, and at the end of the day you can print a manifest for your APC driver to sign. There is no maintenance required as all routing and postcode updates are performed centrally. APC's Thetford depot, Team C, have found the system to be very popular with their customers. Jane Knight, Company Director of Ray Knight Enterprises went as far as to say "Velocity was part of the reason I changed to Team C. Our despatch is now very organised and all our shipping information is available at the touch of a button." Anyone in

your organisation can view consignment details and PODs on the web, and you can even receive an email to notify you of a successful delivery. In addition a full "audit trail" of consignment and POD history is available on line, and can be downloaded to your own PC. Advanced features include the ability to send your consignee an 'alert' email to notify them that an overnight delivery is on its way to them. "Tracking and Proof of Deliveries on APC Velocity are real plus points, very quick and easy to access and it saves us ringing Team C for updates." said Stuart Double, Director of Double Quick.

"In addition Velocity is designed to integrate with virtually any system so that you don't even have to key your bookings in." Just import from your own systems or spreadsheet saving hours and reducing errors. Standard integrations at point of despatch are available for many popular system including Sage, Actinic, METACS, Relayer & CAM systems. "For more seamless integration with your web store or order processing system use "Velocity Connector". Connector process bookings in real time and prints APC labels automatically." The real strength of Velocity is that

"The on-line booking facility is excellent. The quick, easier postcode driven database is much better to use, no more checking that the address is correct, your system does that for you.

"I never have to worry about a package not getting to its destination; with APC the job is done. If (and it's a big if) there is a problem Paul or Tony will call our office.

"No gimmicks what you see is what you get - a damn good delivery service, well done APC East Kent.

"Would and have recommended APC to several other companies."

Nicola

Nicky's Nursery Ltd.

"We find the booking in system extremely useful. It is a LOT quicker to book jobs in. Also we get constant email updates which enable us to track our consignments including who signed for it.

"Our company has benefited from this system because it saves us time and gives us more control of our deliveries as all the information we need is in the booking in system."

Mark Roberts, Spicer and Spicer Ltd
APC East Kent customer.

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it is an integral part of the APC service. Heather Buckwell, Company Secretary of Bioteknik Ltd and customer of Canterbury depot APC East Kent explained "We are extremely pleased with the efficient and reliable service we get from APC. The web booking system couldn't be easier and the email alerts are a real bonus. We get very few queries about delivery and lots of praise about our wonderful customer service". Whilst Mark Roberts of Spicer and Spicer Ltd another APC East Kent customer said "We find the booking system extremely useful, it is a lot quicker to book jobs in. Our company has benefited from this system because it saves us time and gives us more control of our deliveries as all the information we need is in the booking in system."

All you need to take advantage of this new service is an Internet connection. For more information and a demonstration please contact your local APC depot.

TOP MARKS FOR 'VELOCITY' AND QUICKSILVER FROM CITY & GUILDS

"Since joining forces with London APC Depot Quicksilver our confidence in the safe and timely delivery of exam scripts to our examiners is at a level we have never experienced before. Examiners are delighted with the prompt service of Quicksilver and as a result we are reaping the benefits of quicker returns from them which aids us in our ultimate goal of getting results to our candidates as quickly as possible. Operationally the ease of use of Quicksilver's booking system, most notably the multi-user facility and database of addresses, frees up a considerable amount of staff resources and is widely regarded by the team as one of the most beneficial changes that has occurred to the department over the last few years. "Keeping track of our parcels is made all the more easy with the system and it's backed up by their excellent customer services who, unlike the majority of companies, are proactive rather than reactive. Overall a gem of a service!"

Brian Cronin, Exam Management Operations, City & Guilds Group

NICK IN THE SADDLE

Delivery firm boss Nick Taylor got on his bike to raise nearly £2,000 for charity on a marathon ride to Paris.

The intrepid managing director of APC depot 77 - Derby Express -joined 81 other cyclists for the challenge, setting off from London's Tower Bridge and arriving in Paris three days later, via Newhaven and Dieppe.

And he said he owed a big "thank-you" to all the colleagues and customers who had helped him reach the £1,800 target for the Motor Neurone Disease Association.

"The support from everyone has been fantastic. I would like to thank all those friends, family, colleagues and customers who I phoned and emailed, bullying them for money!" said Nick, 42, who is also Director of IT at APC.

"It was a fantastic experience. Starting at Tower Bridge and ending at the Eiffel Tower, we were very fortunate with the weather which was sunny throughout. My legs lasted well and were surprisingly OK at the end.

"This is definitely something I would want to do again. I haven't told my wife yet though!" Nick, who founded Derby Express in 1988 and has been part of APC for 11 years, trained for four months for the charity ride. There were a total of 82 cyclists on the 300km trip, 28 of them riding for the Motor Neurone Disease Society.

Derby Express has previously received a Regional Depot of the Year award from APC in recognition of the large increase in its business over the previous 12 months. Currently handling around 1,500 parcels a day, the company expanded by 20 per cent



Nick Taylor reaches the end of the bike ride in Paris.

last year. It has 40 staff and a fleet of 30 vehicles.