



## What You Want – When You Want It

The distribution network at Bates Office has been designed to fulfil two primary objectives

- Making sure that you the customer get what you want when you need it
- Making sure that our desire to exceed your expectations, does not cost the planet !

*Its' a tricky balancing act. On one hand you have to ensure the reliability of a next day delivery service across the whole of the UK. On the other hand we are committed to reducing our 'Carbon Footprint'. Our solution is a clever mix of education and planning.*

### Education, Education, Education

Bates Office was at the forefront of service level enhancements in the mid 1990's, which saw free next day delivery become the industry standard and to this day prides itself on being able to offer not just this level of support, but when necessary same day delivery.

***However we try and work with all of our customers to reduce the quantity of both orders and deliveries that they need to process every week and thus improve their overall efficiency, whilst also minimising environmental impact***

Bates Office identifies actual order patterns and helps implement systems which reduce the amount of weekly deliveries. From a recent customer survey over 84% of new customers

noticed a drop in the amount of orders that they placed, with a similar percentage identifying efficiency savings as being a major benefit from using Bates Office.

At Bates Office we take our stewardship of the planet very seriously. We have identified through careful analysis that multiple smaller drops from our suppliers to different distribution hubs scattered across the UK, causes more damage to the environment than running a couple of major distribution units and servicing a larger regions from these. As such we have two central locations, which all of our goods are delivered to and all consignments despatched.



### The Nuts & Bolts

Bates Office operates a fleet of own vehicles from our Kent Head Office, which service everything from East Anglia to the South Coast. We work with our strategic partners VOW from their East Midlands Hub to service the rest of the UK. All deliveries are tracked electronically and exact location and status can be established within seconds.

We have a dedicated logistics manager, whose job is to make sure that all the van routes are run efficiently and with the minimal impact to the environment.

All of these elements combine to ensure that Bates Office offers customers an unrivalled fulfilment rate on next-day deliveries.

