



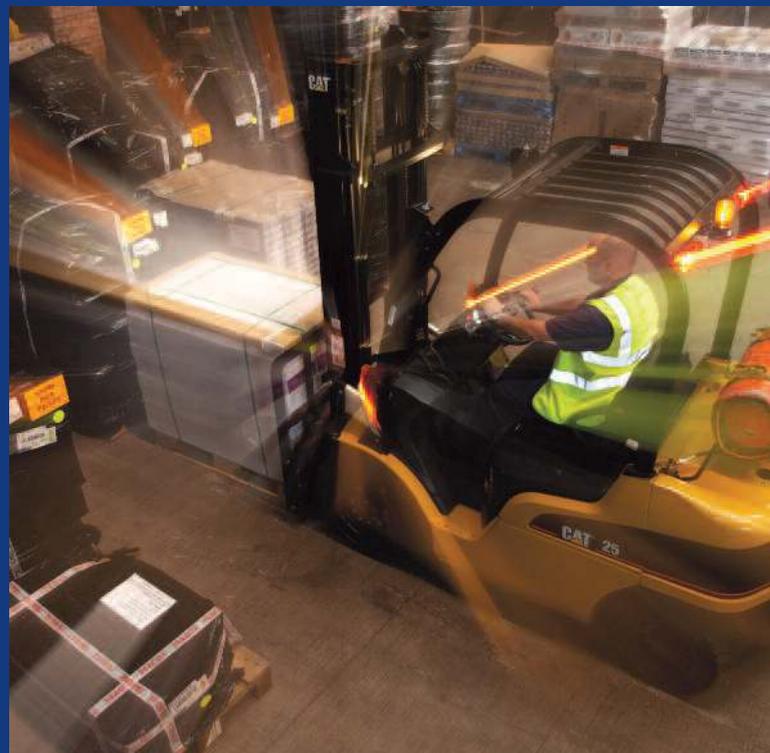
**Palletways** Overnight palletised  
freight distribution

***Europe's leading pallet network  
Making it easy to connect your business to the whole  
of the UK and into mainland Europe***

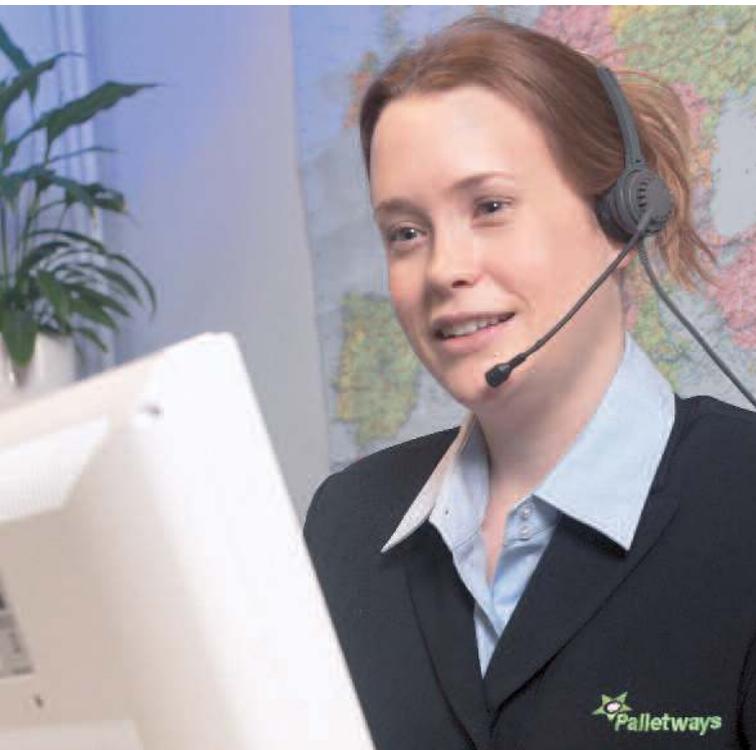
 **Palletways**



***Founded in 1994, Palletways is Europe's largest and fastest growing provider of express distribution for small consignments of palletised goods.***



# Europe's most successful pallet network



Founded in 1994, Palletways is Europe's largest and fastest growing provider of express distribution for small consignments of palletised goods.

Palletways offers the largest overnight palletised freight network, capable of handling in excess of 21,000 pallets every day.

## **Services**

Palletways offers an unrivalled range of cost-efficient, reliable, flexible and high quality palletised freight services to provide a competitive edge for its customers with a low cost method of delivering small consignments of palletised freight.

Services include:

- Premium and economy express distribution of 1-6 pallet consignments
- Daily cross-channel distribution between the UK and mainland Europe
- A centralised consignment stockholding facility
- Fast response replenishment for fast moving consumer goods
- Consolidated deliveries for international hauliers
- Collect-Direct service for customers to pick up consignments from a local Members depot at their convenience
- Depot Drop-off where customers can drop consignments into their local depot for onward delivery to their customer

## **Warehousing and picking services**

A unique palletised consignment stockholding solution which dovetails into the Palletways overnight national distribution network.

An easy and flexible value added storage and picking service for year-round and seasonal peak products.



## Unrivalled coverage

### **Largest UK network**

The Palletways UK distribution network comprises of over 100 local depots, operated by independent and established logistics companies. Pallets are collected by a local Member close to you and delivered by a Member close to your customer ensuring fast reliable service.

Palletways network operates efficiently with trunk vehicles running on average at 85% capacity, this compares with the road haulage average of 51% capacity. These vehicles also travel mainly between 6:00pm and 7:00am, not in daylight hours when there is traffic congestion and delays.

The local depots that collect and deliver pallets have extensive local knowledge and so use the most efficient routes, reducing journey time to a minimum.

### **European coverage**

The Palletways UK network can also offer a daily delivery service across the channel to the vast European marketplace.

### **Local service for Scotland**

Palletways offers a dedicated network serving Scotland, which is centred in a hub in Livingston near Edinburgh.

The dedicated network for Scottish manufacturers, wholesalers and retailers enables customers to carry out next day deliveries in Scotland including the islands. The network also allows Scottish companies to distribute small consignments overnight cost effectively to anywhere in the UK.

### **Service for Ireland**

Through the hub facilities at Lichfield and Edinburgh, the company can provide a range of express services including next day, between UK and Ireland.

## Palletways promise

Palletways offers a unique, easy to use solution for companies looking to improve their distribution of small consignments of palletised freight.

### **Enhanced competitiveness**

Express and Just-in-Time deliveries to make your business more competitive.

### **The highest levels of customer service**

All Palletways Members are dedicated to palletised freight distribution and adhere to a rigorous Code of Practice, thereby assuring unrivalled reliability and professionalism.

### **Transparent information**

Palletways advanced internet track and trace system enables customers to check the status of their consignment at anytime and anywhere in Europe.

### **Single point of contact for the UK and mainland Europe**

Customers can deal with one point of contact to manage their small consignment requirements in both the UK and Europe. Palletways vehicles and IT systems manage every consignment from collection to final delivery in both the UK and mainland Europe.

### **Peace of mind**

Feel completely assured that the end customer has received their goods on time. Palletways can send scanned Proof of Delivery (POD) information to a customer's PC the day following delivery.



# UK 24 hour cycle

Having collected earlier in the day from their local customer base, all Palletways Members deliver their goods into the central hub facility where they are processed through the 350,000 square feet hub operation utilising Palletways unique 'in-house' IT system. They are then sorted into designated delivery areas within the hub facility.

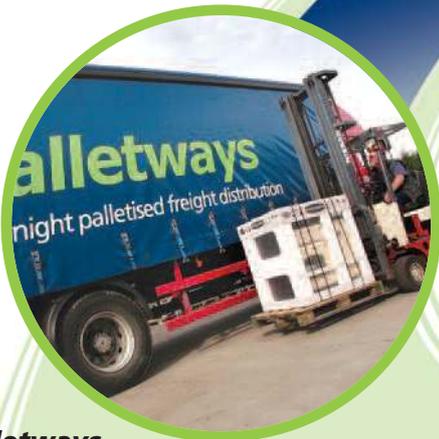
Members' vehicles then return to their local depot with the goods they have been assigned to deliver in their local area. Bar-code technology and a consignment Track and Trace facility monitor all consignments, with on-line proof of delivery available by midnight on the day of delivery.

**Pallets are sorted into the Members' bays within the hub depending on the final delivery location.**

**Goods are checked, manifested and transported to the national hub.**



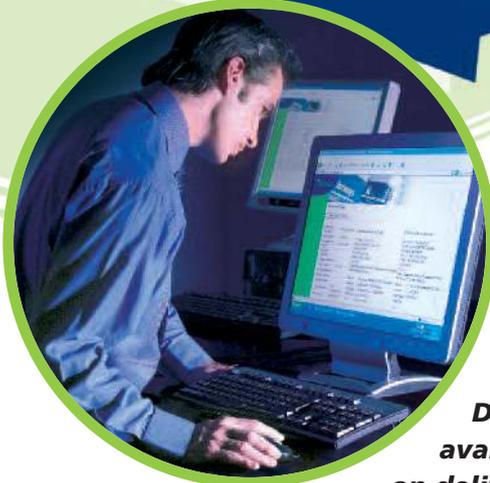
**Member vehicles leave the hub with freight for delivery into their local territory.**



**Palletways Member collects goods from their local customer.**



**Member arrives at their depot with pallets for delivery.**



**Goods are delivered. Proof of Delivery (POD) available by midnight on delivery day.**

# The network of Members that delivers the highest levels of service

## Stringent selection criteria

Service excellence depends on the quality of the network Members, stringent membership selection criteria include:

- High standards of performance
- Proven success and stability within the local market
- Satisfied and loyal customers
- Local market and industry knowledge
- Customer service orientated business culture
- Open to innovation and initiative
- Commitment to service quality

## Service levels

There are currently circa 270 Members of the Palletways network both in the UK and across Europe. Every Member operates to Palletways' ISO 9001:2000 accredited Code of Practice.

This covers all network operations including:

- Service levels
- Expertise in day-to-day procedures
- Full training and implementation of IT controls
- Investment in vehicle equipment requirements
- Marketing and customer communications

## The highest standards driven by consignment management and monitoring

The Palletways Member Relations Management Team (MRMT) monitor, analyse and guide network Members performance to achieve the highest levels of service and continuous improvement. This is a working example of Palletways commitment to total customer satisfaction.

- Every single delivery and collection individually measured and reported
- Network performance summarized weekly and communicated to all Members
- Current network performance above 98% On Time Early and In Full (OTEIF) and Proof of Delivery (POD)



## IT solutions

Driving the Palletways network is an IT infrastructure designed specifically for palletised freight movements.

Sirius is the Palletways bespoke IT platform providing one universal support system across all Palletways Members throughout Europe.

Palletways ensure transparent customer information that reduces administration, saves time, minimises handling and provides visibility.

Bar-code technology enables the highest levels of service including:

- Automatic routing, planned overnight while pallets are being transported from the hub to local depots, gives the highest levels of On Time Early and In Full (OTEIF)
- Route balancing for efficiency
- Web based Track and Trace
- KPI management performance analysis

## Track and Trace

By accessing the Palletways website and entering their unique login name, customers can access information on the status of any consignment from point of input into the network system through to the final delivery.

## Cyberstation

Cyberstation is the easy to install Palletways online shipping station that allows customers to pre-label their goods prior to collection. This aims to save money and time for the customer by reducing administration and enabling later cut off times. It also ensures the consistency of delivery information.





## ***European service***

Palletways successful UK network has expanded to mainland Europe allowing distribution to the European market through the most reliable and highly experienced local hauliers. With a daily link between the network hubs in Lichfield, Nijmegen, Bologna, Naples, Paris and Madrid.

Through one point of contact, the local depot, customers can manage both their UK and cross-channel pan European distribution.

### ***Access to the huge European markets made easy***

- Same collection vehicle that is used for the UK collection
- Daily collection and delivery service
- No extra administration – one point of contact
- Continental journey starts on collection day, cross-channel trunk leaves each working day
- Palletways vehicles door-to-door
- Palletways standards and code of practice
- Standard tariff for all prices
- Palletways IT system for all consignments – bar-coding, online tracking and Proof of Delivery (POD)

### ***E-Palletways provides European transit times on-line***

Palletways have introduced the new on-line scheduler, E-Palletways, which provides lead-time information for express and economy service from any where in the UK to a European destination and is available through the Palletways website.

The Pan-European service is also supported by our multi-lingual customer support teams and a full IT infrastructure, which allows users to track and trace their consignment throughout the distribution process via the Palletways website, [www.palletways.com](http://www.palletways.com)





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