



DIRECT COURIERS  
**Despatch**

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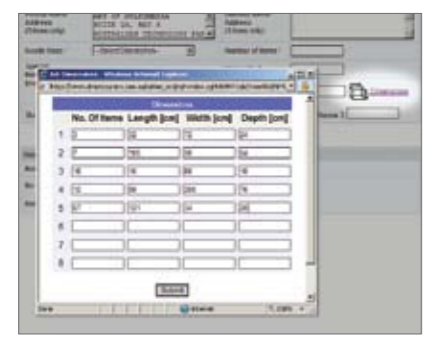
**Online saves time**

The number of customers taking advantage of Direct Couriers' online booking system continues to grow as the company continues to add improvements.

One tip to ensure faster delivery is to enter the correct dimensions of bigger packages.

"Our system is smart enough to automatically select the type of vehicle required to fulfil delivery, even if you have indicated a different vehicle type," says Direct Couriers.

By taking the time to enter dimensions, the correct vehicle will be sent in the first instance, which means clients avoid delivery delays.



Online booking: saves time, saves money.

**Heading for Adelaide**



Adelaide: completes national network.

Direct Couriers has put into play plans to roll out an Adelaide operation within the first half of 2007.

With a solid customer base in the South Australian capital already - currently serviced by a local agent - and national customers asking for the service, Garry Yovich, Direct Couriers' National Sales Director, says: "This will close the loop, making Direct Couriers truly national, thereby increasing convenience, coverage and services."

Customers interested in finding out more about Adelaide coverage should contact Direct Couriers' nearest sales office.

**Tippo kicks off**

Direct Couriers' popular footy tipping competition is ready to go for the start of the Rugby League and AFL seasons.

This years' winners will receive Myer gift vouchers: \$500 for the ladder leader, \$250 for 2nd, \$150 for 3rd and \$100 for 4th.

Follow the Footy Tipping link on Direct Couriers' home page ([www.directcouriers.com.au](http://www.directcouriers.com.au)) to register.



Aussie Rules(AFL)

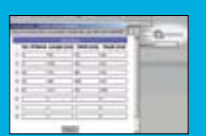
◆ Robbie Williams Depends on Direct page ..... 02



◆ Greg Grows with Brisbane page ..... 03



◆ Online saves time page ..... 04



- Keeping customers smiling
- No pregnant pauses here
- Robbie Depends on Direct
- Sydney on the move
- Greg Grows with Brisbane
- Distribution looking good
- Online saves time
- Heading for Adelaide
- Tippo kicks off

Direct Couriers keeps customers **SMILING**

When the world's number one supplier of dental implants, Nobel Biocare, needs to get implants and equipment to dentists in a hurry — sometimes with patients literally waiting in the chair — Direct Couriers delivers.

It's not that dentists lack preparation, but if a procedure is delayed for any reason, a speedy recovery is a must.

As a result, the need for urgent deliveries to be made — within one or two hours — is nothing out of the ordinary.

"We needed a company we could rely on for that speed of delivery," says Farhad Ghahramani, Nobel Biocare's Logistics Manager.

Based in Zurich, Switzerland, Nobel

now has around 1,900 employees and an annual turnover of around \$808 million, with direct sales organisations in 34 countries. Nobel Biocare leads the world in innovative esthetic dental solutions.

The Australian operation has grown from a handful of employees to almost 60 over the past 15 years. In that time Nobel has relied on Direct Couriers to handle local deliveries and, on occasion, interstate deliveries.

"It has been exciting to watch such an innovative company succeed and grow in Australia, and we are really proud to play our small part in that success," says Garry Yovich, Direct Couriers's National Sales Director.



With five very busy people in logistics, Ghahramani says another advantage of using Direct Couriers is its flexibility in booking deliveries.

"Currently, some people like to call on the phone," says Ghahramani. "Others like to use the online booking. It's good to have both to allow the client to choose."

Speed and choice — what more could you ask for in a courier company?

Especially, when you're the one in the dentist chair.



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

## No pregnant pauses here



Danny Newaj: Happy on the go.

Danny Newaj apologises for talking on his mobile’s speakerphone but he can’t stop.

“A customer called, they have an urgent delivery that needs to be in Melbourne this afternoon and I have to go from the airport into Sydney and back,” says Newaj.

Not an easy run at the best of times and he has a flight to meet.

“The planes won’t wait,” he says. “It’s different if you are taking a package from point to point — buildings don’t move.”

Newaj, whose job is Same Day Consolidator and Next Flight Co-ordinator, as well as being on call 24/7 for rush jobs and emergencies, is typically last to leave the Sydney base.

He worked for 10 years with On Air Express, which was then acquired by Direct Couriers nine years ago.

“I came as part of the package,” says Danny, laughing.

“It was great to become part of a growing company. You are then sure you have a future, you know?” says Danny.

“I like working for the bosses, it’s a family-owned business and they look after me. I treat it like my own business, because that is how you succeed.”

Newaj’s most memorable delivery happened two years ago, involving a contract to deliver time-sensitive computer material at 3am.

“My wife was very pregnant at the time and I was about to go to work when she says she’s having the baby and needs to go to hospital right

away,” says Newaj. “There’s me on the one hand telling her to ‘push, push’ and on the other hand phoning around the boys to get people to handle the computer job.”

With a beautiful baby sister for his son, now eight, the end result was a safe delivery in both cases.

## Robbie Depends on Direct



Close call for Close Encounters.

When international pop star Robbie Williams finished his Close Encounters World Tour, he had played to more than 3.5 million people around the globe.

Although the tour was a great success financially — every date selling out the morning the tickets went on sale — when two whole containers of vital sound equipment for a Perth show were delayed in transit, the organisers knew they had a serious problem.

“The shipment was held up in New Zealand and by the time it got to the Port in Melbourne it was cutting it fine, to say the least” says Paul Sposato, Melbourne-based Direct Couriers Director.

“With many, many phones calls throughout the night, we were able to get access to the port until midnight on Sunday, unpack the containers onto semi-trailers and drive across country to get to Perth on Wednesday, where 200 people were standing around waiting to set up for this massive concert. We made it, no probs.”

The organisers were ecstatic and so too were the fans – without Direct Couriers the only close encounter would have been of the quiet kind!



Brisbane.

## Sydney on the move

Direct Couriers will soon move its Sydney operations to new premises in Botany.

“We are very excited about this move,” says Garry Yovich, Direct Couriers’ National Sales Director. “It is a lot closer to the airport and Port Botany, enhancing our ability to deliver an even better service to all our customers.”

The new premises, with a 2000sqm warehouse plus office space and room to grow, will enable Direct Couriers to add services to its already impressive portfolio, including:

- Receive and unpack shipping containers, with short and long term storage options;
- Store and deliver on demand (pick and pack);
- Provide an online warehouse management system, allowing customers to check their stock levels and book deliveries.

“The online management system is already very popular with our Melbourne customers and we are very pleased to extend its use to our Sydney customers,” says Yovich.

Visit our website for further details and updates.

Are you looking for space? To discuss your Sydney warehousing needs, get in touch with your Direct Couriers sales contact as soon as possible. With considerable interest expressed already, you wouldn’t want to miss out!

## Greg Grows with Brisbane



Greg Ikin: Brisbane year begins at fast pace.

January and early February are traditionally quiet times in business, but this year someone forgot to tell Brisbane, says Greg Ikin.

“This has been the busiest January and early February we have ever had,” says Ikin, who should know as a Direct Couriers Brisbane radio operator.

Not that he is complaining.

Primarily looking after 65 1-tonne trucks in Direct Couriers’ fleet of 85 vehicles, he says he loves the fact there is always something going on, with days normally running from 9am to 7pm.

“Sometimes I’m lucky and get out by 6 or 6.30pm,” he says.

But there is no time for boredom.

“You are constantly on the go and the day goes so quickly. You kind of get into a zone as the day goes on.”

Five years ago, Ikin set out to “make a complete change” from working in a picture framing business. Starting out as a driver, which is “pretty easy to get into”, he then moved into the office assisting drivers with queries and as an assistant Radio Operator. Three years after moving into the office, Ikin is the senior Radio Operator for Direct Couriers Brisbane.

At first the radio room had basic systems and could be totally confusing, but technology has changed all that.

“There have been lots of improvements in the last few years — it is a lot easier now with the tools we have,” he says.

Outside work Ikin likes to spend weekends with his two beautiful daughters, age 10 and 13, and he loves to read; his favourite authors tending towards quirky humour, such as John Irving, Tom Robbins, and, yes, Kurt Vonnegut.

And, as we all know, if you are the dad of two young daughters a sense of humour is a must in life — and in a busy radio room.

## Distribution looking good

Direct Couriers has launched a new reporting tool, the Service Analysis Report on the Direct Couriers website.

“The Service Analysis Report is a great tool for distribution managers, department heads and financial controllers alike,” says Direct Couriers.

The report offers a breakdown and analysis of your Direct Couriers usage for any given period over the past three years. Included is your spend and number of jobs by month as well as spend, number of jobs and percentage of total jobs by service. This report can be presented in HTML, PDF or Excel format.

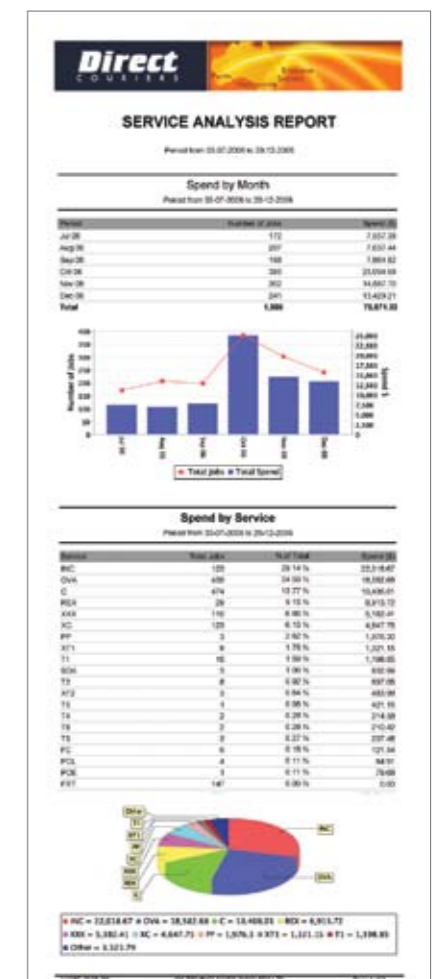
“While anyone with full access to Direct Couriers online services can produce the report, it is a fabulous way for distribution managers to shine by presenting information in an easy to read format with supporting graphs,” says Direct Couriers.

The report takes about one minute to produce and, being 100 per cent accurate, can often be better than internal records.

Best of all, it is free.

Just another way Direct Couriers looks after its customers.

Check it out at [www.directcouriers.com.au](http://www.directcouriers.com.au)



New reporting tool makes distribution managers stars.