



Once upon a time lived a land of Couriers...

...all claiming to be different, better than the rest, but in actual fact they were essentially all the same.

For clients it was a land of frustration that they didn't enjoy visiting one bit. Then, one day, about seven years ago, a group of industry experienced professionals went on a MISSION, a MISSION to create a company that would leave the competition behind. They asked themselves what could set a company completely apart from the rest. It was apparent that businesses wanted two simple things: competitive pricing and a great service. They took this formula and added the ingredients of character, care and a dedication to tailor everything they did around what their clients wanted. In 2005 MISSION DESPATCH was born, the rest is history and the future is bright.

Mission Despatch - your friendly Couriers in London. Phone: 020 8568 2225. <http://www.couriers-london.com>.

Join us in this happy and vibrant land for the full story and, like any good book, you won't be able to put us down.



Same Day Couriers

Priority, mega, screaming hot, life or death, we all have our description of something “urgent”. We (Mission) are able to provide more descriptive variations of the word “urgent” than most off the shelf dictionaries. Although there was one particular client who once used the word “zesty”, which confused us a little, but you could forgive us that one.

We used to claim that we deliver from “A to B”, but that seemed to deter potential customers that were based in Kew. So now we simply say “we deliver everywhere”.

For our cosmopolitan Londoners we have our own fleet of wonderful drivers, and for those of you outside of our capital we have access to the UK’s largest independent courier network. Either way you can be assured of a “zesty service.”

If you book couriers regularly make sure you open an account, there are plenty of reasons above as to why, but if you need convincing further please get in touch..



Bike Couriers

Fresh from the Ace cafe come our fleet of Hells Angels. Okay, not quite true, but they are all proper bikers. Ten hours a day in the saddle come rain, wind or shine surely qualifies them as “hard core”. Oh, and if you haven’t yet tried the Ace cafe you really should.

Bike couriers often cause controversy. We all see them weaving in and out of traffic, sometimes on one wheel, sometimes unfortunately on none! People often refer to them as “nut jobs” or “loons” and have a distinct dislike of them, usually because they have fallen victim to losing a wing mirror courtesy of a rider that has misjudged a gap.

Love 'em or hate 'em, bike couriers play a vital role in keeping London's businesses in the fast lane, Mission Despatch have some of the best. “Sat Nav kids” are all too a plenty these days, but there is no substitute for a hardened old school courier and a torn oil-drenched A to Z.



Van Couriers

One of the most random, yet regularly asked questions we get asked is “can I have a van big enough for a medium sized box”? So what is a medium sized box? There is probably a mathematical equation out there somewhere to determine this, but to be on the safe side we have a fleet made up of small vans, big vans, and truly humongous vans. In the eventuality that your medium sized box is equivalent to the mass of a 200lb mammal, panic not, we’ll have a vehicle to suit.

Another common question is “how far do you go”. To answer that question we thought it best to give you two extremities at both ends of the scale. Below are two real jobs completed recently.

Big van: Started in West London, drove to Hollyhead, Ferry to Belfast, drive 60 miles, deliver. Sleep over, collect AM, a 3 hour soft shoe shuffle around Belfast, sleep. Wake up, drive to ferry, feet on dry land in Hollyhead, drive back to London. **Total miles 787** (not including the Irish sea, you can’t drive on that bit).

Little Van: Collect EC2 from the ground floor of a rather tall building, deliver to the 25th floor! We tried to get the vehicle into the lift but failed.
Total miles 0



Same Day HGV Couriers

One particular day a customer rang to order a humongous van for an equally humongous parcel. You've all heard the saying "size doesn't matter", well it does when you are trying to fit a 6 metre crate into a 4.2 metre van. Now we're not saying things always happen for a reason, but low and behold we had a very similar thing happen a week later. It was at this point we thought we'd better get a bigger beast.

The owner, at the age of 8 was obsessed with Tonka toys, so the decision to expand into HGV's was an easy one. The only disappointment so far is that we haven't yet managed to find a big yellow one for him, but he's dead proud of the one's we do have. Trying to convince him that we don't need a crane is another story.

We try to avoid bragging, it's distasteful. Sometimes though one has to indulge in self praise and go all out to impress. It's at this point we have to tell you that we are probably one of the only courier companies that offers such a vast range of vehicles. There, that wasn't too distasteful was it.



Eco-Friendly Couriers

Before you get confused, we do not offer a lawn mower service. We do however love our capital, and all the things that grow in it.

Environmentally friendly vehicles are evolving, and although we haven't yet come across a wagon that runs on carrots, we have invested in a fleet of Eco friendly parcel cars.

Rather than bore you with Co2 statistics, let's just say our new super duper fiestas are one of the most fuel efficient and lowest polluting vehicles on the road, and they look pretty funky too. We like to call them our little green parcel machines. Book one today, and let the flowers grow!.



Economy Same Day

We would love to give you something for nothing, but let's be honest, nothing in life is free. We could pretend, but we'd be lying, and we don't do that. What we can give you though, is access to our hugely popular economy same day service. So what is it? Well, it's a same day service, only cheaper. Imagine a scenario where you have a parcel that needs delivering the same day, but it's not so urgent that you want to pay too much. Then this is the service for you. There is one catch, and that is that the service is only available to regular account customers that utilize at least one other of our services, that's it. What are you waiting for? Get your account open today, chop chop!



Next Day Couriers (Overnight)

So what is an overnight? No, it's not a stay at a top London hotel, sorry. It is essentially a very cheap way to get your parcels from one end of the country to the other. Be warned though, there's cheap, and there's cheap. You wouldn't expect to leave a car showroom with a Ferrari and get away for paying for a Skoda now would you? There's a balance here, and we've struck it.

We take your parcels seriously, which is why we use only the best networks. Chicken catchers or the slow boat to China simply won't do.

Much like internationals, we are often asked how we can get so many things delivered so far away, and more to the point how do we do it so cheaply? Well, without wanting to bore you with all the technical details, it's called "freight forwarding". Believe it or not it can be quite interesting, so if you ever fancy talking logistics for half an hour over a skinny latte and a muffin get in touch and we'll hook you up with one of our boffins..



Next Day Standard Service

If tomorrow never comes then we're all a bit stuffed, but other than the (hopefully!) unlikely event of a nuclear holocaust then tomorrow will arrive, and so should your parcel.

Now, let's not kid ourselves, or you for that matter. If you know anything about "overnight services", then you will know that occasionally things go wrong, (no-body's perfect, right?) However, we've been doing this a long time, and if there is one thing we have learned it's making sure we use the best names in the business.

FEDEX UK & UPS in our humble opinion are as good as it gets, we don't do cheap alternatives. So now you ask "why don't I go direct?" Well, because we are mighty fine middle men! To explain why will take at least 5 paragraphs, and quite frankly it's too much text. Some things are best explained ear to ear, or even better face to face. Get in touch and let us convince you, come on, you know you want to.



Next Day Timed Service

So now that we've explained our "Next Day Standard" service, we move onto timed deliveries.

We can't elaborate too much here, after all it is essentially the same thing only your parcels get delivered earlier, go figure! There are three timed delivery options available; by 12:00, by 10:00, and by 09:00, all priced on a sliding scale.

So, how much does it cost? Well, a small item up to 20 kilos on a pre 12:00 will set you back around £25.00 (that's based on a non-account customer / infrequent user). If you are a regular user then we're happy to talk discounts, and the more you send the cheaper it gets. Like the descriptions on all of our services we've tried to cut out the jargon, it's all relatively boring stuff, but if you do want to find out more please get in touch, we love a chin wag.



Pallet Couriers

When we talk pallets, we don't mean the roof of your mouth (that's spelt differently, and if you need help in this department we recommend a qualified dentist). Our pallet service is for all things big and beautiful, or lots of small things that make something big.

There are three types of pallet size; quarter, half, and full. A quarter allows up to 250kg, a half 500kg, and a full 1200kg. If you're not too good with your weights 250kg is about the weight of 3 average sized males. Most pallets are 1200mm x 1000mm in diameter, and we can stack them up to 2 metres high. Once again for clarity, this equates to about 6ft 5 inches (or one very tall male).

Much like the overnight services explained earlier, our pallet service is a fantastic way of moving large bulky consignments around the country, and indeed Europe. It is also a lot cheaper than you might think. Where it gets confusing is the point at which you need to decide whether it's better to opt for a pallet service rather than an overnight but that's what we are here for, to help you make the right decision.



International Couriers

Lots of people get confused as to how a company like ours can offer services to all corners of the globe. We could tell you we have an army of Boeing 747's and sea freight liners, but of course we'd be talking twaddle; no courier company has that.

So how do we do it? In layman's terms, lots of our customers book internationals with us, so at the end of each day we have a warehouse full of boxes going all continental. Because we have lots of parcels we get big discounts with companies that do have Boeing 747's and sea freight liners. We give your parcels to them at a highly reduced rate and we charge you less than if you were to give it to them directly. The technical term is "freight forwarding", but that sounds all too boring. You generally find the companies with the Boeings and freight liners are not the easiest to deal with, not because they are arrogant, but because they've got more important things to worry about, like landing safely or avoiding icebergs.

That's why our customers like us to do everything for them, because we are lovely to deal with, helpful, knowledgeable, and friendly. If we do ever reach the size that we have our own Boeings and sea freight liners (you can see we're obsessed), we'll probably be worried about the whole landing and iceberg thing too, but that won't stop us from being lovely.



European Express

As the name suggests, our European Express service gets your parcels to Europe, quickly. Parcels to most European capitals, and indeed most major towns are delivered next working day as standard, and in addition we are able to offer timed deliveries to most major destinations, so if you need it there quick this is the service to pick!

This service caters for consignments (that's the posh word for parcels), up to any size, however for heavier/multiple items we recommend our European Road service, it's a real money saving gem..



Worldwide Express

Not so much a time warp, more of a time difference. Nevertheless, we have a terrific network of partners which means we are able to deliver to 99% of the globe, and quickly.

As for the other 1% we are terribly sorry but we can't help you here, so if you need a kipper delivered to a polar bear in a hurry you are going to have to try elsewhere.

But we don't just want to give you that (a delivery service), no, we want to give you much more, and we can. In addition to just "delivering", we provide free expert knowledge in all aspects of customs, bespoke packing solutions, imports, the list goes on. Got a question? Throw it our way, we've never lost a pub quiz.



European Road

So, what's the difference between European Express and European Road? Well, express goes by air, and road goes by, yep you've guessed it, road.

If you're not in a great hurry, or if you have lot's to send then our road service will be right up your street. With most of Europe delivered to within 3 days, it provides the perfect balance of service versus cost.

If you need something a bit quicker then have a mosey over our Express services. On the other hand if you want something even cheaper you could try your local pigeon racing society.



Air Freight

This is where it can all get a bit technical, but it doesn't have to. Simply put, Air Freight is designed for shifting larger consignments (posh word for parcels), all over the world without breaking the bank.

Unlike the song title suggests, this service won't help you fly around looking for your baby, if he or she has gone we can't do much about that, but we can get a whole load of boxes to outer Mongolia for a lot less than you might expect.

If you need something delivered yesterday we can't do that either, we tried a DeLorean but it didn't work. You could however use our Worldwide Express service, hit the international tab above and select the Worldwide Express option.



Distribution Services

It's all about boxes and parcels, lots of them. We live and breathe boxes and parcels, they are our passion. You might think we need to get out more, but we all have our kinks don't we?

We use the word "distribution" daily, but what does it actually mean? Well, think of a scenario where you are asked to send 150 boxes to 75 destinations, some big, some small, some urgent, some not so. You could look through all of our services and the chances are you may not know where to start. We on the other hand would have lots of ideas and ways to "distribute" your parcels, and more importantly within your specified timescale and budget.

If you had a leak you'd call a plumber, if you've got a distribution call us..



Storage Solutions "Do Nothing"

That's right, do nothing! Leave it all to us. Imagine never having to fill in another consignment note, imagine freeing up some space, imagine never having to pack another box, imagine having someone to despatch all of your orders, imagine having to do nothing. Now stop imagining and believe, we can deliver!

Our Storage Pick & Pack service means we do all of the above for you (and more). Is there a catch? Of course there is, we charge for it. Woooooah, don't stop reading now simply because we've mentioned charging you! Actually, you could save a fortune! Weigh up the cost of storage space, hours of lost admin, fortunes of packing supplies, and compare it to our "small but fair" fees, and you may look at your parcel delivery and distribution in a whole different way.

Like to hear more about doing nothing? All you need do is pick up the phone, nothing else, we promise..



Multi Drop Courier Services

WHAT! If we pick up 3 parcels, we deliver three parcels. Don't let anyone sell you short on this.

Despite the obvious benefits of overnight services there are certain things that we recommend you do not send overnight, such as delicate cakes, panels of glass and school children. For most things there is another way, the multidrop way. For school children, other than the bus or parent car share, we are not best placed to advise you, sorry.

In an ideal world every parcel would be perfectly square, non-urgent, and be able to withstand hours of being tossed around in the back of a lorry, but we don't live in an ideal world. So if you are one of many businesses that sends awkwardly sized, fragile, perishable, or sensitive items, and you are struggling to find a way of getting them delivered safely, then stone the crows, you may have just found it.



Bespoke Courier Services

When all is said and done, there are times when you need something a bit more tailored to your specific needs.

We love a challenge, anything that's a bit different, it keeps us on our toes. To date we have set up specialist tariffs and options for food and beverage clients, fashion companies, bespoke framers, sign companies, the list is, well, exhaustive.

So, tell us about you, what you want. What would you like from a courier company that you haven't yet found? No matter how strange your request we'll have a mighty good go at fulfilling your needs too.



Media Courier Services

We've got news for you. We have more clients involved in TV, Media & Broadcasting than any other business sector.

Now it could be pure coincidence, or it could be that we've made a bit of a name for ourselves, but the truth is that over 75% of new business in this area has come by way of recommendation, that is something we are very proud of.

It's not all about "A to B" in our game, it's about understanding. In fairness, we haven't got a clue how you do all that cutting and editing stuff, other than it all sounds very clever, but when it comes to "broadcast critical" we know exactly what it means.

So, calling all Production Managers, Editing Houses, Broadcasters and Media dudes. We invite you to join the happy, vibrant and reliable world of Mission, and If you need convincing we have a bunch of similarly like minded clients that we are sure would vouch for us.



Fashion Courier Services

Yep, we love a bit of fashion too. By this we are not saying that we all wear Gucci & Prada, if we did we'd have to charge you more. What we mean is we love working with fashion companies.

On a scale of 1 to 10, what we do doesn't score particularly high on the Richter scale in terms of glamour, but for our clients we score a 10 on the efficiency and care scale.

Whether it's bikes for the PR side of things, or specially fitted vans for carrying hanging garments, and whether it's London, Paris or New York, we want to hear from you.



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