

Why do I need what3words ?

We're using what3words to offer our customers even faster, more accurate deliveries

We are very excited to announce that we have added what3words to our online booking form to give our customers a smoother delivery experience.

Postcodes and street addresses often don't lead couriers to the right place. Our drivers can often waste time searching for the right drop-off point at apartment blocks with multiple entrances, on large industrial estates or in rural areas, where postcodes cover large areas. That's why we're using what3words – so that our couriers always know exactly where to pick-up and drop-off customers' goods.

what3words is a really simple way to communicate any location. It's given every 3 metre a unique combination of three words.

It means our valued customers can confidently receive your jobs hassle-free and without giving our drivers and customer service teams extra instructions over the phone. They simply provide a what3words address at the job booking to make sure your items arrive exactly where they need it.

Example.

Our customers delivery site is 43/12-22 Newington road, Marrickville NSW. This address in Google maps is highlighted in Red.

Google maps can only show 12-22 Newington Road. The driver will be told they have reached the destination but the townhouse number would not be visible from Newington Road.



By utilising what3words, the customer can highlight the actual townhouse number as per below.

The what3words navigation, will provide the exact directions the driver must take in order to find the townhouse immediately. In this case, the driver was instructed to turn off Newington Road onto Philpott St and then left onto Pritchard St then another left to the front door of the correct townhouse.

What3words has saved the driver valuable time in locating the correct address in addition to potentially avoiding an unsuccessful delivery.





Step 1 – Login to the client portal and select the Job booking tab.



Our what3words online job booking user guide

Step 2 – Within the job booking page, what3words is now available for the pick up location and the delivery location.

	MENU TOOLS	CONTACT US TERMS & CONDITIONS LOGOUT	
B ORDER		SYINTY - Legand In 41 - PAUL - HEURE Assault 21 - HEURE ACCOUNT - MIRC.	
Booked By	peul	Reference • More	
Operator Phone -	+612643/////	Order No	
Date	10.02.2021	Vehicle Type First Available v 0	
Ready By *	9:10	Goods Desc *	
		Dangerous Goods 🔄 Please tick if Dangerous Goods	
eg 1 Pickup 🗸	Favourite Jobs	🛫 Photo to be taken at this leg 🔋 Dimensions in 🛛 ern 👻 Weight in 🗽	
Address Book	1 : DIRECT COURIERS, UNIT	Export 0/S Dest.	
Suburb *	BANKSMEADOW	Items *	
Company *	DIRECT COURIERS	Weight (kg)	
Address Line 1	UNIT A1,	Cubic Metres	
Line 2	2-8 MCPHERSON STREET	Enter Dimensions (0)	
Phone/Contact		Pallet Transfer Details	
what3words		0	
	Find my ///what8words		
	Add to Address Book		
eş 2 Delivery 🗸	Please select a service 🛛 🗸	🔳 Photo to be taken at this leg	
Address Book	Select a regular address 🛛 👻	Items *	
Bond Name	~	Weight (kg)	
Suburb *		Cubic Metres	
Company *		Enter Dimensions (0)	
Address Line 1		Pallet Transfer Details	
Line 2			
Protection and			
winacaworda	Find my ///what8words		
	Add to Address Book		
		ADD Hefurn Leg ADD Atother Leg	
(max 255 chars)	MUST GET A SIGNATURE FROM	Email and SMS Notifications	
		POU - At time of derivery	
	Characters left: 223	seess can arap ass or type enatorisation in their below .	

Step 3 – If the collection address is difficult to find, or you need the job collected from a particular point, then simply key enter the address details into the pick up field and then select the find my what3word tab highlighted in red.

Step 4 – The what3words will auto-populate with the address provided and will open a new webpage on what3words highlighting the current delivery address







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Step 5 – If the pick up location is different from the address indicated, then click on the square where the pick up needs to be and the new what3words will be displayed. One you have selected the correct spot, Click on the copy button for the new what3words..

Copy button



Step 7 – If the delivery address is difficult to find, or it needs to be delivered to a particular point, then simply key enter the address details into the collection field and then go through the same process as above.

Leg 2 Delivery 🗸	Please select a service 🛛 🗸	Photo to be taken	at this leg			
Address Book	Select a regular address 🗸 🗸		Items *	1		
Bond Name	~		Weight (kg)	10		
Suburb *	Marrickville		Cubic Metres			
Company *	Cunningham Services			Enter Dimensions (0)		
Address Line 1	43			Pallet Transfer Details		
Line 2	12-22 Newington Rd					
Phone/Contact	Vicky					
/// what3words		0				
	Find my ///what3words					
	Find my ///what3words Add to Address Book					
	Find my ///what3words Add to Address Book			Add Return Leg	Add Ano	other Leg
pecial Instructions	Find my ///what3words Add to Address Book MUST GET A SIGNATURE		Email and SMS Notificati	Add Return Leg	Add Ano	other Leg
pecial Instructions (max 255 chars)	Find my ///what3words Add to Address Book MUST GET A SIGNATURE FROM		Email and SMS Notificati	Add Return Leg	Add Ano	other Leg
Special instructions (max 255 chars)	Find my ///what3words Add to Address Book MUST GET A SIGNATURE FROM		Email and SMS Notificati POD - At time of delivery Select from drop box or t	Add Return Leg ons ype email/mobile in field bela	Add Ano	other Leg
Special Instructions (max 255 chars)	Find my ///what3words Add to Address Book MUST GET A SIGNATURE FROM Characters left: 223		Email and SMS Notificati POD - At time of delivery Select from drop box or t	Add Return Leg ons ype email/mobile in field bel	Add Ano	other Leg
Special Instructions (max 255 chars)	Find my ///what3words Add to Address Book MUST GET A SIGNATURE FROM Characters left: 223		Email and SMS Notificati POD - At time of delivery Select from drop box or t	Add Return Leg ons ype email/mobile in field bel	Add Ano w Save	other Leg

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Step 6 – Now paste the new what3words over the top of the existing words, so the new pick up spot will be allocated to our driver. If you select the "save to address book" tab, the what3words will be saved for future reference.

di DR	rect URTERS		13 16 10	
	MENU TOOLS	CONTACT US TERMS & CO	ONDITIONS LOGOUT	
JOB ORDER			SYENEY - Lagged in as : PAUL - HOUSE Account: 21 - HOUSE ACCOUNT - MISC	
Booked By *	paul	Reference •	marketing material More	
Operator Phone *	+61284377777	Order No		
Operator Email *	paull@directoouriers.com.au	Cost Centre		
Date *	10-02-2021	Vehicle Type	First Available V	
Ready By *	9:10 ~	Goods Desc •	Box / Carton 👻	
		Dangerous Goods	Please tick if Dangerous Goods	
Leg 1 Pickup 🗸	Favourite Jobs		Dimensions in 🧰 👻 Weight in kg 👻	
Address Book	1 : DIRECT COURIERS, UNIT 👻	Export 0/S Dest.		
Suburb *	BANKSMEADOW	Items *	1	
Company *	DIRECT COURIERS	Weight (kg)	10	
Address Line 1	UNIT A1,	Cubic Metres		
Line 2	2-8 MCPHERSON STREET		Enter Dimensions (0)	
Phone/Contact	Paul - Marketing		Pallet Transfer Details	
what3words	///milky.aside.chew	0		
	Find my ///what3words			
	Add to Address Book			
Log 2 Delivery 🗸	Please select a service 🛛 🗸	Photo to be taken at this leg		
Address Book	Select a regular address 🛛 🛩	Items •	1	
Bond Name		Weight (kg)	10	
Suburb *		Cubic Metres		

PLEASE NOTE:

What3words is not mandatory. You can always choose to ignore it to complete a job booking.

What3words only needs to be used if the pick up or delivery address may be difficult to find or you have a specific spot you want the delivery to be made.