



## WE'RE HAPPY TO ANNOUNCE THE **2 HOUR ETA WINDOW**

An industry first, we are now offering a 2 hour ETA window on all deliveries as standard



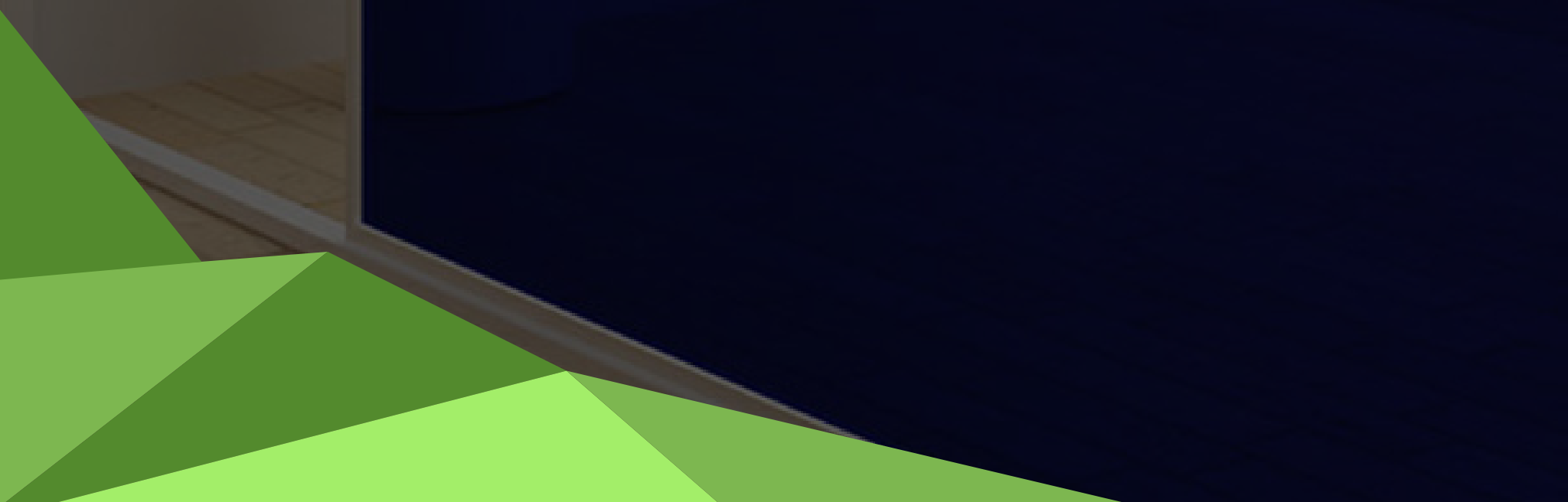
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# WHY H&M DISTRIBUTION?

First and foremost, we are a service organisation and we appreciate that, in all instances, we are an extension of our customers' business. Whilst we are always in search of new business, we are also constantly looking at ways in which we are able to benefit our existing clients through new products and services.

We feel that this new 2 hour ETA window is another step in making our service stand out from the crowd and push boundaries. Everything we do is monitored, with all of our depots working to strict KPIs and service contracts. The attitude throughout is around continuous improvement.

I.T. is key to our success and we have continually invested in this area. Our systems show total transparency within our process, all services are monitored in accordance with our customers' requests.





# ABOUT THE NEW FEATURE

The system will enable SMS and email notification on delivery times and consignment content information, enabling customers to monitor progress of the consignment via 'track and trace'.

Dave Walmsley, UK Managing Director, said: "Our members and customers have told us that this innovation will deliver even greater customer service excellence and that delivery time certainty will support business growth."

Walmsley added: "There are benefits for everyone at each step of the pallet delivery process. For our network members, the ETA system makes the process more efficient because customers no longer need to phone or email their depots with queries about delivery times and dates. For customers, the capability to track goods and notify their consumers about time slots and consignment contents significantly improves their customer service. For consumers, it brings certainty, helping them to plan their day around the time slots available and enjoy a more flexible service."

"We expect to be able to attract new members and customers to work with the Palletways network because of our ETA system – especially when combined with our renowned digital information hub and archway scanning technology."



# NEW ETA FEATURES

Some of the features the new 2-hour ETA window will offer:



## TRACK & TRACE

Providing customers with full end-to-end visibility & traceability of their consignments



## SEAMLESS INTEGRATION

By offering a hyperlink within either email or SMS, your customer is just one click away from knowing when to expect their consignment



## BESPOKE CROSS-SELLING

A unique line of text can be added to the tailored delivery SMS or email notification, perfect to utilise for cross-selling or cross-marketing purposes



## PRODUCT LIST

The ability to now add pallet content information to each consignment, so the recipient knows what to expect on their delivery



## LEADING THE WAY

Palletways is the first Pallet Network to provide this feature to its customers... stay ahead of your own competitors, through offering your customers this enhanced service option on all deliveries



## BRANDED NOTIFICATIONS

Provide us with your company logo and we'll dual brand your SMS / email communication to your recipients





## OUR TEAM

To discuss the key benefits of the new two-hour ETA window and any other enhanced services that H&M Distribution is able to offer to your business, please contact your Commercial Team Member

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