



Direct and UPS – a partnership for growth

Direct Couriers and UPS have been working together around Brisbane and the Gold Coast for 4 years now, and the business just keeps getting bigger. "Our imports deliveries are growing all the time," says Darryl Overs, Operations Manager of UPS Brisbane. "Back in June 2003, it was 1500 pieces per week. Now it's 2200."

The relationship started with Direct as the exclusive agent for UPS in the region. Then, in June 2003, UPS set up their Brisbane Parcel Centre, and since then we've continued as their supplier of local couriers services and exclusive hire drivers, including up to twelve 1-ton vans and drivers on Mondays.

"We use Direct on both hourly-hire and ad hoc point-to-point jobs. They have a good range of vehicles in their fleet to suit our needs and also have good flexibility," explains Mr Overs. "We can change our requirements at 7am in the morning, or even cancel some drivers if we need." He especially recalls a time when Direct got UPS out of jail:

"On one occasion we had to get a dozen boxes of computers from Brisbane up to the Bundaberg Distillery on very short notice. It was a red-hot delivery for a



Carey Ayson, Director, Direct Couriers Brisbane and Darryl Overs, UPS Brisbane (Right).

big customer of ours, and it had gone astray in our network. Direct was able to get a truck to us very quickly and up there in a hurry."

It's obviously a partnership with synergies. While the nature of the relationship has changed, the combined success has continued. "As our business has grown, so has our need to rely on Direct," adds Mr Overs.

The DC CD

Have you seen our new corporate video presentation? Our new CD contains the latest company information on our local, interstate and international courier services, as well as an introduction to the Direct Couriers' world of friendly people backed by the latest technology.

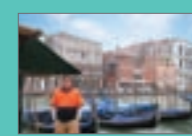
To request a CD please call Simone on (02) 8437 7777 or email simone@directcouriers.com.au.



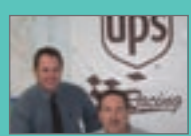
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Perth Now Open for Business

We're very pleased to announce that our family of offices now includes Perth. CourierWest – a 20 year-old family business operating up and down the west coast, – formally joined Direct Couriers in July, taking our network right across Australia.

The Perth office has 17 drivers currently, and over the next few months, we'll be rolling out our

state-of-the-art IT systems there, as well as new uniforms and livery for the staff and vehicles. Our new partners Frank and Steve Tringas will continue to manage the business, and we wish a warm welcome to them and all the staff and drivers.

Happy Birthday Melbourne

And while we're on the subject of offices, a big congrats to our Melbourne office, which has just

celebrated its 5th year in business. Well done guys. No doubt, with people like Bert Bisetto on the team (see this week's Special Delivery driver profile), we can all look forward to another colourful 5 years!

"Watch this space in the next issue when we publish the winners of the Footy Tipping competitions"



Sydney Melbourne Brisbane Perth
www.directcouriers.com.au

Drive Your Courier Dollar Further

One thing we’re constantly striving to do here at Direct Couriers is provide our customers with ever-better service, so you can do better

Firstly, the boxes weighed 3.9 kilos and the dimensions were 33 x 33 x 20, giving a volumetric weight of 5.44 kilos. This meant we had different rate per kg to each destination. When that cost was more than they had expected, they opted for



business. And if there's one reason we constantly see big problems arising for our customers, it's a lack of planning.

Why is it that almost every business leaves the delivery part of the project till last?

This is why we're now offering a new Freight Management Planning service. With a little foresight, packaging can be optimised to gain the best cost and the best delivery options, so freight costs can be properly budgeted for and not come as a huge shock at the last minute.

Gary Yovich, our Sales Director, explains a typical scenario:

“We had a customer that had to distribute 450 prizes for a competition. They had to be sent in a box of some sort, so the customer had a box made up for this prize. Direct received a call on the Wednesday saying they would have 450 parcels ready for collection on Thursday morning. They had written out a consignment note for each parcel and they wanted them all delivered on Friday, to businesses and private addresses all over Australia.

“Of course we could do this, but then problems started to arise.

a road service, which meant they all wouldn't be delivered the next day. “Secondly, while some prizes were going to private addresses, there was no contingency for people not being home – these would have to be redelivered at another time.”

“Now, had we been involved at the very beginning of this, we would have suggested the customer ask for a business delivery address of the prize winners and had a box made that was 2cm smaller in height and length (the box was not tightly packed). This would have made the volumetric weight just under 5 kilos, and each parcel could have cost a fixed flat rate on an overnight service. We could have even saved them the time of writing 450 consignment notes, by simply emailing us the address list.”

By getting us involved from the start, our Freight Management Planning will help you get the most efficient and cost-effective delivery solution available. And it's completely free. For us, it just makes a whole lot of sense, so don't let your freight costs (or your client's costs) blow out. Contact us early, and we'll be happy to advise on the best way to proceed. Call 131610 or sales@directcouriers.com.au today.



AFIF with a Bang

This year's AFIF (Australian Federation of International Forwarders) Conference, held in Cairns in May, was a huge success, attracting more than 200 registered attendees – the largest ever turnout. Direct has many customers in the International Freight Forwarding business and it was a great chance to promote Direct Couriers' various services to our existing and prospective customers. This year's Conference program and social functions have also been voted the best ever, and delegates were

able to gain some useful insights and business know-how, as well as have some fun.

We attracted a lot of attention to the Direct Couriers name. As a major sponsor and exhibitor this year, our stand generated a fantastic response from delegates. A combination of our live video presentation and technical solutions had everyone very impressed, and some new working relationships with great potential have been established.

A possible new business area has also arisen as a result of the conference. The organisers and some exhibitors expressed a desire for a one-stop delivery solution for conferences. Essentially, getting all the pieces for exhibitors to and from event



locations is a logistics nightmare, and it would be so much easier and stress-free if it was possible to deal with one company and managed centrally.

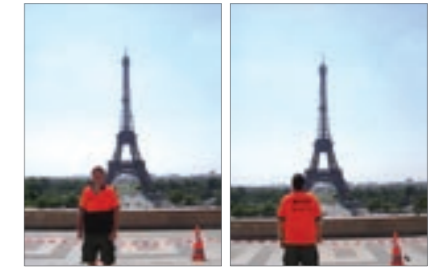
We're going to be looking more closely at the possibility of providing this sort of service, but in the meantime we'd like to invite some feedback about this from you, our existing customers and subscribers. Do you think this is a good idea? Have you ever exhibited at an industry conference and wished this sort of service had been available. Would you be happier using such a service if conference organisers made it available?

Let us know any thoughts you might have. Please email garry@directcouriers.com.au with any feedback.

Special Delivery – Bert Bisetto

Direct Couriers has recently been creating quite a stir around some of Europe's most famous landmarks, all thanks to Bert Bisetto. The 46 year-old Melbourne driver donned his Direct Couriers uniform and posed for pics in front of such distinguished places as Big Ben in London, the Eiffel Tower in Paris, the leaning Tower of Pisa and the Colosseum in Rome. “One of the company partners suggested it, and I thought ‘no problem’,” says Bert, who's obviously as bold as the uniform is bright.

Bert's company travelogue took place during his 6-week holiday in Europe, during the northern summer. Travelling with his wife, they went to England, France and Italy, where Bert visited family in Treviso, just north of Venice. Travelling, it seems, is in Bert's blood. He's been driving for



Direct Couriers for 3 years now, and says one of the main reasons he likes working with Direct is the variety of clients: “I do like driving and not being in the one place all the time. I get to pick up some interesting pieces of freight and meet interesting people.”

However, Bert chose to travel around Europe by train, rather than risk driving in places like Italy. “There are just so many scooters on the roads now, you always have 5 or 6 around you. And, to avoid just wiping them out, you have to keep missing left or right turns,” he laughs.

