

June 2019 NEWSLETTER

Days are getting shorter and we hope you are all keeping warm on these chilly mornings. All staff have now settled into the new depots in Hamilton and Tauranga and are loving the modern facilities and locations.

You may have seen some new faces picking up and dropping off your parcels in the last couple of months as we have employed 5 new staff members to ensure that our service continues to improve. We like to ensure that all staff are diverse in all areas of the business so don't be shy, say "hello" to the different faces you may see around.



Due to growth, Metro now have an operational team to ensure a faster/quicker reply to any problematic issues that may arise.

CONGRATULATIONS to Brad and Brendon on their new roles.

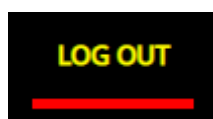


Brad is a Metro Urgent staff member. He has worked in many different parts in the business, starting first as an independent contractor, then driver and now lead driver. This has given him the opportunity to grow through the business and he has gained much experience, we look forward to Brad being in an operational role.

Brendon originally started working at RCL (Refrigerated Couriers) in 2012, once Matt & Sarah purchased Metro and merged the two businesses together Brendon learnt the Metro way and we know he will be an asset on the operational team.



There has been a behind the scenes improvement to our workflow process. To ensure that you are on the most efficient version of Tempo can you please log out and log in so that the program can update.



If you do not know your username or password, please email clientmanager@metrourgent.co.nz.

Package types and pricing

Over the years we may have at times overlooked oversized items and the associated charges and health & safety concerns, this is a timely reminder of the different package types and pricing that we provide.

<p>Normal sized items</p> 	<p>This includes documents and small items. All items up to 15kgs or 0.05m³, (up to a box measuring 300mm x 500mm x 500mm approx.) This is x 1 charge e.g. \$6.64 (2 hr sprint)</p>
<p>Large sized items</p> 	<p>All items heavier than 15kgs but under 24kgs or 0.125m³, (up to a box measuring 600mm x 600mm x 700mm approx.) This is x 2 charge e.g. \$13.28 (2 hr sprint)</p>
<p>Very large sized items</p> 	<p>All items heavier than 24kgs but under 30kgs or 0.125m³ but not bigger than 0.45m², (up to a box measuring 700mm x 800mm x 800mm approx.) This is x 3 charge e.g. \$19.92 (2 hr sprint)</p> <p>Due to Health & Safety requirements any item over 24kgs must have a 2-person lift, please ensure that there is somebody to help our staff at both ends when required.</p>

If you are unsure of any pricing, please feel free to ring us on 0800 43 88 43 and describe the item you intend to send, and we can give you an indication over the phone on what price to allow for the item. Our dispatchers will amend your package types/charges if the drivers indicate item is larger than normal size.



**We are adding an additional morning
day run between Hamilton and Tauranga
very shortly ... details to follow**