



DRIVING SOLUTIONS – FREIGHT FORWARDERS



Since inception in 1983, Direct Couriers focused on providing solutions for freight forwarders as our primary target industry.

Today, we have more freight forwarding customers than any other local cartage operator in Australia. We are the No.1 cartage operator for airfreight and LCL sea freight for the international freight forwarding industry. This is due to our exceptional service, a management team with a very high understanding of the industry and the motivation to provide a continuous improvement philosophy through our organisation focused on providing solutions for the forwarding industry.

In order for us to maintain our No.1 status, Direct Couriers has focused on providing industry leading technology solutions through our inhouse development team, in addition to a wide variety of services and superior customer service.



Our services include:

- Lodging and Collection of LCL Seafreight
- Lodging and collection of Airfreight
- Customs Inspections (Sydney, Melbourne, Brisbane)
- Quarantine Inspections (Melbourne)
- Container Unpacks
- Critical Express courier and trucking
- Same day local domestic delivery service:
- Regular, Express and Elite Courier
- Set Runs
- Hourly Hire of Vehicles
- Taxi Truck Services
- Same day interstate services
- Scheduled and routed deliveries
- Short and long-term warehousing solutions and 24hr LIVE stock monitoring

We believe we have the most comprehensive courier service available in the market today. We have the experience, resources and technology that not only satisfy the varied delivery needs of our customers, but exceed their expectations.

We operate a fleet of approximately 650 vehicles nationally, comprising of courier vans, taxi trucks, right through to semi-trailers. Specialist air-ride, tail lift and flatbed vehicles are available as requested, providing delivery options for a diverse range of distribution requirements.

We provide our customers an outstanding level of service, not only with the collection and delivery of their products, but the complete management of their distribution needs through LIVE information, statistics and reporting procedures.

Direct Couriers service coverage extends to after hours, weekend & public holiday requirements. We are a 24 / 7-365 operating facility!

Direct Couriers has a secure website providing a comfort level to our customers who know their confidential information will be safe in our hands.

Our technology allows you to:

- Book deliveries online
- Track deliveries online to view their current status (Allocated, Picked Up or Delivered), with POD details being made available in real time on delivery
- Save your regular delivery runs as 'Favourite Jobs'
- Save the 'Regular Items' that you send
- View the history of deliveries booked any time in the past 2 years using any combination of these search options:
 - The receivers or senders name
 - Any nominated date range
 - Your own reference
 - The type of service used
 - The suburb of pick-up or delivery

RACA Accredited

Direct Couriers is an approved
Regulated Air Cargo Agent.



Direct Couriers provide our customers access to the latest technologies available in the courier market. The proprietary systems we have developed are tried and tested yet still flexible enough to meet customers' individual needs.

Direct Couriers tracking technology ensures that you have access to our LIVE monitoring system with the added benefit of receiving updates regarding the location of your products throughout the entire delivery process.

Online & Phone Bookings

Bookings can be made through our online booking system or via the phone.

Proof of Delivery (POD)

Proof of Delivery details (time, name and signature) will be automatically sent to any nominated email address or mobile number at the moment of delivery.



Pick-Up Confirmation

Pick-up Confirmation will be automatically sent to any nominated email address or mobile number the moment the driver has picked up the goods.



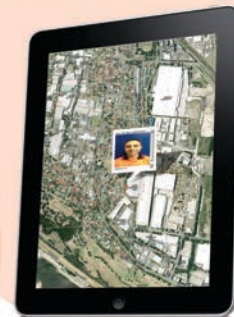
Geo-Fencing

A mobile text message and/or email can be automatically sent when the driver is within a customised km radius of the delivery destination.



Live GPS Monitoring

You will be sent a link with the Pick-Up Confirmation which allows you to track your consignment live.



Mobile Device Application

Our mobile device application allows you to get fast quotes and monitor consignments on the run.



Features include:

- Online or Phone Bookings
- Pick Up Confirmation
- Live GPS Monitoring on your PC or Smartphone
- Direct Couriers APP for fast quotes and live monitoring
- Geo-Fencing Updates: updates sent within a certain km radius of destination location
- Proof of Delivery (POD)

Features include:

- Accessibility
- Mobile Solutions
- Complete Visibility
- Total Security
- Business Integrity
- Service Guarantee
- Peace of Mind!

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direct COURIERS

The ISO 9001 certification demonstrates our commitment to provide industry leading customer service and continuous quality improvements.

While we've always been committed to quality in our services, this certification ensures a more productive environment in identification and resolution of quality issues. Our continuous auditing and assessments of our quality management systems will ensure our customers are always at the forefront of everything we do.



Direct Couriers has been at the forefront of technology innovation within the transportation sector for many years. We were one of the first to introduce sign on glass technology within the industry, and with our team of in house developer, are constantly developing new solutions for our customers. We were thankful of the recognition achieved with two of our technology solutions in the 2015 Australian Supply Chain and Logistics Associations annual awards for Information Management.



The **Direct Couriers Online Dispatch System** was developed in-house, specifically for those customers that either run their own small fleet of vehicles but require additional ad-hoc/regular run support, or those companies that wish to remove their own fleet and outsource the delivery altogether but need to control the dispatch process. Customers with existing fleets are provided with the Direct Couriers PDA hardware for each driver and are given access to the Online Dispatch system using a secure login ID and password. The system allows customers to book all deliveries from one central dispatch point for allocation to their company drivers, dedicated Direct Courier drivers (Hourly Hire) or the general Direct Courier fleet (Ad-hoc).



The **Direct Couriers Online Tracking System** has been developed and upgraded over many years . Each upgrade adds additional functionality based on the needs and wants of our customers. Some of the functionality includes:
Pick up alert
Nearby alert (when the driver is within 6km of delivery)
Proof of delivery notification
Arrival times at pick up or delivery
Live GPS tracking with map or satellite view
Photo of the shipment delivered
Customers Invoice delivered with the POD.

Proudly Sponsoring our local industry Associations



Container unpack, warehousing, storage and delivery

Let us manage your distribution channel.



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