



◆ Issue 10
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DIRECT COURIERS
Despatch

Get ready for Christmas

Customers are being reminded to be aware not only of the increase in the volume of deliveries at this time of year, but also to consider what can be delivered.

"There is always a big increase in local and national deliveries in the lead up to Christmas," says Gary Yovich, Direct Couriers' National Sales Director.

"This means we encourage customers to plan in advance, make their bookings early and take full advantage of Direct Couriers online booking and POD services."

Before finalising your Corporate Christmas gifts, we recommend you speak to your Direct Couriers Account Manager. It is important to consider the

best method of packing goods and also whether any transport restrictions apply to the goods you are considering sending. By firstly speaking to your Direct Couriers Account Manager, you can limit any possible issues.

This is all part of the service!

Season's Greetings

Christmas is upon us again and it is a time to look forward to being with family and friends.

It is also a time to reflect on the past year and we have much to be proud of at Direct Couriers.

We have continued to grow, month on month, have put in place important technology solutions, we have built and relocated to a new premises in Melbourne,

moved to larger more diverse premises in Sydney, handled an array of trying circumstances, in particular the APEC disruptions, and all the while sticking to our promise to deliver anyhow, anytime, anywhere.

We are proud and grateful of the job done by all of our staff and drivers around Australia, and most appreciative for the continued support and praise from our growing number of customers.

All that remains to be said is have a happy and safe holidays and we look forward to working with you in the New Year.

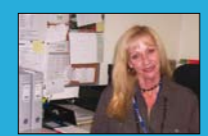
Merry Christmas.

Gary Yovich,
National Sales Director, on behalf of all of us at Direct Couriers.

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Challenge fails to outfox Direct Couriers.

Photo supplied by: Panasonic World Solar Challenge and SolarFox.

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Taking up a solar challenge

The biennial Panasonic World Solar Challenge sees bright young minds excel in the fields of engineering, physics, electrochemistry and mathematics, in order to research, build and design solar vehicles capable of completing the 3000km journey from tropical Darwin to Adelaide.

Celebrating its 20th anniversary, this year's event also proved something of a challenge for Direct Couriers.

"Our client Ged McLaughlin contacted us on Tuesday morning to say that arrival of the Solar Fox vehicle into Melbourne was delayed due to airline offloads as well as Customs and AQIS inspections," says Paul Sposato, Direct Couriers' Melbourne-based director.

"The vehicle, a UK entry, was customs cleared that Tuesday afternoon and needed to be in Darwin by Friday to be in time for the race start on Saturday."

Riding on delivery were the hopes of the 20 British students who had built the car, also arriving that Friday to watch the race.

"Due to the size of the crate, domestic flights were restrictive and only one particular aircraft was capable of uplifting the cargo," says Sposato.

So problem solved?

Not quite: "The airlines could not guarantee that the crate would be uplifted so we organised a vehicle with two drivers to drive it directly to Darwin," says Sposato.

As a result, the Solar Fox was able to join the other 37 entrants at the starting

line and to come in at a respectable 11th placing.

Just another example of Direct Couriers "Anytime, anyhow, anywhere we'll get it there" approach to customer service.



Delivering quality service



Alloys International has established a reputation as the leading distributor of digital imaging and print solutions to resellers Australia wide through a level of service unmatched in distribution today.

Alloys says the IT industry is “highly competitive and constantly evolving”, which means resellers need to keep abreast of changes to ensure they offer the latest products and technology, thereby gaining a competitive edge.

“At Alloys, we don’t just move boxes, we provide solutions,” says Alloys.

In addition to superior customer service, in depth product knowledge and a comprehensive product range, when it does come to moving those boxes, the company is committed to getting goods to resellers on time. They offer four deliveries daily, handy pick-up services, high stock levels and no minimum order fee.

Efficient delivery is a critical component of maintaining Alloys’ brand reputation.

“Fast delivery is very important,” says Peter Sonka, Alloys’ warehouse manager.

“When we use Direct it is because they offer a very quick delivery service which compliments our service, especially around Melbourne, and they are the only ones that can supply this.”

“Nationally, when we want stuff overnight, they can also handle that.”

When it comes to consistent service levels, Direct Couriers has maintained an impressive track record.

“We used to have several companies we used and a lot of them had trouble giving us the service we required. With Direct Couriers, we haven’t had a problem with them in seven years,” says Sonka.

With such good service, Sonka says he will be sticking with Direct Couriers for some time to come.

“There is no reason we would want to change,” says Sonka. “We are quite happy with the price. I know some people are dearer and some are probably cheaper, but I wouldn’t change because they don’t let me down — that’s more important.”

Brisbane all at sea

The Rotary Club of Wynnum Manly’s 2007 Charity Sail Day was a day of pure nautical pleasure on the stunning Moreton Bay — all for a good cause of course.

In order to raise money for CareFlight, which provides a world-class rapid response emergency medical retrieval service at no cost to patients, owners of 20 luxury vessels donated the use of their boats.



Companies then “bought” a motor or sail boat and its skipper and crew for the day.

Direct Couriers was pleased to be part of such a worthwhile event and ‘bought’ a 68-foot cruiser.

If that sounds like doing it tough, the day started with a champagne breakfast on the Royal Queensland Yacht Squadron boardwalk then it was all aboard for a morning cruise of one of the best-sheltered waterways in the world.

Naturally, the sea air stimulated hearty appetites, so a seafood and chicken lunch with ample quantities of beer, wine and other refreshments were served at one of Moreton Bay’s idyllic havens.

“It was the perfect way to say thank you to your valued clients and business associates, while at the same time doing a good thing for charity,” says Direct Couriers Brisbane General Manager, David Preston.

The end result was a \$12,000 cheque for CareFlight and a good day had by all!

Trans Tasman talks support

Over 140 delegates and their partners attended the October Customs Brokers & Forwarders Council of Australia (CBFCA) national conference in Queenstown, New Zealand.

Aimed at the international trade logistics and supply chain management service



CareFlight Charity Sail Day.

industry and representatives from regulatory agencies in Australia and New Zealand, the conference theme was Bi-lateral and Mutual Recognition in Trans Tasman Border Security.

The Conference brought together keynote speakers from the World Customs Organization (WCO), Brussels, the US Customs & Border Protection (USCBP), Washington, as well as the Chief Executive Officers from the Australian and New Zealand Customs Services.

Lars Karlsson, Director, Capacity Building, WCO, in the keynote speech, addressed key initiatives from the WCO in relation to the Framework of Standards to Secure and Facilitate International Trade (SAFE). Karlsson appraised delegates as to key initiatives from the WCO within the SAFE Framework, in particular issues relating to mutual recognition as well as the SAFE Business to Customs requirements.

Nick Sposato, Direct Couriers’ Melbourne Sales Director represented Direct, which was one of the event sponsors. “In addition to being an excellent conference, it was an opportunity to mix with some of our customers on an informal basis,” says Sposato. “You tend



Left to right: Andrew Fewster (Intermar) Russell Annett (APC Logistics) John Sernio (APC Logistics) Nick Sposato (Direct Couriers)

to see a different side of people in social settings and it helps you build better relationships.”

Next year’s CBFCA conference will be held from September 11-14, at the Sheraton Mirage, Gold Coast.

Staff profile: Thriving on pressure

Linda Meneghello in Direct Couriers’ Perth office says she loves her job.

The only trouble is, she’s not too sure what that job is.

“I’m probably what you call a Jack of all trades,” says Meneghello, who came across to Direct Couriers when it acquired Couriers West in July, 2005.

“Sometimes I say, ‘Which hat am I wearing today? I’m sort of administration and customer service,’ she says. “We’re smaller, you see? The Perth office is not as big as Sydney and I had to learn pretty well everything and I can sort of handle everything.”

So, working anything up to 10 hour days, Meneghello can be found checking drivers’ pays, handling customer service or taking bookings.

Outside of work, Meneghello focuses on family and friends.

“When you work full-time and you have only got Saturday and Sunday, you are either going to a family thing or there is something special on, that sort of thing. Then, you’ve got housework to do,” says Meneghello.

Having raised her children — two boys and a girl now in their mid-20s — Meneghello began working part-time doing bookwork for a family member who had a transport company.

Eleven years on, she says she still loves every bit of the work.

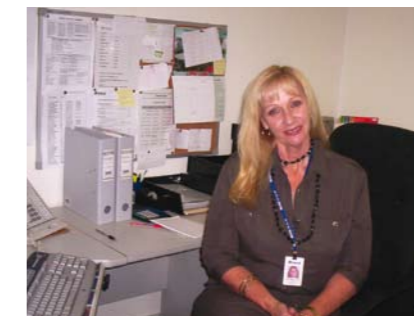
“Transport has got to be in your blood,” says Meneghello. “I actually thrive on it. I love the pressure. I’m hard on myself, because I don’t like making mistakes.”

Driven by wanting to get it right for the customer, Meneghello often tries personally to watch jobs go through.

That, however, is getting harder to do.

“As the Perth office is growing so fast, when Sydney make bookings to be delivered in Perth, they have to be accurate with all of the details and particularly what account they want to use, I can’t watch it all now. Before, when it was small, you could do that. Not now. Perth is in a boom, you know?”

Working for Direct Couriers is “fantastic”, she says, and starting from the interview onwards, the focus is on customer service.



Linda Meneghello.

“That’s where the dollars come from, isn’t it? Customer service,” she says.

“Direct Couriers are very, very good to me, too. You wouldn’t stay in a job unless you were happy with it — I wouldn’t change my job.”

Even, if she knew what that job was.

For the record, having checked, it is Customer Service Supervisor.

Or, Administration Manager.

Depending on the day of the week.

Driver profile: Listen to experience

In his 20 years in the industry, the last two in Brisbane and the previous seven in Sydney, Peter Moynahan has worked in just about every area of the business, including sales, dispatching, fleet management, through to chairman of a drivers committee.

Today, he drives for Direct Couriers in Brisbane.

“I like the freedom and the outdoors,” says Moynahan, whose only regret is that he didn’t make the move sooner.

“I just wanted a change of lifestyle and wish I had made the move 25 years

ago. It is a great spot up here,” says Moynahan.



Peter Moynahan, Driver.

Not that it has all been beautiful one day and perfect the next.

Married with two children, Moynahan faced life-threatening cancer surgery.

“I still consider myself lucky to be here,” says Moynahan.

While recuperating he began coaching an under-8s indoor soccer team.

“It’s one of the quickest games you’ll ever see,” he says of the game that keeps him young at heart.

At almost 60, though, his experience shows in his advice to fellow drivers.

“Get things off your chest, then roll on,” Moynahan says.

“Don’t panic. Don’t rush. As soon as you start to push yourself, accidents happen.”

“You also need the ability to speak your mind, then forget about it. If you let it blow up, that’s also when accidents happen.”

Sound advice, indeed.

Direct Sydney continues to grow

On November 5, Complete Cargo Services (CCS), based in Sydney, merged into Direct Couriers.

CCS came with a variety of vehicles, drivers and key staff members, including Cheryl and Martie in operations and customer service as well as Steve in sales.

CCS has an array of customers in varying industries but with an emphasis on the local delivery of International Air Freight and Sea Freight.

We see CCS and Direct Couriers as a great fit and we look forward to a successful integration. We extend a warm welcome to all of our new customers and look forward to working with you.