

Dear Valued Customer,

Firstly thank you for your continued business and support over the past year, especially the past 6 months which I'm sure we can all agree has been very challenging and a vastly different year to what we had planned for!

We, as part of the APC Network, have experienced the biggest year on year growth in the history of our industry. This has come with its own challenges and we have certainly seen a huge increase and movement from B2B deliveries to B2C home deliveries, which changes our business dynamics incredibly.

Going into our peak period and wanting to purely focus and support our loyal customers the APC network has had to implement some changes to the freight profile and APC products we can offer to secure the best possible service for you over the next 3 months and forward on from that.

We have had to place a stop on any new business that requires the shipments of XS or NC freight including those that send unboxed goods. During the pandemic, and still currently, we have seen a huge increase in the need to ship products that cannot travel on our sortation conveyors and have the need to be manually sorted.

APC Overnight are also introducing a cap on the items that can be sent NC, unboxed and XS freight. I have attached a new product/service guide for you, please be aware these changes are coming into place on 19<sup>th</sup> October 2020 so please take some time to digest the attached and please do not hesitate to call or email us if you have any questions. The main changes are as follows:

- We must protect overall service levels for all customers. To do so, NC and XS consignments will now be restricted to a maximum of 2 items per consignment. We encourage deliveries to be split wherever possible and sent as separate consignments. Of particular importance is that, currently, many multi item NC consignments contain standard ND boxes and this will help ensure that as much conveyable freight as possible travels on the conveyor system rather than being unnecessarily sent to the manual handling NC section at the hub.
- Unboxed items currently travel throughout the APC Network manifested as NC compatible. APC have made the decision that all unboxed items must now travel on the XS Service.
- LP, LQ, Security and Fragile items must be boxed wherever possible. Again, this is to support an efficient overnight sortation for all items within our care and to best protect the products during transit.
- Tote Boxes – Can travel on the ND service if the lids are secured with cable ties at both ends. However, if the boxes are not secured, these will be considered NC.
- Poly Boxes - Can travel on the ND service if they meet the product dimensions and all lids are securely sealed and taped, otherwise these will be considered NC.
- Bagged or products in sacks - within ND or NC dimensions such as animal feed, grains, seeds, or compost will need to be manifested as XS unless they are boxed.
- Suitcases / Linen / Sports Bags - These items are unsuitable for our main sorters and will need to be manifested as XS unless any of these items can be boxed.
- Cool Boxes / Blue Cool Boxes – If items contain any liquid they will need to be manifested as LP or LQ (if limited quantities) The fragile ND service must be selected for all other cool boxes. It is vital that the lids are sealed securely to avoid the risk of opening in transit.

ND Belt Permitted - Parcels up to 60cm x 60cm x 60cm are permitted to be manifested & travel as ND. Please note that our existing ND dimensions still apply, however if the longest dimension reduces to 60cm or under, it allows the 2nd and 3rd dimensions to increase to max 60cm each.

If you would like to look into packaging and boxing any of your unboxed freight, to keep it classed as ND/NC freight, we have made contact with a local packaging supplier so please just let us know and we can forward their details over to you.

We also offer an award-winning Pallet, Overnight or Economy service for larger consignments if that is of any interest please do not hesitate to contact us.

Please be assured these decisions have not been made without a huge amount of thought and planning and have been made so we can preserve our network and still deliver the same great service you expect from us.

Kind Regards

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