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Q2 NEWSLETTER

AIR COURIER'S 'ROADMAP' MOVING THROUGH 2021

I N T R O

We are back with our second Newsletter of 2021; similarly to our first issue, we will be keeping you up to date with everything you need to know in Q2 and beyond. We've got our roadmap set out which matches the Governments plan, so we can make sure you have the service you need once hotels reopen, restaurants open indoors, and travel can once again be part of our lives.

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O F F E R S

Our Giveaway this month will be revealed in the next few weeks, so watch this space. We are also donating a percentage of our Q2 profits to the British Heart Foundation, so by using our services any time between the start of May and end of July, you'll be contributing to a great cause. More details can be found on the charities page.



"How has Brexit developed into Q2?"

We are now some 5 months into Brexit, and whilst everyone seems to be getting used to the changes, there are still some significant difficulties arising from the change. The main problem is that different countries within the EU apply the rules with differing levels of vigour, meaning service levels to some countries continue to suffer. The VAT issue does not go away, and customers are still unpleasantly surprised to find that all non-document items sent from the UK to the EU and vice versa, incur an import VAT charge, which must be paid by either the recipient or the sender. For non-VAT registered recipients (family members in other EU countries for example), this can be an upsetting revelation on birthdays etc. As companies continue to refuse deliveries sent to them "DDU" (Delivery Duty Unpaid), senders are incurring extra costs in return charges too.

However as more and more exporters see this as the new life and factor it into their shipping methods and plans, we do expect the situation to improve gradually.



Maintaining Covid-19 Health Standards



Despite many measures being lifted on the 17th of May, our drivers and staff will still be continuously cleaning the vans, wearing masks and socially distancing. We will also be continuing with our contactless delivery service which can be done by photo or virtual signature. With many workforces moving back into their offices, we can provide seamless collection and delivery of IT kit that was being used at their homes during lockdown. Drop us an email at support@aircourieruk.com to find how we can help.

"What does the reopening on 17th mean for you?"

Hotels

Here at Air Courier International, the whole team have been preparing behind the scenes, to welcome our valued and very much missed Hotel concierge, Guest services and guests alike on the 17th of May. We are ready to assist and advise on any changes to sending overseas that have come into play since the start of the Pandemic and of course, Brexit.

Advice and assistance regarding EORI numbers can be given by our highly trained and informed team. EORI numbers are now essential for any Hotel sending non documents into the EU.



Due to the constant changes in the workplace, particularly the increased demand for courier services from remote workers we have adapted our customer service coverage to meet these demands by extending our opening hours to 24/7 – 365 days per year. You can contact us via telephone, email or WhatsApp and you will always receive a response from one of our team.



"What does the reopening on 17th mean for you?"

Corporate

We have been working very closely with our corporate clients throughout the past 18 months and it certainly has been a roller coaster of a ride! We have listened closely to their needs throughout this time and have adapted our services and systems to ensure that our service has and continues to be seamless and extremely efficient. Our corporate clients have supported us, and we too have supported them by helping them to mitigate the negative impact that the Pandemic and Brexit has had on their business. We have ensured that every remote worker has received the correct equipment, at the right place at the right time, ensuring that business can run smoothly with no interruptions.



We have made sure that all our clients have received the latest updates regarding Brexit and the impact and changes it has brought to the courier industry. This is something that we will continue to monitor and relay on a regular basis.



Air Courier would like to send an enormous thank you to all our corporates for their support over the last 18 months and we look forward to welcoming back those we have not heard from in a while.



What are we doing?

Here at Air Courier, we will be donating a percentage of Q2's profits directly to the **British Heart Foundation**. This means that every time you book with us, some of what you spend will be going to the charity. I (Darcy, Air Courier's Digital Marketing Manager), will be taking part in the Richmond RunFest 10K in September on behalf of Air Courier to raise as much money as we can. We are also encouraging all our staff to complete the step challenge, which is a good way to set your own goals, stay fit and healthy and raise some money for a great cause. We will keep you updated on our staff's achievements via social media.

Please consider donating to the British Heart Foundation, or finding your own way to raise money. All resources can be found [HERE](#) - alongside information on how you can limit the risk of developing heart conditions with simple life changes.

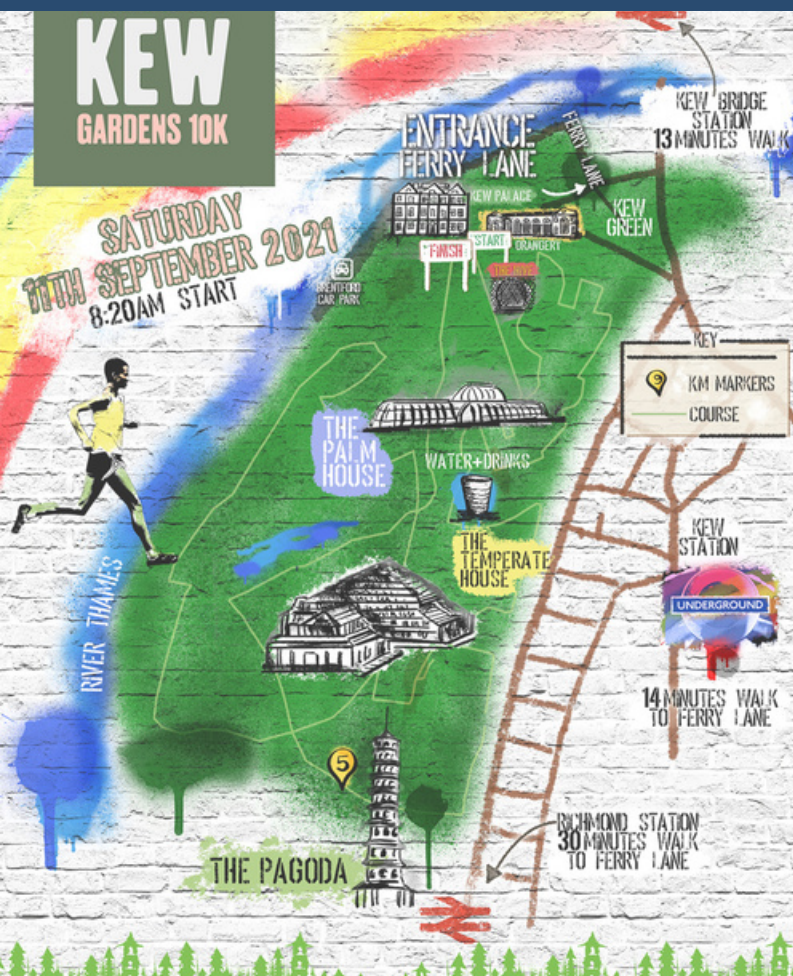


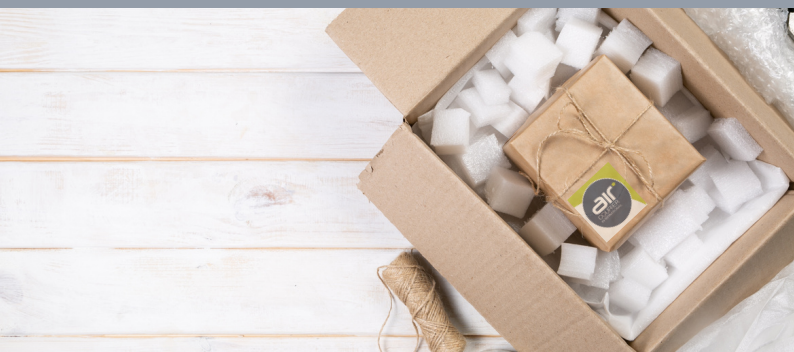
British Heart Foundation

Who are they?

Our chosen charity is the British Heart Foundation - a very well known charity in the UK. Heart and circulatory diseases kill 1 in 4 people in the UK, a staggering statistic. This means that it will have affected everyone in some way, whether it is themselves, a family member or a friend. This is why it is so important to not just support and donate, but to spread awareness on heart disease and the very vital information that could save someone's life.

The British Heart Foundation funds £100 million worth of research each year into circulatory diseases and what causes them. It's a fantastic charity that spreads awareness of what risk factors there are, and the good news is a lot of them are easily controlled when caught early enough. Heart disease in a lot of cases is completely preventable and/or managed with the right precautions and lifestyle changes. Please drop us an email for more information charities@aircourieruk.com





"RESPOND[ED] TO
ANY ISSUES/DELAYS
SO QUICKLY..."

Darren and Lee helped us so much with a shipment from Liberia to the Netherlands. It was really great having the guys respond to any issues/delays so quickly and they couldn't have been more helpful. The package arrived safely and in good time. Would use again and highly recommend!

- JOSEPH JEFFCOATE



Excellent service! Breakables were packed extremely well and have made it in one piece to the US. Would highly recommend!

- TARA BARGE

F I N A L L Y . . .

We are really looking forward to seeing our customers face-to-face again, and with each step of the roadmap its finally becoming a reality. Our aim for this quarter is to reveal our new streamlined and user-friendly website, which is going to make booking and using our services a whole lot easier. We have remained constant in our social media presence, and we are on track to continue this in the next few months, with a big campaign just starting out. To our Hotels, we wish you the very best with your reopening, and to any corporate clients that have had similarly shakey start to 2021, we cannot wait to continue our relationship as we move through the year.

We'd like to thank everyone for their support through these first few months, and we hope we can continue to support you in the near future.

As ever, any feedback or suggestions as to service levels or any comments you may have please do not hesitate to let us know.

Enjoy the first glimpse of Freedom...

Air Courier International

@AIRCOURIER