

“Committed  
to you”





“We are the UK’s  
largest network  
of independent  
delivery specialists”

### Welcome to The APC Delivery Network

We are a network of independent delivery specialists uniquely connected by a common passion to place you, our customer, at the heart of everything we do.

We have over 25 years’ of experience in understanding our customer needs and have built a reputation for providing great service to the business community and genuinely putting our customers first.

We are incredibly proud of what we have achieved with our customers and are excited about what our future together holds, as we continue to innovate and introduce new service offerings.

We are proud to be committed to you.

Jonathan Smith  
CEO



## A community growing since 1994

When a group of delivery specialists came together to create The Alternative Parcels Company something very unique was created; a network of independently-owned businesses that work towards one common goal - to work together to provide the best overnight collection and delivery service for their local businesses and customers.

The founding principles of the APC Overnight network are still true within our network activity today. We are a network where support for customers is local, accessible and personal.

We believe there is always a solution for a customer; that care is key in all we do, and that through partnership and working together, excellent service can be achieved.

Every customer can depend on our passionate and committed teams to provide the best service every time.

Every delivery, every collection and every phone call is easy with APC.

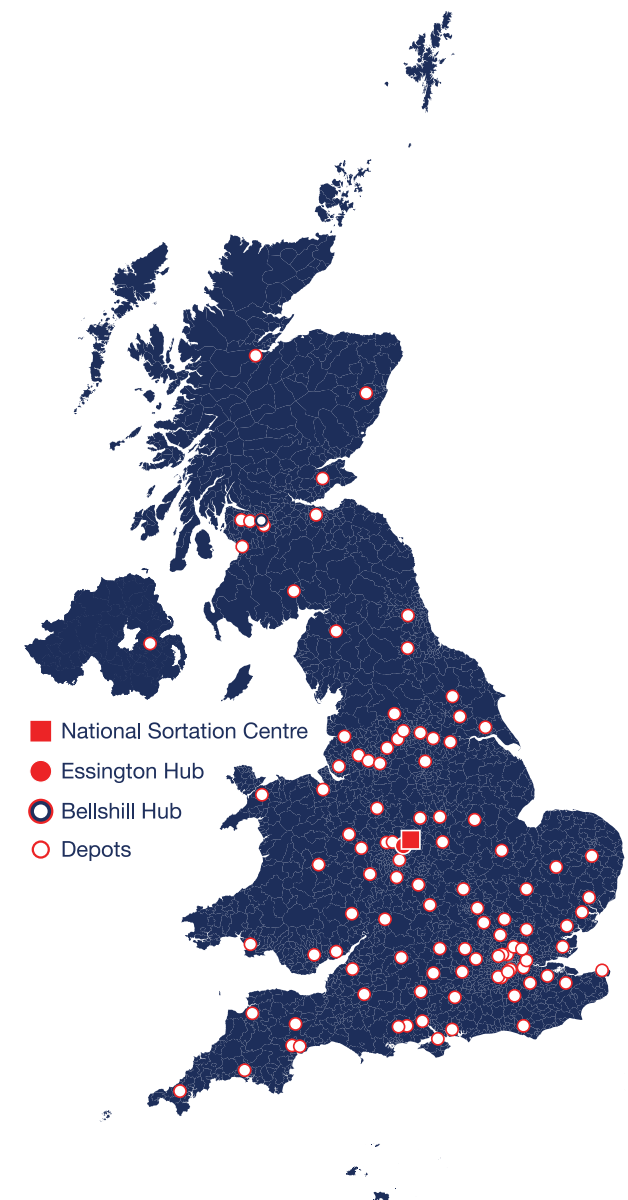
## Why choose us?

- You, your business and your customers really do matter to us - we truly recognise that your business reputation is important.
- We will never take it for granted that you have entrusted us with your reputation.
- Our partnership with you is genuine and based on understanding, trust and transparency.
- We offer logistic opportunities and solutions to all of our customers-you are never too small to matter to APC.
- Our agenda is to support local businesses through a local business solution - we take pride in being financially independent and being wholly British - owned.
- We are closer to your doorstep than any other carrier.



“Delivering with care  
through strong  
local partnerships”





“National coverage delivered locally”

## Our network is your network

### Our Depots

- APC Overnight has over 100 locations across the UK, who all use the APC Overnight network to collect and deliver parcels. We all work together to provide excellent service levels to our customers across the UK. We also have service partners to provide services into and throughout Ireland
- All depots are individually-owned by experienced delivery specialists who share the same principles - exceptional service, embracing the latest technology and investing in safety and our Hubs.

- Our hubs are strategically located to ensure we continually provide the highest level of service to APC member depots and customers.
- The sort action takes place overnight with carefully selected and trained staff members who ensure all parcels are carefully sorted and despatched on time to meet customer's service requirements.

### Our Head Office

- Our head office is located adjacent to our National Sortation Centre near Cannock.
- We have several specialist teams based here that support the needs of the network and our customers.
- Our aim always is to have the customer at the heart of our network activity and remain true to our founding principles.



# Working and growing with you

APC Overnight is the only UK parcel carrier that offers a genuine local relationship while providing national coverage.

We want to understand what matters to you and your customer, and we will never shy away from finding you a suitable solution, and we aim to be flexible in meeting your customers needs.

We grow with our customers.

## When time matters

We specialise in timed deliveries, giving you a reliable service with flexible options for all of your parcels.

Our range of timed delivery services are perfect for fresh produce and perishable items, alongside time-critical items such as travel documents and medical supplies.

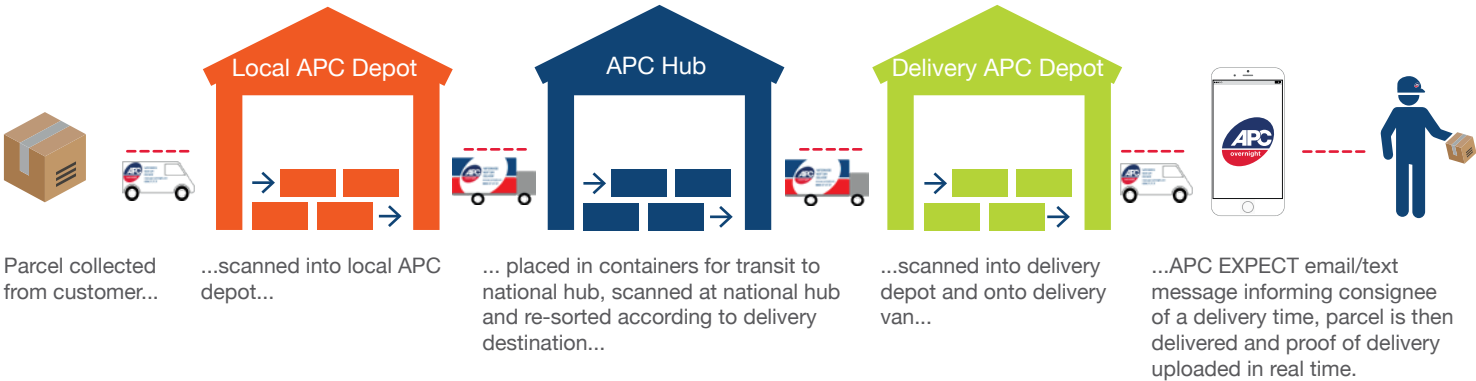
Monday to  
Saturday  
delivery before  
10.00\*

Monday to  
Saturday  
delivery before  
12.00\*

Monday to  
Saturday  
delivery before  
16.00\*

\*Please note there may be some limitations to the service coverage areas; please check with your APC local depot prior to despatch.

## Journey of your parcel



“Timed services that  
you can rely on”





## When Specialist Handling is needed

APC Overnight's specialist experience lies in transporting products for niche markets that many other UK parcel carriers refuse or are reluctant to carry, such as perishable products, flowers, liquids and live fish.

Our ability to deliver these delicate products safely is testament to the care and attention we take to ensure we handle every single item with the highest level of care.

### Fragile Service



- Fragile items are placed into separate cages to ensure minimal handling and limit the opportunity for damage.
- Items are sorted separately and in a dedicated area of our hub. They are sorted by hand - no automated machinery is used.
- We take extra care to ensure that items are handled “the right way up”.

### Liquid Service



- APC has a great reputation for carrying liquids. We ensure that these items are placed into separate cages to reduce handling.
- We have a segregated area within our National Sortation Centre for liquids, with staff fully trained specifically to handle this type of item.
- All items on this service are sorted by hand-no automated machinery is used. We work hard to eliminate damage occurring, and readily work with customers to improve item packaging.

### Security Service



- High-value, treasured items that require extra security measures during sortation and transport are sealed within separate cages.
- The items are hand-sorted under high definition CCTV in a designated area within our hub.
- No liquid products are allowed into this area to ensure security items are protected.



“We care about each and every parcel”



# APC International Service

Our international service is provided in conjunction with AMI (Air Menzies International).

You can book a collection via the online portal and your international items will be collected alongside your other UK deliveries.

Our experienced team has a thorough knowledge of export rules and regulations and we will always calculate the quickest, safest and most economical method for your requirements. We also offer a cost-effective road-to-Europe service that is ideal for less time-sensitive items.

You only need to deal with your local APC depot for all of your UK and Worldwide parcel deliveries.

International delivery is made easy with APC.

“The world is your oyster”

## How this benefits you

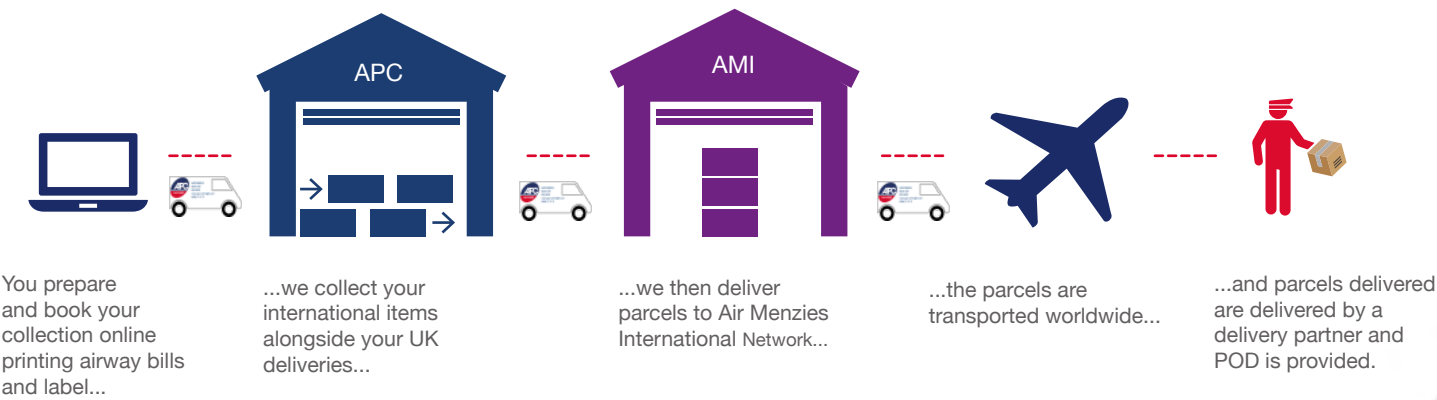
### Convenience

- APC Overnight recognises that UK businesses regardless of size also need a reliable international service to offer to their customers.
- You will benefit from the easy booking and the convenience of collection coinciding with your UK collections, coupled with an established global network delivery partner.

### Reduce costs and save time

- Our wide range of services means that you save time, money and effort, compared to dealing with a variety of service providers.
- Rates are transparent with no hidden surcharges.

## How it works





## APC Mail

Take advantage of our mail service that offers one convenient collection for your mail and parcels, plus significant savings on your postage costs.

We have teamed up with Whistl, the UK's second largest postal operator, to offer you exclusive rates on your second class, non-urgent mail.

There is no stamping or franking required, and just one collection to get ready for. All you need to do is put your mail along with your customer-specific tray card into our APC courier pack and we will collect it alongside your parcels at no extra charge—it really couldn't be easier.

## How this benefits you

- Reduced costs for your mail
  - No stamping or franking
  - Increased service offering for your customers
- Your parcels collected at the same time as your mail - one collection
  - Quick and easy mail preparation
  - No hidden charges for collection

## What happens to your mail



“Collecting your mail and parcels together”



# What we carry through our network



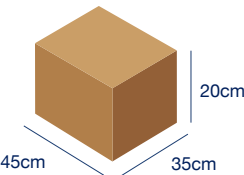
## MailPack

Maximum weight 1kg  
Branded A4 plastic bag  
Excludes liquids.



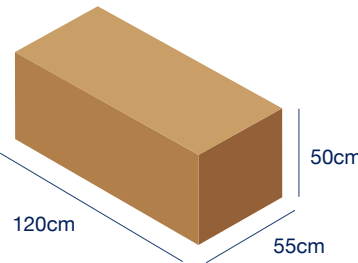
## CourierPack

Maximum weight 5kg  
Branded A3 plastic bag  
Excludes liquids.



## Lightweight Parcel

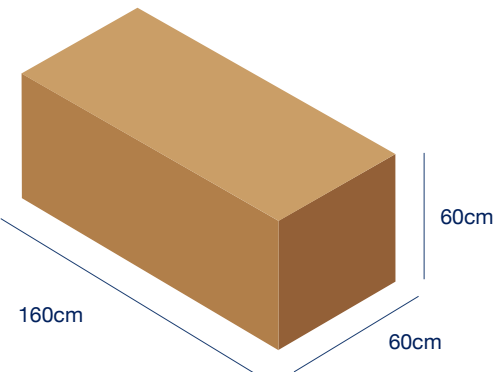
Maximum weight 5kg  
Single item  
Less than 45cm x 35cm x 20cm  
Excludes liquids.  
MUST be boxed



## Parcel\*

Maximum weight any single item 30kg  
Maximum size 120cm x 50cm x 55cm  
MUST be boxed

\*From time to time some items that fit the dimensions and weights of a standard parcel may still be incompatible with our conveyor system due to their nature. For a full list/ images of such items please contact your local depot.

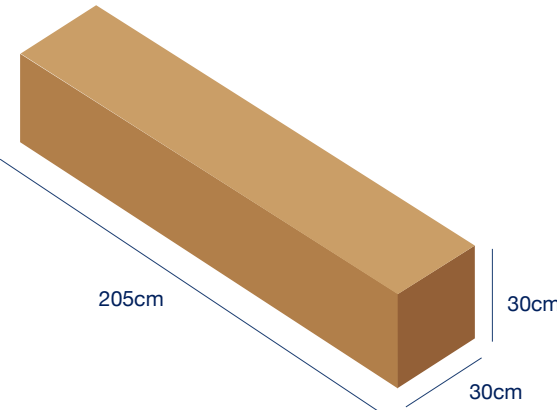


## Non - Conveyable Parcel

Maximum weight any single item 30kg  
Maximum size 160cm x 60cm x 60cm.\*

Items in this classification are often not compatible with our conveyor sortation system - please refer to your local depot for guidance.

\*The second and third dimensions can vary providing they do not exceed a combined length of 120cm.



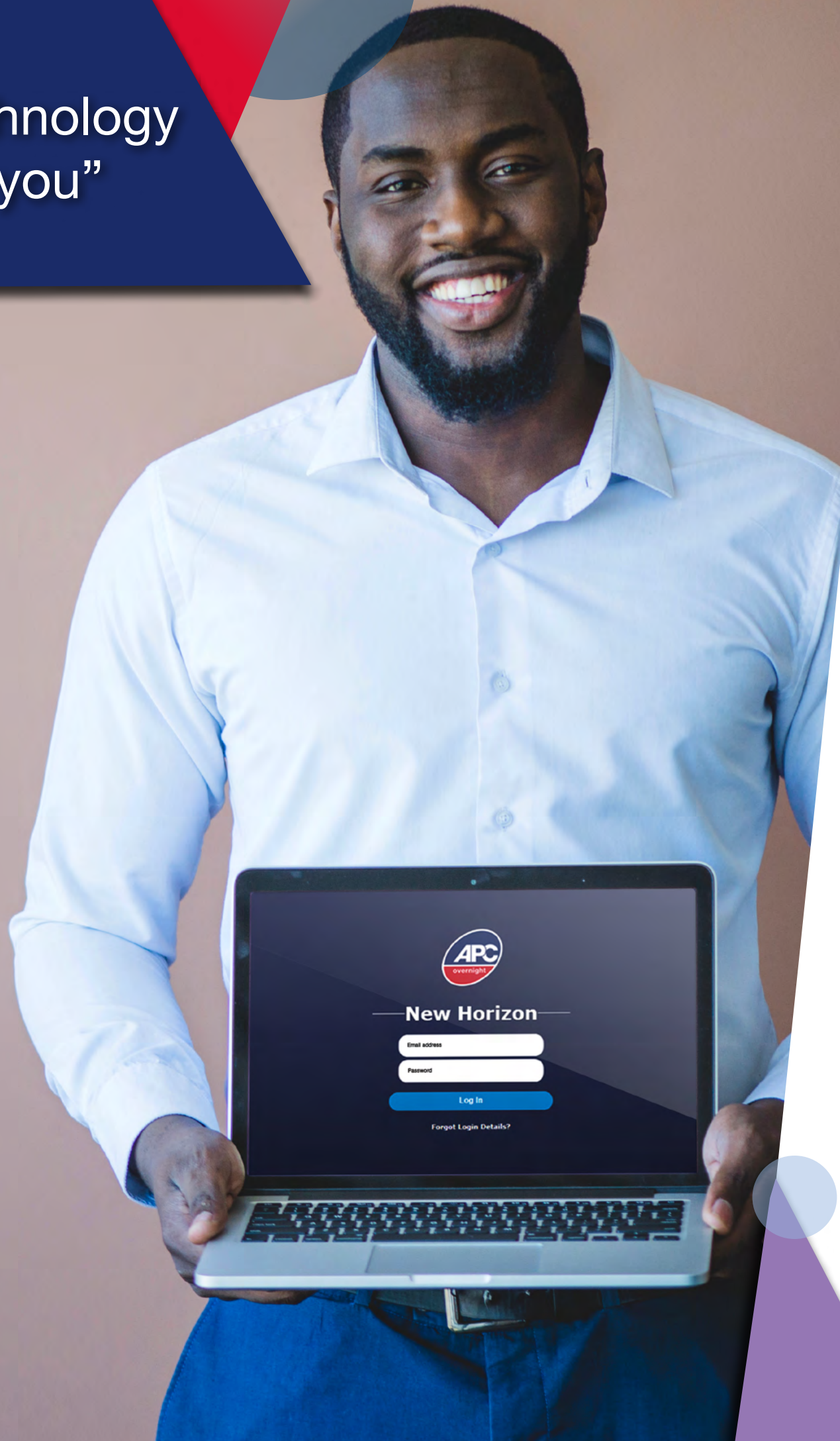
## Excess Parcel

Maximum weight any single item 30kg  
Maximum size 205cm x 30cm x 30cm.

“A perfect fit for your products”



“Technology  
for you”



## All you need at your fingertips

The right technology can make a significant difference to every business and every customer, which is why we are committed to developing our systems and solutions to make the collection and delivery of parcels as easy as possible.

From desktop to doorstep we are constantly investing to ensure technology really makes a difference to you.

### Technology for you

We adopt a variety of integrated IT approaches, offering easy online booking of orders to despatch into APC.

APC New Horizon is a web-based booking platform with no requirement to download or install any software.

#### You can

- book shipments directly on the platform itself, connect your API or simply upload a CSV file.

#### The system

- is based on Amazon Web Services Technology and functions through a Cloud server with unlimited expansion
- has full back-up and disaster recovery of your data
- allows enterprise-level security, ensuring your data is handled safely and securely
- has the ability to interface with third party platforms
- is Cloud-based, and is fully compatible with Windows, Mac and also mobile devices
- gives you more control over alternative delivery arrangements for your customers, with options for a consignment to be left with a neighbour
- allows additional functionality and improved reporting such as extra tracking detail and detailed manifest documents
- has the ability to edit special instructions at consignment level
- gives API opportunity to import tracking data back into your system.



# Technology for your customers

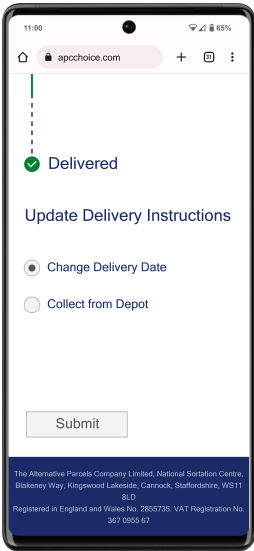


## APC Expect

Keep your customers in the loop by sending them parcel delivery notifications via SMS and email.

We have a suite of notifications available:

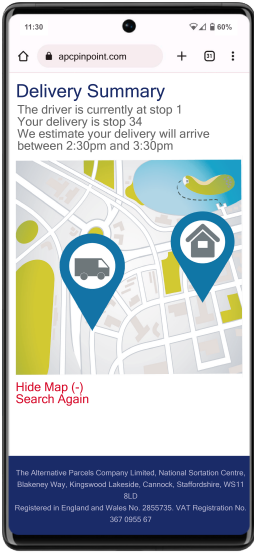
- Your order is on its way which includes the delivery window
- Your parcel has been delivered
- Your parcel has been left as instructed
- Your parcel has been attempted



## APC Choice

Last minute change of plans? We've all been there, plans change daily. Your customers can choose to amend their delivery on the day of their delivery. APC Choice offers:

- Change of delivery date
- Collect from depot



## APC PinPoint

The status of the delivery can be tracked online in real-time, giving your customers peace of mind.

They simply go to the APC Overnight website and enter their consignment number and delivery postcode into the tracking area of the website.

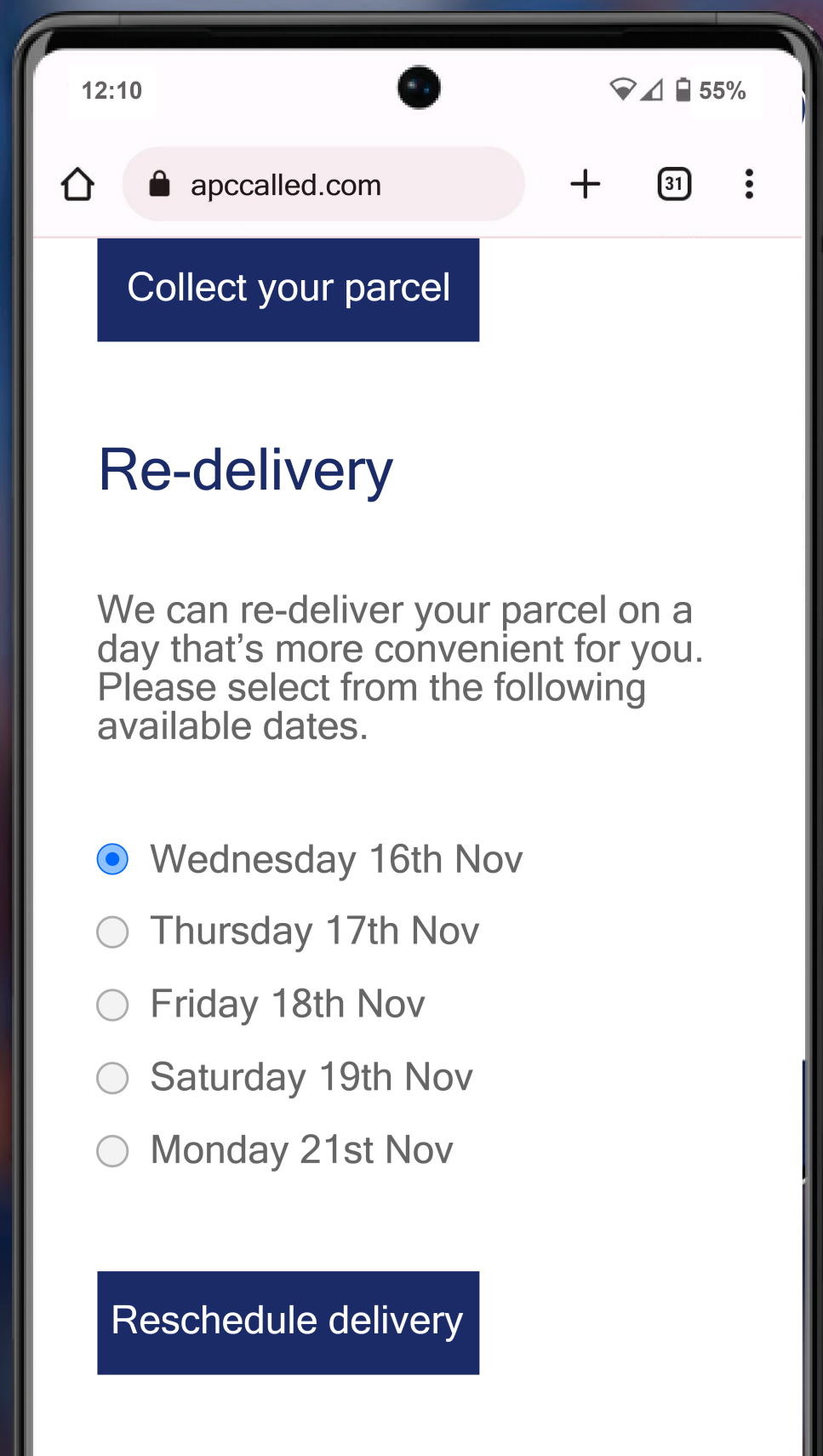
Customers can view the delivery driver's current stop and how close the driver is to the delivery destination!



“Innovation through technology to provide the best customer experience”



“Convenient options for your customer”



## Your customer is in control

Keeping in touch with an eCard

Has your customer missed their delivery?  
Not a problem!

If your customer is not at the address, our delivery driver will always post a calling card to advise a delivery attempt has been made.

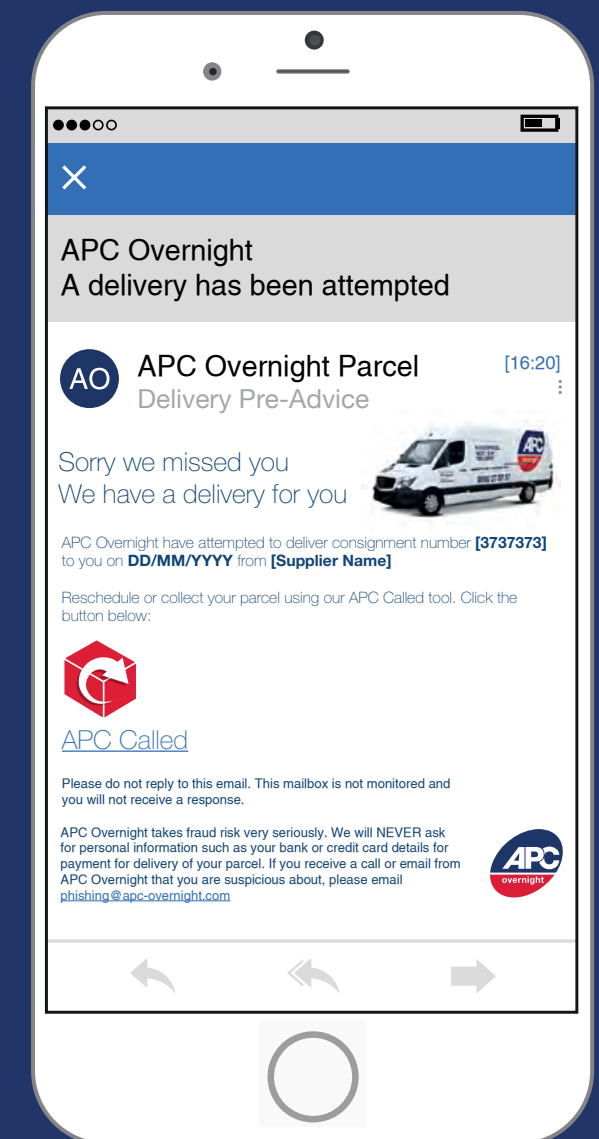
The calling card provides your customer with the local APC member depot contact details along with options to rearrange or collect their parcel.

Our delivery driver also captures a picture and the GPS co-ordinates of the address that has been left with a calling card.



We know difficulties can occur if the customer does not spot the calling card, so we have introduced a solution where we can email your customer, real-time, an eCard. The eCard provides a direct link to our online APC Called Tool.

Your local depot will set up the eCard functionality upon request.



So what is our online APC CALLED tool?

We know how important it is to give your customers choice and control over the redelivery of their item.

Our online APC Called tool allows your customer to choose the day they want the redelivery to be made, or give the option to collect directly from our APC member depot all through a touch of a button.

All actioned quickly and easily using APC Called.







“We put you and  
your customers  
at the heart of our  
network”



## Customer Service

We are proud to be one of the very few UK parcel carriers who have local customer service - we do not believe in national call centres that treat customers simply as phone calls.

We do not believe in having a service offering that puts cost-efficiency first and the customer second - we are totally committed to giving our customers the best service experience.

In each of our depots, we have people who are from the local area, working in their local business, who take time and care to get to know and understand customers directly.

Genuine business relationships are formed.

Our depot teams demonstrate a real can do attitude and offer that personal touch. We will never shy away from conversation and are always just a phone call away.

### Starting out with APC

It's easy- let us know that you are interested and we will do the rest. There are several ways to get in touch with us and we will then begin the start of what we intend to be a rewarding and valued business relationship for you.

Our depot team will talk to you about your requirements in detail and then provide you with your tailored proposal. We will make sure we have covered everything needed to give you and your customers great service.







0800 37 37 37

[www.apc-overnight.com](http://www.apc-overnight.com)