

### **Pre-printed consignment notes.**

Our consignment notes are well designed and easy to follow, but if you use us regularly, we can make things even easier by pre-printing them with all your details and repetitive information.

### **Customs paperwork.**

Non-document consignments need to be accompanied by a pro-forma invoice with the correct information to avoid local customs delays. Local customs requirements vary hugely around the world and our experienced staff help you prepare all documentation, and check it for you.

### **Insurance.**

En route, every shipment is automatically insured for £100. Additional cover is easily arranged to suit the commodity and destination.

### **Invoicing.**

Our invoices summarise the information on your consignment note, including sender's references, shipment weight and services supplied. A copy of the consignment note is attached to the invoice. Charges are calculated on either actual weight or, for light but bulky items, the volumetric weight.

### **Non-documents.**

Outside the EU, there is a small surcharge for shipments which are not documents. High value or strange commodity shipments sometimes require special clearance. We take care of this for a small additional charge.

### **Special requirements.**

For the weird and wonderful, or if packages are particularly heavy, long or bulky, we are happy to advise the best means of delivery.

### **Technology.**

To deliver high quality solutions and reliable systems to clients we have invested heavily in our infrastructure and systems. Our core network is based upon Cisco Systems technology, and applications driven by Digital Alpha and HP servers. We have full SLA agreements with our internet providers guaranteeing 99.9995% uptime and a 24/7 IT support department.

In addition, as a responsible company we are also members of FAST (Federation Against Software Theft). Our systems are regularly audited and all software installed is fully licensed and supported.

### **Interactive services.**

Our online software is highly flexible and scalable. It provides clients with all the reports and tools needed, and integrates into intranet systems through a series of links, adopting style, colours and logos to create a seamless environment. Additional modules can include interactive inventory management, product line ordering, and credit card payment solutions.