

"Anytime, Anyhow, Anywhere, We'll get it there"



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DIRECT COURIERS

Despatch

Alice Hui: Juggler extraordinaire

For Alice Hui, the title 'administration manager' is a little deceiving given the breadth of responsibility she has across the organisation.

Despatch thinks that something more like 'chief executive of multi-tasking' might be more appropriate. Over the last 11 years Alice has made



Alice Hui

herself one of the most indispensable members of staff, managing the daily accounts functions in Sydney, Brisbane and Melbourne in addition to payroll and a whole swag of critical staff functions for Direct Couriers' drivers and administration staff throughout all offices nationwide. When Despatch tried to add

'company newsletter celebrity' to these functions, Alice was once again exploring new territory.

"You could say that I'm the administration manager plus everything else in the office"

As well as needing a great sense of humour, handling such a tough job also requires that a person be able to plan several moves ahead. On many occasions you will even see Alice turning the lights off after 7:30pm in the administration department.

Alice said that since joining the company right at the time when Peter and Barry took over, she has really loved every aspect of the job and the organisation.

"It's a lovely company to be working with."

And few would disagree that this pride and dedication has been key to the company's success to date.

"I like to think that administration runs smoothly at all times so that the directors needn't even know about most of the problems," Alice said, adding: "I'm really in the front line."

If you need it done, go ask Alice.

Tippo kicks off

Direct Couriers' footy tipping competition is all ready to go for the start of the Rugby League and AFL seasons, complete with 'form-guides' for teams and rules for both codes.

It's fun it's free and this years' winners will receive gift vouchers with Myers up to \$500 for the ladder leader, \$250 for 2nd, \$150 for 3rd and \$100 for 4th.

Follow the "Footy Tipping" link from our home page (www.directcouriers.com.au) to register.



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Freight services – Is there any job we can't do?

As our name suggests, we know the business of getting things from A to B. But while our customers know that we're the best choice for metropolitan jobs, we also know a thing or two about freight services.

For instance, did you know that Direct Couriers offers same-day intra and interstate deliveries? Or that we offer overnight express for

interstate deliveries as well as Saturday and Sunday deliveries? Not to mention the fact that we provide international delivery services for documents and parcels.

Setting this beside our envied reputation for point-to-point delivery of parcels and pallets, as well as one of the longest windows for after-hours delivery in Australia, it's hard to think of a job that we can't do.

So regardless of what it is and where it's going, you need only one phone number, one website address and the one single bill for all.



Direct Couriers New Truck.



Sydney Brisbane Melbourne
www.directcouriers.com.au

Direct Couriers and DHL: Partners for best practise

There's just a handful of rare qualities that define the best in today's fast-paced freight business.

According to Neil Hampson, Import Airfreight Manager with DHL



Neil Hampson of DHL Danzas and Nick Sposato of Direct Couriers

Danzas Air and Ocean, Victoria, the ability to use and adapt to developments in information technology, for one, it is vital to maintain communications on a par with world's best practice. Then there's the importance of having an energetic and enthusiastic team.

And perhaps the rarest quality of all, Mr. Hampson believes, is "genuine reliability".

"There are so many companies out there that if you're not spending millions with them they really couldn't care less," he said.

Now entering the third year of their partnership, DHL and Direct Couriers share a quiet appreciation and commitment to quality

and trust which has enabled them to well and truly take the 'cliché' out of 'win-win'.

Direct Couriers now accounts for easily 99 percent of DHL's import and export freight jobs within Melbourne, a huge amount of business for us, and for them the opportunity to confidently explore

new avenues for growth. A big reason for such a high level of trust Mr. Hampson said, is the fact that Direct Couriers has all of the qualities of technical savvy, enthusiasm and reliability demanded by today's competitive business environment.

"They're very responsive from a technology and customer service point of view and the fact that they're young makes them what I'd call 'cartage tigers'", Mr. Hampson said.

This is compared to most other companies around which in his words "have to be dragged kicking and screaming."

At the end of the day, while it's Business 101 that building

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strong partnerships equals stronger returns, DHL and Direct Couriers know from experience that genuine mutual support is what's really needed to make them work.

"We've always tried to work strategically for a 'win-win': we want, and need, Direct Couriers to do well and make a good profit so that they're able to help us out further in the future," Mr. Hampson said.

Time to get online

We are pleased to announce that the last few months has seen a huge increase in the number of online bookings for courier services. We have estimated that at least 75%

of our customers have used our online service the either book a delivery, track one or simply obtain a quote for a delivery.

Direct Couriers has invested significantly in technology designed to make your life easier and with our online systems your staff no longer have to rifle through filing cabinets for documents or be held up waiting on the phone to track deliveries: It's all online.

For more information on how to use the Internet to streamline your despatches please call Direct Couriers and speak with one of our expert sales staff.

Handhelds take hold in Melbourne

Following the huge success of Direct Couriers' handheld units in Sydney, the identical rollout is now being effected in Melbourne, ensuring that our Victorian customers enjoy the same benefits that come with being able to not only know that your delivery has been made, who signed for it and what time it was delivered but be able to see a copy of the receivers signature immediately after the delivery is made.

Special delivery – Dennis Blewett

Not long after Direct Couriers driver Dennis Blewett joined the company back in the early eighties, he was charged with training a young new recruit in Sydney. Stopping briefly in the city to make a drop off, he returned after a few minutes only to find the van empty with just a note on the windscreen: "Sorry mate, it's not for me, I'm out of here."

"Some people just aren't cut out for this kind of work," he reflects after recently celebrating his 20th year with the company alongside fellow 20 year-boy, last months' special delivery, Frank Magyar. Both were presented with a generous token of the company's appreciation: a Raymond Weil watch.

If there's one major standout for Dennis as a driver, he says, it's Direct Couriers' handheld technology. "Things just run a lot more smoothly than they did years ago," he said.

Not only has Dennis been a major asset on the road, he also holds the coveted position of social club chief executive.

The honor is that much greater given that Dennis is from New Zealand, and therefore not the obvious choice to be left in charge of large amounts of beer. Nor the fact that for many years he was a professional drummer. Ask him to say sticks.

He can also fly an airplane and knows how to make a boiler, but humbly denies being able to do all three at once.

Clearly a gentleman, when asked about the All Blacks' recent performance Dennis merely became subdued: "We live in hope," he said. Not even the faintest whiff of a haka! He did seem a little ruffled though when asked if he was having trouble with his antiperspirant after making repeated references to his 'under-arms'.

Congratulations Dennis on your 20 years from everyone at Direct Couriers.

Booking Screen



Dennis Blewett