



Arch Express Success Story: Making Geographic Expansion Possible

Devin Dalpoas, Pharmacist and Owner of West Pine Pharmacy in the Central West End, was switching courier companies every 3-4 months.

“They would start out really strong,” he said. “And then suddenly their prices would increase, but their value and service wouldn’t. Plus, it was taking staff time to enter in delivery locations manually to work within the company’s system. We didn’t have time for that.”

He knew he needed a local company who would understand the needs of a small business. While he looked, he hired a driver. “I was paying for a car, insurance, hourly wage, and more,” he shared. “It got expensive.”

In 2012, he found Arch Express. “I met Anna and John and told them what I needed—a dedicated driver who was professional, responsible, and respectful,” he said. “Many of my customers are older adults or individuals who are too sick to leave their houses to pick up their medications. They deserve to answer their door and see a true professional.”

Ray is an independent contractor for Arch Express and is contracted to the West Pine Pharmacy route. Dalpoas pays a flat rate for this dedicated route service and he says it is well worth it. ***“It is cost-effective, but more importantly, I know Ray is representing my company well; I’ve heard about how friendly he is from my customers, the staff at the nursing homes we deliver to, and more.”***

Eighty percent of West Pine Pharmacy’s business is same-day deliveries. He notes that some of his customers he’s been taking care of for 20 years, and they have never stepped foot in his store. They rely on the dependable and consistent pharmacy delivery care West Pine Pharmacy offers.

After starting as a pharmacy dedicated to serving the Central West End (CWE), Dalpoas said his business grew organically. “I would be serving a CWE doctor’s office and then employees would take a job in a different geographic region and refer patients to West Pine,” he shares. “This is how we grew to serve a variety of geographic locations. Now, we offer same-day delivery service anywhere inside 270.”

Dalpoas loves what Arch Express does for his business for a variety of reasons, but says he appreciates the company’s commitment to customer service. ***“They are honest and easy to work with,” he shares. “If you have a challenge, they will work with you, as part of your team, to solve it. They are the reason I feel confident adding additional same-day customers and expanding delivery routes.”***



Interested in partnering with a courier who does all of the above (and more)?
Contact Arch Express today!

☎ 314.989.0100

✉ info@archexpress.net