



# delivering more

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

**interlink express**   
carrying your reputation

# easier life



Interlink Express has a range of easy-to-use delivery services, developed with your business in mind.

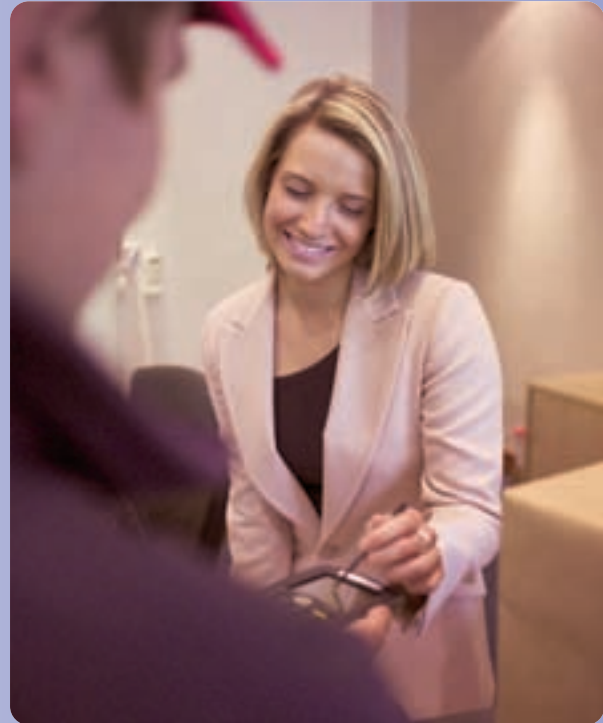
Whether you're sending consignments within the UK, across Europe or around the world, you'll find we're the easiest carrier to deal with.

In addition, a one hour delivery window will be provided to receivers on UK services.

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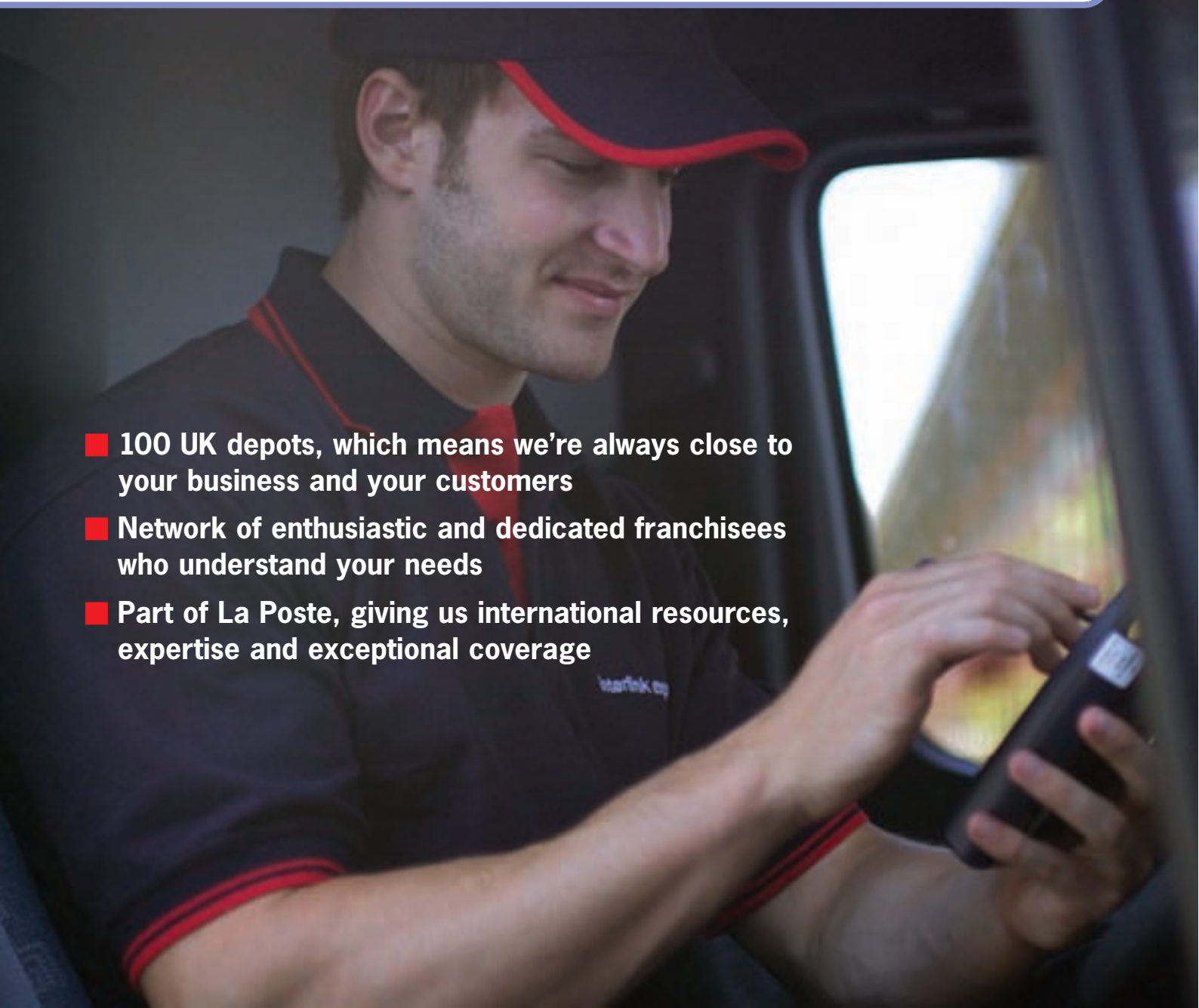


## International services

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# simple choice

- 100 UK depots, which means we're always close to your business and your customers
- Network of enthusiastic and dedicated franchisees who understand your needs
- Part of La Poste, giving us international resources, expertise and exceptional coverage



## UK services

- by 9.30  
by 12  
next day
- saturday:  
by 10  
by 12
- offshore:  
next day  
two day
- expresspak1
- expresspak5
- freight

## International services

- DPD CLASSIC
- DPD EXPRESS

## Special services

- road
- air and sea

## logistics solutions

- fully integrated warehouse  
and distribution service

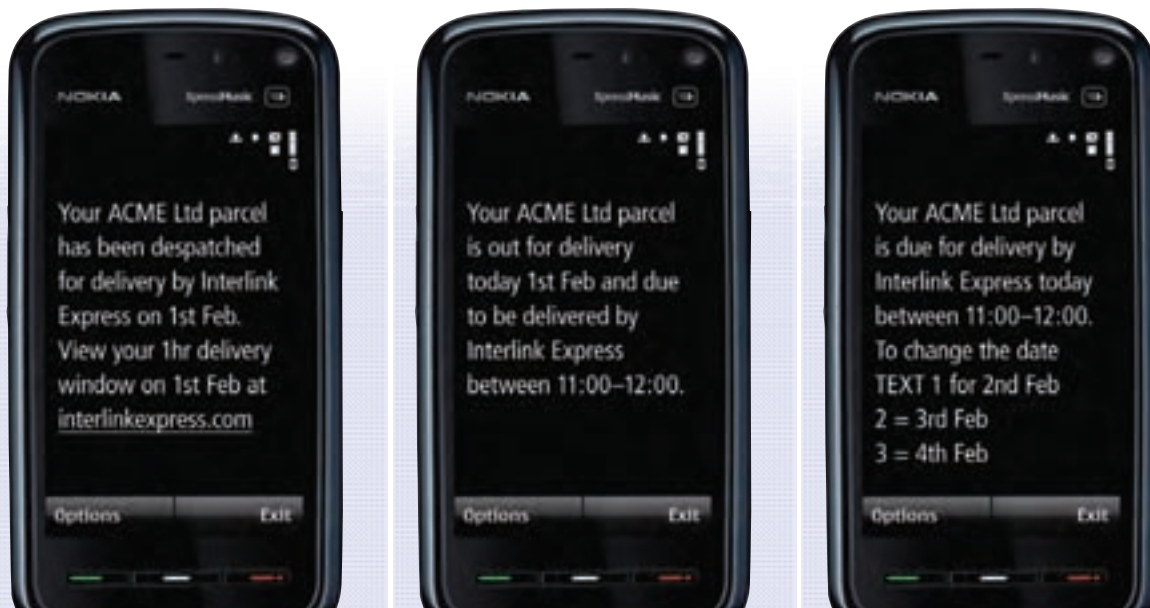


GRUPE LA POSTE



# One hour delivery window

The home delivery service your customers have been waiting for



## When Interlink Express deliver for you:

- Your customer is given a one hour delivery window
- They are notified of this by text or email
- If 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

Your order is due for delivery  
11:00 - 12:00 today

**ACME**

Your order from **ACME** is out for delivery today and is due to be delivered between 11:00 - 12:00. Can you please ensure that someone will be available to sign for the parcel at:

ABC LTD  
Broadway Road  
London SW1A 1AA

If notice is not convenient, please click below to change the date.

Change Date

To view the current status of your order at any time please click below.

Track

We trust that you are happy with our service and thank you for your order.

**ACME**



## A seamless service

- The text or email can be branded with your company name
- Your customer has the reassurance of continuing to deal with a brand they trust

## Enjoy the 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 leads to repeat purchases
- A seamless customer experience as all texts and emails can include your brand name



# Organising a shipment

We make it easy and efficient to work together

- ship@ease shipping systems
- Online at [www.interlinkexpress.com](http://www.interlinkexpress.com)
- Call your local depot
- Call interact on 0844 824 0550



interact  
0844 824 0550

This screenshot shows the 'Organise a collection' web form. It is divided into four main sections: 'Collection Address', 'Collection Details', 'Collection Time', and 'Parcel Details'. The 'Collection Address' section contains the text 'ABC LTD, ROEBUCK LANE, SMETHWICK, WEST MIDLANDS, B44 1BY' and a button labeled 'Collect from a different address'. The 'Collection Details' section includes fields for 'Accounts' (1392130), 'Contact' (Mr Smith), 'Telephone' (0121 500 2500), and 'Your Ref' (62929). The 'Collection Time' section has a 'Date' dropdown set to '26/10/2010 - Tuesday', 'Ready Time' (13:00), and 'Closing Time' (14:00). The 'Parcel Details' section includes a note: 'The below details are used only as an indication to the driver and do not need to be precise', and fields for 'Items' and 'Total Weight'. An 'Information' section at the bottom has a 'Collection Ref' field.

Organise a collection

This screenshot shows the 'Create a shipment' web form. It is divided into two main sections: 'Delivery Address' and 'Packaged Details'. The 'Delivery Address' section includes fields for 'Street Name', 'Address Region', 'Postcode', 'Company', 'Department', 'Address 1', 'Address 2', 'Address 3', 'Address 4', 'Address 5', 'Address 6', 'Address 7', 'Address 8', 'Address 9', 'Address 10', 'Address 11', 'Address 12', 'Address 13', 'Address 14', 'Address 15', 'Address 16', 'Address 17', 'Address 18', 'Address 19', 'Address 20', 'Address 21', 'Address 22', 'Address 23', 'Address 24', 'Address 25', 'Address 26', 'Address 27', 'Address 28', 'Address 29', 'Address 30', 'Address 31', 'Address 32', 'Address 33', 'Address 34', 'Address 35', 'Address 36', 'Address 37', 'Address 38', 'Address 39', 'Address 40', 'Address 41', 'Address 42', 'Address 43', 'Address 44', 'Address 45', 'Address 46', 'Address 47', 'Address 48', 'Address 49', 'Address 50'. The 'Packaged Details' section includes fields for 'Package 1', 'Package 2', 'Package 3', 'Package 4', 'Package 5', 'Package 6', 'Package 7', 'Package 8', 'Package 9', 'Package 10', 'Package 11', 'Package 12', 'Package 13', 'Package 14', 'Package 15', 'Package 16', 'Package 17', 'Package 18', 'Package 19', 'Package 20', 'Package 21', 'Package 22', 'Package 23', 'Package 24', 'Package 25', 'Package 26', 'Package 27', 'Package 28', 'Package 29', 'Package 30', 'Package 31', 'Package 32', 'Package 33', 'Package 34', 'Package 35', 'Package 36', 'Package 37', 'Package 38', 'Package 39', 'Package 40', 'Package 41', 'Package 42', 'Package 43', 'Package 44', 'Package 45', 'Package 46', 'Package 47', 'Package 48', 'Package 49', 'Package 50'. There are also 'Done To Address Book' and 'Confirmation Address' sections at the bottom.

Create a shipment

**ship@ease**

- Book, send and monitor consignments with ease
- Postcode verification facility
- 3 options – web, pc or bespoke
- Organise collections 5 working days in advance
- Dedicated helpdesk support



### Interactive service

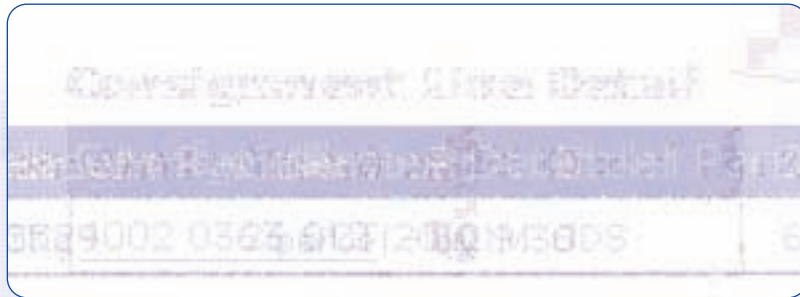
- Instant delivery status via SMS or email
- Despatched, out for delivery and delivered messages
- Option for customers to reorganise delivery to a more convenient day
- Improves first-time delivery success

Your parcel will be delivered on Monday. If you need your delivery on an alternative day, reply to this text.  
1=Tuesday  
2=Wednesday  
3=Thursday

# Track it

Monitor every step of your consignment's progress online

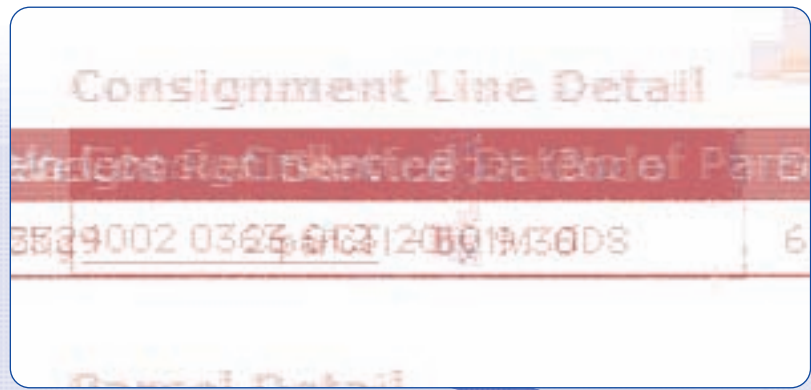
## 1 ■ Collected



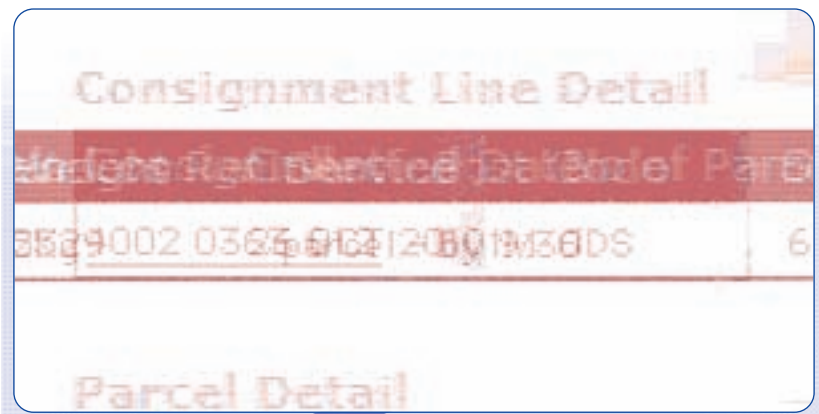
## 2 ■ Hub scan



### 3 ■ Out for delivery



### 4 ■ Proof of delivery



# Proof of delivery

Name and time available online within one hour



- Signature image available the following day



## Saturn

- Hand-held route control and signature capture system
- Enables close monitoring of your consignment from collection to safe delivery

# The Superhub

One of the most advanced, secure parcel sorting centres in Europe

- 93,000 m<sup>2</sup> site
- Processes 27,000 parcels per hour
- Parcels pass through the hub in just 90 seconds





## logistics solutions

- We hold your stock in dedicated warehouses located at our Superhub
- Enables seamless stock transfer
- Pick and pack with late cut-off time, for just-in-time deliveries
- For further information, contact logistics solutions on 0121 697 2964

# Specialist services

## reverse it

### The smarter returns service

- The first express delivery company in the UK to offer a returns service whilst making a delivery

- Saves time and money
- Shared transit savings
- Improved stock control and handling
- Better customer service



### Two options

- Print labels in bulk using our ship@ease complete system and send to your branches or stores
- Print return labels using ship@ease complete or web and send with the outbound parcel

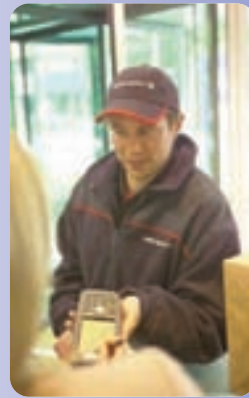
## The reverse it process



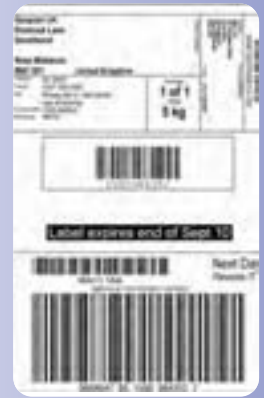
Interlink Express makes the delivery



Driver scans delivery and is promoted to make a **reverse it** collection

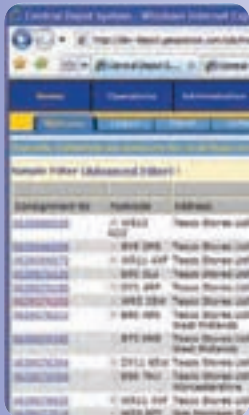


Driver scans **reverse it** collection label



Return label

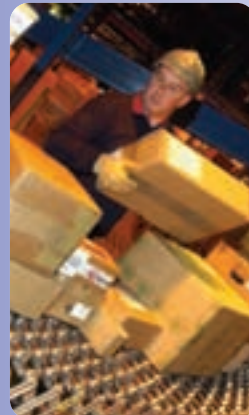
Customer exception performance available online



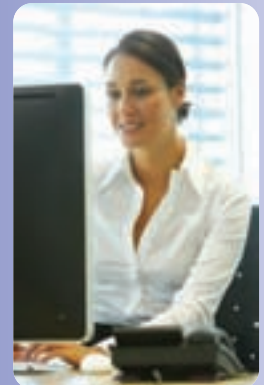
Consignment delivered back to the customer



**reverse it** consignment taken back to the Superhub



**reverse it** consignment logged onto system and returns information available to view online



# Customer reporting

## Keeping our customers in touch and in control

- Online exception management system
- Provides real-time status on all consignments that have incurred delay – for example, incorrect postcode

- Enables you to be proactive in your customer service
- Advises you what the next action will be for these deliveries
- Allows you to give further instructions online where appropriate



## Response required

Management	Delivery Address	No. of Parcels	Account	Business Ref	Status	Reason	Collected Date & Time	Action
10000000	10000000	1.00	10000000	10000000	exception 4		10/04/2017 12:00	Return to consignor
10000000	10000000	1.00	10000000	10000000	exception 4		10/04/2017 12:00	Redeliver to alternative address
10000000	10000000	1.00	10000000	10000000	exception 4		10/04/2017 12:00	Redeliver to same address
10000000	10000000	1.00	10000000	10000000	exception 4		10/04/2017 12:00	Collect from depot
10000000	10000000	1.00	10000000	10000000	exception 4		10/04/2017 12:00	Call me regarding this exception

You can choose from five possible actions for each parcel: 'return to consignor', 'redeliver to alternative address', 'redeliver to same address', 'collect from depot' or 'call me regarding this exception'

## Information only

Management	Delivery Address	No. of Parcels	Account	Business Ref	Status	Reason	Collected Date & Time	Action
10000000	10000000	1.00	10000000	10000000	exception 1		10/04/2017 12:00	
10000000	10000000	1.00	10000000	10000000	exception 1		10/04/2017 12:00	
10000000	10000000	1.00	10000000	10000000	exception 1		10/04/2017 12:00	
10000000	10000000	1.00	10000000	10000000	exception 1		10/04/2017 12:00	
10000000	10000000	1.00	10000000	10000000	exception 1		10/04/2017 12:00	

Instant access to the status of all your exceptions, any time you would like to view them!

## Outstanding requests

Management	Delivery Address	No. of Parcels	Account	Business Ref	Status	Reason	Collected Date & Time	Action
10000000	10000000	1.00	10000000	10000000	exception 2		10/04/2017 12:00	
10000000	10000000	1.00	10000000	10000000	exception 2		10/04/2017 12:00	

The parcels that you have already actioned can be reviewed at any time. As soon as your request has been actioned by the depot, it will automatically clear from your system

## Collections

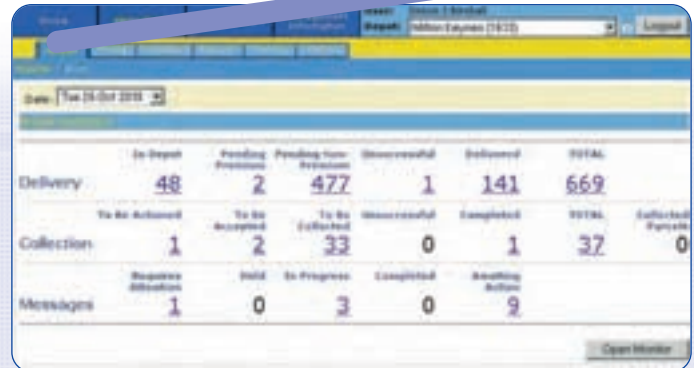
Management	Delivery Address	No. of Parcels	Account	Business Ref	Status	Reason	Collected Date & Time	Action
10000000	10000000	1.00	10000000	10000000	exception 3		10/04/2017 12:00	
10000000	10000000	1.00	10000000	10000000	exception 3		10/04/2017 12:00	

You can simply re-book any of the collections displayed in your exception management system up to a maximum of three working days in advance

# Local operations

## Delivery and collection data available every step of the way

- Our depots are connected by Universe – a data management system that provides information on every parcel in the network
- Comprehensive delivery and collection data available
- Enables us to provide the customer with the most up-to-date information
- Saturn units communicate with Universe software to give the most up-to-date and accurate delivery status



The screenshot displays a software interface with a date filter set to 'Tue 24 Oct 2011'. It features three data tables. The first table shows delivery statistics: 48 parcels in depot, 2 pending, 477 pending confirmation, 1 unsuccessful, and 141 delivered, totaling 669. The second table shows collection statistics: 1 parcel to be collected, 2 to be accepted, 33 to be collected, 0 unsuccessful, and 1 completed, totaling 37 collected parcels. The third table shows message statistics: 1 message requires attention, 0 held, 3 in progress, 0 completed, and 9 awaiting action.

	In Depot	Pending Progress	Pending Confirmation	Unsuccessful	Delivered	TOTAL
Delivery	48	2	477	1	141	669

	To Be Collected	To Be Accepted	To Be Collected	Unsuccessful	Completed	TOTAL	Collected Parcels
Collection	1	2	33	0	1	37	0

	Requires Attention	Held	In Progress	Completed	Awaiting Action
Messages	1	0	3	0	9



Users: Simon J Boothall  
 Depot: Milton Keynes (7613)

View as: Parcels

Print Item Batchset Hide Headers Footer

Route	Delivery						Effective						Last Update Details		Update Status
	Actual	Planned	Unplanned	Delivered	Total	Actual	Planned	Unplanned	Delivered	Total	Time	Time			
1: 002 (07-02)	0	11	0	10	12	0	0	2	0	0	10:28	Loaded			
1: 003 (07-02)	0	0	0	12	11	0	0	2	0	0	10:27	Loaded			
1: 004 (07-02)	0	10	0	10	11	0	0	2	0	0	10:21	Loaded			
1: 005 (07-02)	0	0	0	10	12	0	0	1	0	0	10:27	Loaded			
1: 006 (07-02)	0	0	0	0	11	0	0	0	0	0	10:22	Loaded			
1: 007 (07-02)	0	0	0	10	10	0	0	2	0	0	10:14	Loaded			
1: 008 (07-02)	0	0	0	10	10	0	0	0	0	0	10:14	Loaded			
1: 009 (07-02)	0	0	0	10	11	0	0	11	0	0	10:15	Loaded			
1: 010 (07-02)	0	0	0	0	0	0	0	0	0	0	00:25	Loaded			
1: 011 (07-08)	0	0	0	2	2	0	0	2	0	0	10:27	Loaded			
1: 000 (07-07)	0	0	0	14	0	0	0	1	0	0	00:00	Loaded			

Results 5 to 15 of 11

Users: Simon J Boothall  
 Depot: Milton Keynes (7613)

Working Detail

Account: 1 007001      Request No: 0017,001,001  
 Parcel No: 0017,001,001      Product: express45  
 Truckset No: 00000      Barcode:  
 Appointment No: 0017,001,001      Delivery Address: EL, Harwell Road, Athon, Northampton  
 Post Code:      Northamptonshire  
 Delivery Location: 00000000, taking card      Customer Name: Data load failed  
 Insurance: 00  
 Collection: 00000      Declared Cap/Line Weight: 3 kg

Date	Time	Location	Event
28 Oct 2009	00:00	Milton Keynes	Unable to deliver, taking card left - NoCallIn
28 Oct 2009	00:00	Milton Keynes	OK update for delivery, using labels
28 Oct 2009	07:04	Milton Keynes	Confirmed at depot
28 Oct 2009	20:02	MK01	Delivered into trailer
28 Oct 2009	23:02	Central Systems	Confirmed at depot
28 Oct 2009	23:07	MK01	Permitted to Milton Keynes depot
28 Oct 2009	07:04	Home	Customer data received
28 Oct 2009	05:08	Home	Collected from self-labeler

Page Images

Date:  Image

No page images for this request.

Print Labels    Print Labels    Print Labels    Print Labels    Print Labels

Users: Simon J Boothall  
 Depot: Milton Keynes (7613)

Failed deliveries for Tue 28 Oct 2009

Route: 1 002 (07-02)    Ton Reeves (TIN R)    Vehicle: K300    Phone No: 1

Simple Filter (Address, etc):  Go

Depot	Route	Parcel No	Product	Service	Status	Time	Post Code	Delivery Address
1: 003	1 002	0017,001,001	express45	Failed - Yellow	00-03	NK7109	EL, Harwell Road, Athon, Northampton	

Results 1 to 1 of 1

Printer Friendly Version    Submit

# UK parcel delivery process

## Organising a collection

1. Choose from one of our delivery services:
2. Select your collection method:



By  
09:30



By  
12:00



Next  
Day



One hour  
delivery  
window



ship@ease



[www.interlinkepress.com](http://www.interlinkepress.com)



Call your local depot



interact  
0844 824 0550

## The collection



- We log the consignment into our system via Saturn units





# More options around the world

You get **more** worldwide delivery options with Interlink Express. Every day we deliver more than 2 million parcels to all four corners of the globe by road and air.

**We are the experts in exports.**



## International Services

### ■ **DPD Europe and beyond**

Our sister company DPD offers a largely road-based delivery service throughout Europe and beyond



### ■ **International Air Express**

Covering 200 countries for business documents and dutiable items



### ■ **Special services**

Tailor-made delivery options by road, air and sea



# DPD CLASSIC

One of the fastest, most reliable delivery services in Europe and beyond



- Over 800 depots across Europe and beyond
- Handles up to 2 million parcels per day
- Same simple consignment note and ship@ease label for international and UK services





- Split into easy-to-use zones
- Maximum parcel weight 31.5kg

<b>Zone 1</b>	<b>2 days</b> Average delivery time	<ul style="list-style-type: none"><li>■ Belgium</li><li>■ France</li><li>■ Germany</li></ul>	<ul style="list-style-type: none"><li>■ Luxembourg</li><li>■ Netherlands</li><li>■ Republic of Ireland</li></ul>
<b>Zone 2</b>	<b>3 days</b> Average delivery time	<ul style="list-style-type: none"><li>■ Austria</li><li>■ Denmark</li></ul>	<ul style="list-style-type: none"><li>■ Liechtenstein</li><li>■ Switzerland</li></ul>
<b>Zone 3</b>	<b>3/4 days</b> Average delivery time	<ul style="list-style-type: none"><li>■ Czech Republic</li><li>■ Italy</li></ul>	<ul style="list-style-type: none"><li>■ Slovakia</li><li>■ Spain</li></ul>
<b>Zone 4</b>	<b>4/5 days</b> Average delivery time	<ul style="list-style-type: none"><li>■ Estonia</li><li>■ Finland</li><li>■ Hungary</li><li>■ Poland</li></ul>	<ul style="list-style-type: none"><li>■ Portugal</li><li>■ Slovenia</li><li>■ Sweden</li></ul>
<b>Zone 5</b>	<b>4–6 days</b> Average delivery time	<ul style="list-style-type: none"><li>■ Bosnia–Herzegovina</li><li>■ Bulgaria</li><li>■ Croatia</li><li>■ Greece</li><li>■ Iceland</li><li>■ Latvia</li></ul>	<ul style="list-style-type: none"><li>■ Lithuania</li><li>■ Montenegro</li><li>■ Norway</li><li>■ Romania</li><li>■ Serbia</li></ul>

# France



## Market leader

- Uses the extensive resources of the Chronopost network
- 200,000 documents and parcels shipped daily
- 40,000 businesses rely on and trust DPD
- 3 Customer Service Centres in Paris, Poitiers and Angers



# Germany



## No.1 for B2B deliveries

- 1.2 million parcels shipped daily
- 74 depots serve every corner of the country
- 70,000 customers



# Belgium



**10 years of experience**

- 3.8 million parcels handled per year
- 98.8% on time delivery



# Italy

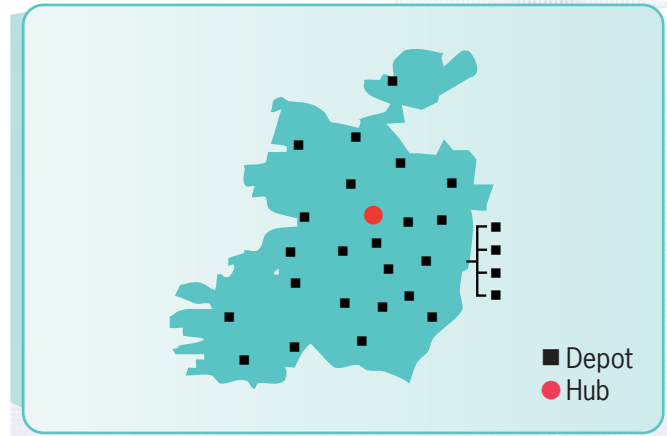


## No.2 in country

- Utilises well-recognised Bartolini delivery network
- 29,000 customers
- 4,800 delivery vans



# Republic of Ireland



**No.1 premium domestic carrier**

- Delivery network controlled by Interlink Ireland
- A depot in every county
- 98.5% on time delivery
- 20 years of local knowledge
- Leader in the B2C market



# Denmark



**No.2 carrier in the country**

- 30 years of experience
- Over 90% customer satisfaction
- 99.7% on time delivery
- Over 50% growth in past three years



# Italy

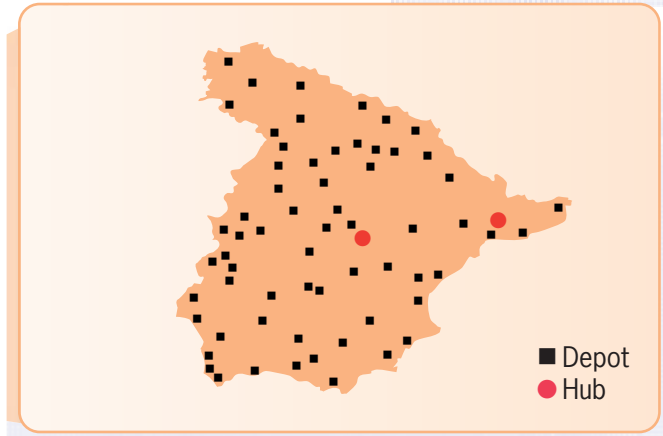


## No.2 in country

- Utilises well-recognised Bartolini delivery network
- 29,000 customers
- 4,800 delivery vans



# Spain

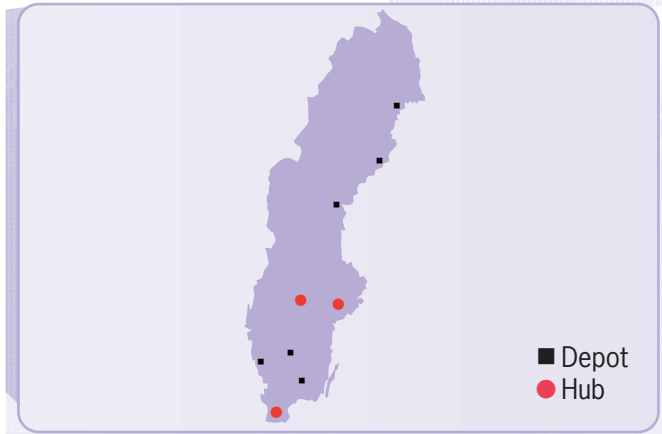
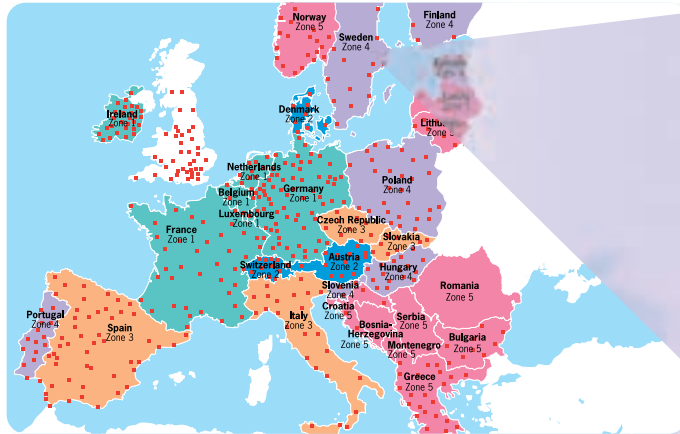


## No.1 in Spain

- Uses the extensive resources of the Seur network
- Premier parcel company in Spain
- 480,000 parcels shipped daily
- 99.5% on time delivery



# Sweden

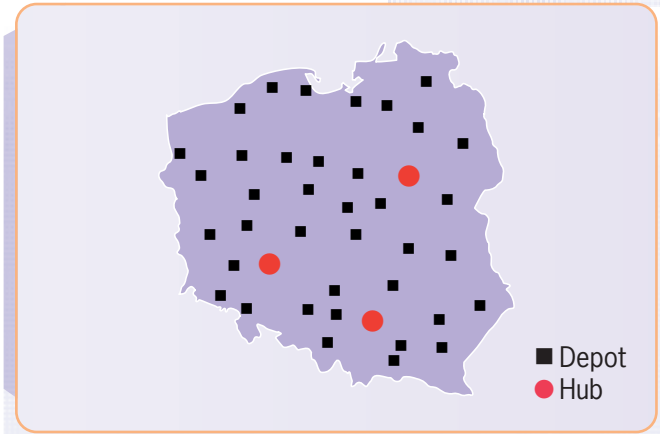


## Largest operator in the Nordic region

- Uses the extensive Posten network
- 98% on time delivery
- More than 30,000 employees
- 185,000 parcels shipped daily
- 2,120 collection sites for B2C customers



# Poland



**Founded in 2002**

- 20% international market share
- 14% domestic market share



## The DPD delivery process

### Collection

- Organising an international collection couldn't be easier. Simply follow the collection instructions as detailed for the UK parcel delivery process
- Extended liability available for all countries for just 1% of the consignment value (minimum £7.00)

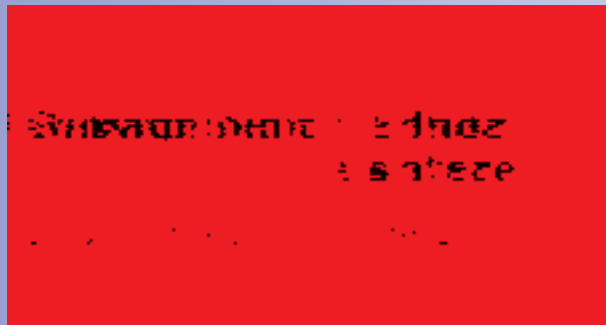


- Direct linehaul to Superhub



### Delivery

- Safe delivery to your customer, with a signature available to view at [www.interlinkexpress.com](http://www.interlinkexpress.com)



- Continuing towards one of approx 800 depots across Europe and beyond



■ Quality check at Superhub



■ Onwards to European consolidation centres



■ Automated sort system at DPD hub ensures secure onward passage

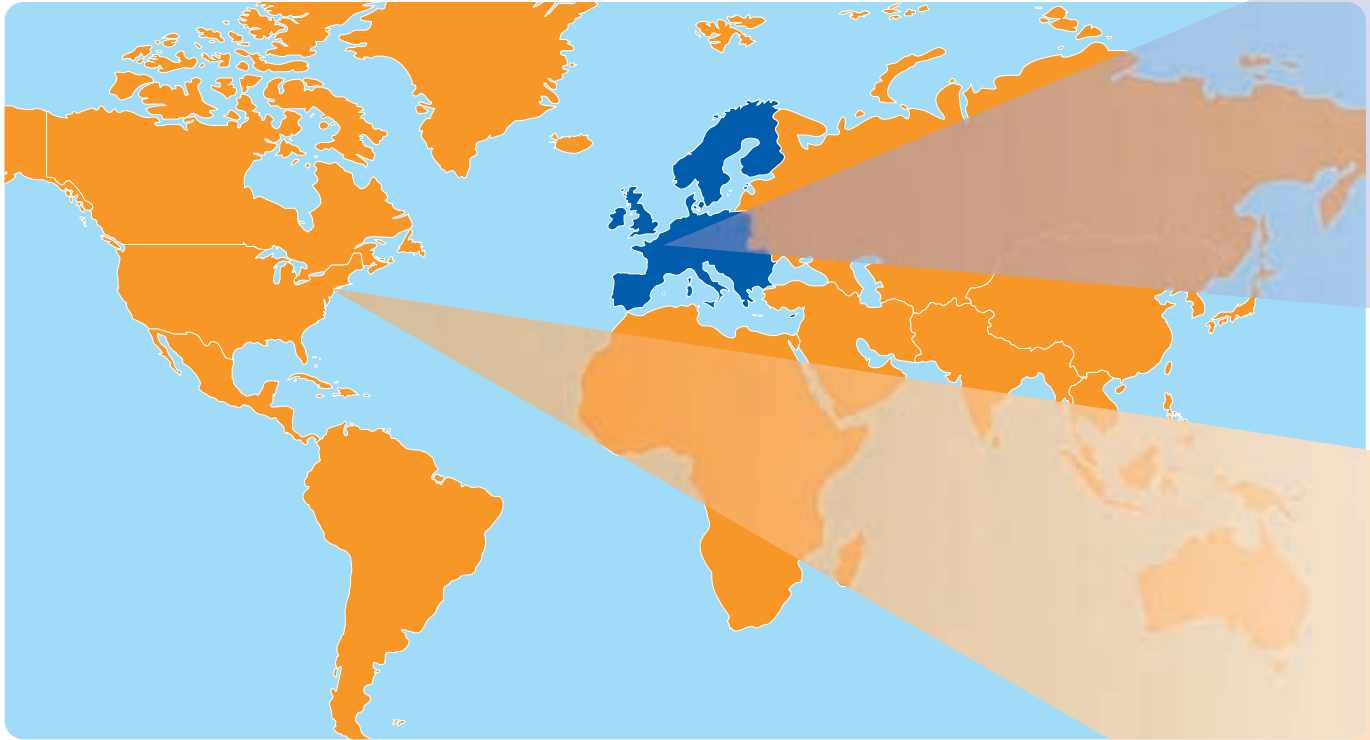


■ Through the channel tunnel



# DPD EXPRESS

## Worldwide Air Express delivery service



■ Expert advice on paperwork and customs regulations available





- Express delivery throughout Europe
- Fast, reliable parcel delivery



- Delivery to 200 countries worldwide
- Global leader and innovator in express shipping
- Document and parcel service

## The DPD EXPRESS delivery process

### The Booking

The process used for organising international deliveries is the same as for the UK.

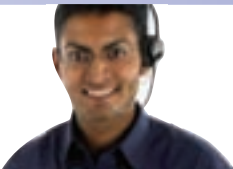
We keep it simple.



**ship@ease**



[www.interlinkexpress.com](http://www.interlinkexpress.com)



**Call your local depot**



**interact**  
**0844 824 0550**

### The Collection



- Your driver collects international and domestic shipments at the same time. If you have any queries, our pre-sales team is on hand to help
- The driver will even talk you through the invoice requirements using our template

## Transit



- Quality check at depot ensures we have all the correct paperwork
- DPD EXPRESS network, including track and trace facility



## Delivery



- Delivered to one of 200 countries
- Proof of delivery available online
- For additional peace of mind, we have extended liability to all countries for just 1% of the consignment value (minimum £7.00)

# Special services

For all your special delivery requirements



## **Tailor-made international solutions for unusual, bulky or complicated consignments**

Interlink Express has set up its own Special services division to offer a complete range of tailor-made delivery options by air, road or sea to meet the special needs of our Clients when they are outside the scope of a DPD CLASSIC or DPD EXPRESS service offering

■ **Euro bullet**

Fast and secure way to transport European consignments by road with a dedicated vehicle, offering 24-hour tracking updates

■ **Euro freight**

Economical European road 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 very urgent and time-critical consignments, e.g. legal documents

■ **Worldwide imports**

Shipment of goods into the UK where the UK customer is paying for the distribution



# China Import service

## Door-to-door or port-to-port import service



Regardless of the size of your import, whether full or part container loads, we can collect your consignment from the manufacturer/port in China and deliver it within 35 days to the end user.

- All sizes of shipments
- 35 day delivery time
- Delivery status available online
- Full ETA updates



You're just a phone call away from a range of easy-to-use delivery services, developed with your business in mind.

For sales support call

**0500 005 005**

To arrange a collection or track a parcel call **interact** on

**0844 824 0550**

To arrange a collection online using your debit/credit card,  
visit our new dedicated website

**[www.interlinkdirect.co.uk](http://www.interlinkdirect.co.uk)**



For more information on Interlink Express call **0500 005 005**  
or visit our website at **[www.interlinkexpress.com](http://www.interlinkexpress.com)**



Interlink Express has achieved ISO9001:2008 approval

ISO14001:2009 approval

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