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ECL is a freight brokerage company offering all the services of a transport business and much more.

While getting the goods of its clients from one place to another is the focus of the business, ECL offers a number of other services that limit the workload of its clients.

Not only are all the goods monitored throughout their journey to keep clients up-to-date with their progress, but because ECL buys bulk space through its business partners, the company always has extra space available. This means that clients never need to look elsewhere for their transport needs.

Buying bulk space also means the company is able to offer extremely competitive rates.

Housekeeping matters with Alastair Mathews

Customer Service Representative

ECL would like to advise all clients that we have now set up a direct email for all "Proof of Deliveries", "Track and Trace" or "Missing Cargo" queries. Please send all queries to customerservice@expresscargo.co.nz or when phoning your requests through, please ask for the Customer Service Representative.

ECL's Requirements on Correct labeling of Cargo

ECL would like to remind all clients that the correct labeling of cargo is the full responsibility of the consignor. ECL drivers will not be responsible for labelling our clients' cargo. Please pass this message on to the appropriate person.

ECL Bookings

When making a booking with ECL Operations, please make sure that you provide the following details:

- Pick up details
- Delivery details
- ECL consignment note
- Weight/cubic and number of items
- Express or economy service required
- Any other special instructions

Or if more convenient, you can email a copy to operations@expresscargo.co.nz or fax to 0800 432 532



Alastair Mathews



Express Cargo News

VOLUME 2, ISSUE 6

OCTOBER, 2007

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Variable fuel rate introduced

The ever increasing rise in the price of oil has given ECL no choice but to introduce a Variable Fuel Rate (VFR) system.

This shows clients how ECL's rates will change in the following month if the price of oil moves in the current month.

"This will allow clients to prepare for the change, rather than being hit out of the blue with another increase that we would be unable to avoid," says ECL Managing Director Wayne Pickering.

Before the VFR was introduced on October 1, the price of diesel had increased by 15 percent

since ECL last increased its prices.

"Clearly we cannot afford



to absorb these increases, but we want to be as helpful as we can when it comes to putting up our prices," says Mr Pickering.

The VFR is linked to the diesel price set out in the Petrol and Diesel Retail Price Graph Data tables

published by the Ministry of Economic Development.

The index price is published on the Ministry's website at www.med.govt.nz/templates/MultipageDocumentPage20159.aspx

This is shown in the second column under the heading *Diesel Price Excl Tax (NZ c/ltr)*.

The VFR is calculated by using the weekly figures published by the Ministry for a given month and is then applied to the following month.

ECL newsletter now exclusively online

The ECL newsletter will no longer be produced in a hard copy form.

The company is able to offer so much more online now with the new website, so it decided to continue the trend into the cyber world by offering the newsletter exclusively in this format.

"It's something we have

always planned to do at some point, and now seems a good time to make the change," says Customer Service Representative Chris Pickering.

The online newsletter may change its look following this edition, but will continue to keep readers up to date with the company and the issue affecting it and its

clients.

ECL also wants to increase its circulation among current clients and service providers.

"Please tell anyone in your business who would like to receive our newsletter to contact info@expresscargo.co.nz and we will add them to our database," concludes Mrs Pickering.



Express Cargo Limited
Managing Director
Wayne Pickering

Wayne's Words - Emissions Trading

It seems the cost of carting goods is continually increasing.

If it's not a rise in road user charges or regional taxes to pay for public transport, it's the rise in the price of oil.

But just when it seemed it could not get any worse, the Transport industry is set to get another hit on January 1, 2009.

That's when transport will join the recently proposed Emissions Trading Scheme.

This will increase the price of petrol and

diesel, making it even more expensive to move goods.

Surely, the commercial transport sector could be exempt from this, as it's the whole country that will suffer.

My major concern is the export sector. As a small, isolated trading nation, we rely on exporters to bring in foreign earnings, but this will make it even harder for them to compete on the international stage.

While businesses in the domestic market will have no choice but to pass the extra cost of

carting goods to their clients, exporters don't have that luxury.

If they increase their prices, a firm from another country will simply take on that work because they will be able to offer their services at a cheaper rate.

This will see exporters struggle and have a huge impact on the national economy.

The Government's willingness to keep introducing policies that increase our prices never ceases to amaze me.

Sweepstake proving major success

The ECL Rugby World Cup sweepstake has been so successful that the company is considering another one for next year's Super 14 competition.

"We've had lots of positive feedback about it and we're only now coming to the business end of the tournament," says ECL Customer Service

Representative Chris Pickering.

Now the tournament has passed the group stage, the scores of the participants will no longer be shown on the website.

This will continue to the end of the World Cup when the winners will be personally notified of their success.

The prize in the individual section is a trip for two to Sydney, Melbourne or Brisbane for three nights. The trip includes hotel accommodation and has an approximate value of \$1500.

The winners in the company section will be presented with a trophy bearing their name.

Survey aims to improve customer service

As part of its desire to offer the best customer service it possibly can, ECL has designed a survey it will use to get valuable feedback from clients and service providers.

"Customer service has always been the focus of ECL and the use of surveys is a great way to find out where we can improve," says ECL Customer Service Representative Chris Pickering.

Those who receive the surveys are

encouraged to be totally honest in their answers as the whole idea is to pin-point areas that need work.

"We want to make more improvements, but we can only make them if clients and service providers tell us of any concerns they have," says Mrs Pickering.

Two surveys will be prepared, one for the North Island and one for the South. All those who fill one out will go in the draw to win a

cheque for \$150.

Meanwhile, feedback on any issue is always welcome. It can be sent to info@expresscargo.co.nz

"We don't want to be just another carrier. We want to be the best and the one that is best at helping its clients," Mrs Pickering concludes.

Business as usual for ECL in Auckland

Since the closure of ECM, it has been business as usual for ECL in Auckland, says Sales Manager Des Dudley.

The only difference is an increase in the number of jobs outsourced to our service partners.

"We've always outsourced, but because ECM had its own trucks, we didn't do this quite as much," says Des.

Des's function has changed since he began at ECL from focusing totally on sales to the dual role of sales and operations.

"As the business has progressed and with staff changes, my job has moved away from solely covering business development, although this is still a major part of it," says Des.

The focus of the Auckland office is both retaining existing clients and expanding relationships with them.

"For example, we may work with a Freight Forwarder that has several divisions, but we are only involved with a couple of them. We want to get involved in more areas of businesses like this," says Des.

He has continued to coach his son

Finn's Glenfield Rovers soccer team, and plans to co-coach next season as Finn moves out of midget grade and begins to play against other clubs.



Des Dudley

Government freight taxes disadvantage regions

Government policies which increase freight costs have the same effect as imposing differing company tax rates on different parts of the country, according to new research by Infometrics for Road Transport Forum New

Zealand (RTFNZ).

"If Government decreed a 30 percent company tax rate for Auckland businesses, a 31 percent rate for those in Wellington and a 32 percent rate for the South Island, there would be justifiable

outrage," says RTFNZ Chief Executive Tony Friedlander.

"But that's just the effect that policies which increase diesel costs and Road User Charges have," Mr Friedlander concludes