



Date: 5<sup>th</sup> October 2023

Dear Customer,

We are pleased to announce two new service enhancements to **APC Choice** which go live to consignees over the next two weeks.

**NEW!** Delivery to a Parcelly location

**NEW!** Enhanced options to Leave Safe

These enhancements will be available to consignees via **APC Choice** which will greatly improve our service offering, in the run up to Christmas, by giving consignees choice and flexibility.

The two new options will be added to the existing inflight offering launched last year:

- Change delivery date – allowing the consignee to select a delivery date that is convenient for them.
- Collect from depot – enabling the consignee to collect from the depot on a date that suits them.
- **NEW!** Delivery to a Parcelly location – the consignee will be presented with several Parcelly locations which they can select as an alternative delivery location for delivery the next working day. The consignee can then collect their parcel at their convenience (within three working days).
- **NEW!** Enhanced options to Leave Safe – this choice will be presented if the shipping customer has 'Allowed' the consignment to be left safe, or if they have given the consignee the option by selecting 'Consignee Choice'.

**NEW! Delivery to a Parcelly location**

This innovative offering, in partnership with Parcelly, empowers consignees with greater flexibility and convenience, when it comes to receiving their parcels from the APC.

Consignees will be able to redirect their parcels to Parcelly locations across the UK. This partnership blends The APC's trusted parcel delivery service with Parcelly's extensive network of convenient pick-up locations, ensuring a seamless and secure experience.

**NEW! Enhanced options to Leave Safe**

We wanted to update you on a great enhancement to our service which will allow you, our shipping customer, to manage your default preferences for leaving your customers' shipments in a safe place, should they not be in to accept them. This is now Live and active; this will now remove the need to use special instructions for Leave Safe.

## 2.

From today your account will be defaulted to **“Not allowed”** which means a driver MUST obtain a name and photo of the goods being delivered and cannot leave them in a safe place. However, you can amend this default setting in New Horizon and choose the best option for your business based on the items that you send out.

You can set your account default settings to one of the following: -

- **“Allowed”** – means an APC driver is ok to leave shipments in a safe place should your customer not be in to accept the parcel.
- **“Not Allowed”** – means an APC driver MUST obtain a name and photo of the goods being delivered to your customer and cannot be left in a safe place.
- **“Consignee Choice”** – means you will allow your customer to be able to select the leave safe option. Once selected your customer will need to accept full liability for the shipment.

To modify the default setting, please follow these instructions in New Horizon. See **Settings** for guidance on how to do this.

We believe this new leave safe feature will make things easier and simpler for you and your customers. It gives you control to manage your own settings whilst giving your customers flexibility and choice when the parcel is on its way to them.

Thank you for your continued custom.

Kind regards,

*Anthony Johnson*

Depot Manager  
Streetwise Couriers Group