

# THINK FAST THINK PACE

*Urgent Courier Services*



**Pace** 

There are two kinds of fast in the urgent courier market. Ordinary fast, and the kind of exceptional fast that Pace delivers. Because when it comes to urgent courier services, we're the experts.

Pace delivers a specialised 24/7 service, with a proven track record for swift, reliable and secure delivery of time critical and important items. For rapid response times, excellent value and an outstanding commitment to both service and innovation, always think Pace.

## Our Commitment

### Our Network

With more than 120 couriers nationwide, we can deliver your package 24 hours a day, 365 days a year.

Our main fleets are based in Auckland, Wellington and Christchurch, and we also have access to the national CourierPost network, so we're always able to deliver your package across town or across the country in the shortest possible time.

### Our People

Smart people, thinking one step ahead, are the key to Pace's success. From our award winning customer services team, through to our couriers, we thrive on providing you with the best urgent service possible.

### Our Systems

At Pace, we start counting down the delivery time from the moment we confirm your job booking, so you know exactly when to expect delivery. Your urgent packages are tracked at every stage of their journey, and we'll call you if there's even the slightest delay. We also offer email confirmation on delivery so you'll be alerted the instant your package is received.



### X-Town

You set your pace, from 30 to 180 minutes, and then we get it across town fast. X-Town is the perfect service for delivering urgent or valuable items, of any size, door-to-door within your city's metro area. Book online and your package will be off your desk and on its way in no time at all. Service available within Auckland, Wellington and Christchurch metro area only.



### My Messenger

Safe hands to get your documents where they need to be, anywhere in the CBD. My Messenger is the service you can trust to deliver important packages directly into the right hands. Book online and your courier will be on the road and on their way in no time flat. Service available within Auckland, Wellington and Christchurch metro areas only.



### Must Fly

When time and distance are against you, we're on your side. Our Must Fly service will get your urgent delivery to wherever it needs to go by the fastest means possible. It doesn't matter whether it's on the next flight or being driven direct; we let nothing slow us down.



### Nationwide Assist

Partner with us to handle all your urgent despatches. Nationwide Assist makes us an integral part of your logistics operation, handling all the unexpected or extra urgent deliveries out of your warehouse or distribution centre. From bulk freight to mail, we'll deliver it right on time.



### Routine Work

Regular Bookings Business as usual is easy with us, as a part of your routine. If you send the same things to the same places regularly, rely on us to keep everything running smoothly. Our Regular Bookings service takes the administrative hassle off your hands.

**Note:** For more about our zone-based charges visit [www.pace.co.nz/services/default.htm](http://www.pace.co.nz/services/default.htm)

## Making a Booking

### Online at [www.pace.co.nz](http://www.pace.co.nz)

Simply log on as a returning customer, or follow the easy step-by-step registration process if you're new. Once your booking is made, you can track its progress online.

Booking a Pace courier couldn't be simpler. Just choose online or over the phone.

### Over the phone on 0800 501 502

If your booking needs more detailed explanation, you can call our freephone number for bookings 24 hours a day, 7 days a week.

### Pace Pricing

A detailed schedule of courier costs for your area will be provided by your account manager. Please note that this excludes GST and our Variable Fuel Rate (VFR). To learn more about VFR simply visit [www.pace.co.nz/about\\_us/variablefuelrate.htm](http://www.pace.co.nz/about_us/variablefuelrate.htm)

### Taking Care Programme

As part of the Taking Care Programme launched by our parent company Express Couriers, Pace has made a strong commitment to understanding, measuring and managing our social, environmental and economic impacts. In creating a sustainable business, this guiding principle is fundamental to our business strategies and relationships with our customers, our suppliers, our joint venture parents and our people. Our latest sustainability initiatives are housed on our dedicated website: [www.takingcare.co.nz](http://www.takingcare.co.nz)

Express Couriers is a joint venture between New Zealand Post and DHL. For more info about Express Couriers visit: [www.expresscouriers.co.nz](http://www.expresscouriers.co.nz)

### Terms and Conditions

Pace operates under Express Couriers' Terms and Conditions, which can be read in full at: [www.pace.co.nz/Footer/termsandconditions.htm](http://www.pace.co.nz/Footer/termsandconditions.htm)