

Well Hung Meat Company ensures fresh deliveries with APC Overnight

Wolverhampton, UK, March 2009 - Renowned organic produce supplier Well Hung Meat has boosted customer service levels since changing its next day parcel delivery to the APC Overnight network. The award winning and highly recommended fresh produce business relies on the services of the local depot, APC Deadline Distribution in Exeter, to assist with sending its chilled boxes of meat and other organic produce throughout the UK.

“Since changing to the APC Overnight service we have experienced fewer non deliveries, receive fewer complaints from customers and we lose fewer boxes in transit. Not only has this improved our customer relations, it is also saving us about 2 per cent on our distribution costs per year, which is a significant reduction. The parcel network suits our next day delivery needs and we have an excellent relationship with the local depot,” says Simon Wood, Manager, Well Hung Meat.

Well Hung Meat utilises the APC Overnight supplied NetDespatch online booking and tracking system to streamline the processing of shipments, which also helps ensure parcels arrive in perfect condition and on time. The web-based system allows the company to enter precise customer requirements for each delivery as well as to specify timed deliveries.

“Online booking and tracking streamlines our operation as it allows us to easily change delivery requirements. For example, customers may want to pay for a timed delivery. Also, as we are dealing with perishable goods they can give instructions as to where the parcels can be left for safe collection. All of this information can be entered into the system for the couriers to follow as the parcels make their way from our base through the APC Overnight network. The system also comes into play on the rare occasion when we need to quickly locate a parcel,” adds Simon Wood.

Based in Buckfastleigh, Devon, Well Hung Meat specialise in home delivery of the finest award-winning, organic meat. Winner’s of five Soil Association Organic Food Awards and endorsed as one of Rick Stein’s Food Heroes, they source their meat from small, local organic farms in South Devon. Well Hung Meat is recommended by numerous food writers and chefs, including Raymond Blanc, Tamasin Day-Lewis, Rose Prince, Galton Blackiston.

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APC Overnight

APC Overnight is the UK's largest next day delivery network with more than 125 local depots covering all areas of the country. The network specialises in timed deliveries, offering a choice of convenient morning or afternoon options as well as a Saturday service. APC Overnight collects, routes and delivers more than 1 million parcels each month with an impressive better-than-99.8% on-time delivery record.

The network is unique - not a franchise or faceless corporate, APC Overnight is owned and managed by independent local delivery specialists connected into a strong managed system. Originally created by a consortium of 47 UK same-day delivery companies in the early '90s, APC Overnight's has tripled the size of the network, while keeping the founding principles unchanged.