

YOUR PERSONAL **COURIER SERVICE**

# EXPRESS NEWS

PHONE 414 2211 **24HRS 7 DAYS** [www.intercityurgent.co.nz](http://www.intercityurgent.co.nz)

Spring 2009

## Excellence in Service Delivery

Inter City Urgent winners at 2009 North Shore Business Excellence Awards.

Thanks to you, our customers, we are proud to announce that Inter City Urgent have won the Excellence in Service Delivery Award at the 2009 Westpac Enterprise North Shore Business Excellence Awards.

Close to 600 people attended the annual awards dinner on Friday night at North Harbour Stadium, now in its 12th year, to recognise business excellence in North Shore City with 14 awards bestowed throughout the evening. As well as our award for Service Delivery, Inter City Urgent were also finalists in the Employer of Choice Award.

We would like to share the judge's comments: 'Service delivery is the cornerstone of Inter City Urgent's outstanding success shown by their mission statement "Go to the Customer with the solution, not the problem". The judges were delighted with the honesty and transparency in the way they work with their customers'.



## www.intercityurgent.co.nz upgrade

All new on-line tools menu adds functionality to our website

Features of the improved [www.intercityurgent.co.nz](http://www.intercityurgent.co.nz):

- Comprehensive internet job booking for all services
- Include up to three reference fields
- Add or edit entries to your on-line address book
- Email-On-Delivery notification
- Track and trace, check, sort and reconcile your job history
- Export icon to download a .csv file of jobs to MS Excel
- User customisable header row on My Jobs screen
- Invoice format and style options

A user guide can be downloaded from the About Us, Media/Document Repository menu on our website.

Please email [sales@intercityurgent.co.nz](mailto:sales@intercityurgent.co.nz) if you require a user login/password or any assistance/training with your on-line tools.

Or, if you prefer the old fashioned way, our friendly customer services team is always available on 09 414 2211.

## Dear Customer

*This year so far has been the most interesting that I can remember. The challenges for everyone have been unique and have required some really lateral thinking to stay on top of the game.*

*Part of our strategy to constantly improve is to test ourselves against other businesses. Last Friday was a big night out for ICU, when we won the Service Delivery category at the North Shore Business Awards for the second time. The judges were blown away by our commitment to service and transparency. That sort of feedback helps us to realise how we measure up as both a business and an industry.*

*In September we will be asking for your help in our bi-annual customer survey. Please take a moment to whip through that when it arrives as it also adds greatly to our understanding of your needs.*

*I am really optimistic about the coming summer season and pleased with the growth that we have made as a company through the harder times. We believe strongly that quality will always shine through and our goal is to remain the best in the business.*

Thank you again for your support, loyalty and your positive feedback.

Nick Kershaw  
Managing Director

## New Truck Services

First FastPallet, NOW FastParcel

FastPallet has been a huge success since its launch earlier this year. At \$20 + GST for a 4 Hour delivery (standard sized pallet), FastPallet and has proven its value as a cost effective freight option for palletised freight around metropolitan Auckland.

Now, FastParcel gives you even more options for moving non-palletised freight quickly and efficiently.

FastParcel is a 4 Hour, cost effective, dock to dock service for multiple parcel or large item deliveries to a single destination. It is an extension of our FastPallet service without the requirement for a pallet and allows a maximum of 15 minutes loading/unloading. Large items must be able to be handled by one person with the hand trolley/pallet jack and the truck's tail-lift.

**Pricing: \$20 + GST.**

- **4 hour** dock to dock delivery to a maximum of:
  - 4 items, up to 25Kg per item **OR**
  - Up to 100Kg that can be easily handled by one person.
  - Includes first 15 minutes handling.

**Excess charges:**

- **Extra Weight:** \$5 + GST per extra 25 Kgs after the first 100Kgs.
- **Extra Item/s:** \$5 + GST per extra item after the first 4 items, max 25Kg per item.
- **Extra handling time:** \$20 + GST per extra 15 minutes handling after the first 15 minutes (loading AND unloading).

