

Your Guide to Interlink Express





Proposal

You'll get more than just a delivery company with us,
i.e. **interlink express**

interlink express 
carrying your reputation

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Introduction



Interlink Express is a subsidiary of GeoPost, one of Europe's leading delivery companies, which is wholly owned by La Poste, the second largest postal group in Europe.

We have a reputation for providing innovative, high quality, time sensitive solutions, combining the enthusiasm of our people with intelligent and intuitive technology to make us as easy as possible to do business with.

Since it was created in 1979, Interlink Express has built an excellent reputation for providing a friendly and professional service. After all, the partners running our 98 franchised depots have a thorough understanding of a customer base mainly composed of other small businesses in their local areas. Most of all, we know that when we are carrying your valuable package, we are also carrying your reputation.



Interlink Express in the UK

- 30,000 customers
- 3,000 employees
- 98 strategically located depots
- 1,200 vehicles
- ISO9001:2008 quality approval

A major force in Europe and beyond

- Through our sister company, DPD, we offer seamless connectivity by road to 800 depots in 31 countries across Europe
- Our international air express service provides delivery across Europe, and our established partnerships with major airlines connect you to 200 countries worldwide



La Poste

- Annual turnover of 20.53 billion Euros
- Active in the mail, express parcels and financial services sectors
- La Poste's mission is to be a real partner to each of its clients by providing a wide range of solutions, and highly accessible products and services, and by adopting a professional approach



UK delivery options



For parcels up to 30kg you can choose from the following service options:

- Next day **by 09:30** our premium time-critical parcel delivery arrives at the start of the working day when there is someone in the office to sign for it
- Next day **by 12:00** for those urgent parcel deliveries that require attention before lunch
- Our **Next day** service for assured parcel delivery in the UK before close of business the following working day
- Saturday delivery includes **by 10:00** and **by 12:00** to extend your working week

A one hour delivery window will be provided to receivers of all Interlink Express UK services.

You and your customers will enjoy the following benefits:

- Less time spent waiting for a parcel with our one hour delivery time slot
- Greatly improved first-time delivery success due to accurate notification of delivery date and time
- Increased customer satisfaction due to improved first-time delivery success
- Improved customer satisfaction, which leads to repeat purchases
- A seamless customer experience because all texts and emails can include your brand name



Other services	
Offshore	Defined next-day and two-day delivery service.
expresspak1 and expresspak5	Ready-to-go bags supplied free of charge for items weighing up to 1 and 5kg respectively.
Freight	Simple rate structure for items weighing over 30kg and up to 350kg.
Returns	Recall and relocate stock at your convenience and track it online with our reverse it service. And with reverse it ad hoc , return parcels can be picked up at the same time as our driver is making a delivery.

International services

Europe and beyond by road

Our sister company, DPD, handles up to two million parcels a day and is the leading carrier for parcels up to 31.5kg. Our fleet of 18,000 vehicles operates direct overnight links between 60 international road hubs and 800 depots in 31 European countries.

There is a greener way to send your parcels to Europe. With up to eight times less CO₂ emissions than sending by air and substantially lower costs, it makes ecological and economic sense to send parcels using our Europe by road service.

- Closed network with highest levels of security
- Delivery times as fast as two days
- Over 22,000 staff, including a centralised multi-lingual customer service team, who can deal with all customer queries
- Full track-and-trace facilities, including online proof of delivery and signature
- Call 0845 9 505 505



Below you will find an easy-to-use guide to our European road service.

Destination	Average transit time in days	✓ Requires customer clearance	Destination	Average transit time in days	✓ Requires customer clearance
AUSTRIA	3		LIECHTENSTEIN	3	✓
BELGIUM	2		LITHUANIA	4-6	
BOSNIA-HERZEGOVINA	4-6	✓	LUXEMBOURG	2	
BULGARIA	4-6		NETHERLANDS	2	
CROATIA	4-6	✓	NORWAY	4-6	✓
CZECH REPUBLIC	3-4		POLAND	4-5	
DENMARK	3		PORTUGAL	4-5	
ESTONIA	4-5		REPUBLIC OF IRELAND	2	
FINLAND	4-5		ROMANIA	4-6	
FRANCE	2		SERBIA	4-6	✓
GERMANY	2		SLOVAKIA	3-4	
GREECE	4-6		SLOVENIA	4-5	
HUNGARY	4-5		SPAIN	3-4	
ICELAND	4-6	✓	SWEDEN	4-5	
ITALY	3-4		SWITZERLAND	3	✓
LATVIA	4-6				

Maximum parcel weight 31.5kg

Special services

Our **special services** team are on hand when you need to:

- Despatch bulk products abroad or in the UK
- Organise sea freight
- Import into the UK
- Arrange an exhibition abroad
- Send a time-sensitive high value shipment abroad

Here's a quick look-up guide to our **special services**.

Quick service guide	
Euro bullet	Fast and secure transportation of European consignments by ground, with a dedicated vehicle and 24-hour tracking updates.
Euro freight	Economical European ground service for larger consignments that require a cost-effective groupage option.
Air freight	Worldwide air express service for large consignments.
Ocean freight	Economical worldwide service for non-urgent and large consignments.
Exhibition services	Worldwide fully comprehensive door-to-exhibition-stand freight service.
On-board courier	Secure worldwide service for urgent and time-critical consignments, e.g. legal documents.
UK freight and sameday	For pallets, bulk movements and book-ins that cannot be moved through our network. (Over three pallets per collection).
Worldwide imports	The shipment of goods into the UK when the UK customer is paying for the distribution.

Worldwide coverage by air

Our international air express service provides delivery across Europe, and our established partnerships with major airlines connect you to 200 countries worldwide.

Integrated IT systems mean you can track parcels via both the Interlink Express and DPD websites.

- 5,000 staff and 4,500 vehicles/aircraft
- Full advice on paperwork and customs regulations



International services

Air Express destinations

European Union destinations		Worldwide destinations		Worldwide destinations	
Destination	Transit time in days	Destination	Transit time in days	Destination	Transit time in days
AUSTRIA	2	ALBANIA	3-6	COLOMBIA	3-4
BELGIUM	2	ALGERIA	2-4	COMOROS	4-6
BULGARIA	4-5	AMERICAN SAMOA	4-5	CONGO	3-6
CYPRUS*	2-3	ANDORRA	1-2	COSTA RICA	3-5
CZECH REPUBLIC	2-3	ANGOLA	5-7	CROATIA	4-5
DENMARK	2	ANGUILLA	3-4	CUBA	3-6
ESTONIA	3-5	ANTIGUA	2-3	CURACAO	2-3
FINLAND	2	ARGENTINA	3-4	DJIBOUTI	4-6
FRANCE	2	ARMENIA	4-7	DOMINICA	4-5
GERMANY	2	ARUBA	3	DOMINICAN REPUBLIC	3-5
GREECE	2	AUSTRALIA	3-4	ECUADOR	4-6
HUNGARY	3-5	AZERBAIJAN	4-7	EGYPT	2-3
ITALY	2	AZORES	2-3	EL SALVADOR	3-4
LATVIA	2-4	BAHAMAS	3	ETHIOPIA	4-6
LITHUANIA	2-4	BAHRAIN	3-4	FAROE ISLANDS	2-4
LUXEMBOURG	2	BANGLADESH	4-6	FIJI	5-6
MALTA	3-5	BARBADOS	3	FRENCH GUIANA	1-2
MONACO	2	BELARUS	4-6	GABON	2-4
NETHERLANDS	2	BELIZE	3-4	GAMBIA	5-7
POLAND	2-5	BENIN	3-4	GEORGIA	4-6
PORTUGAL	4-5	BOLIVIA	4-7	GHANA	3-4
ROMANIA	3-5	BONAIRE	2-3	GIBRALTAR	3-4
SLOVAKIA	3-5	BOSNIA-HERZEGOVINA	4-5	GREENLAND	3-4
SLOVENIA	3-5	BOTSWANA	5	GRENADA	2-3
SPAIN	3-5	BRAZIL	3-4	GUADELOUPE	1-2
SWEDEN	2-5	BRUNEI	4	GUAM	3-4
		BURKINA FASO	2-4	GUATEMALA	3-4
		BURUNDI	3-5	GUINEA	3-6
		CAMBODIA	4	GUYANA	3-5
		CAMEROON	2-4	HAITI	4-5
		CANADA	2-3	HONDURAS	3-4
		CANARY ISLANDS	3-4	HONG KONG	2-3
		CAPE VERDE	4-5	ICELAND	2-3
		CAYMAN ISLANDS	3	INDIA	3-4
		CENTRAL AFRICA	3-5	INDONESIA	2-4
		CHAD	3-5	IRAN	4-6
		CHILE	3-4	ISRAEL	3-4
		CHINA (PEOPLE'S REPUBLIC)	3-5	IVORY COAST	2-4
				JAMAICA	3-4

*Some areas of Cyprus are not part of the EU. Paperwork may be required.

These transit times are for major cities; other destinations may require additional time in transit.

International services

Air Express destinations continued from previous page

Worldwide destinations

Destination	Transit time in days	Destination	Transit time in days	Destination	Transit time in days
JAPAN	2-3	PAPUA NEW GUINEA	9-10	UGANDA	3-5
JORDAN	2-3	PARAGUAY	3-5	UKRAINE	3-5
KAZAKHSTAN	4-6	PERU	4-6	UNITED ARAB EMIRATES	2-4
KENYA	3	PHILIPPINES	2-3	URUGUAY	3-4
KUWAIT	2-4	PUERTO RICO	2-3	USA	2-3
KYRGYZSTAN	5-7	QATAR	2-4	UZBEKISTAN	4-6
LAOS	4-5	REUNION ISLAND	2	VANUATU	5-8
LEBANON	3-4	RUSSIA	3-5	VATICAN CITY	2-4
LESOTHO	5	RWANDA	4-6	VENEZUELA	3-4
LIBERIA	8	SABA	2-3	VIETNAM	3-5
LIBYA	3-5	SAUDI ARABIA	2-4	YEMEN	3-4
LIECHTENSTEIN	1-2	SENEGAL	3-5	ZAMBIA	3-5
MACAU	4	SERBIA	4-6	ZIMBABWE	3-5
MACEDONIA	4-6	SEYCHELLES	4-5		
MADAGASCAR	4-6	SINGAPORE	2-3		
MADEIRA	2-4	SOUTH AFRICA	3-4		
MALAWI	5-6	SOUTH KOREA	2-3		
MALAYSIA	2-4	SRI LANKA	3-4		
MALDIVES	4-6	ST. BARTHELEMY	2-4		
MALI	3-5	ST. LUCIA	3		
MARTINIQUE	1-2	ST. KITTS	2-3		
MAURITANIA	3-4	ST. MAARTEN	2-3		
MAURITIUS	2-4	ST. VINCENT	2-3		
MEXICO	3-5	SUDAN	3-6		
MOLDOVA	4-5	SURINAME	4-6		
MONTENEGRO	4-6	SWAZILAND	5		
MOROCCO	2-3	SWITZERLAND	1-2		
MOZAMBIQUE	4-7	SYRIA	4-5		
NAMIBIA	3-5	TAHITI	3-5		
NEPAL	5-6	TAIWAN	2-3		
NEW ZEALAND	3-4	TANZANIA	3-4		
NICARAGUA	3-5	THAILAND	2-3		
NIGER	3-5	TOGO	3-4		
NIGERIA	4-5	TRINIDAD & TOBAGO	2-3		
NORWAY	1	TUNISIA	2-4		
OMAN	2-3	TURKEY	2-3		
PAKISTAN	2-4	TURKMENISTAN	5-7		
PALESTINE	4-5	TURKS & CAICOS ISLANDS	2-3		
PANAMA	3-4				

These transit times are for major cities; other destinations may require additional time in transit.

Logistics solutions

Our logistics division offers a fully integrated warehousing and distribution service with its own dedicated operational helpdesk and customer services. We provide tailor-made solutions including:

- Order fulfilment – orders picked by item or full carton
- Inventory management
- Collation of packs and kit
- Cross-docking
- Order picking into reusable transit packaging for despatch through swap it
- Returns processing
- Re-boxing, relabelling, kitting and sequencing
- Storage, despatch and return of reusable in transit packaging specifically designed for use with the swap it service to provide a safe and secure process for the collection and return of faulty electronic goods



These operations are based in our state-of-the-art warehousing facility at our national hub, which means we can offer much later cut-off times for order picking and still meet next-morning express delivery deadlines. The logistics centre also has 24/7, 365 days a year security to provide added peace of mind.

- 8,000 m² centre
- 6,000 pallet spaces
- 9,000 picking locations
- Fully integrated warehouse and distribution IT systems mean orders can be monitored and tracked from order to delivery



From collection to delivery

We offer a number of convenient ways for you to organise a collection:

- Book online at www.interlinkexpress.com
- Use interact, our automated telephone service – call **0844 824 0550**
- Call your local franchisee – telephone numbers are available from our website

Once the collection has been made by your local depot, the consignment is trunked to our hub for sortation and forwarded to one of our 98 delivery depots.

You can monitor the progress of your consignment through to proof of delivery, via online tracking.



Unrivalled operations

Interlink Express operates a state-of-the-art sortation hub in Birmingham. The 23-acre site is at the heart of the UK's motorway network and provides excellent connectivity to our 98 nationwide depots, as well as being an international gateway for our European air and road services.

- 18,000 parcels machine-sorted per hour
- Potential to sort more than 200,000 parcels per night
- High security, with CCTV cameras in operation 24/7
- An additional special sorter for small items, processing 10,000 items per hour
- Our site also has a secure warehousing facility for customers with storage and fulfilment needs



Investing in vehicles...

Interlink Express utilises double-deck trailers and has access to one of the largest fleets of high volume vehicles in the industry.

Our double-deck trailers carry one-third more parcels than traditional single-deck trailers and therefore reduce road congestion and our carbon emissions.



...and our franchisee network

Interlink Express has 98 franchised depots, strategically located throughout the UK and within easy reach of all major UK cities. Your local Interlink Express franchisee will have local knowledge and be close to both you and your customers.



Protecting your parcels

Quality assurance

Interlink Express has achieved ISO9001:2008 approval with Lloyds, covering aspects of the delivery cycle from collection through to delivery and the accuracy and timeliness of data.

As well as being subject to the usual external inspections, we have a quality-audit team who are tasked with carrying out internal quality audits at all our depots around the UK to ensure that they are complying with our published standards of service performance.

The environment

At Interlink Express we are committed to conducting business in a way that not only delivers quality of life for our employees and customers today, but also improves society and protects the planet for tomorrow's generations. For example, we were the first company in the UK to use double-deck trailers on our linehaul routes. These vehicles carry one-third more parcels than single-deckers, which means we use fewer vehicles and less fuel. We have also pioneered the use of solar panels to recharge battery power on our trailers.

Our campaign to protect the environment has six focus areas:

- 1 Minimising CO₂ emissions
- 2 Reducing waste
- 3 Recycling paper
- 4 Using recycled paper
- 5 Reducing energy consumption in buildings
- 6 Minimising accidents at work

Security

Our dedicated Security Department consisting of a General Security Manager and Regional Security Managers ensures that stringent procedures and checks are carried out. Security measures include:

- Fencing
- Manned guarding
- Intruder alarms
- External and internal CCTV systems
- Secure storage facilities

In addition, we conduct random searches of vehicles entering and leaving our hub site, and all people entering the site walk through airport-style detectors.

The security of parcels is reinforced by our track-and-trace system, which can tell us where a parcel is at any given time. There are security procedures at all operational levels, including seals on vehicles, which ensure the secure handling and delivery of our customers' parcels.

Interlink Express has an excellent security record, and the Security Department welcomes the chance to meet you and discuss the security policy in more detail.



CCTV monitors all areas 24/7



GeoPost UK recently achieved AEO accreditation following 18 months of assessment by HM Revenue and Customs.

AEO is an industry 'kite mark' and demonstrates our commitment to a safe and secure network when moving goods abroad.

Achieving this status will aid customs clearance particularly to the USA, thereby speeding up the delivery process.

Investing in technology

CN3 hand-held computer units

Carried by every driver, our CN3 hand-held computer units electronically send and receive data about your consignments so that we can track and trace your parcels in real time from collection through to delivery.



- Our systems also capture the parcel recipient's signature, enabling us to provide electronic proof of delivery and deal with any queries you may have
- The hand-held units enable drivers to prioritise the most urgent daily deliveries
- Drivers can log specific collection and delivery instructions
- All parcels are scanned at the point of delivery
- Once a customer has signed for the delivery, the information is transmitted automatically to the Interlink Express website www.interlinkepress.com
- Fast and secure information transfer means we can proactively resolve any delivery queries



Investing in technology

Route optimisation

All our deliveries are tracked to the exact delivery point utilising the latest hand-held technology. The CN3 hand-held unit provides:

- Automatic navigation to each stop
- Transmission of GPS co-ordinates mapped every two minutes
- Capture of actual collection/delivery points for future use

Our depot management team have full visibility of each driver's route and can monitor activity throughout the day to ensure deliveries are on schedule.



Each delivery is now made using precise **longitude** and **latitude** co-ordinates so that our driver is directed to the **exact** parcel delivery point, such as a specific building entrance or reception point. Systems that use postcode data are unable to provide this level of accuracy for deliveries.



Investing in technology

It's always been more difficult to deliver to home addresses than business premises. That's why we've developed a unique interactive service that advises your customers when their packages will arrive, with a one hour delivery window. If it's more convenient, it gives them the option to reorganise a delivery, ensuring first-time delivery success.



One hour delivery time slot

Our latest innovation to further improve successful home deliveries provides a one hour delivery window.



As we give a specific one hour delivery window, your customers don't need to wait in all day for their parcels, improving your customers' delivery experience:

- Your customers are given a one hour delivery window
- They are notified of this via text or email
- If the time is not convenient, they can use the text or email to change the delivery date
- All correspondence from Interlink Express to your customer can include your brand name

If you choose to notify your customers via email, they can use the email to rearrange delivery. When they do so, they will see a web page branded with your logo, providing your customers with a seamless online experience. From this web page your customers can also see their parcel-tracking data and reschedule the parcel delivery to a more convenient date.



Delivery

Your parcels are due for delivery on: Monday 01/02/11
Estimated time of arrival is between 11:20 - 12:20

Parcel No.	Sender	Delivery Address	Status
888788571	Kiddicare	455 Oldbury Road, Birmingham, B38 1BY	Out For Delivery

*Click on a parcel number to view full tracking information. Your parcel(s) will be delivered by Interlink Express.

Reschedule

Reschedule delivery dates

To reschedule the delivery of all your parcels, please choose an alternative delivery date:

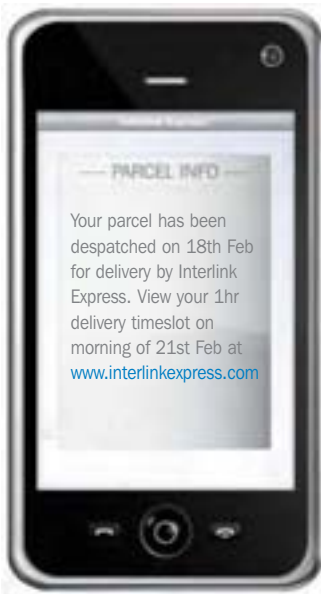
- Tuesday 01/02/11
- Wednesday 02/02/11
- Thursday 03/02/11

Investing in technology



Interactive services

A personalised text message or email will be sent direct to your customers advising them of the date and time of delivery. The customers can choose to reschedule delivery for a different day if required.



Shipped

We'll confirm the package has been despatched.



Out for delivery

Your customer will receive a text message as soon as your package is out for delivery with a one hour delivery window.



Reschedule delivery

If the date and time is not convenient, customers can change the date by replying to the text.



Deliveries can also be notified and rescheduled via email.

SMS/email messages for calling card deliveries

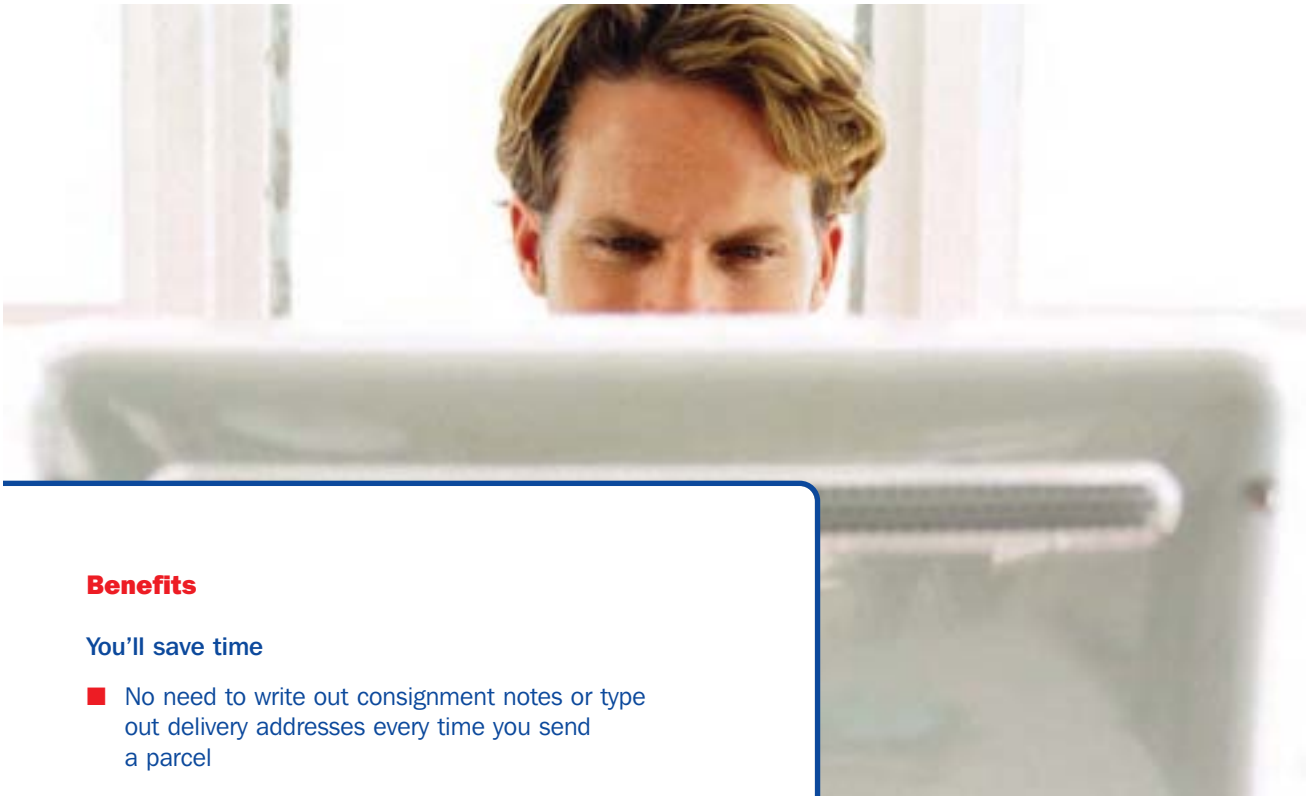
SMS and email calling card notifications can now be sent to parcel recipients, providing them with speedier notifications when a calling card has been left at the delivery address.

Shipping solutions

Making life easier

Ship@ease is an easy-to-use web-based shipping system designed to put you firmly in control of your distribution. It provides you with all the tools you need to speed up the process of booking, sending and monitoring consignments – all online.

Ship@ease enables you to print out a clear bar code label from your own database. You can book, send and monitor consignments with ease, including parcels sent using our international air express service.



Benefits

You'll save time

- No need to write out consignment notes or type out delivery addresses every time you send a parcel

You'll be able to plan ahead

- You can organise your collections in advance

You'll increase efficiency

- Automatic verification of postcode increases the accuracy of all your deliveries

You'll find it easier to manage your consignments

- Use our on-screen history facility
- Hotline helpdesk support is provided 24/7. Just call **0121 500 2510**
- Email helpdesk support (it.servicedesk@geopostuk.com)

File Transfer Protocol (FTP) Electronic Data Interchange (EDI)

Our team of IT experts will work closely with your IT team to establish a robust data-transfer solution that enables you to monitor your parcels during transit. Your system will generate a bar coded label, and the information from each label will be transmitted at the end of the day to Interlink Express. We will then transmit back to you tracking logs for all parcels shipped with proof of delivery, if required.

Online services

Our online services include managing and tracking consignments and obtaining proof-of-delivery signatures. Our customers' customers can even go online to rearrange deliveries.

Collect it

Organise your UK, European and International collections via our website www.interlinkexpress.com

- Collections can be arranged via our simple-to-follow screens
- Collections submitted up until 2pm can be actioned the same day
- All collection requests can be reviewed online, by date of entry or date of collection
- Deliveries that fail at the first attempt can also be rearranged via our website
- Collections can be cancelled online until midnight the day before collection

Prove it

- UK and international proof of delivery can be obtained via our website
- The parcel recipient's signature is displayed on screen

Consignment User Detail						
Consignment	No of Parcels	Collected Date	Sender's Ref	Post Code	Weight	Service
40022644412	1	22 Feb 2011	42029	BT16 4DD	3kg	parcels by 9.30

Parcel Detail	
Parcel	Delivery Status
40022644412	Delivered, signed for by BROVNRIDGE, on 22 Feb 2011 at 09:29, using Saturn

Account	Customer Name	Delivery Address	Extended Liability
1123456	400123	42029, 22 Peter's Lane, London, BT16 4DD	No

Tracking History				
Date	Time	Location	Event Status	
22 Feb 2011	09:29	Kings Cross depot	Delivered, signed for by BROVNRIDGE, using Saturn	View image
22 Feb 2011	07:22	Kings Cross depot	On vehicle for delivery, using Saturn	
22 Feb 2011	06:42	Kings Cross depot	Confirmed at depot	
22 Feb 2011	02:18	42029	Forwarded to Kings Cross depot	
22 Feb 2011	02:04	42029	Confirmed at full	
22 Feb 2011	02:02	OverHouse	Code had then left register	View image
22 Feb 2011	01:58	OverHouse	Customer data received	

23 Feb 2011	09:29	Kings Cross depot	Delivered, signed for by BROVNRIDGE, using Saturn	View image
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Track it

Choose from our standard or advanced online tracking options. With the standard option, search fields include:

- Consignment number
- Parcel number
- Collection request number
- Partner carrier reference

Via our advanced option, you can search by:

- Recipient's email address
- Recipient's phone number
- Delivery postcode
- Account code



Watch it


Watch it service provides you with the ability to open a browser and monitor crucial collection and delivery activity all at the same time.



Exceptions Management Solution

You're in full control of your international and domestic shipments with Exceptions Management Solution (EMS).

- Manage all your shipment exceptions online
- Respond directly to the delivery country by sending instructions online without the need to contact customer services
- Get the latest status, with information on parcels refreshed every five minutes



The screenshot shows the EMS web interface. At the top, there is a 'Your Details' section with input fields for 'Customer Name', 'Customer Reference', and 'Customer Email', along with 'Clear' and 'Go' buttons. Below this is a navigation bar with four tabs: 'All Items Require Your Response', 'All Items with Outstanding Instructions', 'All Items For Your Information', and 'All Items with Generated Collections'. A 'Message contains:' dropdown is set to 'none & credit limit'. There are checkboxes for 'Domestic' and 'International' items, both with 'Refused - 00' and 'Successful - 00' counts. A warning message states: 'Here are the parcels that require a response from you. Domestic items will be referred to your depot after 24 hours if you do not respond. International items may be returned after 3 days if you do not respond.' Below this is a table of parcels with columns for Consignment, Delivery Address, No of Parcels, Account, Sender's Ref, Service, Reason, and Created Date & Time. Each row has a 'Response' button.

Consignment	Delivery Address	No of Parcels	Account	Sender's Ref	Service	Reason	Created Date & Time
020000010	Swaback Lane, Southwick, West Midlands, B36 1DF	1,012	12345	2040712	Freight - next day	Insufficient & Feb 2011 - 00:00 Booking details	02/02/2011 10:00:00
020000010	Swaback Lane, Southwick, West Midlands, B36 1DF	1,012	12345	2040712	Freight - next day	Insufficient & Feb 2011 - 00:00 Booking details	02/02/2011 10:00:00
020000010	Swaback Lane, Southwick, West Midlands, B36 1DF	1,012	12345	2040712	Freight - next day	Insufficient & Feb 2011 - 00:00 Booking details	02/02/2011 10:00:00
020000010	Swaback Lane, Southwick, West Midlands, B36 1DF	1,012	12345	2040712	Freight - next day	Insufficient & Feb 2011 - 00:00 Booking details	02/02/2011 10:00:00

Results 0 to 4 of 4

Continuous care

Our enthusiastic and business-orientated franchisees are committed to providing the best possible service to their customers.

- Interlink Express won a prestigious IFW Award for Customer Care, with judges praising us for investing in one-to-one customer care training for franchisees and for using cutting-edge technology to provide real-time information
- Our regular 'customer pulse' surveys give us a clear understanding of your needs so that we can further develop our products and services
- Because Interlink Express provides optimum levels of security and an excellent tracking service, it is the next-day carrier of choice for discerning businesses sending high value goods to home addresses. Mobile phones, PCs, laptops, games consoles and premium quality clothing are just some of the items entrusted to us by some of the biggest names in the retail sector



What customers say about us



"Interlink are second to none. You carry 400,000 parcels a year for us and you carry our reputation as well. An overwhelming proportion of our positive customer feedback specifically mentions the speed of your service."

Scott Weavers-Wright, Managing Director, Kiddicare



"VIE at home has a network of 10,000 consultants across the UK & Ireland who sell Cosmetic, Jewellery and Homeware in a home party environment.

To ensure we maintain excellent relationships with our Consultants, we rely on Interlink to deliver their orders promptly and efficiently. In particular, the interactive SMS and Predict services have been a huge benefit for the business. Our Consultants really value the fact they can rearrange deliveries if they need to."

Andrew Micklewright, Head of Warehousing and Distribution, VIE at Home



"The electronic interface we have with Interlink is extremely versatile. Raising collection requests, managing exceptions, tracking consignments and viewing manifests can all be done by our customer service team instantly while dealing with our customers' queries. Your text and email messaging helps us provide the levels of customer service that are expected in today's business environment."

Keith Walker, Operations Manager, Antler

Reducing carbon emissions

GeoPost UK has been awarded the Carbon Trust Standard after the group reduced its carbon emissions by 8% over the last three years.

The certification was awarded after independent inspections carried out by Carbon Trust assessors based on three key criteria:

- 1 Proving and evidencing the company's carbon footprint**
- 2 Demonstrating a reduction in carbon use**
- 3 Showing good carbon management governance**



Corporate social responsibility

Interlink Express is committed to supporting the communities where it operates.



Interlink Express's chosen charity is the Variety Club of Great Britain, the UK's most famous children's charity.

We've just presented our 62nd Sunshine Coach to the Variety Club of Great Britain. As a transport company, we are proud to support an initiative that provides transport so that disadvantaged children can enjoy educational outings.

Interlink Express presented its latest Sunshine Coach to St John Lloyd Primary School, Cardiff.

The company matches £ for £ all fundraising by its franchisees and its staff. Activities range from auctions to sponsored marathon running and mountain climbing.



Notes





For more information on Interlink Express call 0500 005 005, visit our website at www.interlinkexpress.com or contact us via email salesenquiry@interlinkexpress.com