



DIRECT COURIERS  
**Despatch**

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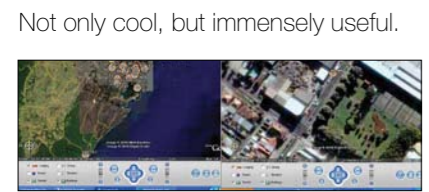
**Your brand on your POD**

You can now add your logo to PODs, making you more visible to your customers. All PODs can be emailed to a requested address, which could be direct to your customer, with your brand logo.



**Someone to watch over**

Direct Couriers' GPS system takes tracking to a new level far beyond showing vehicle locations on a out-moded grid map to letting customers track deliveries visually using satellite pictures from Google Earth.



**Customise your website**

Not everyone needs the same information when making bookings and checking deliveries online. To make life easier for customers, Direct Couriers has now made it possible for you to customise your Web to look how you want it to look.

Whether it be pickup addresses, delivery addresses, pricing and other information, it all is still there, if you need it, but you decide what information is displayed and what remains hidden.

"It may be a customer does not want staff to have access to full information, or it could simply be easier to have staff work with limited information," says a Direct Couriers spokesperson. "Either way, it is the customer who gets to choose, which is the way we like to operate."

Direct Couriers' powerful web booking system can meet your exact needs — talk to your local representative about getting customised.



**Weird World**

Province of Inhambane  
Ministry of Fish and Wildlife  
MOZAMBIQUE

**WARNING**

Due to the rising frequency of human-lion encounters, the Ministry of Fish and Wildlife, Inhambane Branch, Mozambique is advising hikers, hunters, fishermen and any motorcyclists that use the out-of-doors in a recreational or work-related function to take extra precautions while in the bush.

We advise outdoorsmen to wear little noisy bells on clothing so as to give advanced warning to any lions that might be close by so you don't take them by surprise.

We also advise anyone using the out-of-doors to carry "Pepper Spray" with him or her in case of an encounter with a lion.

Outdoorsmen should also be on the watch for fresh lion activity, and be able to tell the difference between lion cub dung and big lion dung. Lion cub dung is smaller and contains lots of berries and dassie fur. Big lion dung has bells in it, and smells like pepper

Enjoy your stay in  
MOZAMBIQUE

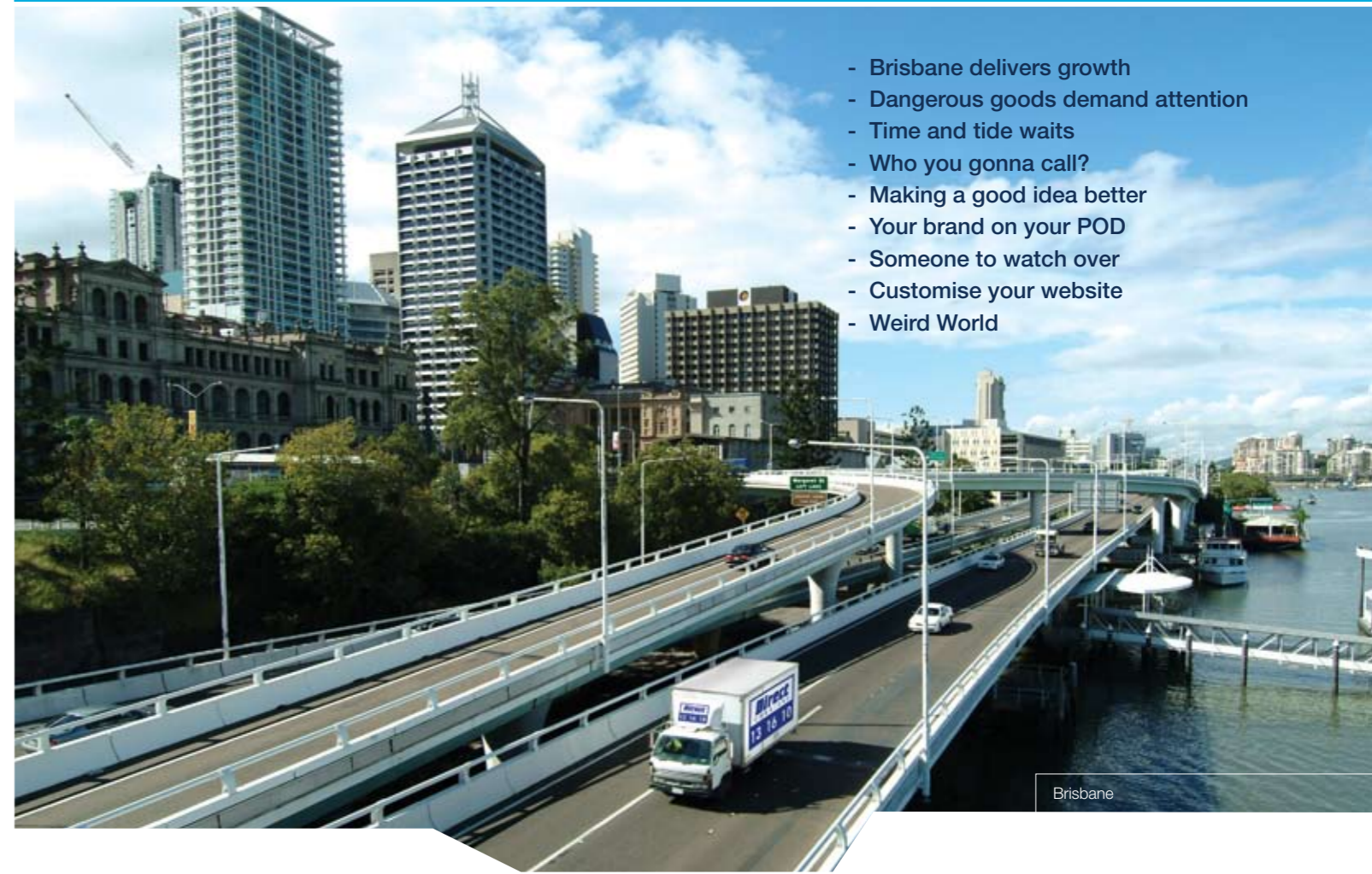
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**Brisbane delivers growth**

Dave Preston, recently appointed general manager of Direct Couriers' Brisbane operation, says he intends to further develop the region off the back of the company's strong IT offering.

With a team of 10 and over 75 couriers on the road, Preston says the operation is thriving along with the growth of the city and standing out from competitors because of the IT capabilities the company offers.

"There are times you could see us as an IT company that has couriers around it," says Preston, who has over 18 years in the industry. "It is great to work for a company that has a fairly flat management structure, allowing for a quick approval process when it comes to innovation."

Having successfully rolled out a GPS and PDA program this year, allowing customers to track and locate deliveries more readily, Preston says the next step is to look for other ways to grow and diversify.

"Over 60 per cent of our business is

with freight forwarders and we would like to develop the business through diversifying," says Preston.

"We are listening all the time to what our customers are saying, and that is what will drive any diversification or future changes."



Dave Preston.



Sydney Melbourne Brisbane Perth  
[www.directcouriers.com.au](http://www.directcouriers.com.au)

## Dangerous goods demand attention



KBR's Jeremy Logan: All areas of transport vigilant.

Customers need to take increased care and attention when shipping dangerous good, according to a leading security and counter terrorism expert.

“In the current environment, especially in light of recent events in the UK, you will find all areas of transport being more vigilant, even if official threat levels remain medium,” says Jeremy Logan, National Security Manager for KBR, an international firm specialising in providing independent tactical and strategic security advice for organisations.

“The end result is that people shipping dangerous goods will need to take greater care in ensuring that they are shipped properly and professionally.”

“Aside from the obvious dangers inherent in shipping such goods, at the very least, if proper care is not taken, there is the risk of consignments being held up. At the other end of the scale, you also run the risks of serious fines or other legal action.”

Direct Couriers has several drivers licensed to carry dangerous goods, while other drivers can carry small quantities of dangerous goods in open vehicles.

“All dangerous goods must be accompanied by an Emergency Procedures Guide (EPG) or a Material Safety Data Sheet (MSDS), with the latter being preferred,” says a spokesperson for Direct Couriers.

All items must have a UN classification and a dangerous goods category or class, for example Flammable Gas 2.

Before accepting consignments, Direct Couriers requires as much information as possible to determine:

- The dangers that may be present.
- How to protect the drivers from exposure.
- How to ensure the safety of the general public, and
- The best means to control an emergency in the event of one happening.

Direct Couriers handles some dangerous goods for inter/intrastate road freight, and all relevant information — MSDS or EPG — must be attached to the freight.

At no time, however, does Direct Couriers accept dangerous goods for transportation on an aircraft.

## Time and tide waits

It has been 18 months since Geoff Dickens, Direct Couriers' Sydney Operations manager, has played tennis.

“And, I love tennis,” he says.

He also loves walks along the beach, fishing, and finding time for a little solitude.

But, he hasn't had time for them, either.

It's not that Direct Couriers is working



Geoff Dickens.

him too hard.

Dickens, you see, lives with his wife, Jenny, in Tuncurry and commutes to stay in Sydney on weeknights. Getting home late Friday evenings, his weekend is spent helping local elderly people.

“My wife and I seem to have adopted an awful lot of old folks and we spend weekends doing gardens, taking them shopping, visiting nursing homes, getting haircuts; there really is no time for ourselves,” says Dickens.

Not that he is complaining. He says aside from the distance, he enjoys his work and the people he works with.

Since leaving the Royal Australian Navy in 1976, where he was a sonar operator — “not much help in civvie street” — Dickens has spent most of his working life in the taxi truck and courier game, much of it in operations management.



Brisbane.

Speaking from such a strong background, Dickens says: “I must say the people here in the call centre and radio room are excellent. Overall, the drivers, too, are probably the best I have ever seen I have worked with, with the majority showing a great deal of common sense and experience.”

Indeed, it was the people aspect of Direct Couriers that attracted him to the firm in the first place.

“I swore I would never come back to Sydney,” says Dickens.

But, having met the company's directors and looked at the company and the way in which it operates as a family culture, he says: “I thought to myself, I could work for these blokes.”

He has been doing so, now, for three years, in a job he describes as challenging.

“Occasionally, you could say it is really rewarding, when you get that difficult consignment delivered on time to Alice Springs, but a lot of the time it is very frustrating,” he says. “You go home at night and think about all the things that have happened that day and then you get to thinking about how you could change things or improve them so it does not happen again. The good thing is, when you do come up with ideas, the company lets you act on them.”

At 52 years old, with three kids and seven grand kids — “Yeah, I started young” — Dickens says he hopes to retire in his sixties.

Then, he may find time for that walk along the beach, a little time for solitude — and maybe even a game of tennis.

## Who you gonna call?

Direct Couriers has professional account managers around the country ready to work with you to get your shipments where you want them to go.

City	Team Member	Title	Phone # Within Local Area	Email
Sydney	Bonnie McRae	State Sales Manager	131610	sales@directcouriers.com.au
	Charles Sun	Account Manager	131610	sales@directcouriers.com.au
Melbourne	Linda Scanlon	Account Manager	131610	sales@melb.directcouriers.com.au
Brisbane	Carey Ayson	Director	131610	sales@bris.directcouriers.com.au
Perth	Frank Tringas	General Manager	131610	sales@perth.directcouriers.com.au

## Making a good idea better

While the uptake of the Internet-based booking system offered by Direct Couriers has been strong, some customers needed more.

Direct Couriers Internet-based booking system did not suit National Parts' method of despatch, “The problem for us was that it was not that user-friendly,” says John Ball, National Parts' Operations Manager.

So, Direct Couriers, working with Ball and National Parts' Warehouse Supervisor, Martin Smith, set about making sure there was a perfect fit.

The end result is an online booking system in place for four months that links directly to National Parts'

customer database and sends pick-up and delivery details directly to the couriers.

“Between us and Direct we tailor-made the program to suit and made it so much easier to use,” says Ball. “Basically, all we need to do now is tab through to enter the information.”

Beforehand National Parts' used a series of Excel spreadsheets, which was clumsy and “old fashioned”, and made reporting difficult.

In contrast, using visual displays and special reporting methods, National can see in an instant how deliveries are going.

If you send multiple deliveries and need a way of tracking them, contact Direct Couriers locally and find out how to make your deliveries faster, more efficient and easier to track.



Ball and National Parts.