direct
C O U R I E R S

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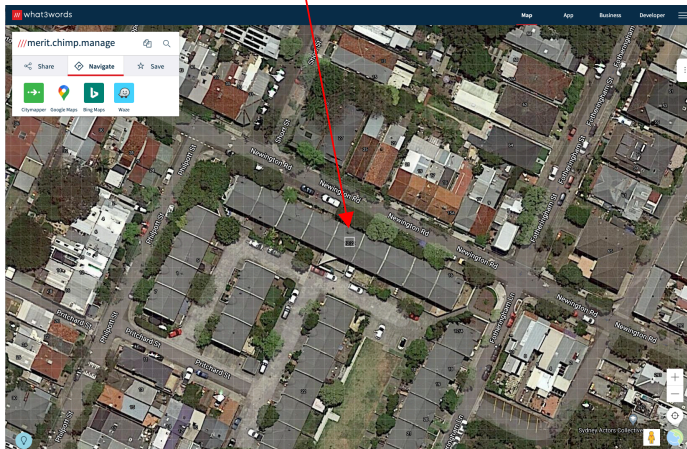
what3words is a really simple way to communicate any location. It's given every 3 metre a unique combination of three words.

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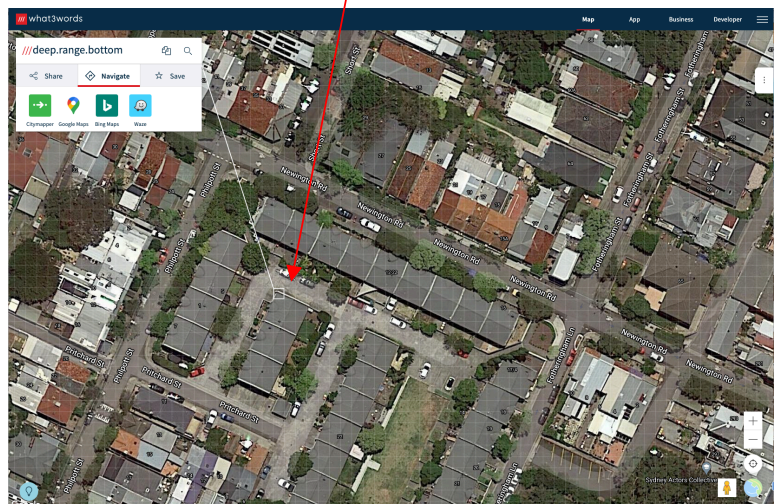
Google maps can only show 12-22 Newington Road. The driver will be told they have reached the destination but the townhouse number would not be visible from Newington Road.

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.
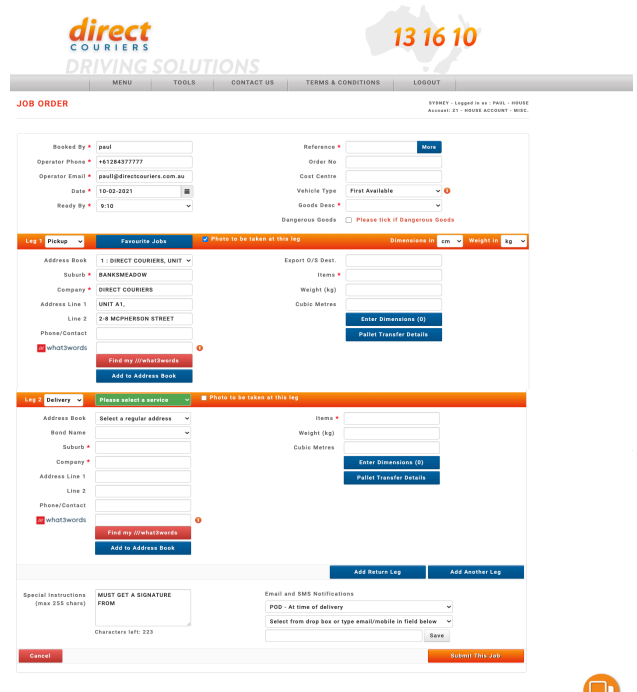
What3words has saved the driver valuable time in locating the correct address in addition to potentially avoiding an unsuccessful delivery.
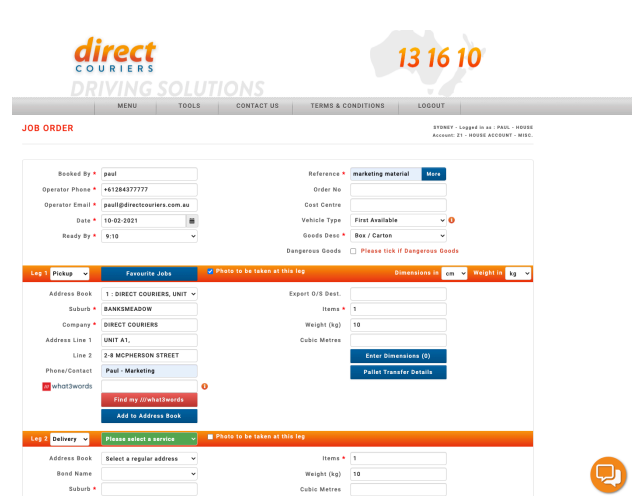
Our what3words online job booking user guide

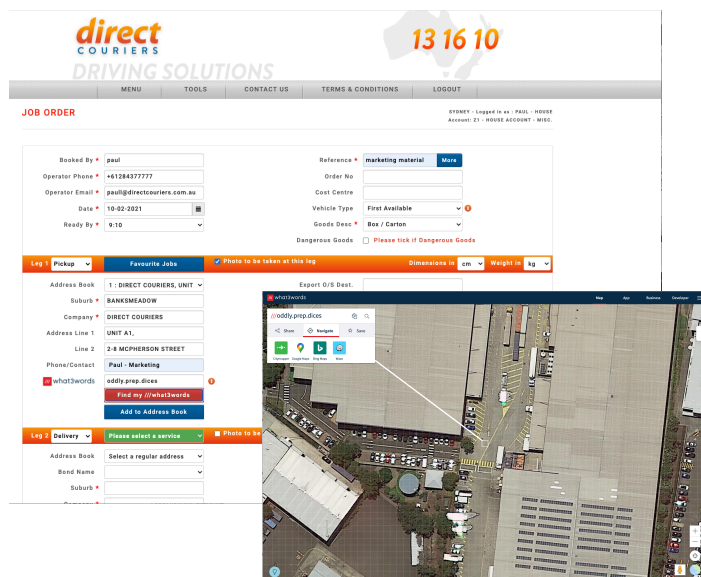**Step 1** – Login to the client portal and select the Job booking tab.

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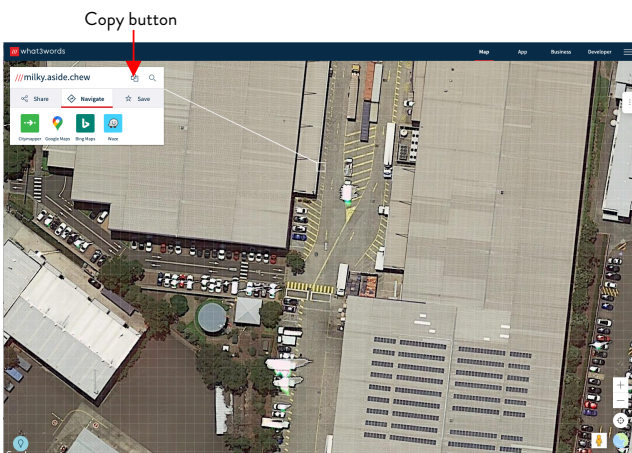

Step 3 – If the collection address is difficult to find, or you need the job collected from a particular point, then simply key enter the address details into the pick up field and then select the find my what3word tab highlighted in red.

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

direct COURIERS

Our what3words online job booking user guide

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 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.

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.

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.