



LMC^{PHILM}
EXPRESS

MULTI TEMPERATURE LOAD CONSOLIDATION



**MULTI-
TEMPERATURE
LOAD
CONSOLIDATION**

**LINK IN
THE COLD
CHAIN**

**Transportation of frozen,
chilled and non-refrigerated
(dry) products.**

Preferred Transporter for Shoprite & Checkers
Speciality Food Suppliers



FRESH AND RIGHT ON TIME!

Experience has indicated that adherence to our pallet specifications safeguards our customers against shortages and damages.



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customercare@lmcexpress.co.za

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Durban +27 (0) 31 940 1100 | Gqeberha +27 (0) 71 443 6642





OUR HEARTS AND SOULS ARE IN THIS

From all of us at LMC Express, we are excited to start this journey with you. Our dedicated and committed staff are here to help and we look forward to growing your business with you. We are not just a transport company. We are a dynamic team of individuals who take pride in our business and we understand the blood, sweat and tears that go into your business so we are here to bring our A-game; your link in the cold chain.

OUR MISSION



Our mission is to be the 'go-to-without-a-doubt' service provider and cultivate top-notch business relationships with our customers.

Of great priority is the growth of our clients' businesses, their trade, and their national competitiveness.

Each of our customers is an expert in their own field. This includes chefs, bakers, charcuteries, fynbos flower growers, craft beer brewers, chocolatiers, cheesemakers, importers and traders in salmon, parmesan cheese, serrano ham, and prosciutto. As fine food manufacturers in the SMME market, clients supply their products to restaurants, franchises, delis, and retailers such as SPAR, SHOPRITE, and PICK 'N PAY.

The spirit of teamwork, dedication, resourcefulness, and reliability is what makes LMC Express such an exceptional agency, and a company, who cares about each customer.



HIGHLIGHTS PACKAGE

LMC EXPRESS

A single truck can accommodate various temperature requirements, from small parcels, half pallets to full pallets. A team of 170 people ensures that the products arrive in mint condition, with precision administration and LMC depo to client communication.

On a larger scale, we serve about 700 clients and our trucks carry goods worth more than R800 million per month. The LMC Express company is the invisible contributor to the availability of high-quality, value-added foods in shops and restaurants.

Most of our clients are small to medium-sized businesses, many of which have grown thanks to the reliable supply chain LMC Express provides. We transport our clients' products nationwide to consumers.

Because we run a consistent schedule, we can keep our delivery promises. Upon collection, we can deliver fresh products within 48 hours to our clients' customers in South Africa.

PROCEDURES & SYSTEMS

Several procedures and systems are in place to ensure a successful completion of every job. In the unlikely event that something goes wrong, money will be refunded. In order for us to keep our promise, our clients need to follow our terms and conditions. It is essential for us to keep our clients' peace of mind so we look forward to maintaining long-term relationships with them.

PROVEN PROCESS

STEPS 1 - 5 OF 10

1

TERMS & CONDITIONS

Read our terms and conditions on our website to learn more about qualifying for our guarantee. You can reach our Customer Care Helpdesk during office hours on weekdays. Visit our website www.lmcexpress.co.za/client-university/ to learn more about requirements to qualify for our Money-Back Guarantee.

2

RESERVATIONS & PAYMENTS

If you plan to spend less than R7000 per month, visit our website (CLIENT LOG IN tab) and make a cash booking. Alternatively, contact customercare@lmcexpress.co.za to open an account. If you are booking a cash reservation online, please book one day in advance. Check our RUNNING DAYS AND ROUTES on our website in order to select the correct dates.

3

PACKING THE PERFECT PALLET

Visit our website to see our videos on how to pack a perfect pallet. www.lmcexpress.co.za/client-university/

4

BOOKING CONFIRMATION

We will send you a Booking Confirmation email. Make sure you always have your booking reference number on hand. Please use the LMC Express labels supplied with every Booking Confirmation. Our Log In page gives you access to a blank label: [HOW TO PRINT AN LMC EXPRESS LABEL](#).

5

PACKED & READY FOR COLLECTION

Make sure your pallet is packed and ready for collection on the scheduled date. Collections take place after 13h00. We do not collect from, or deliver to, residential areas. We have at least one Planner at every depot, who schedules local collections and deliveries. Find their contact details on our Log In page: [HOW TO CONTACT US](#).

PROVEN PROCESS

STEPS 6 - 10 OF 10



6

COMPLETE THE WAYBILL

Ensure the waybill is filled out fully to meet collection and delivery requirements. A pallet jack and a tail-lift are available. If you need your GRN documents signed, please ensure that you are aware of the procedure. www.lmcexpress.co.za/client-university/ - watch the PERFECT POD video.

7

CHECK YOUR STATUS

The status of your consignment can be checked on our Log In page: [HOW TO FIND MY ETA](#). If you want to speak to a person, find us on the [LOG IN](#) page - [HOW TO CONTACT US](#).

8

UNFORSEEN DELAYS

In the event of an unforeseen delay, we will notify you as soon as possible. You can book a delivery time slot for deliveries to/collections from a Distribution Centre (for an additional fee). A delivery notification is mailed to you.

9

RETURNS

When it comes to delivery problems, we have standard procedures that must be followed (read our Terms & Conditions). Returns are possible, but a R500 excluding VAT fee will apply if the return is not our fault. Please visit our Log In page: [HOW TO REPORT AN INCIDENT](#) and our website: [CLIENT UNIVERSITY - REGULATION R638](#). To assist us in preventing damages, please watch [THE PERFECT PALLET](#) video on the same page.

10

BOOKING CONFIRMATION

We strive to email a scanned copy of the signed waybill (and GRN) within 24 - 48 hours after delivery (plus an invoice if you qualify for an account).



PALLET SPECIFICATION

The nature of our business is a multi-collection and multi-delivery service for our various customers and we are therefore very strict with our pallet specifications.

For security purposes, we require that the top of the pallet also be shrink-wrapped. Shrink-wrapping should be done in such a manner that the product is stable and well-protected.

The prescribed gross weight per pallet allowed for consignments between Cape Town and Johannesburg should not exceed 950 kilograms and the prescribed gross weight per pallet allowed for consignments to and from Durban should not exceed 850 kilograms. Pallets should be labelled and we recommend that customers label their pallets on all four (4) sides whilst shrink-wrapping.

Please ensure that there is no product 'overhang' on a pallet. Overhang leads to damaged product.



FULL PALLET

PALLET DIMENSION

Should be 1 m x 1.2 m

Pallet height should not exceed 1.8 m

Pallet should be a four (4) way entry pallet.

Pallet should be shrink-wrapped.



HALF PALLET

PALLET DIMENSION

Should be 1 x 1.2m

Pallet height should not exceed 90 cm

Pallet should be a four (4) way entry pallet.

Pallet should be shrink-wrapped.



PACK THE PERFECT PALLET



Click here to watch our YouTube video
bit.ly/lmcpalperfect

LMC EXPRESS

ROUTES

Palletised Consignments:

LMC Express provides Multi Temperature Load Consolidation of palletised consignments from a single pallet or more to the major cities in South Africa. Our transport service includes the following routes:



From Cape Town to Johannesburg, Durban and the Eastern Cape.



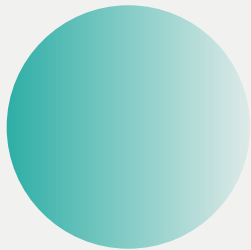
From Johannesburg to Cape Town, Durban and Port Elizabeth.



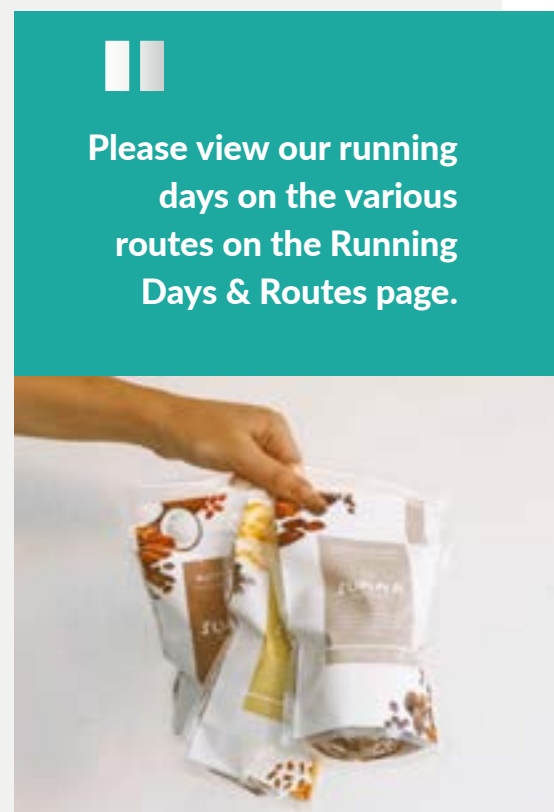
From Johannesburg to Bloemfontein and Cape Town to Bloemfontein.



From Durban to Cape Town, Johannesburg and the Eastern Cape.



From Durban to Bloemfontein and Bloemfontein to Durban.



Please view our running days on the various routes on the Running Days & Routes page.



OUR TEMPERATURES

- Frozen products: -25° Celsius
- Chilled products: +4° Celsius
- Ambient products
- Room Temperature / Dry products:
- No temperature requirement

Should any other than stated temperature be required, contact mornay@lmcexpress.co.za (021 551 7668)



- *Room temperature is a non-specific temperature, normally between 20 and 25° Celsius, generally used to indicate that an article should neither be refrigerated nor heated.
- *Ambient temperature is the temperature of the air around you, inside or outside. Ambient temperature will mean the same as room temperature when indoors.
- *The ideal storage temperature for chocolate is between 15 and 17° Celsius

All LMC Express vehicle bodies and trailers are insulated and have built-in automation systems that monitor the temperature at all times.



PARCEL SERVICE



The LMC Express Parcel Box is available at our depots for collection prior to the dispatching of the parcel or alternatively for packing on site. The LMC Express Box is free of charge.



BOOK ONLINE
www.lmcexpress.co.za
 No need to open an account – you can book and pay online!

Service Available:

LMC Express Depot to LMC Express Depot Only

Temperatures:

Frozen, Chilled and Dry Goods

Insurance Cover:

Excluded in rate. Insurance is available on request, at 10% of declared product cost price value.

Please ensure that your product is packed tightly in the parcel box to prevent the box from sagging; causing damages.

Internal Box Dimensions:

(L) 495mm x (W) 320mm x (H) 300mm

Maximum Weight Allowed:

25kg per Box

Routes & Prices (Excluding VAT):

LMC Express parcel box - **LMC**
 Customer's own parcel box - **COPB**

CPT - JHB / JHB - CPT:	R295 - LMC
	R495 - COPB
CPT - DBN / DBN - CPT:	R325 - LMC
	R555 - COPB
CPT - PE / PE - CPT:	R265 - LMC
	R435 - COPB
JHB - DBN / DBN - JHB:	R265 - LMC
	R435 - COPB
JHB - PE / PE - JHB:	R295 - LMC
	R495 - COPB
PE - DBN / DBN - PE:	R295 - LMC
	R495 - COPB

Johannesburg Depot:

121 E.P Malan rd Pomona AH Kempton Park.
 Tel: 011 974 6428

Cape Town Depot:

Drill Park, Units 8 – 10, 3 Drill Avenue, Montague Gardens. Tel: 021 551 7668

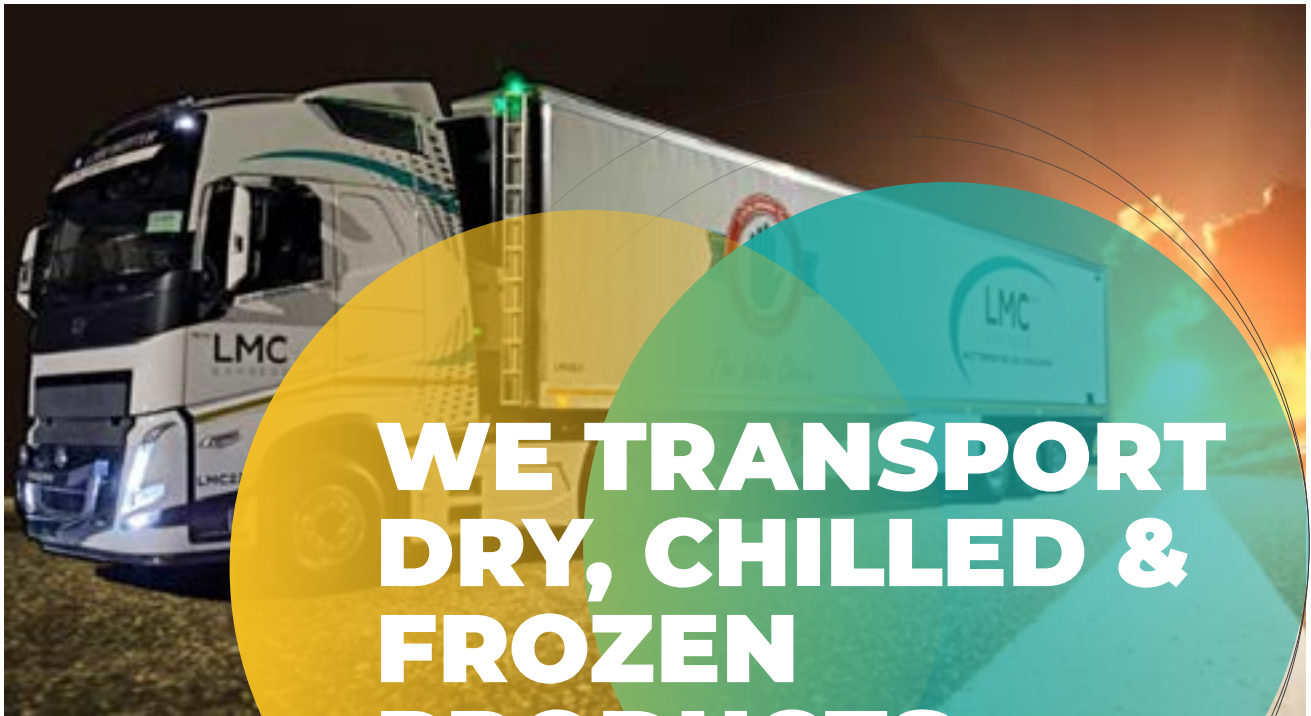
Durban Depot:

10 Goshawk Road, Unit 2, Mountain Ridge, New Germany, Pinetown. Tel: 031 940 1100

Gqeberha Depot:

Unit 10.1, Swartkops Industrial Park, 289 Grahamstown Road, Deal Party. Tel: 071 443 6642





WE TRANSPORT DRY, CHILLED & FROZEN PRODUCTS

WWW.LMCEXPRESS.CO.ZA

customercare@lmcexpress.co.za

CAPE TOWN

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JOHANNESBURG

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