

# Courier Services for Bionow Premium Members

## About Deliver Plus

Deliver Plus was established in 2005, the Deliver Plus head office is in Brentford, West London. From our depots across the UK we ship thousands of parcels every day nationwide and to 220 countries around the world.

Deliver Plus is not just another courier company, it is a specialist business courier. We utilise the services of the world's best carriers - UPS, DHL and FedEx - to manage the complete courier process on your behalf right from collection through to delivery. How do we do that? Well, as you may know, delays do occur to parcels in transit so we pro-actively track, monitor and resolve issues on your behalf so you don't have to. We offer a seamless service that saves you time and money and, most importantly, offers you added peace of mind.

Deliver Plus is a new concept in logistics but one that is already adding value to the supply chains of respected companies including: ARM, Toshiba and the Royal Society of Chemistry. We ship over 500,000 parcels a year around the world on behalf of companies just like yours.

### Technology

Our ParcelVision software is at the heart of Deliver Plus. Our cutting edge technology enables you to view and track all your shipments on one screen. You can book both domestic and international collections, print shipping labels and customs documentation and even check the cost and transit times available before shipping. But it's not just the long list of features that sets ParcelVision apart, what impresses our customers most is how easy, quick and intuitive it is to use.

### Real customer care

Deliver Plus is so much more than just clever technology. Behind our technology is a proactive team of highly trained people constantly tracking your shipments resolving any delivery problems as they arise. Each of our customers is assigned a dedicated, named account manager. Their role is not only to notify you of delays but to resolve them on your behalf. Over time, they will learn how you like to work and tailor the service and feedback to suit your requirements. This is a truly personalised service that is not available from any of the major carriers. The customer service bar has been lifted!

### Visibility

"Where's my stuff?" queries no longer need to be an irritating distraction. One screen controls it all! You can see all your shipments through a single dashboard and drill down to find out more. You can track by date, recipient and even cost centre. Furthermore you can share this shipping information across your organisation or with your customers direct, and so others can see the progress of their package for themselves without the need to contact you.

## Want to find out more?

To find out more about Courier Services from Deliver Plus please contact **Roger Sumner-Rivers** on 07818 066359 or email [roger@deliverplus.co.uk](mailto:roger@deliverplus.co.uk) Roger will be happy to discuss your requirements and answer any questions, or arrange a meeting at a convenient time to yourselves.

If you are already a subscribing Bionow Premium Member, remember to mention the code **BIONOW PREMIUM** when you contact Roger

Alternatively for more information about **Bionow** or to request a cost benefit analysis please contact **Diane Cresswell** at Bionow on 07766 991932 or [diane.cresswell@bionow.co.uk](mailto:diane.cresswell@bionow.co.uk)

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## Services offered by Deliver Plus

Deliver Plus offers a full suite of domestic and international services, we offer you the most flexibility and the best transit times because we bring together the services of the worlds biggest carriers under one roof. Our portfolio of services enables you to choose between our faster 'Plus' services or our more economical 'Express' services.

When you ship with Deliver Plus you get::

- One Nucleus discounted Pricing.
- Fast, dependable and transparent services.
- Money back guarantee\* on all 'Plus' shipments.
- Real time tracking.
- Three delivery attempts for international shipments.
- Real customer services, a personal service with a dedicated account manager.
- Pro-active e-mail notification for: ship, exception and delivery.
- A number of optional and additional services to suit your shipping requirements.

Deliver Plus delivers more.

### **Platinum Plus**

Deliver Plus's premium service. Urgent Next Day, early morning, start of business day delivery for both sending and receiving shipments.

### **Gold Plus**

Next morning guaranteed delivery across Europe and fast delivery across the world.

### **Silver Plus**

Reliable service for next day delivery across the EU

### **Overland Express**

Reliable service for less urgent international shipments that still need scheduled delivery

### **Worldcargo Express**

A fast, dependable and economical service for less urgent shipments.

### **Extra Deliver Plus services**

#### **Special Services**

Unlike most carriers, if your goods are oversize or you require a service Deliver Plus does not normally offer, our special services team will assist in finding another solution for your shipment. Once we have found your shipping solution, you will be allocated a reference number that will allow you to continue processing the shipment on your Trackdirect software.

#### **FreightExpress Services**

Air, Road, Sea, our FreightPlus division can manage your transportation in every major trading lane. From domestic and European pallet services to storage and distribution, our vast network offers you a full portfolio of global logistics services to fit your requirements, with the normal management and pro-activeness you expect from Deliver Plus. We can also provide customs brokerage services to simplify trading across borders.

#### **MailExpress**

Deliver Plus's MailExpress service is a competitive re-mail service for postage up to 2 kg requiring no Proof of Delivery (POD). MailExpress provides an alternative to mail room sorting, metering or stamping and offers you improved time in transit.

#### **CriticalPlus**

Critical plus, tailor made solutions to your time critical transport needs. We work to deadline, determine the route, and then offer you a number of tailored solutions.