



◆ Issue 19
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 ◆ 2010

DIRECT COURIERS Despatch

Online saves you even more time

Coming soon

We are excited to announce that sending national and international deliveries with Direct Couriers will soon get a whole lot easier!

Many Direct Couriers customers are familiar with our user friendly online services. Using this handy system, clients will shortly be able to book not only local but also national and international deliveries.

The days of filling in consignment notes by hand and phoning our Customer Service team to book in national and international deliveries are numbered.

More information on this exciting new development will follow in our June newsletter!

Footy tipping fervour



For all you footy fans, Direct Couriers Footy Tipping is underway for 2010!

Whether you follow the Super 14, NRL or AFL (or all three); clients are welcome to register for tipping at directcouriers.com.au.

The seasons kick off on –

- Super 14 - 12th February
- NRL - 12th March
- AFL - 25th March

It is never too late to join and each competition offers eligible tippers the chance to win Myer Gift Vouchers as follows –

- 1st prize - \$400
- 2nd prize - \$200
- 3rd prize - \$100

**If there are ties at the end of the season, prizes will be shared.*

Good luck to all tipsters!

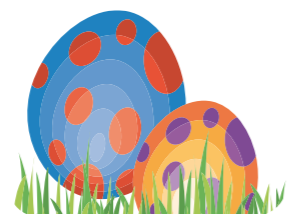
Easter reminder



Easter falls on the first weekend of April from Friday 2nd to Monday 5th. There is an additional public

holiday in Tasmania on Tuesday 6th April. Be sure to factor in these public holidays when you are planning deliveries around this time!

Interesting fact



Easter is a 'moveable feast' because the date it is celebrated changes every year! Easter falls on the first

Sunday following a full moon after March 21. So if there was a full moon on Monday (March 22), Easter would be celebrated on Sunday (March 28).

Sourced from: <http://wanttoknowit.com/interesting-facts-about-easter/>

This month in history



March 24, 1989 - The largest oil spill in U.S. History occurred as the oil tanker Exxon Valdez ran aground in Prince William Sound off Alaska, resulting in 11 million gallons of oil leaking into the natural habitat over a stretch of 45 miles.

Sourced from: <http://www.historyplace.com/specials/calendar/march.htm>

The digital age

At Direct Couriers we are making the move to digital with future editions of our newsletter being delivered to your inbox instead of your post box.

The print version of our newsletter has been keeping clients regularly updated on Direct Couriers since 2004. Twenty-two editions later, it is time for a re-vamp!

Moving to a digital newsletter will enable us to keep clients updated with timely information on a more regular basis. It will also mean that we can include web links from the newsletter, allowing you to access additional relevant material.

Enhanced features such as these will make the newsletter a more useful resource. We look forward to receiving your feedback as we make the move to the new format.



www.directcouriers.com.au

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Direct Couriers Melbourne team, standing left to right – Matt, Warrick, Mick, Stuart, Kelly, Jayde, Stella, Mary, Anica, Bernie, Nikki, Burnie, Wayne, Gary. Front row left to right – Paul, Tony, Ben, Nick, Anthony, Stuart.

Marking ten years

Direct Couriers Melbourne

Direct Couriers Melbourne is celebrating a milestone. In April 2010, the business has been operating for ten years!

From small beginnings in shared premises with a team of three office staff and 8 drivers, the business has achieved considerable growth and today operates out of a 6,000m2 purpose built facility in Keilor Park with a team of 22 office staff and 121 drivers!

The success of Direct Couriers Melbourne has been helped along by two key factors, the commitment of long term staff/drivers and technology.

Paul Sposato, General Manager Direct Couriers Melbourne, says, "Quite a lot of

our team have been with us for most of the journey and this has contributed in no small part to the development of the business."

On the other side of the coin is technology which has always been a focus for the Direct Couriers group. Paul says, "The introduction of mobile data terminals, then hand held data units, electronic proof of delivery and the development of online booking facilities has helped the business grow rapidly."

Direct Couriers has also enjoyed the benefits of developing long term relationships with a number of customers and Paul says, "I would like to take this opportunity to thank all our valued customers and supporters from the past ten years for their ongoing loyalty, without them we wouldn't have a business to celebrate."

Along the way to reaching ten years, the business has encountered a few challenges. There is the constant struggle faced by many in the industry of attracting young people to the ranks, particularly as Owner Drivers.

However, the biggest challenge that comes to Paul's mind was the acquisition of Air Direct in 2005, "Doubling the business overnight and integrating Direct and Air Direct was the biggest challenge we have faced, it was the most exciting thing as well!"

Over the next ten years, Paul is looking forward to working with both clients and staff to ensure Direct continues to grow and develop for many years to come.

Against the grain

Gio Degiorgio, Melbourne Driver



Gio Degiorgio.

Gio Degiorgio was the second owner driver to join Direct Couriers Melbourne. The only people who can say they have been with the company longer are the owners!

After 14 years working as a Production Manager for a clothing firm, Gio was looking for a change, “I wanted a bit of freedom and less stress, pretty much something different after 14 years stuck in a factory.”

For the last nine years, Gio has been doing a dedicated run going from Essendon to as far as Castlemaine and return each day, making approximately 100 stops along his route. From Monday to Friday, Gio makes sure the banks in these areas get their time critical internal mail.

It’s the enjoyment he gets out of this country run that has kept Gio in the job for so long, “I enjoy it a lot more than driving around the city in traffic, there’s no stop start! I just load up in the morning and there’s no hassle.”

During Directs early days, Gio also enjoyed the camaraderie of the other drivers as a member of the social club. He took part in ski trips, weekends away and Christmas Parties for the families.

Although the business has grown over the last ten years, moving five times along the way, it is what hasn’t changed that says the most! Gio explains, “I have a really good rapport with Paul and Anthony (Company Owners). If there’s any trouble, they’re compassionate and accommodating.”

When he isn’t at work, like many Melbournians, Gio likes his sport. In the summertime he enjoys wakeboarding which in simple terms is like snowboarding on the water! He also likes to get in some fishing when he can and is a keen AFL follower, supporting Hawthorne.

With a great outlook based around keeping calm, building a rapport with clients and going the extra mile, Gio is sure to make a successful courier driver for many years to come!

Hanging about

Wlad Kokocha, Melbourne Driver



Wlad Kokocha.

After working for 24 years as a trapeze artist in the circus, travelling throughout Europe and Australia, Wlad Kokocha retired. Having spent all his time on the road with the circus, he wasn’t sure what his next step would be.

At a loose end, Wlad assessed his options and as he had a truck he approached Direct Couriers Melbourne for work. In 2000, he was one of the first owner drivers to join the new Melbourne office.

Although entirely different from his original occupation, what they both have in common is freedom. Wlad explains, “I like the freedom of being on the road, I can’t be locked in one spot.”

These days though, instead of travelling around Europe and throughout Australia, Wlad drives his 8.5 tonne tautliner truck around Melbourne. The majority of Wlad’s work involves delivering airfreight, including dangerous goods, on behalf of Direct Couriers’ clients.

You might wonder if there are any other similarities between the two jobs. As Paul Sposato, General Manager Direct Couriers Melbourne says, “Having worked as a trapeze artist; Wlad has no trouble jumping in and out of his truck all day!”

Having overcome early difficulties with delivery paperwork, mainly arising because English is his second language, Wlad has remained with Direct for ten years. When asked what has kept him in the job, he simply says, “I enjoy driving the truck.”

Over the years, with the advent of technology including the hand held data units, Wlad has found things are now much easier. Receiving job details electronically means there is little room for error or misunderstandings.

This all helps Wlad to ensure he is on time, which of course is one of the most important attributes for a courier driver. I suppose this goes for trapeze artists as well!



Direct Couriers management team, from left to right – Frank Tringas (Perth), Barry Reichman (Sydney), Steve Tringas (Perth), Peter Reichman (Sydney), Carey Ayson (Brisbane), Nick Sposato (Melbourne), Paul Sposato (Melbourne), Anthony Sposato (Melbourne), Garry Yovich (Sydney) and Phil Eiffe (Adelaide). Not present, David Preston (Brisbane).

New faces

Warren Maguire, Operations Supervisor Adelaide



Warren Maguire.

Warren Maguire was recently recruited as the Operations Supervisor for Direct Couriers Adelaide. With a number of years experience in the domestic and international courier industries and having worked both on and off the road, he had the right credentials for the job.

As Operations Supervisor, Warren will be kept busy running the Adelaide fleet. Although, having only been with the company for a few weeks when we spoke, Warren says, “I am still trying to soak it all in at the moment and am taking the opportunity to ask lots of questions!”

With the Adelaide branch less than two years old, Warren is excited to join the team at this early stage explaining, “I’m appreciative of the opportunity to join Direct and am glad to get in at this time and to grow with the company.”

Having made the move to Adelaide eight years ago, he is confident the city he describes as a ‘hidden jewel’ holds a lot of potential for Direct.

When he isn’t at work, Warren, with his wife Carmen, can be found running around after their three children aged 8, 19 and 21. He also enjoys ocean kayaking and is partial to a game of golf if the opportunity arises.

Warren is looking forward to working with our fleet to ensure clients receive the best possible service. We would like to welcome him to the team and wish him all the best in his role with the Adelaide branch!

Planning to progress

At Direct Couriers we are looking forward to all the promise and possibility a new year presents.

In 2009, like many other businesses, we encountered a number of challenges. However with a focus on the future and with the commitment of our long standing team, we continued to invest time and resources to deliver our clients the best possible service.

Determined to build on a strong platform, Direct Couriers National Management Team came together on the Gold Coast in February to lay the ground work for the next 12 months. From this meeting, a number of exciting initiatives have been mapped out for 2010.

Garry Yovich, Direct Couriers National Sales Director, says, “We have a number of projects underway which will deliver real benefits to our clients. For instance, after a lot of development work, clients will shortly be able to make national and international bookings online which will mean considerable time savings.”

At Direct Couriers we are focussed on our motto, ‘Anytime, anyhow, anywhere – we’ll get it there’. We are confident our new initiatives are a step in the right direction and we look forward to working with our clients to make this year a success.

Anytime, anyhow, anywhere

B & H Worldwide



It is likely many of you wouldn’t have heard the name B&H Worldwide. However, as a niche supplier of logistics services to the aviation industry they fulfil an important role, delivering aircraft parts to ensure flights stay on schedule!

From their corporate headquarters in London Heathrow, to their strategic offices and business partners around the globe,

B&H Worldwide operates 24/7/365. They are entrusted by airlines such as Qantas and Jetstar Airways with the timely delivery of aircraft parts for scheduled maintenance and even more critically, with getting parts to an aircraft that may be unexpectedly grounded.



Ange Kovacevic, National Operations Manager with B&H Worldwide Australia, has been with the company for 12 months. During 2009, a year in which many businesses experienced a downturn, B&H Worldwide achieved exceptional growth.

The success of B&H Worldwide is underpinned by a client focussed philosophy and the motto, ‘Delivering on our promises’. Ange says, “At B&H we are not rigid, we are flexible in our approach allowing us to react quickly to meet our clients’ needs.” The support of good business partners, including Direct Couriers, has also helped the company to grow.

Since 2008, Direct Couriers Sydney has been called on by B&H Worldwide to deliver anything from a tube of glue, to a nose cone, wing section or a 5.5 tonne jet engine to Newcastle, around Sydney and further afield.

The relationship started because like B&H Worldwide, Direct Couriers offered services 24/7/365 which was essential. Aircraft don’t break down on a schedule and whether it is midnight or the weekend, B&H Worldwide can call Direct and know that the delivery will be arranged!

B&H Worldwide also found Direct was very flexible in their approach, Ange explains, “Any requirements we’ve had have been discussed. Direct have been flexible to adopt changes we or our customers have required, they have educated us on how we can better use their systems to help us achieve what is needed.”

As a company, B&H Worldwide have always been focussed on technology, giving clients access to their in house web based tracking system ‘Ontrack’. Using this system, their clients can track the location of a shipment using any number of criteria ranging from air waybill number, part or serial number to purchase order number. They have enjoyed the same level of access to information and transparency

using Direct’s online services.

On top of all this, the Direct team has become familiar with B&H Worldwide and the types of goods they move which helps. In particular, Ange says, “Nino, Direct Couriers’ after hours co-ordinator is a valuable asset. We know whatever time we call, he will answer the phone and arrange a delivery and keep our team informed.”

As B&H Worldwide continues to hit their straps, the team at Direct is looking forward to the next challenge they send our way!

Not just a pretty space

Do you need space? Direct Couriers Botany Warehouse has space available right now for your short and long term storage needs!



Not only do we have space, our warehouse offers –

- Convenience - warehouse located close to the port, airport, CBD and major arterials
- Flexibility - we can take delivery of anything from a single pallet to a 40ft container of goods (unpack service available)
- Security - warehouse monitored via CCTV, visitors required to sign in and all people on site must display ID
- Technology – our Online Warehouse system, accessed securely via our website, provides clients with information on goods in storage and to a multitude of reporting options

Whether you are looking for storage space as a short term stop gap or a long term outsourcing solution, contact one of our helpful team on 13 16 10 or (02) 8437 7777 to discuss your needs.