

Standard Service

Benefits of using Hermes

Our clients are long-term partners

Here at Hermes we are proud to have a very low client turnover, we believe our key success is due to understanding your business needs and working together in partnership with you. As a Hermes client you will be assigned a dedicated Business Development Manager whose primary role will be to understand your business and to ensure that we are offering your customers the best delivery service. You will also be invited to a series of Hermes-hosted events ranging from cutting-edge industry insights and research presentations to VIP social events.

Our couriers care that customers receive their parcel on the first attempt

Hermes couriers are recruited from within the areas where they live, which means their local knowledge is second to none. For example, if your customer isn't at home but works around the corner, our couriers will usually be only too happy to make the detour to ensure your customers receive their parcel as soon as possible.

Multichannel delivery options

Using Hermes allows your customers to select one of our several delivery options. Parcels can be delivered to the customers at home, left with a nearby neighbour, delivered to the customer's nominated safe place, or delivered to their local myHermes ParcelShop, meaning your customer has a range of options to suit their needs.

Service

- Up to 95% first-time delivery success (industry average 83%*)
- 95% delivered within 48 hours of scanning into the Hermes network
- 98% delivered within 72 hours

*Source: IMRG Valuing Home Delivery 2010

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success

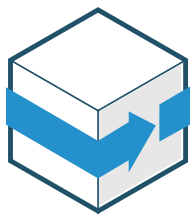
Do you want an award-winning company to deliver your parcel?

Would you like to enhance your final mile solution by offering your customers a multichannel delivery service?

If yes, simply contact your Hermes Business Development Manager or e-mail us at

hermes-uk@hermesworld.com

for further information.



Standard Service

Investing in the future

New Operational Technology

In 2014 we invested heavily in a new state-of-the-art Warrington hub which has cutting-edge scanning technology and provides near to perfect reading accuracy.

Product Development

Our dedicated team will be in regular contact with you to understand your current and future requirements, so that we develop the delivery solutions to suit your needs in the years to come. For full details on new products and services, please ask your Hermes contact to refer you to a member of our Product Manager Team.

Key Features

Network Coverage	➡	99.5% UK coverage (including Northern Ireland, Isle of Man and Channel Islands)
Courier Delivery Attempts	➡	3 times without surcharge
ParcelShops	➡	Access to over 4,500 UK ParcelShops
Delivery Days	➡	Monday–Sunday*
Loss Rate	➡	<0.18% of volume
POD (Signature)	➡	Service available
Parcel Tracking	➡	Live web tracking

Awards



2014 - Asda Home Delivery Provider Award & Motor Transport Operational & Compliance
2013 - National Business Award for Growth, ECMOD Home Delivery Supplier of the Year & CCMA Contact Centre Manager of the Year

*Monday–Saturday inclusive on our standard service

Further Services Available

- 100% coverage (with complimentary carrier)
- 7 Day service
- Eire/BFPO (British Forces Post Office)
- International Service
- Management Information
- Next Day Service
- Parcel Manager - SMS, E-mail, App
- Parcel Return Service
- ParcelShop
- Proof of Delivery
- Stated Day
- Stock collections/Direct dispatch

Weight and size dimensions

Weights

A maximum of 15kg per parcel

Dimensions

A maximum of 120cm in length OR a combined dimension of 225cm
(Calculated using the largest single dimension plus 2x each of the other dimensions)

Parcels outside of these dimensions are classified as non-standard and can be managed on behalf of the client subject to prior agreement with Hermes

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www.hermesworld.com

INNOVATIONS

Delivering the future