



New Con Note Saves Time, Lifts Service

Have you seen the new-look Direct Couriers Consignment Note
 There are three major changes.

- 1) More lines on the receiver side – to make it easier to write in the details.
- 2) A Priority Express Service box – for our new service for delivery by 9:00am in selected suburbs in the capital cities.
- 3) Three line items to allow for more details.

The extra line items feature is important. It means you can now send multiple items, with different dimensions, weights, references and descriptions, using just one consignment note.

The new design has one goal – to make your life easier by providing easy fill forms that translate to faster, more accurate service.

Your feedback is important to us. Email us your comments to info@directcouriers.com.au.



Anica's Mad About Customer Service

Anica spent three months drawing breath after a hectic stint working as PA to senior executives for fashion chain Sussans. Time for a new start; what about customer service?

An advertisement for Direct Couriers caught her eye. Great looking job and the office was just down the road.

Before Anica knew it, she was being interviewed.

"I don't know a thing about customer service," said Anica to the interviewer in her typically upfront style. "It would all be new to me."

She was hired.

Today Anica is back working as a PA with Direct Courier's Melbourne management team.

Anica is also now one of our more experienced customer service agents, having spent four years working as a customer service telephonist, looking after general freight and 'LCL' sea freight.

Anica has become a valuable mid-fielder working to the benefit of the whole Melbourne team; even picking up her fair share of good-natured ribbing by the likes of Stella, who sits next door.

Are there any special stories about going the extra mile to deliver extra special service?

"No," says Anica. "Going beyond the call of duty is what we all do every day; it is what we are all trained to do."

For example, a new client rang with their first job at 1:30am one morning.

"The parcel wasn't delivered till the recipient was open in the morning," says Anica. "But we took the call and accepted the booking."

"I love it here," says Anica. "Every day is challenging, everyone is fantastic."

"We are all mad."



Footy Tipping Comp

There are only two seasons: Footy Season and Can't-Wait-For-Footy Season.

One sure tip is that there are going to be winners and losers. But at the end of the day, the best team will win.

Your job is to pick the winners.

And if you win you get bragging rights plus a Myer gift voucher to purchase your own memento of your great victory.

Visit the Direct Couriers web site and click on "Footy Tipping" or contact Simone in our Sydney office on 02 8437 7777.

A Clinical Approach
 page 02



Perth Is A Boom Town
 page 03



New Con Note
 page 04



- New Web Site Has Good Form
- A Clinical Approach
- Brisbane's New Broom!
- Perth Is A Boom Town
- A Commanding Customer
- The Merging Is Complete!
- New Con Note Saves Time, Lifts Service
- Anica's Mad About Customer Service
- Footy Tipping Comp

New Web Site Has Good Form

After 21 years in business, Direct Couriers is as energised as ever, bringing more services to more businesses right around the country.

We are also pleased to announce the delivery of our new web site. It is a major upgrade; all part of Direct Courier's vital new brand.

The new web site has a great deal of new content, from videos and newsletters to facts and figures about our services and offices.

But most important of all is the online ordering and job tracking system.

More than 75% of all customers have placed orders online and you will all be pleased to learn that this time-saving feature hasn't changed.

Not only is it quick and easy to use, but you can also track parcels, obtain quotes, and view your outstanding billings over the past few weeks.

Online quick-fill forms for regular jobs also save a lot of time and safeguard accuracy.

Talking about quick-fill forms, the new, re-designed con note is available for download as a PDF.

Visit the site at www.directcouriers.com.au and take a look for yourself. Plus, pass the URL onto any colleagues who are looking for a fast, friendly and competitive courier service.

We are interested in you feedback including what features you like, and what you think we could do better. Send your feedback to info@directcouriers.com.au.



Sydney Melbourne Brisbane Perth
www.directcouriers.com.au

A Clinical Approach

BIOMET Hudspeth is in the hip, knee and shoulder business, supplying spare parts to hospitals around NSW.

Supply is an exacting process. A ‘hip’ might include dozens of parts and specialised tools. All of these items are delicate.

Time lines are precise.

Parts have to be sanitised through a special three-hour process before use. They are transported to arrive just in time to be checked by a hospital before insertion.



Hip joint.

Sometimes a patient is already in pre-op as the parts are arriving.

If a part goes missing at just the wrong time the consequences can be severe.

To top it all off, hospitals are notoriously complicated places. St Vincent’s in Sydney has three completely different divisions with three different, though all hard to find, delivery points. A hip delivered to the wrong spot can sit undetected for days.

Direct Couriers has been working with BIOMET Hudspeth for more than six years to develop fail-safe processes to ensure everything is delivered as, when and where required each and every time.

“We have developed half a dozen standard delivery containers – colour coded around different sized ‘bins’ we place our equipment into,” says Operations Manager Kyle Hudspeth.

“Now all we have to do is place an order for a ‘red’ to be delivered.”

Also, all hospitals, together with detailed and standardised delivery

instructions have been entered into a menu system.

“We just select the hospital and all the details are automatically inserted into the booking,” says Kyle.

Together with an online ordering system, Kyle says Direct Couriers’ effort to tailor their system to suit his needs has saved a lot of time, money and heartache. “Hours of time each week,” says Kyle.

“The automatic processes take a bit of the human thing out of it,” says Kyle. “This protects us and also protects Direct Couriers.”

Things still do occasionally go wrong, and that is where Direct Couriers’ responsive attitude kicks in.

“Everyone from the bottom to the top of the company is responsive to our needs,” says Kyle. “I never have trouble getting up the hierarchy if I need to.”

That said, Kyle does have one unresolved issue with Direct Couriers.

“The girls on the phone are very friendly,” says Kyle. “A big benefit of Internet bookings was that our guys seemed to take a lot of time when placing bookings by phone.”

Brisbane’s New Broom!

Watch out boys... there is a new broom in town!

The town is Brisbane, and the ‘new broom’ is new fleet manager Michael Chambers.

Michael joins Direct Couriers from TNT International Freight, where he used Direct Couriers frequently as a customer. He came across to join his favourite supplier to take up the double challenge of making sure Direct Couriers delivered not just



packages, but also on the loads of potential it has in the Queensland market.

“Direct Couriers has been growing very fast in Brisbane, and as a result the team is young and super keen,” says Michael. “Bringing strong experience to the table should mean great results for drivers and customers alike.”

Michael’s first objective is to increase training programs for drivers.

“Everyone depends on everyone else,” says Michael. “Drivers depend on the office, they depend on each other, and the office depends on them.”

“Each time one of us goes the extra step in serving the needs of a customer, the whole team benefits. Everyone’s earning potential is increased”

Michael’s focus on time, quality and presentation will put the Brisbane team on track to achieve even better outcomes for customers and drivers alike in the coming months.



Perth Branche.

Perth Is A Boom Town

Not only is Direct Courier’s West Australian operation open for business... it is delivering the goods.

In fact, it is all hands on deck in the West where business is as fast paced as anywhere you care to mention.

Perth is booming.

Direct Courier’s acquisition (last July) is now fully incorporated into our national system, and is keeping up a frenetic pace delivering packages all over Perth and across the Nullabor.

Our Perth operation is built around an ultra-modern high-security warehouse with a computerised despatch job management system.



Perth Team.

If you are doing business with Direct Couriers in other states, and have an office or partner in Perth, let us know and we will give them a call. Or ask them to contact us on 13 16 10 or sales@perth.directcouriers.com.au.

A Commanding Customer

Commander is one of Australia’s best known communications technology brands; one that has been around for a long time.

Its reputation and brand is built around providing quick, responsive technology services to small and medium sized Australian businesses.



to be handled with care.

The relationship was put to the test recently. Direct Couriers acquired an established Perth courier business, thus a process of integration begun.

“When the merger was announced we expected disruptions,” says Sjaan. “But the whole process was smooth.”

“New processes were introduced, but as a customer we didn’t suffer one bit.”

When service is a critical part of the value you deliver to your clients, a courier company becomes a very important partner – as frequently it is a courier that actually delivers some vital product or component to a client.

In Western Australia, Commander has been using Direct Couriers and overseeing this relationship has been Commander Warehouse Manager Sjaan Ten Berge.

“We rely on deadlines being met and rates being competitive,” says Sjaan.

A large company with a substantial courier budget, Commander does its homework.

“We do a lot of research comparing rates and service levels,” says Sjaan. “Direct Couriers are exceptional.” Service with a smile also goes a long way. “The drivers are friendly, in fact they are great,” says Sjaan. “There are no grumps.”

No grumps... and no bumps

Trust in the drivers is doubly important given that, as a technology company, many items are quite fragile and need

It is a great outcome for both Commander and Direct Couriers.

Best of all, it means that early each morning a Direct Courier driver has the opportunity to pick up a regular job and deliver great service for a very competitive price.

The Merging Is Complete!

Direct Couriers and Air Direct Transport have now completed the job of merging the two businesses into one.

There is now no such thing as an Air Direct invoice (there is just the one Direct Couriers invoice) and all drivers now wear Direct Couriers uniforms.

The whole Melbourne team has been working diligently to achieve this outcome at a cracking pace. It is no easy task to take two teams and merge them into one seamless unit.

With the merger now complete, the total focus of the whole team is managing great outcomes for our customers who have come with us through this important transition.