

UNITED MOVEMENTS



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0800

NZ WIDE

NEW
FURNITURE

FRAGILE
FREIGHT

MANAGED
WAREHOUSING
& LOGISTICS
FREIGHT

**"DELIVERING
TOMORROW,
TODAY"**

Delivering tomorrow, today

"DELIVERING tomorrow, today" highlights our dedication to being at the forefront of the transport industry. At present, we have a significant number of projects both underway and in the pipeline that are designed specifically to enhance the level of service we provide to our customers.

Alongside this, we believe that the key aspect of a job done successfully is an open and clear line of

communication—while our team is aware of what we have done, are doing and intend to do in order to achieve these goals, our valued customers may not. As a result, we would like to introduce our new newsletter, **United Movements**, designed to help keep our customers informed of the aims and goals that we're working towards in order to expand our level of service.

United Movements will

outline current projects that are underway, developments in our business and service and provide a variety of information on our services in transportation, logistics and warehousing.

We value your feedback and are interested to hear your suggestions on how we can improve our level of service. Any ideas or comments should be emailed to Sam at sam@unitedmovers.co.nz

100% focused on customer service

THE current economic climate has been a hard storm for the transport industry to withstand, with many carriers reducing their services and curtailing their expenses in an effort to survive. The team at **United Movers Ltd** believes that now more than ever is the time when the exact opposite is necessary for our customers to maintain the faith they have always held in their transport company.

Staff at **United Movers Ltd** understand that when we deliver your

product, we become ambassadors of your brand. As a result, the increased customer service you receive from us will double as increased customer service that your customers receive from you.

Essentially, **United Movers Ltd** views itself as an extension of your business. As such, our staff are committed to ensuring that each and every job is completed with the same respect, courtesy and dedication that you would expect from your

own staff. We hope that your business will benefit from this service in the form of your own business expansion.

We are currently working on a number of new additions and systems to increase our level of customer service. Among these are our new phone system and extensive plans to update our website. New, specialised staff are now on board and **United Movements**, our new newsletter, has been introduced to keep customers informed of our updates and progress.

Real time tracking with EROAD and GPS

UNITED Movers Ltd knows that you need to know as much about transporting your product as possible – that's why all of our trucks are equipped with GPS.

Linked back to our hubs in Auckland, Wellington, Christchurch (and shortly, Dunedin!), we can provide you with real-time tracking of your stock, as well as

provide up to the minute information on when you can expect trucks to arrive at your location.

The ability to provide such exact information has well received by our customers, who value the extra knowledge it gives them when planning for a pick up or delivery.

The **GPS** facility comes as part of our new EROAD

solution – an electronic Road User Charge system, which uses a wireless modem to transmit real-time location back to our depots.

With the ability to monitor vehicle activity and provide a variety of reporting functions, **EROAD** has enabled **United Movers Ltd** to provide even more support to your business.



Direct Dial Numbers

Operations

Auckland

Jason Howarth 09 927 7130

Wellington

Paul Brensell 04 589 2978

Christchurch

Gretton Tomkies 03 344 3923

Dunedin

Graham Hunter 03 955 5655

Administration and Accounts

Lynne Windsor 03 344 3921

Nancy van Gosliga 03 344 3922

Directors

Simon Ussher 09 927 7132

Dave Morris 03 344 3925



What you didn't already know about United Movers Ltd

- For some time now United Movers Ltd has provided complete nation wide coverage—meaning that there is no corner of the country we can't deliver your product to.
- Every United Movers Ltd branch is a MAF Transitional Facility, so we can import and devan your containers. Contact your local branch for more information on this service.
- Now on the road are two of the new Euro-4 Scania cabs. These approved vehicles are certified to comply with the European emissions standards, so your product is being delivered in the most environmentally way possible.
- Our services are increasing—new run timetables are in the making that will see more runs added to popular destinations, significantly increasing your pick up and delivery options.
- Our Invercargill branch is moving! The warehouse is in the process of relocating to Dunedin to provide more access and services to our customers.

New phone lines mean better service

TAKING on board customer comments, United Movers has recently installed a new phone system. Calls are now answered faster and queries are dealt with accurately and efficiently. The ability to transfer between branches and staff means that all enquiries can be sorted with minimum fuss. Meanwhile, direct dial numbers give frequent

callers the freedom to reach staff members without detouring through our 0800 number.

“The new phone lines are something that we have been looking into for some time,” says managing director, **Simon Ussher**. “It's really a result of feedback from our clients and our solution to the issues they have raised.”

The **0800 NZ WIDE** phone number has been retained so that our nation-wide team can be contacted with ease, and new answer-phones are in place so that any missed calls will be returned without delay.

Cut out the internal directory for United Movers Ltd staff on the right to make contacting us easier.

Jason joins Auckland



JASON Howarth has joined the Auckland team as branch manager, bring 23 years of transport experience to the team. Having spent this time providing successful transport logistics planning and solutions for large multinational companies, Jason has an in depth knowledge of the

complete logistic supply chain and unlimited expertise in warehousing and storage.

“Customer service is paramount,” Jason says. “United Movers is a progressive, proactive company that is looking to set a high standard in the industry. I am excited to be a part of this vision to be the best.”

Watch this space — new website coming soon

CURRENTLY underway is a complete overhaul of www.unitedmovers.co.nz. The new, more informative website will boast added functionality with a Proof of Delivery tracking facility.

“It's a pretty big job we have ahead of us in setting it up,” says managing director, **Dave Morris**. “But it is something that we believe is necessary to provide our customers with the best service available. Therefore, it's something that we are committed to completing in coming months.”

The new, e-commerce application gives

customers the ability to view signed proof of delivery dockets online, providing peace of mind that products have arrived on time.

With the dual purpose of reinforcing that United Movers Ltd is committed to delivering tomorrow, today, further plans for the website will incorporate more specific information on contacts, schedules, fleet details and a FAQ section. With so much on the go, the new and improved United Movers Ltd website will become a ‘first port of call’ for both new and existing customers.

Administration advice: Waybills

The more information we have from you, the more efficiently we can complete your jobs.

When filling out a waybill, be sure to include any special information in the space provided – this could include store opening hours, notes on available truck

access or information on your customer's availability. The team at United Movers Ltd will always check this space when planning pickups and deliveries. If you know the cubic metre size of your product, write it in – if not, try to include some measurements so that we

can work it out for you. Remember to tick the correct ‘Freight Payable By’ section so that your account is kept in order.

When listing your items for transport, it helps to mention if any of the product is particularly fragile, heavy, or requires special attention.

Know a company or person who should be receiving United Movements? Email their details to sam@unitedmovers.co.nz