

YOUR B2C **CARRIER OF**
CHOICE FOR LARGE AND
NON-STANDARD
FREIGHT





WHY XDP?

XDP is a privately owned, leading parcel and freight network, with over 25 years' industry experience.





MISSION STATEMENT

"XDP will provide a **premium** delivery service, at a **competitive rate** for all **large and non-standard freight**. Using technology to supply **transparent** and **accurate** delivery information."



YOUR PRODUCT JOURNEY

01

MANIFEST YOUR ITEMS

Order is Placed



Customer Manifests



Data/Information Transfer

02

PREPARE YOUR FREIGHT

XDP Collection of Freight



Scanned and Sorted at
Local Depot



Shipped to Central Hub

03

MANUAL SORTATION

Manual Scanned By Region



Trunked to Delivery Depot



Freight Scanned and
Loaded to Route

04

FINAL MILE DELIVERY

In-flight Options via the XDP App



2 Hour Delivery Window



You Are Next Notification

05

DELIVERED

Delivery Confirmation
Including
Photo Proof
Ring Fenced Geo-Location
Voice Recording Facility



Post Delivery After Care



A SOLUTION FOR EVERY PARCEL

Through our nationwide network, XDP are able to offer a variety of bespoke delivery service packages, ranging from 1-Man to 2-Man services.

1Man and 2Man Services benefit from -



MANUAL SORTATION

Using people not machinery
to eliminate touchpoints
throughout



REGULAR NOTIFICATIONS

Pre-alert texts such as 2-hour
ETA and next stop
notifications



FULL VISIBILITY

Delivery drop number within
drivers route alongside
full driver tracking



HAZARDOUS GOODS

Within approved packaging
and limited quantities



1MAN SERVICE

XDP's 1Man delivery service provides the flexibility to carry up to 50KG in weight and 3.2m in length, delivering to your customers door, nationwide.

- › Manual Sortation - minimising damage, and eliminating touchpoints throughout the parcel journey
- › Full Transparency - regular scans at collection depot, delivery depot, and whilst on the delivery vehicle
- › Efficient Communications - including 2-Hour ETA and 'You Are Next' alert
- › Live Driver Tracking - with ability to track the driver on route and view number of drops
- › Delivery Confirmation - photographic proof, ring-fenced geo-location and door bell recording facilities





2MAN SERVICE

XDP's 2Man service, is a specialist arm of the XDP delivery network, specialising in large and overweight items up to 150KG in weight and 4M in length.

- › Innovative Routing Platform - a centralised booking in system, providing a dedicated delivery date, managing customer expectations and enabling capacity planning
- › Manual Sortation - eliminating touchpoints throughout the parcel journey
- › Efficient Communications - regular scans and notifications, including 2-Hour ETA and 'You Are Next' alert
- › Live Driver Tracking - with ability to track the driver on route and view number of drops
- › Room of Choice Delivery - with waiver forms sent prior to delivery, adhering to safety measures
- › Delivery Fulfilment - a post delivery follow up communication, alongside photographic evidence, ring-fenced geo-location and door bell recording facilities





IT INTEGRATION

We offer a range of in-house support, accommodating integration methods that are timesaving and hassle free, providing a secure and easily accessible way to manage your order fulfilment.

We are compatible with all major platforms, and have the capability to work with you to provide any integration methods your business may require.

Examples of integration platforms our customers currently use are -

- › Linnworks
- › Metapack
- › Sorted



FINAL MILE TECHNOLOGY

Our technology is designed to enhance use for the end user, directing them to our final mile technology, simplifying delivery queries.

- › Self-serve in-flight functionality through the XDP app
- › Photographic proof of delivery
- › Ring fenced delivery geo-location
- › Contactless QR signing
- › Facility to track items with the drivers live location
- › Ability to view the drivers current drop status





POST DELIVERY AFTER CARE

We know the final mile delivery is critical, that's why we are here every step of the way.



The Final Mile Relationship Team
Answering customer queries, via
telephone, email and live chat.

Utilising the Zendesk platform, enables you
to raise a ticket which is logged directly to
the XDP portal.



Account Management
To build a lasting partnership, ensuring both
parties get the best from the working
relationship.

Scheduled KPI and management reports are
available transparently via the XDP portal.



Our XDP delivery app allows your customer to
self-serve their delivery queries.

Our app offers full visibility from collection,
through to delivery, allowing your customer to
make changes to the last leg of delivery, without
having to contact you or your team.



**WE'VE
GOT IT**

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