

**Jan/Feb 2005**

# The EXPRESS NEWS

A Happy New Year to all our customers - we hope you have enjoyed a safe and relaxing holiday season. It hasn't escaped us that, now the kids are back at school, summer has finally arrived !

## **We've Moved**

**Thanks to you, Inter City Urgent has experienced steady but significant growth over the past couple of years to the point where our office was bursting at the seams.**

We're pleased to announce our move over Anniversary Weekend to bigger, brighter and comfortably air-conditioned offices. Please feel free to drop in and say "Hi" when you're next in the 'hood.

### **Inter City Urgent**

Unit 10, Bldg 3, 1A William Pickering Dr  
North Harbour Industrial Estate  
Albany

Just behind the Brick House Pub!

## **Emergency Contact Numbers**

Our move highlighted an issue when our phone lines go down. Despite our best efforts, the diversion to our after-hours service failed on Saturday morning. Listed below is an emergency contact register. Please keep this list handy for those hopefully rare occasions when our normal phone service is unavailable



**Ryan Cauchi-Mills**  
**021 414 948**



**Paul Holdom**  
**021 414 946**

## **What's Express .....**

### **What's Standard?**

We are often asked "What's the difference between the Express and Standard service?" In short, Express is our Premium service and is handled and priced accordingly.

During off-peak traffic flows we aim to deliver 'Express' jobs in less than 60 minutes and 'Standard' jobs around 90 minutes from your booking time. However, Auckland traffic being what it is - let's face it, we all drive in it daily and read about "Auckland's Traffic Woes" regularly in the paper - we are finding it increasingly difficult to consistently meet these time based performance standards.

Please be assured that when you book an "Express" job, whatever the prevailing traffic conditions, your consignment receives TOP PRIORITY from our dispatch and customer service teams. We closely monitor all Express jobs from pickup to delivery and advise you immediately we expect any delays on the 60 minute delivery standard.

That's our promise to you when you're looking for top performance in an Express Courier!



**Tel: 414-2211**

**[www.intercityurgent.co.nz](http://www.intercityurgent.co.nz)**

