

XDP NEWS

Issue Eight

The Newsletter of XDP

December 2010



LARGEST INDEPENDENT PRIVATELY OWNED PARCEL CARRIER

Welcome to the eighth edition of our newsletter

Let's have a cracking Christmas!

Christmas is drawing close and we would like to take this opportunity to wish everyone a Merry Christmas and a Prosperous New Year

DEPOT COMPETITION RESULTS

The winning depot for revenue and growth from July to August 2010 goes to Mark Pawsey and his team at Warrington. Congratulations on this cheque for £500. Runners up were Dave Stratton and the Essex Boys from Basildon and a cheque for £200 goes to them. Last but not least, Stuart McKie and his team from Newcastle also received a cheque for £100. Well done and keep up the good work.

Meet the Essex boys on page 2.



XDP ON-LINE APPLICATION FORMS



This is becoming the future of XDP as the numbers applying online are increasing daily, especially since Fastways in Bristol went bump in August. Trisha Walkinshaw joined XDP in August as a sales consultant and has brought a wealth of her ex-customers from Fastways, also 3 of their drivers, who are all working out of the Bristol depot. This has proved really successful in the month of August (she had 50 new trading customers). This is so simple – there are 3 easy steps to follow:

- 1. Log on to www.xdp.co.uk**
- 2. Fill out the online application form**
- 3. Sales office do the rest**

Just recently we seem to have had a lot of calls into the Sales Office from Depots asking us to work out prices for their customers, we are happy to do this and help you. However, it does slow down the response you can give to your customer with prices. If the reason you cannot give prices out is because you do not have up to date prices or guides, please let us know and we will get some out to you.

PAY AS YOU GO

PAY AS YOU GO is coming to XDP in the very near future. Our Pay As You Go is close to being launched – this should help us pick up more customers. For information on this site please speak to Trisha or Maxine in Sales.



VT LIVE

This is a 'pay as you go' fleet tracking system. The system offers many features – here are just a few for you to consider:

- Live Map / aerial view of location with updates every minute
- Photographic satellite mapping (Bing Microsoft Virtual Earth)
- Full reporting suite, journey report, journey cost report, time on site report, over speed report and idling report
- Full screen replay 'Snail trail' view of journey route and speeds, with zoom-in to individual updates
- Today Journey Cost – simple measure of cost of mileage done and/or cost of hours done displayed against each vehicle.

This system is already in use in some of our depots, Nigel from our Blackburn Depot is currently using this system and is very pleased with it.

DEPOT NEWS

ACCOUNTS

Chris Bate, who worked in Customer Services, has transferred over to work with Valda and her team in Accounts. Chris has an accounts background which will be an asset to the department. Good luck Chris.

CUSTOMER SERVICES

Rose and Jessica have recently been awarded Level 3 in NVQ Management. Managers and Supervisors have now completed the NVQ Training. Andy Gibbs, Warehouse Manager, was also awarded Level 3 in NVQ Management.

WELL DONE TO YOU ALL!

Rose would like to welcome two new members to her team – Matthew Reynolds and Carol Hagans.



SPONSORSHIP LEAVES CUSTOMER'S KIDS JUMPING FOR JOY

XDP has sponsored Norbert Dentressangle Transport Services Unipart Logistics. The Logistics Manager Mr S Wilson's children took part in a show jumping event and a cheque was presented for £500 from XDP. The young children were seeking success in show jumping and eventing and Scott Bader wanted to raise their profile by bringing a sponsor on board. It was suggested that the parcel carrier were asked to sponsor this event.


Jez Ryer, with the help of everyone at the hub, has sent a cheque totalling £1450 to Cancer Research.

"I was very grateful to receive the cheque for £1,450 raised by all the staff at XDP Ltd for the benefit of head and neck research and the Institute of Head and Neck Studies and Education (InHANSE). This donation will have a significant contribution to research that will lead to improvement of survival and quality of life in patients with head and neck cancer.

We are therefore extremely grateful to all of your colleagues that have put this effort in and please give them our heartfelt thanks".

Hisham Mehanna, BmedSc (Hons), MB ChB (Hons), FRCS (ORL-HNS)
Consultant ENT – Head and Neck and Thyroid Surgeon



Welcome to  goes to new depots – Derby, Basildon (Essex Boys), Teesside, Shrewsbury, Dorset, Warrington and Telford. The 'Essex Boys' (left) joined XDP in June and had only 1 parcel nightly and now to date they are collecting in excess of 100 parcels daily – well done to Dave Stratton and his team.



PARCEL DROP-IN CENTRE

Teesside has recently joined forces with XDP Express. They currently have a 'drop-in' facility at their local depot, which enables E-Bay sellers to bring in their goods for delivery. They all pay by credit card/cheque. There is no work involved for the depot as the customer will drop in the goods and pay up front and XDP will do the rest. It is this simple. Why not consider having this facility in your depot? You can contact Teesside on 01287 655429, they will advise how to set this up and guide you through this simple process. This is easy money so why not give it a try?

PLEASE SPONSOR RYAN CARRINGTON

On 31st July 2008 Ryan Daniel Jack Carrington was born. Having Laryngomalacia, Infant Reflux, Eczema, severe food allergies and failure to gain weight made life challenging but manageable. After spending 10 difficult days in Hospital in July 2009, Ryan came back home complete with a feeding (NG) tube. In March 2010, after removing the tube, Ryan got pneumonia. After a short three day stay in hospital, Ryan came home but could not walk or move his body properly. On the 10th June 2010, after a MRI, Ryan was diagnosed with an inoperable brain stem tumor. A few days later Ryan had surgery to have a porta cath fitted to make it easier on him for treatment. The day after that, Ryan started his first lot of chemotherapy.

Two months after this devastating news, Ryan and family received a glimmer of hope after sifting through the Internet to find surgeons who were capable of Ryan's needs. Ryan needs this life saving surgery to move on in life but it comes at a cost, £125,000. Please help in any way you can to help this little boy live, and let him live the life that he deserves.



THANK YOU



THANK YOU FROM ONE OF WICKES'S CUSTOMERS

Just writing to say how impressed I was with the service from one of your couriers (S Mountford) who helped me carry a three metre tube-shaped parcel up a flight of stairs and right to my front door. I would have struggled if I would have had to do this alone as I live in an apartment block. Your consignment pre-alert email was very informative and I am pleased to see you display the local delivery depot number on it as most other couriers make it difficult to contact them.

Thanks,
Sukhdev Jootla
**Well-done Gurj at the
Walsall Depot.**

THANK YOU LETTER FROM BYRETECH LIMITED

Just to say after 2 days with XDP we love the back office tracking system and the emails are a real time saver as we have had much fewer calls chasing deliveries. No breakages so far and happy customers – nice one – well done.

Kind Regards
Steve Dalloway, Byretech Ltd

**We would like to thank
every one who answered
our request to send in
articles or stories – as
you can see the response
was overwhelming!!!**

BOARD GAMES

Louis John is moving his role to Managing Director and will assume responsibility for service quality.

Jeff Goult is moving into the role of Sales and Marketing Director.

A few encouraging words from our new Sales and Marketing Director:

"It is my intention to expand the sales team, both in field sales and telesales, to ensure growth for the company and to help recruit better quality depots where required. It is only in a partnership between company and depots that we can all prosper and I am very keen to target resources at depots that make an effort themselves. Maxine will be in contact shortly with the process for telesales support for you. If you know of anyone looking for a part-time or full-time sales position, please pass on their CV to Maxine at: mmccallum@xdp.co.uk".

HALLOWEEN GUESS WHO?

Do you recognise these cheeky chaps?



Answer: The Essex Boys!

WELL DONE PETER

Peter Monk is in the final negotiation stages on the below accounts, all of which he is confident will all be trading in the New Year.

- Scotts & Co
- MGA (Little Tykes)

- Pacific Lifestyle

Also a very big well done to Pete in winning the Silent Night account, which will be worth a staggering quarter of a million pounds.

Last but not least, congratulations in

regaining the Li-Lo Leisure account for Paul Chamley at the Doncaster depot – what a challenge that was!!!! Unfortunately Peter has now left the sales team to work as Southern Operations Manager.

AMENDED XMAS & NEW YEAR OPENING TIMES

(These dates are posted on our website: www.xdp.co.uk)

24.12.10 – Am deliveries only – no collections

25.12.10 – 28.12.10 – Closed

29.12.10 – 31.12.10 – Collections only – no deliveries

01.01.11 – 03.01.11 – Closed

04.01.11 – Normal service resumed (with the exception of Scotland where normal service will resume on 05.01.11)

*Merry Christmas and a Happy New Year
from the Sales Office –
Maxine, Trisha, Jacque and Sheila*