

# Delivering peace of mind and reassurance.

## Key points:

- 3 tier Proof Of Delivery Service
  - **Street** - Delivery to neighbour or household with signature capture
  - **Household** - Delivery to household only with signature capture
  - **Person** - Delivery to household only with validated PIN Code capture
- Available with Standard or Next Day Delivery services
- Competitive pricing
- Real time Management Information

## What the service delivers:

A range of secure delivery options supported by state of the art visibility to benefit the retailer in problem delivery locations where there may be a high level of risk, potentially reducing the number of claims made against undelivered parcels.

For the customer it will offer security for high value items or those of particular importance.

In addition to the two signature based Proof Of Delivery services - signature capture from either household/neighbour or household only, we also offer a state of the art PIN-protected POD solution. This is thought to be the only password-based POD service of its kind currently available in the UK.

The secure four-digit PIN will be generated by the retailer. The encrypted data will then be sent to Hermes' mobile communications system and onto 7,500 couriers via Hand Held Terminals, so the recipient can securely validate the delivery.

Value  
Importance  
Privacy

## Do you want to deliver peace of mind?

The enhanced range of final mile Proof Of Delivery options are designed to provide retailers and consumers with added peace of mind for those high value, private or important deliveries.

Simply contact your Hermes Business Development Manager or contact us at [sales@hermes-europe.co.uk](mailto:sales@hermes-europe.co.uk) for further information.

# Proof Of Delivery Services

## Courier process:

- Courier Receipt Scan of parcels via HHT
- Identification of POD parcel type on HHT
- Delivery attempt made
- Signature or PIN code capture as appropriate

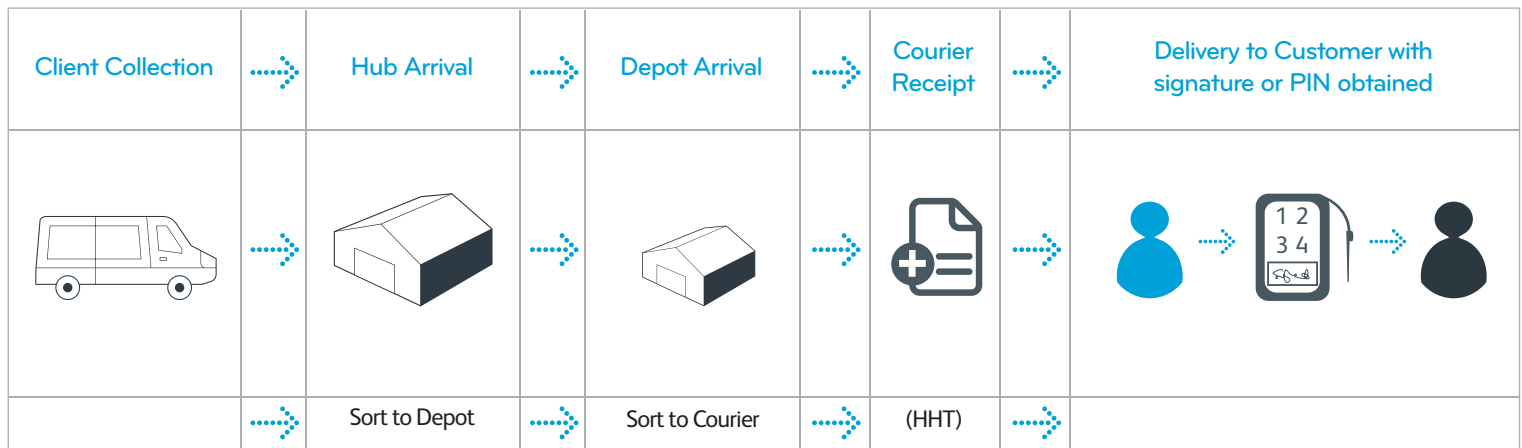
Where signature or PIN code capture is not possible, parcels will not be left in a safe place, they will be returned to the depot and where appropriate the client, after 3 delivery attempts.

## 3 levels of security:

**Street** - Proof Of Delivery through obtaining a signature from a neighbour or household offering peace of mind and reassurance for high value items.

**Household** - Proof Of Delivery through obtaining a signature from a household member only; offering your customers more choice if they wish to keep purchased items private, or if they don't know their neighbours.

**Person** - This offers ultimate final mile security **for both the retailer and customer** for high value, important and private deliveries by requesting a 4 digit PIN code from the household only.



## Processes:

**IT** – The service uses established IT platforms allowing you to select any or all of the Proof Of Delivery options and even combine with our Next Day offer for those urgent deliveries.

**Operations** – Parcels should carry the standard parcel address labels, no special handling is required and Hermes will process parcels to meet SLAs.

**Customer Services** – The normal process will apply for escalated parcel chase enquiries.

**Performance Reporting** – Volumes and Performance reporting will be included in the standard Hermes service reporting pack.

## Hermes:

Hermes Parcelnet Ltd, Capitol House, 1 Capitol Close, Morley, Leeds, LS27 0WH

Specification sheets correct as at 20th April 2011 and are subject to change. E&OE