

Statement from Aramex NZ to Crux: Monday January 31st.

“Aramex New Zealand and its 18 Regional Franchisees are busier than ever, with unprecedented growth and expansion.

Due to the recent surge in demand for our services, regrettably there have been some delays with deliveries and real-time track & trace updates.

We are not in a position to comment on the performance of other courier services.

However, it has been well documented that the pandemic is impacting on logistics and supply chain services, industry wide.

The Aramex Central South Island depot (Central Otago) has been experiencing a surge in parcel volume as a result of Covid-19 and its impact on alert level restrictions. The rapid rise in popularity of online shopping during business shutdowns and lockdowns has also significantly increased volumes. During the Christmas period, parcel volumes were up more than 70% across the Aramex New Zealand network compared to the previous year.

This demand on services has led to delays and backlogs before new freight could be sorted, registered, and processed for delivery. We are now back on track. As of today, there are no delays in the region. With the support of the Cromwell and wider Central Otago communities, as well as increased resourcing from the national Aramex network (including temporary relocation of existing staff and engagement of additional resources), Regional Franchise owners Isabel and Carmelo Garcia have worked incredibly hard to deliver for their community. They have significantly reduced delay times and are now delivering in line with our expected service time frames.

Our entire team strives for continual improvement as we deliver what matters for our customers. It is our goal to ensure every customer is delighted with our service, and we are always attentive to resolving complaints. We deliver thousands of parcels every month, with a very high satisfaction rating.”