

Business critical information designed to enhance your customers' delivery experience

Key Points:

- Business critical information
- Industry leading
- Improved visibility in all areas of a parcel's lifecycle
- Proactive reporting
- Latest reporting tools and systems
- Providing you with the information you want

What the Service Delivers:

The continued growth of on-line retailing is changing the requirements for retailers and carriers alike. Hermes is continually evolving its MI capability to meet client expectation and those of your customers. Customers demand increased visibility and information on their purchases, instantly. We are continually seeking to improve our capability, putting clients and their customers first.

During 2009 we invested in over 7,500 HHT's for our couriers providing us with enhanced visibility and additional track points. This is the source of our market leading web based tracking, which updates in real time to give an instant view on parcel progress.

During 2010 we have been developing our MI systems to provide enhanced visibility and exception reporting. We have invested in a new data warehouse and installed state of the art reporting systems. A new suite of reports, designed specifically around our clients needs, delivers business critical information when you need it.

We will tell you how we are performing and help manage the exceptions to enhance the experience for your customers.

Hermes MI values:

- **Accurate**
- **Concise**
- **Timely**
- **Informative**
- **Objective**
- **Needed**

Do you want to enhance your customers' delivery experience?

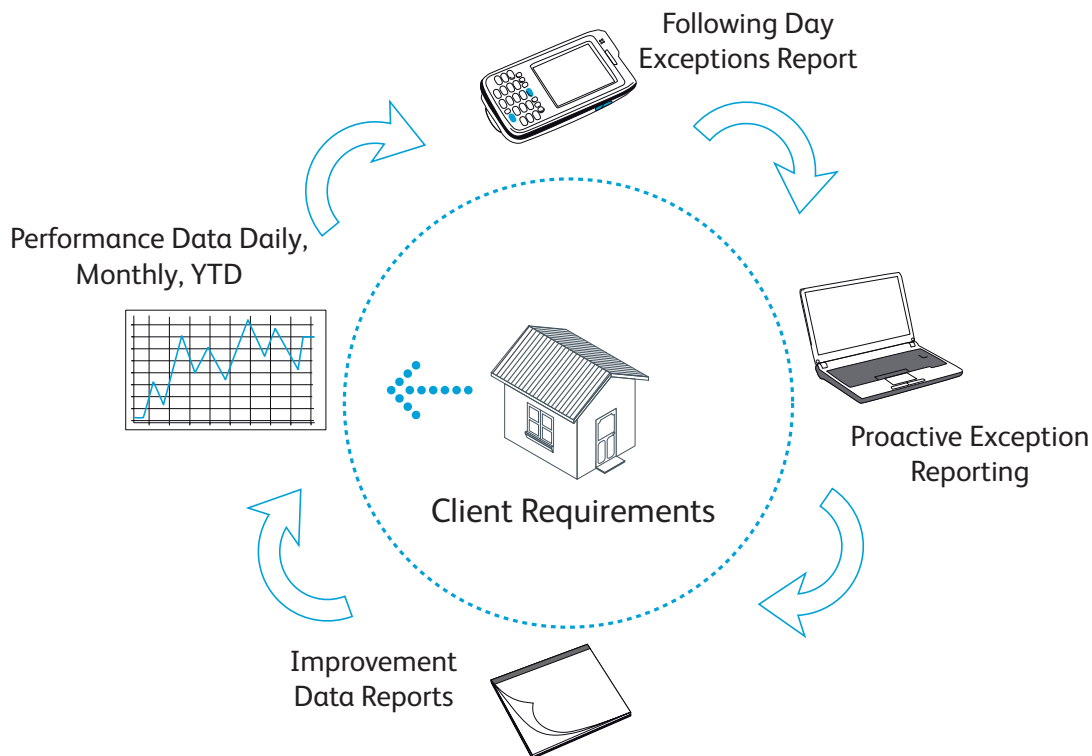
The standard Monthly KPI Reporting Pack includes:

- Speed of service report
- Despatches v Returns summary
- Undelivered parcel analysis
- Returns performance
- Enquiries & Claims
- Pre-advice reporting

For more information on standard, premium and proactive reporting simply contact your Hermes Business Development Manager or contact us at sales@hermes-europe.co.uk for further information.

Management Information

Hermes Reporting Cycle - Designed to continually improve!



For deliveries, collections and premium products

Also Available:

Premium Reporting:

- Delivery snapshot report (Daily status report on parcels delivered, attempted, outstanding)
- Collections snapshot report
- Analysis of delivery i.e. to customer, neighbour, safe place by end location
- Signature breakdown
- Premium services reporting (Next Day, SMS, Cross-Border)

Proactive Exception Reporting:

By providing you with the information, will allow you to proactively contact your customers informing them of any delays that may affect a timely delivery, such as:

- Weather disruptions
- Road network delays
- Address queries
- Misroutes
- Missorts

This enables you to manage your customers expectations and enhance the service they receive.

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Disclaimer: Specs correct as at 1st October 2010 and are subject to change. E&OE