

GREENMILL TRADE BULLETIN

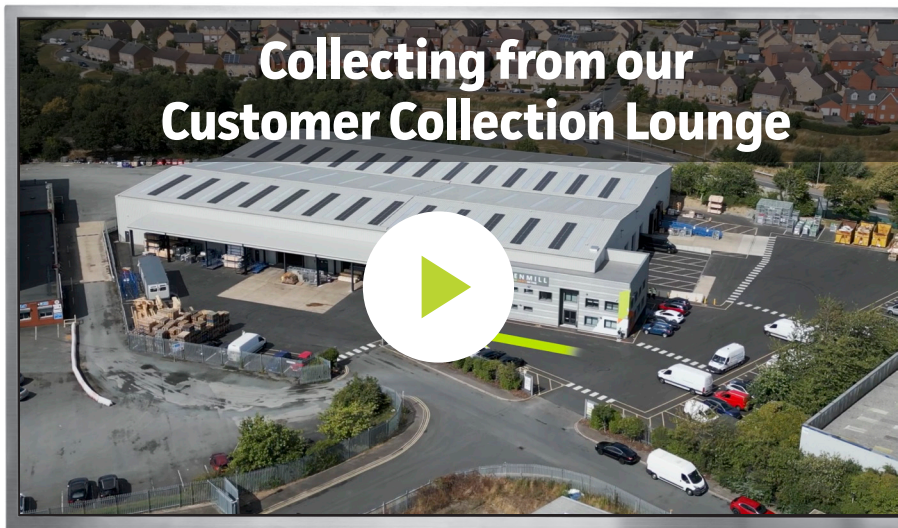
**INSIDE
ISSUE #33**

- **Our new Customer Collection Lounge.**
Now you can pick up your pre-arranged order from our posh new Bedford Collection Lounge.
- **Watch the Journey of Your Order.**
Our video takes you through each step of the order journey, right up to delivery, and sweets.
- **Reinforcing our team culture.**
Find out how regular team get togethers help us share our ideas and experiences.
- **How we expanded our own-van deliveries.**
The warehouse and logistic developments that help us deliver to even more locations.

Introducing our NEW Customer Collection Lounge



Scan here to watch our customer collection experience video



If you ever pre-arrange to pick up your order from our Trade Collection in Bedford, then you're in for a treat. Because we've now made it extra posh and even more welcoming.

Earlier this year, we invested heavily in our new Central Distribution Hub, working hard to ensure the infrastructure and technology continues to deliver on our In Stock, On Site, On Time promise.

More recently, we've further developed the collection experience, introducing a comfortable new Customer Collection Lounge. Now you can relax, help yourself to a complementary coffee and maybe flick through the latest Greenmill Trade Bulletin, whilst waiting for one of our friendly team to hand over your pre-arranged order.

To find out more about the Collection Hub and using the new Lounge, scan the QR code above, or head over to our blog: www.greenmillac.com/collection-lounge

Journey of your order...

Have you ever wondered how your Greenmill install materials magically appear on site, next day? Could it be an army of order Elves, all dressed in Green, with little bells on their hats and shoes, beavering away through the night? Nope, it's our team of incredibly hard working and dedicated professionals, simply doing what they do best.

(though a couple do like to wear bells!)

The journey begins with a customer placing an order, over the phone, by email, WhatsApp or through the website. All orders come through to our National Customer Experience Centre in Colchester and are quickly processed by our dedicated Customer Experience team.

If you call our team, we will usually answer the phone within a speedy 5.2 seconds, so you're not left listening to cheesy on-hold music. If you've requested a quote, on average, we'll have this back to you in less than 40 minutes.

Once we've processed your order, it gets transmitted to our Central Distribution Hub in Bedford. Significant investment in infrastructure and the latest WMS technology means we are now setting a new order accuracy record of 98.9%, so you can be confident that you'll get everything you ordered.

Every item in our catalogue is guaranteed to be in stock in Bedford. So if you ordered by 5pm, it will be delivered the very next working day. Picking & Packing is done throughout the night, so everything is ready for loading and a really early start.

First thing in the morning, Greenmill drivers jump into our own fleet of vans and head North, South, East and West, delivering AC, Vent, Hybrid and VRF install materials to sites across the UK.

If you need to know when your order will arrive you can use our real time Track & Trace technology. We'll text you an ETA, so you can better plan your day, and our driver will give you a call, just before your delivery is due.

And finally, make sure you check your delivery thoroughly. You don't want to miss the free sweets that come with every order.



Watch our Journey of Your Order video



Scan here to watch our video: Journey of Your Order





Reinforcing our one team culture

With our Customer Experience Centre based in Colchester, and the Distribution Hub in Bedford, it could be challenging to get everyone pulling together as one team. But not with the Greenmill team.

We regularly organise away days, with different groups within the company meeting up to share ideas, experiences and what they do in their day-to-day roles. Recently, senior managers from the Customer Experience team and Operations got together at the Hub.

The CX team couldn't fail to be impressed by the scale of the operation at Bedford. With huge amounts of stock, expertly managed across 70,000 Sqft of warehouse, and being delivered on a dedicated fleet of 35 vans per day.

And the Operations team got to giggle at them in their funny little hi-vis vests. It's all about the teamwork.



Expanding our own van delivery service



We recently expanded our own-van delivery service, which means that now Greenmill goes to even more town and cities across the UK.

This expansion has been made possible by the significant investment and developments at our Central Distribution Hub. The Bedford team (and Greenmill as a whole) have worked incredibly hard to establish a warehouse and logistics operation that is the envy of the HVAC industry.

We've even got some extremely smart new signage and great new graphics on the building and our fleet of Greenmill vans.

Watching our latest "Journey of Your Order" video will give you a bit of an insight into what goes on with the Distribution Hub. However, if you and your team would like to see how it works in person why not get in touch.

Talk to your Key Account Manager about arranging a Warehouse and Logistics tour, and find out how we actually deliver on our promise of In Stock, On Site, On Time.

Split AC Units for next day delivery



Did we mention we now stock AC Split Units, available for delivery next day?

In April we introduced our first ever In-Stock Split AC Units catalogue, further reinforcing why Greenmill is THE one-stop-shop for all your AC install material requirements.

We have partnered with three leading manufacturers, Haier, Panasonic and Samsung, to provide a high-quality, innovative and competitive product range. Order now for next day delivery at: www.greenmillac.com/ac-units

PROMO 500

Five Special Gifts!

Make the most of the remaining Summer with our latest Promo500 gifts.

Available in two smart colours, our drinks bottles make a refreshing late Summer statement. And why not colour coordinate them with a great Greenmill cool bag?

Plus, we've still got your favourite 3-in-1 Störnch Safety Knife. And if you're done with being beach body ready, there's a Border Biscuits sharing pack.

Find out more on our Blog.

FREE GIFT

Spend £500 to claim yours

