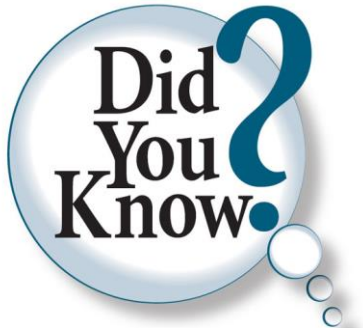
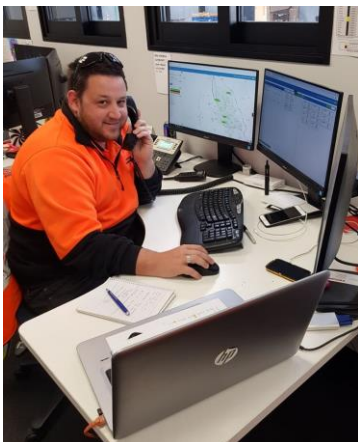


# DECEMBER 2019 NEWSLETTER



Metro Urgent is 100% kiwi owned and operated. We pride ourselves on being one of the last large independent courier companies left in the Waikato and Bay of Plenty. When using Metro Urgent your spend stays in New Zealand and supports local people.

When calling our 0800 number your call goes directly to staff that can help, the staff that dispatch daily are the same staff members who answer the phones, they care and will be able to assist immediately.



Brad has been dispatching our sprint service in Hamilton for approximately 3 months.

You may have seen Brad out and about on the road as he originally started as a driver so has plenty of knowledge of traffic patterns, where customers are located and understands the importance of jobs completed on time.

It is great to have Brad in the office keeping a close eye on our sprint service.

## Service Types

It is essential that you select the correct service type when booking a job. There are 3 dispatchers who dispatch off 6 individual scenes.

If you do not select the correct service type your booking could be missed as a result.

SERVICE	DELIVERY BY
SERVICE	

If the job is a SPRINT delivery within Hamilton or Tauranga you must select a sprint service:

60Min SPRINT

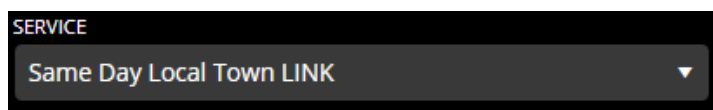
90Min SPRINT

2 Hour SPRINT

Thrifty SPRINT (all day service around the city)



If the job is an out of town delivery you must select from the LINK options:



Same Day/Overnight Local Town LINK

Same Day/Over Night Out of Area LINK

Same Day/Overnight Auckland LINK

## Christmas traffic

Metro Urgent always strives to ensure deliveries are on time. Unfortunately, there are some circumstances beyond our control. One of these is traffic congestion and road works. This gets worse closer to Christmas. Please be patient with us as we do our best to navigate safely through the Christmas traffic and road improvements.



*We would like to wish all our customers a very Merry Christmas and enjoyable holiday season. Thank you for all your support in 2019 and we look forward to working with you in 2020.*



### Holiday hours

CLOSED: 25<sup>th</sup> – 26<sup>th</sup> Decemeber

OPEN: 27<sup>th</sup> December

CLOSED: 28<sup>th</sup> – 29<sup>th</sup> December

OPEN: 30<sup>th</sup> – 31<sup>st</sup> December

CLOSED: 1<sup>st</sup> – 2<sup>nd</sup> January

OPEN: 3<sup>rd</sup> January

CLOSED: 4<sup>th</sup> – 5<sup>th</sup> January

**Normal hours resume from Monday 6<sup>th</sup> January 2020**

*Note: If you have any recurring jobs with us and your hours of operation are different from the above please let us know.*