

## HOME DELIVERY - THE KEY TO YOUR BUSINESS SUCCESS

No longer the final 'add on' stage of the retail process, home delivery has reached 'make or break' status with a recent Econsultancy Multichannel Retail Survey finding that 50 per cent of respondents had abandoned a purchase online due to unsatisfactory delivery options.



Shoppers have never been more sophisticated and demanding – they want slick speedy service and they want to pay little or nothing for it, and the power of social media means a botched delivery can be catastrophic.

Meeting those demands has never been more crucial for your business success, but our long-lasting partnerships with major retail brands and our commitment to keeping ahead of the game means Wincanton Home Delivery offers customer service focussed delivery solutions to effectively safeguard your business against the biggest delivery challenges facing the industry today.

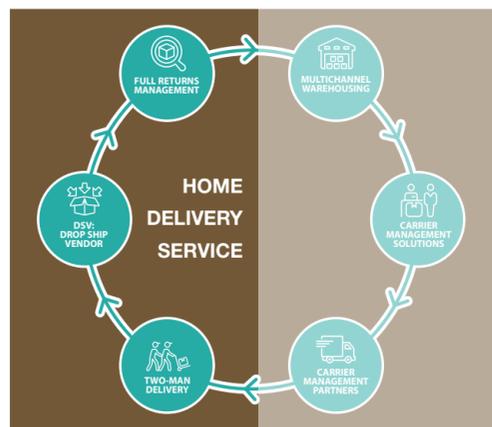
Our fully-comprehensive selection of delivery options makes for maximum customer choice and therefore satisfaction, and our use of cutting edge technology and our dedicated customer contact centre guarantees efficient and continual communication (by phone, text or email) to keep your customer happy and cut the potential cost of repeated delivery.



### WINCANTON ONE-MAN HOME DELIVERY: A SUPERIOR SMALL PACKAGE DELIVERY SERVICE

For smaller deliveries that don't require the Wincanton 'white glove' approach we offer a managed service which carries the assurance of trusted partnerships with the most respected transportation partners (Parcelforce and DPD). This guarantees excellent customer service, flexible delivery options and communication updates throughout the order to delivery process.

Our partnership with a new generation intuitive delivery management platform called Electio means you can be confident of efficient carrier allocation and great choice at checkout. This maximises efficiency and gives us full traceability whichever carrier we use, enabling the most accurate customer information updates at all times.



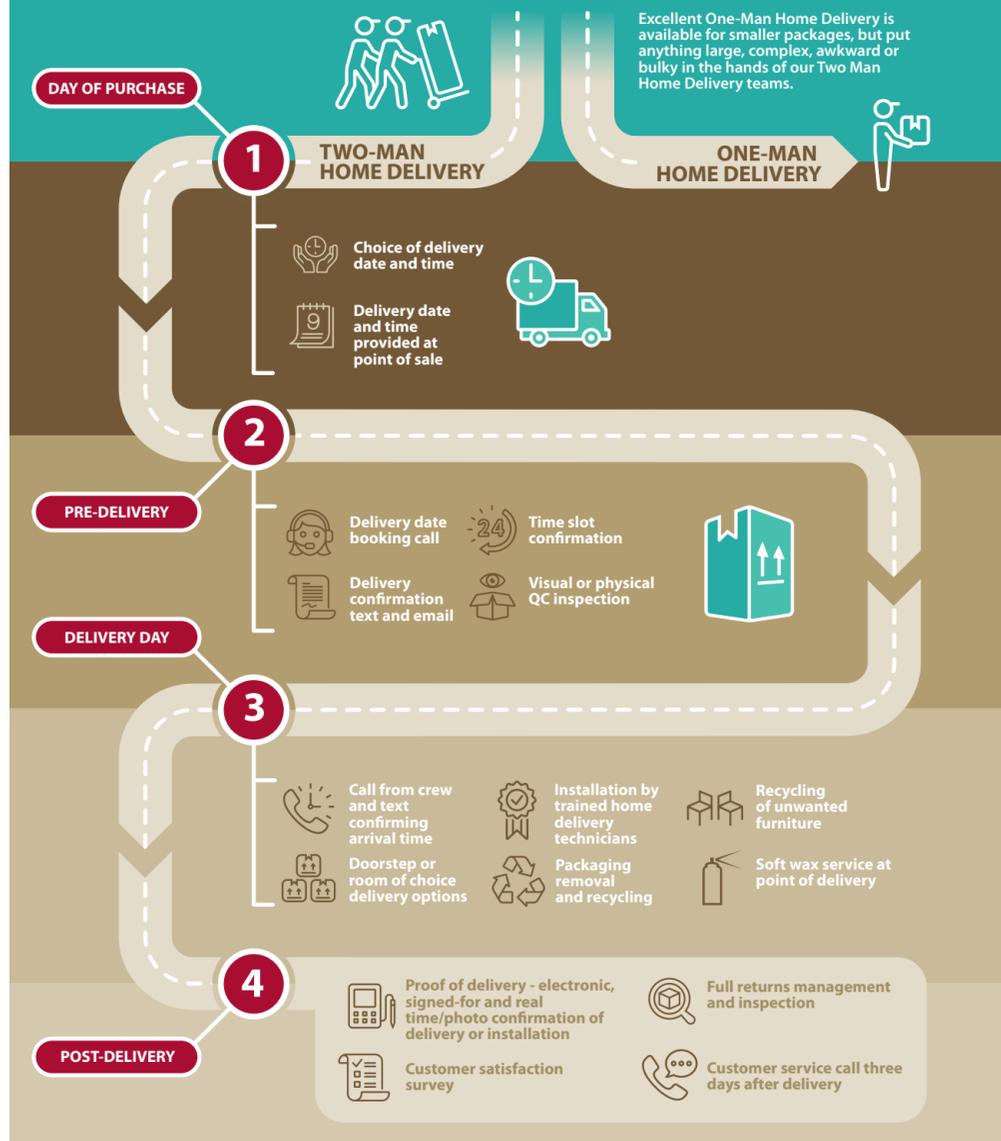
### HOW WINCANTON HOME DELIVERY FITS INTO YOUR EFULFILMENT CYCLE

Two-Man Home Delivery is an integral part of the fulfilment solutions offered by Wincanton and can be part of a direct delivery strategy or a DSV (Drop Ship Vendor) solution and can be easily extended to include returns which means refunds can be swiftly processed and stock re-cycled to ensure maximum sales potential.

## FINDING THE RIGHT SOLUTION

### THE ROAD TO SUCCESS

A bespoke 'white glove' Two-Man Home Delivery service, staffed by highly skilled technicians offering a superior customer experience on behalf of market leading retailers



## WINCANTON TWO-MAN HOME DELIVERY - HOW IT WORKS

### THE WINCANTON TWO-MAN HOME DELIVERY PACKAGE OFFERS YOU SO MUCH MORE:

- 1 DAY OF PURCHASE**
  - We have the expertise to build a completely individualised delivery solution and can create a sophisticated bespoke proposal to meet your company KPIs and customer service goals
  - A full selection of delivery date/time of choice options can be offered and confirmed at point of sale
- 2 PRE-DELIVERY**
  - Pre-delivery checks to confirm date and time slot
  - Visual or physical quality control inspection
- 3 DELIVERY DAY**
  - We invest heavily in driver training to give our drivers the skills in safe, careful and professional delivery so you don't have to worry about damaged items impacting your bottom line or your brand reputation
  - With specialist knowledge of their cargo our drivers can offer a 'white glove' approach with the option of 'room of choice', unpacking, full installation (premium grade assembly), packaging removal (we can even recycle unwanted furniture) and soft wax service at point of delivery
  - A commitment to 'on time and in full' for all deliveries
- 4 POST-DELIVERY**
  - Proof of delivery – electronic, signed for and real time/ photographic confirmation of delivery or installation
  - The efficient and speedy handling of early-stage returns inspection and management.
  - Customer service call three days after delivery
  - Post-delivery customer satisfaction surveys to feedback into the delivery process and drive improvements



Published 15 July 2017

**I ordered a sofa (butterbump)**

I ordered a sofa (butterbump), table (conker) and lamp (big boy lamp), and they arrived when they said they would.

On delivery day the men that brought the items in were very friendly, efficient and cleared up after themselves. They put the table together and the feet on the sofa, while I put the lamp up.

I absolutely love the lamp, sofa and table. No complaints. I'm very happy.

Published 25 May 2017

**Helpful and Friendly**

Very helpful over phone queries. Lovely sofa. Great delivery staff. Can't fault them!

**OUR SATISFIED CUSTOMERS**

The experience and expertise we have gained by working with leading brands allows us to constantly improve our service to meet and even anticipate your home delivery needs.



The home furnishings and accessories online retailer recently put its warehousing, transport, parcel carrier management (for accessories) and white glove home delivery (for furnishings) in to Wincanton's capable and experienced hands. The results speak for themselves:

In the first six months:

- Loaf's trust pilot scores are up from 8.6 to 9.1
- 30% reduction in delivery costs (Northern areas)
- 35% increase in storage capacity during peak delivery times

**Loaf founder, Charlie Marshall says:**

'Loaf is founded on the idea of making the shopping and delivery process as hassle free and friendly as possible and I am confident Wincanton will continue to help us look after our customers.'



Wincanton manages the M&S home delivery journey from warehouse to doorstep working in partnership to develop creative solutions that add value to the M&S customer experience.

Key benefits:

- customer satisfaction is up from 92.8% to 95.1%
- driver training means flawless deliveries are up by 28%
- the Wincanton-instigated 'will it fit?' guide means rejections are down by 27%
- Pro-active customer communication means customer service calls are down by 45%
- Two-hour delivery window means delivery postponements are down by 34%



Wincanton consistently delivers excellent customer service for Magnet, the leading UK manufacturer of joinery and kitchen products, through its 2-man home delivery service.

Key benefits delivered include:

- Improved customer experience through introduction of consistent communications and delivery process
- Introduction of a customer delivery survey to capture opportunities for improvement
- Elimination of failed deliveries due to customer unavailability
- Elimination of incomplete deliveries and damage to products
- Magnet now has a flexible and reliable delivery platform, designed to deliver to customer's specific needs and requirements

**A Magnet customer says:**

'Very pleased with the service we received - from being kept informed on state of delivery to the promptness and politeness of the drivers. They worked very hard and did not hang around. I would highly recommend this company to my friends.'



**WHY CHOOSE WINCANTON HOME DELIVERY?**



We enjoy an unparalleled reputation for delivering service excellence and value.

**FOR OUR CLIENTS THIS MEANS:**

- from king-sized beds to complete kitchens and bathrooms, no job is too large or unwieldy – it's a 'white glove' service for all
- every stage of the delivery process is underpinned with the latest agile technology which seamlessly integrates into client operations.
- clients are guaranteed total flexibility in terms of location and timing regardless of seasonal peaks in demand
- excellent service and communication as standard
- a dedicated network to offer scale and capacity at peak times
- proven cost efficiency
- a deep-seated reserve of expertise and advice born out of utilising the best people, processes and systems
- Full team integration – working in partnership to deliver the solutions need underpinning induction and training programmes to ensure the very best client service
- A concerted focus on final mile delivery with full cost transparency to keep service costs down



**FOR YOUR CUSTOMERS THIS MEANS:**

- Unsurpassed customer service focussed delivery solutions in the form of our Two-Man Home Delivery service with technicians highly trained to provide installation services
- A full range of flexible delivery options including day/time of choice at point of sale
- A commitment to 'on time and in full' deliveries
- A commitment to keeping customers informed throughout the delivery process by phone, text or email
- The option of customer satisfaction surveys which can drive improvements
- On the doorstep returns inspection and processing

**ABOUT US**

Wincanton is the largest British third party logistics and supply chain solutions provider in the UK and Ireland working in markets as diverse as defence, milk, energy, retail, consumer goods and construction.

With a £1.1 billion annual revenue, we operate from over 200 sites out of 6.6 million sqft of warehousing in a business managed by 17,500 employees and facilitated by more than 3,600 vehicles and drivers – this means we have the scale and infrastructure to provide cost-efficient, flexible solutions for our clients.

Despite this scale, we have always been proud to enjoy the client-centric approach of a small business. We understand that every logistics solution is different and we work very closely with our clients to create tailor-made solutions that fit specific requirements to suit your brand.

To find out more about our full range of delivery and logistics services: **Call +44 (0) 845 335 0502**  
**Email: [getintouch@wincanton.co.uk](mailto:getintouch@wincanton.co.uk)**  
**[www.wincanton.co.uk/homedelivery](http://www.wincanton.co.uk/homedelivery)**



**WINCANTON TWO-MAN HOME DELIVERY**  
 Introducing our superior 'white glove' home delivery service