Dear Customer,

As many of you are aware we have recently seen a slight drop in our normal sector leading service levels due to the unprecedented volumes, these volumes have never been witnessed before in 20 years of TPN, and the volumes are certainly not in line with expected numbers, even for the Easter period.

W/C 12.04.21 saw an average of 26,000 pallets per day through the network which is an uplift of 67%.

We have all become used to the high level of service provided by TPN, so when we experience any slight dip in service, we quite rightly ask questions of ourselves and look to improve.

TPN remain agile and continue to lead the network sector in performance and regularly out perform the rest of the sector by an average of 2% on a delivery performance of 98.4%.

The pallet network sector now finds itself in a perfect storm with high volumes of freight, a national driver shortage, along with increased online shopping, resulting in an unprecedented uplift in home deliveries. Align this with a shortage of new or used commercial vehicles for sale or lease, thus leaving transport companies who wish to expand nowhere to go.

TPN have delivered the busiest Easter period in history which fell at the end and beginning of the month and sat in the middle of the restrictions being lifted and the beginning of the hospitality sector re-opening, yet another perfect storm.

TPN is not alone in this........all pallet networks are in the same position, however, TPN are doing something about it.

**What has The Pallet Network and its Partners been doing to help**

At very short notice, TPN obtained a large hall at the NEC Birmingham to run alongside our hub in Minworth and our two other regional hubs, one in Brackmills Northampton and the Northern hub near Preston.

TPN have also made Minworth central hub operational on Saturdays and Sundays to enable depots to clear the hub outside of normal operating hours. Along with helping the TPN partner depots throughout the UK & Ireland.

**What can you do to help!**

* Firstly, manage customer expectations, we have two more four-day weeks fast approaching in May.
* Make sure you book the correct service level
* Make sure the consignment is addressed correctly
* Put consignee telephone numbers on the booking, (this saves a driver time)
* Make sure that someone will be in to receive the delivery, saves time and yourself money.
* Make sure the freight is presented in good condition and securely fastened to the pallet(s).
* Get your pallets ready as early as possible, drivers need every minute in the day.
* If you believe your freight volumes are going to increase, please let us know as soon as possible, so we can utilise best endeavours.
* Follow the processes, procedures and disciplines in place.

TPN fully expect normal service to resume shortly after the second May bank holiday, so please bear with us in this period of unprecedented freight volumes.

Yours faithfully

Derby Express Couriers Ltd