

Karen Jarrold, Head of Customer Services (left) with David Milbourne, Director of Cordless Phone World Ltd.

## **APC Overnight Announces Cordless Phone World Success**

*Wolverhampton, UK, July 2008* - Award winning Internet technology has helped APC Overnight win a contract with major online phone retailer Cordless Phone World. APC Overnight offer an online booking, tracking and pre-labelling service using the advanced online service developed by NetDespatch. Since switching to APC Overnight, Cordless Phone World has also gained much improved delivery reliability and traceability allowing their own customer service to be enhanced.

Orders received online from Cordless Phone World customers are captured electronically by NetDespatch allowing collections to be booked in and parcel labels pre-printed ready for collection by APC Overnight. This eliminates any transcription errors as delivery details are entered only once and that is by the customer.

“Without NetDespatch we simply could not run the business as it is today. It saves at least two hours a day as we no longer have to manually enter orders for the carrier. It also means we can freely expand without adding any additional administration since everything is electronic and fully automated,” says David Milbourne, Director of Cordless Phone World.

They are also enthusiastic about APC Overnight’s services. “Since we started using APC Overnight in October 2007, no parcels have been lost, this is exceptional, bearing in mind that our previous carrier lost an average of three a month. We have benefitted greatly from the fact that there is a local office that knows us and can answer any questions immediately and despite the premium levels of service, APC Overnight offer unquestionable value for money so that is a real bonus.”

### **CONTACTS:**

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### **APC Overnight**

APC Overnight is the UK’s largest next day delivery network with more than 125 local depots covering all areas of the country. The network specialises in timed deliveries, offering a choice of convenient morning or afternoon options as well as a Saturday service. APC Overnight collects, routes and delivers more than 1 million parcels each month with an impressive better-than-99.8% on-time delivery record.

The network is unique - not a franchise or faceless corporate, APC Overnight is owned and managed by independent local delivery specialists connected into a strong managed system. Originally created by a consortium of 47 UK same-day delivery companies in the early '90s, APC Overnight's has tripled the size of the network, while keeping the founding principles unchanged.