

ON TIME DELIVERY IS THE
HEART OF OUR BUSINESS

direct
COURIERS



We offer:

- A NATIONAL PRESENCE
- A FLEET OF 650+ VEHICLES NATIONALLY
- LIVE GPS TRACKING OF ALL SHIPMENTS
- SERVICE 24 HOURS A DAY, 365 DAYS A YEAR

www.directcouriers.com.au

SYDNEY | MELBOURNE | BRISBANE | PERTH | ADELAIDE

PH: 13 16 10

Since inception in 1983, Direct Couriers has forged an unparalleled reputation for fast efficient service backed by responsive customer service and a management team understanding of customers' individual demands and requirements.

We understand the critical nature of the healthcare industry and provide a service specifically to meet the transportation services required. Whether you're distributing pharmaceuticals, lab samples, orthotics or loan kits, Direct Couriers provides urgent point to point delivery services 24 hours a day, 365 days a year.

Our technology allows you to monitor your deliveries from pick-up all the way to delivery. Proof of delivery (POD) is available online immediately when your delivery is made.

Our services include:

- Critical Express courier and trucking
- Same day local domestic delivery service:
 - Regular, Express and Elite Courier Set Runs
 - Hourly Hire of Vehicles
 - Taxi Truck Services
- Next day interstate delivery service to major cities:
 - Overnight Express
 - Priority Overnight Express by 09:00hrs
- Road Freight (Interstate - Intrastate)
- Same day interstate services
- International courier services
- Scheduled and routed deliveries for pharmacies, hospitals, clinicians and laboratories
- Short-term warehousing solutions and 24hr LIVE stock monitoring

At Direct Couriers we believe we have the most comprehensive courier service available in the market today. We have the experience, resources and technology that not only satisfy the varied delivery needs of our customers, but exceed their expectations.

We operate a fleet of approximately 650 vehicles nationally, comprising of courier vans to taxi trucks. Specialist air-ride, tail lift and flatbed vehicles are available as requested, providing delivery options for a diverse range of distribution requirements.

We provide our customers an outstanding level of service, not only with the collection and delivery of their products, but the complete management of their distribution needs through LIVE information, statistics and reporting procedures.

Direct Couriers service coverage extends to after hours, weekend & public holiday requirements. We are a 24 / 7-365 operating facility!

Direct Couriers has a secure website providing a comfort level to our customers who know their confidential information will be safe in our hands.

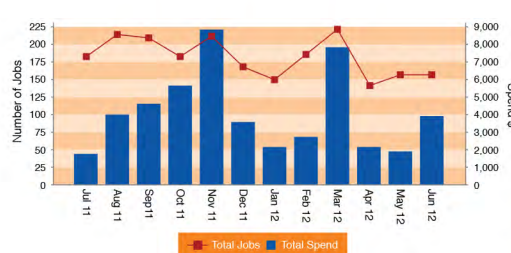
Our technology allows you to:

- Book deliveries online
- Track deliveries online to view their current status (Allocated, Picked Up or Delivered), with POD details being made available in real time on delivery
- Save your regular delivery runs as 'Favourite Jobs'
- Save the 'Regular Items' that you send
- View the history of deliveries booked any time in the past 2 years using any combination of these search options:
 - The receivers or senders name
 - Any nominated date range
 - Your own reference
 - The type of service used
 - The suburb of pick-up or delivery

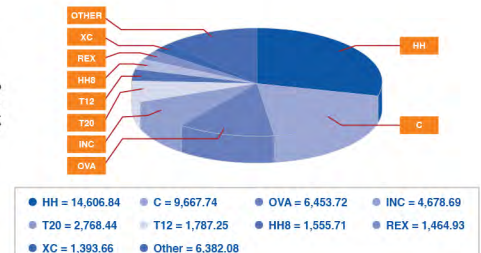
Search Delivery History

Account	All Accounts
From Date	28-09-2012
To Date	28-09-2012
Job Number	0
Service	Select Service Code
Reference	
Company Name (from or to)	
Suburb (from or to)	
Bond Name	
Sort Jobs by	Job Date
<input type="button" value="Submit"/>	

Generate Sales Analysis Reports



Generate Service Analysis Reports



Direct Couriers allocate a Customer Account Manager to ensure you will be kept informed at all times.
We deliver a **SERVICE GUARANTEE** that will give you peace of mind.

Direct Couriers provide our customers access to the latest technologies available in the courier market. The proprietary systems we have developed are tried and tested yet still flexible enough to meet customers' individual needs.

Visibility & Tracking is fundamental under normal circumstances, however it becomes mandatory in critical industries. Direct Couriers has advanced tracking technologies to ensure that you have access to our LIVE monitoring system with the added benefit of receiving critical updates regarding the location of your products throughout the entire delivery process.



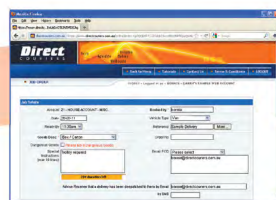
Proof of Delivery (POD)

Mobile text message and/or email sent when the driver has delivered the goods.



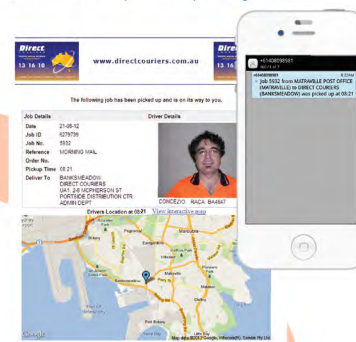
Online & Phone Bookings

Bookings can be made through our online booking system or via the phone.



Pick-Up Confirmation

Mobile text message and/or email sent when the driver has picked up the goods.



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Geo-Fencing

Mobile text message and/or email sent when the driver is within a customised km radius of the destination.



Mobile Device Application

Our mobile device application allows you to get fast quotes and monitor consignments while on the run.



Live GPS Monitoring

You will be sent a link with the **Pick-Up Confirmation** which allows you to track your consignment live.



Features include:

- Online or Phone Bookings
- Pick Up Confirmation
- Live GPS Monitoring on your PC or Smartphone
- Direct Couriers APP for fast quotes and live monitoring
- Geo-Fencing Updates: updates sent within a certain km radius of destination location
- Proof of Delivery (POD)

Benefits include:

- Accessibility
- Mobile Solutions
- Complete Visibility
- Total Security
- Business Integrity
- Service Guarantee
- Peace of Mind!



Direct Couriers' entire business strategy and philosophy is growth through retention of customers. With this in mind, a long-term relationship with our customers is paramount and Direct Couriers has had an association with the majority of its major customers for many years.

Here is what they think:

"Right from the start, Direct Couriers impressed us with their efficient, professional manner, we have now been in a partnership for over 10 years. Bausch + Lomb Australia needed an effective Courier company that could meet our demands & expectations, by partnering with Direct Couriers we have been able to consistently meet our customers service expectations."

"Because Direct Couriers has many years experience in the transport industry, we recognised they could support our business & what our customers expect, our relationship is built on their ability to service our needs."

"Our experience with Direct Couriers confirms to us that we've partnered with true leaders in the same day transport services."

Scott Luckman, Supply Chain Manager



"Direct Couriers has been our logistics partner for the past 4 years. As a licensed GMP and TGA facility manufacturing high grade pharmaceutical and supplement products, it's pertinent that we work with quality suppliers through our supply chain; from obtaining our raw materials through to the delivery to our customers."

"We are extremely impressed with Direct Couriers' technology, their ability to meet our changing expectations and most importantly, that they treat all our deliveries as if they were their own."

"We would highly recommend any company the professional and timely services that Direct Couriers provide."

Leon Zhang, Customer Service Manager



"DHL Supply Chain has been working with Direct Couriers as our preferred supplier of 24/7 point to point courier work for over 6 years. Over this time they have been partners in a number of our growth initiatives."

"DHL and Direct have an integrated IT platform that enables one touch booking of services and visibility, and their driver's commitment to understand the end customer's requirements is key to our ongoing relationship."

Richard Phillips, Vice President Service Logistics and Domestic Transport South Pacific



13 16 10 | www.directcouriers.com.au



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