

# Press Release

## Neopost and Parcelforce Worldwide meeting customer needs

### *A partnership that delivers*

[Neopost](#) and Parcelforce Worldwide started working together in 2003, developing online services for their 25,000 customers.

Since then Neopost have processed over 200 million Parcelforce Worldwide shipments and managed a similar number of Proof of Deliveries making them available to Parcelforce Worldwide and their customers over the web.

Parcelforce Worldwide are now amongst the leading express carriers in the UK, delivering a consistently high level of service that is vital for customers operating in today's highly competitive and challenging business market place. Parcelforce Worldwide strives to continually improve its performance and its on time delivery ranks as high as any in the industry today.

The development of on-line retailing has presented both challenges and opportunities: Simon Gourlay, Neopost Business Development Director said "back in 2003 the internet and broadband were still distrusted by some parcel carriers. Parcelforce Worldwide, however, saw the opportunity to transform its business by utilising the power of the web to benefit their customers. Today they are reaping the rewards of their investments. [Neopost's online applications](#) mean that Parcelforce Worldwide customers can access services almost entirely over the internet."

### **Keeping ahead of the game**

This spirit of innovation and customer focus continues with the introduction of market leading new services. These include a range of international delivery services and a major refresh of its retail online booking system.

Nick Landon, Parcelforce Worldwide Sales and Marketing Director said "our customers have come to expect leading edge services from us so they can in turn offer them to their customers. The investments Parcelforce Worldwide have made in our distribution operations ensure the highest delivery standards are maintained. Our investment in Neopost IT ensures we are easy to do business

with. The record of uptime with Neopost is one of the key reasons we renewed our relationship.”

## **New International services**

A key part of the growth in the UK express parcels industry is based on international online parcels. Simon Batt, International Director at Parcelforce Worldwide, said: “We’re continuing to listen to our customers and to support their needs as they look to drive their business through increased exports.”

Working with Neopost, Parcelforce Worldwide recently launched a range of cost effective international services including Global Bulk Direct, which allows businesses of all sizes to deliver low cost tracked exports to overseas customers. Global Bulk Direct is the newest offering in a suite of Parcelforce Worldwide international services, which also includes:

- Global Express – a fully trackable delivery service from next day to Europe and North America and delivery from two days to the rest of the world.
- Global and Euro Priority – delivery from two days to Europe and three days to destinations outside Europe.
- Global Value – a low-cost parcel delivery service to major destinations outside Europe taking 5 – 10 days with full tracking capabilities.

Parcelforce Worldwide customers book these services through the Neopost developed [online booking system](#) Worldwide Despatch Manager Online, with tracking and POD’s being managed through the Neopost tracking service [Neopod](#). These two services have been customised to match the exact requirements of Parcelforce Worldwide and its customers. Both services are critical to Parcelforce Worldwide and its customers.

## **Refresh of the retail online booking system**

During 2010 Parcelforce Worldwide decided to completely refresh its online booking system. They worked closely with Neopost to redesign the site in a rapid and economical way. The result delivers major customer enhancements:

- Only one step or one page to reach a price for shipping a consignment. Simply enter the collection postcode, delivery postcode, number of parcels and weight and the Neopost system will generate a price.
- An improved design based on industry standard Usability

Heuristics including flexible navigation, allowing the customer to navigate easily through different stages of the applications.

- Significant technical improvements including; using liquid layouts to ensure a user's page layout changes with the window width, allowing font re-sizing via a user's chosen browser so that the pages load faster.

This improved user journey and the logical flow of the shipping process, are expected to contribute to an increase in the number of customers using the system and an increase in transactions processed.

Nick Landon said "This is an important time for us; in February 2011 we enhanced our service offering for Parcelforce Worldwide Distribution Manager® (soon to be **expressdespatch**). If you know that your parcel will need to be booked in at its destination, simply tick the 'booking in' box that will appear on your screen and we will contact your customer and ensure that your delivery is made within an agreed time slot."

Simon Gourlay of Neopost said "the refresh of the retail system was a really collaborative effort between Parcelforce Worldwide and the development team in Neopost. We are both very proud of what has been achieved. Neopost continues to support Parcelforce Worldwide with some major IT changes in its business and we never take our eye off the importance of uptime in the delivery of our services.

For us Parcelforce Worldwide are also a key supplier, we rely on them to deliver parts to our field engineers each day to support users of [Neopost franking machines](#) and [letter folder inserters](#). To these customers this equipment is a critical part of their business and Parcelforce Worldwide is a supplier we can always trust to deliver."

## **Notes to the Editor:**

### **About Neopost**

Neopost is the UK's and Europe's number one supplier of mailing solutions. It has a direct presence in 18 countries, with 5,500 employees and annual sales of €913 million in 2009. Its products and services are sold in more than 90 countries, and the Group has become a key player in the markets for mailroom equipment and logistics solutions. Neopost supplies the most technologically advanced solutions for franking, folding/inserting and addressing as well as logistics management and traceability. Neopost also offers a full range of services, including consultancy, maintenance and financing solutions.

Neopost is listed in the A compartment of Euronext Paris.

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