

UTi Sun Couriers Express Distribution

Frequently Asked Questions

1. Where will the express branches be located?

Initially, the Express Distribution service will focus on Johannesburg and Pretoria with an office located in Spartan. Once the implementation of the new service is complete, there will be offices at all six of our hubs namely Johannesburg/Pretoria, Cape Town, Durban, East London, Bloemfontein and Port Elizabeth.

2. How will the new express service affect me as a client?

UTi Sun Couriers will continue to provide its full range of services to all its clients, while maintaining high delivery standards. However, express deliveries can be resource intensive and by offering a specialised Express Distribution service, UTi is able to ensure that the necessary resources are allocated to our identified express clients. We are also able to optimise route planning between our hubs, and our dedicated express fleet is fully committed to delivering within the specified express service deadlines. In addition, Express Distribution utilises the extensive UTi geographical network for its regional and outlying deliveries and collection. By placing a dedicated focus on this service type we will be able to ensure reliability and meet your expectations.

3. How do I become a specified express client if I am currently a UTi Sun Couriers client?

UTi Sun Couriers will start by implementing the Express Distribution service in Johannesburg and Pretoria. We will review our current client base to determine which "COLLECTION REQUESTS" are being placed for the express service types. These collection points will be allocated to the new Express Distribution operation for collection. All other branches will feed any express shipments they may collect directly into the new Spartan operation for delivery. Once the implementation is complete any express shipments being collected or delivered within one of the hubs will be dealt with by Express Distribution.

4. What will change in my interactions with UTi Sun Couriers when they collect a parcel from me?

Your interaction with UTi Sun Couriers will not change much; in fact it should become easier. You will be assigned an Express Distribution profile by UTi which means that any collection from you will be automatically flagged as Express. As the implementation progresses, you will be able to clearly identify the Express Distribution drivers by their uniforms and caps. The vehicles will also become easily identifiable as part of the dedicated Express Distribution fleet.

5. How do I now log an express collection?

You can log an express collection in the same manner as you currently do. You can call our National Contact Centre on 0861 80 30 80 or visit our website on www.sun.co.za. As your account will be flagged as an Express client, Client Services will immediately recognise the time sensitivity of your collection.

6. If I currently run a site, how do I convert my profile to ensure I now fall within the correct service sector?

We have reviewed all the site units in Johannesburg and Pretoria. Where only express service type parcels are being dispatched these site collections will be allocated to Express Distribution. Where a site dispatches economy and express service types and the express shipments amount to more than 60 shipments per month both operations will collect. This is made possible by our dispatching system, Columbia, which creates dispatch bays that can be handed over at different times to different operations.

7. What will happen with express consignments destined for regional areas?

The shipment will be handled between the hubs as an express shipment. Once it reaches the servicing hub it will be handed over and sorted for the allocated delivery branch. Once the shipment reaches the branch it will be allocated to a route for express delivery into the regional network.

8. What will happen if I have an express shipment that needs to be collected from a regional town?

The shipment will be collected by the branch servicing the regional town. Once it reaches the servicing hub it will be handed to Express Distribution. The shipment will be handled between the hubs as an express shipment. Once it reaches the destination hub it will be sorted and delivered by Express Distribution.

9. I am an express and an economy shipper – how will the change affect me?

Depending on which service type is the greater, we will allocate your account to the applicable operation for collection. For example, should there be a split of 60% economy and 40% express Economy Distribution will collect. Once the vehicle reaches the branch in the evening the express consignments will be handed over to Express Distribution, who will deal with the parcel until point of delivery. Likewise, if the split of consignments favours express, Express Distribution will collect the consignments and then at the branch, hand the economy consignments over to Economy Distribution for final delivery.

10. Will there be any changes to the way I am billed?

Clients will continue to be billed in exactly the same way, on one statement.

11. What are the expected delivery times for the new express service?

- Same Day – this service remains available for time critical shipments. Shipments collected will be delivered on the same day before the close of business. Special conditions and availability of flights apply.
- Express – Guaranteed delivery by 10h30 to our six hubs, and afternoon deliveries to other regional towns within our extensive network.
- Sunrise – Guaranteed delivery by 09h00 on the next working day. This service is available between all hubs.
- After Hours – UTi Express Distribution offers Saturday, Public holiday and After Hours delivery services.

12. How will my shipment / parcels be tracked?

Express Distribution will use the same hardware, software, tracking system and website as UTi Sun Couriers. A service type and branch indicator will identify who handled the parcel and at which points the shipments were transferred between service operations.

13. How does the expansion into intercontinental express shipments benefit me?

By having focused resources, and by working closely with our partner OCS Worldwide (Overseas Courier Services), we are able to offer our clients reliable intercontinental express collections and deliveries. OCS provides express services across a far reaching global network, therefore we now offer a global express service that can truly add value to your supply chain logistics.

14. When will the implementation be complete?

We will begin the implementation in Johannesburg and Pretoria followed by Cape Town, Durban, Port Elizabeth, East London and Bloemfontein. We anticipate the implementation being completed by October 2008.