

March 2019 NEWSLETTER

Customer Portal: Tempo

We are encouraging all our customers to use their customer portal to book jobs. This will free up our dispatchers a great deal and enable them to focus more resources on ensuring freight is in the right place at the right time and as well as allowing faster response times for customer queries or any issues that may arise. We would greatly appreciate it if you could use your portal and help us with this endeavour.

Link: <https://metrourgent.tempodelivery/customer/login> (from our website www.metrourgent.co.nz, ORDER PANEL tab, click the red link)

You will require your user name and password, please email clientmanager@metrourgent.co.nz if you do not have this information.

Step 1 (Pickup details): Once you log in, your pick-up details are already preloaded in the first black box (no need to update these unless you are having something collected elsewhere and brought back to you)

Step 2 (Delivery Details): In the second black box, contact name: Person receiving the delivery

- Company: If going to a business
- Address details required
- Email: Not required
- Phone: Would be good if you have the information
- If the delivery is to an address that you send to frequently click "save new contact" down the bottom, which will save the contact to your address book so that you can search for future deliveries.

Step 3 (Service): In the third black box you need to select the required service type (see below)

Tempo is very easy to use however if you have any questions please let us know.

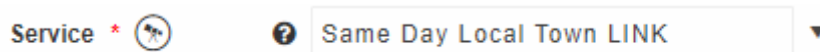
Service Types:

It is essential that you select the correct service type when booking a job as we have 3 dispatchers who dispatch off 6 separate screens, Marica who monitors the Hamilton Sprint, Lisa who monitors the link runs and Tarin who monitors Tauranga. If you do not select the correct service type your job could be missed as it will be sitting on the incorrect dispatch screen.

Within Hamilton/Tauranga city limits: please select from a timed sprint service (40min SPRINT, 60min SPRINT, 90min, 2 Hour SPRINT)



Link runs: please select from Same day/overnight local town LINK, Same day/over night Out of area Link, same day/ overnight Auckland LINK.



Cut off times for freight

Sprint:

Due to traffic congestion, the roads are extremely busy, particularly from 3:30pm onwards. For Jobs booked after 4.00pm, we will do our utmost best to have these delivered before 5.30pm, however if this cannot be achieved, they will be delivered first thing the following working day. We ask that if your freight is not urgent, please select an appropriate service type to reflect its urgency.



Links:

Please ensure that you have booked your jobs for out of town deliveries at least 30minutes before scheduled departure time to ensure that your job is delivered as early as possible. We will be enforcing the 30 minute cut off to ensure runs depart on time. You are welcome to drop the freight to our depot within the 30 mins to ensure that it makes the require departure time.

If you require a schedule please refer to our website, www.metrourgent.co.nz, SERVICES tab, and print out the required area.



Welcome to the new CEO

We are pleased to announce that James Harvey has been appointed CEO of Metro Urgent. James brings with him a significant background in management, customer satisfaction and leadership. He joins us having been the CEO for Ebbett Toyota for the past four years.



Words from James

I have hit the ground running here at Metro Urgent, and with a couple weeks under my belt I can say that I am very excited to be part of the team. I have been lucky enough to spend a great deal of time with the staff already and to see what their roles entail each day. I have seen a great team culture that works hard day in and day out to meet your requirements.

My background is from the automotive industry, with my core experience being in After Sales Departments and high-level management. My belief has always been, if you meet a clients' needs in service experience, then business growth and sustainability will follow. I'm looking forward to getting stuck in and learning all facets of the transport industry whilst utilising my knowledge and experience to assist in the leadership of Metro Urgent.

I encourage and welcome feedback, as is the best way we get to know what needs to be done in order to get it right the first time for our clients, please feel free to contact me on James.harvey@metrourgent.co.nz.

I look forward to working with you and hope to meet you soon.

Regards

James Harvey