



Dear Customers

TEMPORARY SERVICE ADJUSTMENTS BY APC OVERNIGHT

1. Temporary suspension of all pre 09:00 services:

With effect from Wednesday 18th March, APC Overnight are suspending all service options on pre 09:00. Pre 09:00 service options will not be available via the New Horizon booking platform for new bookings from this date. APC are placing a notice to customers on the log in page of the New Horizon Platform advising of this. This also removes the facility to upgrade to a pre 09:00.

2. Suspension of all 'Late Timed' and 'Not Attempted' service credit requests:

With effect from Wednesday 18th March, the ability to raise a service credit request for a 'Late Timed' delivery movement will be suspended - this means all services, premiums and 16:00. The ability to claim for 'Not attempted' deliveries will also be removed. The service credit request portal will still be available for all other service report request reasons.

3. Network Services corrective actions - Medical supplies and critical goods only:

In the event of a same day corrective action being required, recognising the reducing availability of same day solutions, APC will only be moving goods that are classed as medical goods/ goods of a critical nature. The Network Services Team will be adopting this approach with immediate effect.

4. Depot Issues:

Every part of our APC Network will no doubt experience challenges as the impact of the Coronavirus continues. Streetwise/APC Overnight are committed to endeavour to provide the best possible service, within these challenging times.

With kind regards,

APC Overnight / Streetwise Couriers