

Transdirect starter guide: Understanding multiple carrier aggregated shipping



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Welcome to Transdirect!



As a new Transdirect member, you have access to a vast network of Australia's leading courier and shipping companies at your fingertips.

Whether you need to send an urgent package to an important client across town within the hour, or want to ensure your interstate or international customers get the best delivery deal each and every time they order from you, our multiple carrier aggregated platform gives you instant online access to eleven major domestic and international carriers.

We also offer a range of flexible payment options and member discounts, and the cutting-edge technology you need to integrate Transdirect's powerful online quote tool straight into your ecommerce site.

In this introductory guide, we set out Transdirect's main features and how you can draw the most benefit from them.

Happy shipping!



The Transdirect Difference: Benefits of our multiple carrier aggregated platform

The right shipping policy can make your ecommerce business. But the wrong one can break it.

Charging your customers too much for shipping can price you out of the market. On the other hand, charging too little for shipping risks taking a fatal bite out of your profit margin.

Getting that balance right is vital to the success of your ecommerce business – and why it's so important to use multiple carrier aggregated shipping.

The good news is you're in the right place. Transdirect uses a multiple carrier aggregated shipping model that instantly gathers quotes from eleven of Australia's leading courier and freight companies.

That means you – and your customers – get the best shipping deal available for the specific package size, delivery time and shipping location each and every time you send out a package.

Here are six key benefits of using multiple carrier aggregated shipping >>





The Transdirect Difference: Benefits of our multiple carrier aggregated platform

1



Gets the best price

Saves you time



3



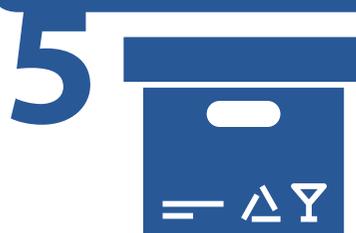
Offers better flexibility

4



Gives you instant access to eleven carriers

Protects your packages



6

Provides more convenience



The Transdirect Difference: Benefits of our multiple carrier aggregated platform

1. Gets the best price

Courier and freight companies tend to have particular specialisations and favoured routes. For example, one carrier might be able to provide an excellent price for over-sized packages, while another may offer better value on deliveries to regional areas.

That's why it's so important to not rely on a single carrier for all your shipping needs. Transdirect's Multiple Carrier Aggregated platform will provide quotes from various carriers for each package you send so you can choose the best value service for the specific requirements of each delivery.

Examples of our Domestic and International Rates



Local Metro up to 25kg

from

\$5.10 inc GST



Nationwide 5kg Satchel or Parcel

from

\$6.32 inc GST



Melbourne to Sydney 10kg

from

\$11.19 inc GST



Nationwide Pallet Services

from

\$16.65 inc GST



Domestic Airfreight Services

from

\$13.25 inc GST



Express International Airfreight

from

\$13.63 inc GST

Confused? Don't be. Transdirect makes it easy with our simple online quote tool.



The Transdirect Difference: Benefits of our multiple carrier aggregated platform

2. Saves you time

All you need to do is enter the pick-up and delivery destinations and your package dimensions into the quote tool and Transdirect will instantly display delivery quotes from eleven major courier and freight companies.

Simply compare them against each other and select the quote and service speed that best suits your needs.

It only takes seconds to complete – much less time than it would take you to contact each carrier individually to collect quotes manually.

3. Offers better flexibility

Shipping isn't all about price. Some of your customers may be willing to pay more for a faster shipping time. Transdirect's multiple carrier aggregated shipping model offers the flexibility to compare quotes by price, and by delivery time.

Once you've entered the pick-up and delivery destinations and the package dimensions into the Transdirect quote tool, you can sort the results by price or delivery speed.

That way you, and your customers, can choose whether to pay a little more for speed, or pay a little less for patience.

4. Gives you instant access to eleven carriers

Never rely on a single carrier for all your shipping needs. Some carriers specialise in business-to-business delivery, while others will give you a better price from business-to-consumer delivery. Likewise, some carriers provide more flexibility with collection times, some include insurance at no extra cost, some offer overnight air freight, while others offer a more economic road service.

Transdirect gives you instant access to eleven of Australia's leading carriers, so you'll be sure you're always getting the best deal for each and every package you send.



The Transdirect Difference: Benefits of our multiple carrier aggregated platform

5. Protects your packages

Transdirect allows you to build insurance costs into the quotes of each carrier to give your customers the option of protecting their packages.

On the quote page, simply enter the value of the package into the insurance value box, click calculate, and the Transdirect Aggregated Shipping platform will instantly add the insurance cost to each listed quote.

6. Provides more convenience

Maybe you don't have time to sit around all day waiting for a courier to show up to collect your package? You don't have to with Transdirect.

You can also sort quotes based on the earliest collection time available. Then select the carrier that offers the collection time that's most convenient for you.

The bells and whistles of shipping options can make your customers sing with joy. After all, everybody loves the offer of same day shipping (even if they don't pay for it).

You won't have to restrict these bells and whistles when using the Transdirect Aggregated Shipping Platform.

How, you ask?

Well, when you use the shipping platform you can select these bells and whistles and Transdirect will provide you with the carriers who match your requirements.

You have so many extras to offer your customers, our carriers provide:

- > **Road Express**
- > **Road Economy**
- > **Air Overnight**
- > **Same day Air Nationwide**
- > **Overnight Air delivery by 12pm, 10am or 9am**
- > **Same day direct intra-city 1,3 or 4 hours,**
- > **International Services**
- > **Domestic Services**



The Transdirect Solution: How we help our customers overcome any challenge



For Transdirect, the proof is in the pudding.

We've helped a long list of clients improve their customer experience, reduce the cost of shipping, provide more flexible shipping options, and decrease costly product returns. But don't take our word for it.

Here are 10 customer case studies which reveal the many ways Transdirect's shipping aggregator can add value to your business. >>





The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #1:

F45



F45 is a fitness business offering scientifically designed 45-minute workouts. The company has grown from a single location to more than 800 locations in 26 countries, including over 400 studios in Australia. “Our business is continually growing as more people see the benefits of short, functional workouts,” says F45 CTO Josh Oliver. “Our expected growth in the US reaches up to 20,000 potential studios.”

The Challenge

Effectively managing that growth is a challenge for the rapidly expanding company.

The business is highly systemised and each new facility must be sent the same equipment and technology to ensure consistency across the franchises.

Shipping bulky fitness equipment and event gear requires a fast and reliable service which consistently delivers the best prices.

The Transdirect Solution

“We use Transdirect to ensure a sufficient supply chain to our franchise network across Australia,” says Oliver.

“Whether it’s a next day service or same day within the same city, Transdirect enables us to have a range of services and know we’re getting the most competitive rates.”

Transdirect’s shipping calculator provides a range of suitable shipping options, meaning F45 can entrust any staff member to make the order, and know they’re making the right choice for their logistics needs.



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #2:

Sea Shepherd



Sea Shepherd Australia uses innovative direct-action tactics to investigate, document and take action when necessary to expose and confront illegal activities on the high seas. The non-profit organisation relies solely on generous donations from individuals and businesses to stay afloat. Their support comes in the form of financial donations or supplies and services.

The Challenge

Many businesses donate their goods to replenish the Sea Shepherd ships. These goods come to the organisation's operations base in Victoria, and then need to be transported to their fleet.

Shipping merchandise to supporters has also been a challenge for the NGO, as timing and shipping costs versus benefits to the organisation are a factor to consider.

The Transdirect Solution

Transdirect provides Sea Shepherd with multiple courier options, which allow the organisation to select the option best suited to their individual needs.

Sea Shepherd also uses Transdirect to send parcels to onshore volunteer chapters across Australia.

The easy-to-use online booking system means the shipment redirection process can be completed efficiently and effectively. The huge range of courier services was an important factor for Sea Shepherd to choose Transdirect, along with our friendly customer service.



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #3:

Jenjo Games



Jenjo Games is a Victoria-based online retailer of beautifully crafted garden games sold via their ecommerce website and associated eBay store. The company has gone from strength to strength as its king-sized games become an increasingly popular feature of garden parties and weddings around Australia. In fact, the company has grown from a small home business into a warehouse operation.

The Challenge

Managing that growth doesn't happen by accident. Jenjo implemented a shipping strategy to ensure packages were arriving on time and meeting the expectations of their growing customer base.

"You must make a business plan and calculate how much shipping charges you can afford," says Jenjo founder, Joe Martiniello. "We offer fixed-rate and free shipping options as everyone wants to save money on shipping."

The Transdirect Solution

"We use Transdirect's shipping aggregator to calculate the delivery prices and times of all the couriers to supply our clients with discounts," says Martiniello.

"Transdirect has an excellent website setup, it's very easy to use and is improving all the time. The terms and conditions skip was a clever inclusion, it's quick to print off labels and you can integrate it into your website."



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #4:

Sin City Rims



The Brisbane-based online retailer sells aftermarket 4x4 alloy wheels with Australia-wide shipping, and prides itself on its custom approach to high-quality aftermarket alloys. Today, the company ships around five packages per week. However, it was this low-volume, high-value model which caused the business challenges in the early days of its operation.

The Challenge

“Our biggest challenges were damaged stock in freight and couriers not turning up on the day of delivery,” says Sin City Rims founder, Cass Rigby.

Damage to high-value stock was threatening to take a major bite out of the company’s bottom line, and slow deliveries were undermining its commitment to superior customer service.

The Transdirect Solution

“Switching to Transdirect had a huge impact on my business,” she says. “I can offer much better rates to rural customers and get more business because freight is so much cheaper.”

This flexibility is particularly important to ensuring the company’s variable-rate shipping policy doesn’t serve up any unexpected freight costs as delivery rates fluctuate with size and weight between providers.

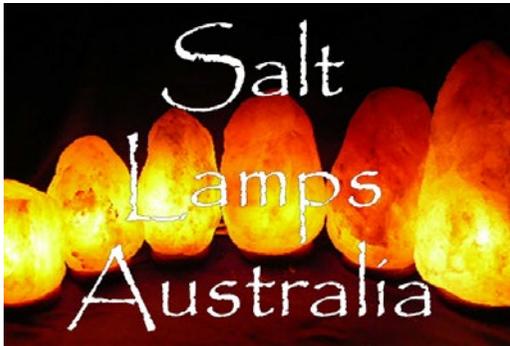
“I can go on Transdirect’s website day or night and get an exact quote so I can quote my customers whenever and wherever,” she says. “It’s a very simple process.”



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #5:

Salt Lamps Australia



Steven Bettles has been selling Himalayan Salt Lamps online for eight years and has built a thriving business that now ships between 30 and 50 consignments per week.

The Challenge

The heavy lamps — which are shipped Australia-wide — present a freight challenge with the weighty products originally driving shipping costs sky high.

“Over time we improved by trying new methods of packing and distribution,” says Steven. “But the weight of the product is the biggest burden for our customers.”

Steven trialled several freight providers in an attempt to reduce shipping costs and shopped around to find a courier company that offered the best value for money whilst also maintaining consistent delivery.

The Transdirect Solution

Steven says that since using Transdirect he has been able to reduce costs by around 20 per cent and improve customer service by 10 per cent. But it's the benefit of a single login that impressed him the most about Transdirect.

“Ease of use, pricing, flexibility and versatility are the best things about Transdirect,” he says. “Along with having a single portal for multiple shipping options.”



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #6:

My Paper Cups



My paper cups has worked with major clients including Telstra, the Eleven Network and Mercedes-Benz and currently sends between 50 to 100 boxes of custom paper cups per week for events and marketing campaigns around Australia and New Zealand from their Sydney factory.

The Challenge

“One of our biggest challenges with shipping and fulfilment is simply ensuring that the cups get to our customers on time,” says business development manager, Russell Johansen.

“A lot of our cups are used at events and if they don’t make it to the customers on time they can potentially miss the event they were created for.”

This need for reliable delivery led Russell and his team to Transdirect’s flexible online courier aggregator that allows the company to balance delivery speed with cost depending on their clients’ needs.

The Transdirect Solution

Since using Transdirect the company has been able to reduce their costs by approximately 25 per cent.

“We’ve learnt that we need different couriers for different locations and timeframes,” says Russell. “Some couriers are faster transporting cups to different locations while others are more cost effective.”

“We use Transdirect because we get to choose the best courier company dependent on what we need for our particular order based on where we’re shipping to, how quickly it needs to get there and the budget we’re working with.”



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #7:

SGM



SGM specialises in supplying and cutting custom film adhesives, including anti-graffiti film, security film and tinted film to their customers in the rail, bus and commercial building industries.

The Challenge

Efficient delivery is critical for SGM's clients, especially in an emergency. However, SGM have some advanced fulfilment requirements.

The team is constantly shipping large packages across the nation, often to remote areas of Australia.

Large packages and remote areas means varying costs and limited options when it comes to freight.

The Transdirect Solution

Working with Transdirect has significantly reduced SGM's shipping costs, and directly improved the team's ability to fulfil deliveries to meet and exceed their client's expectations.

The freight calculator on the Transdirect website has allowed SGM to successfully implement a flexible shipping strategy.

"We like the access to multiple freight providers where we can manage directly the required delivery time versus the most competitive price," says Gareth Brown, Contracts Manager – rail segment at SGM.

"For our larger consignments the costs differ by up to \$1000 per booking. Transdirect gives us the ease to compare and choose the best solution in both delivery time and cost."



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #8:

Nappy Cakes by Emma



Nappy Cakes by Emma offers gifts for new mothers by assembling practical newborn supplies into a cake shape. These gifts are a favourite for baby showers and a saviour for last-minute gift buyers.

The Challenge

Emma, the founder and owner of Nappy Cakes by Emma, quickly discovered the importance of fast and reliable delivery dates for her customers.

Her target audience needs a rock solid commitment to on-time delivery as the date of the baby shower event is non-negotiable.

The nappy cakes are also fragile gifts, which makes careful handling and shipping important. If any packages are damaged during the delivery process, the entire gift (and the customer's special moment) is ruined.

The Transdirect Solution

Nappy Cakes by Emma has never received a complaint regarding damaged products while using Transdirect's services.

The speed and accuracy of Transdirect's quotes give Emma the peace of mind to focus on maximising other areas of the customer's experience. Emma can get back to her customers almost instantly with a customised quote and potential delivery date. This smooth ordering and delivery process helps Emma turn one-time buyers into loyal customers.

"I would definitely recommend using Transdirect. The instant shipping calculator is very easy to use, they offer great prices, quick delivery and superb customer support," she says.



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #9:

Laptop Screen Replace



Laptop Screen Replace

Laptop Screen Replace has been replacing laptop screens for more than seven years. The customer packs their broken laptop or desktop monitor and sends it to Laptop Screen Replace to repair. The company then returns the repaired screen to the customer. After opening a bricks-and-mortar store and experiencing steady growth, the team made the decision to expand nationally.

The Challenge

For Laptop Screen Replace, their national expansion meant analysing their shipping strategy in detail and making significant improvements to their existing shipping services.

Laptop Screen Replace focuses on providing an efficient repair service, with a free door-to-door pickup and return service.

Quality and effective delivery is a critical selling point for the business.

The Transdirect Solution

Transdirect was the only service provider who could meet the cost and efficiency requirements of Laptop Screen Replace.

Transdirect's optional express shipping allows Laptop Screen Replace to keep their shipping costs low, and gives their customers the flexibility, speed and customer service they deserve.

"We have noticed the simple, modern new-look website, simplified booking process and easier 'returns/rebook' option," says Cindy, Manager of Laptop Screen Replace.

"It shows Transdirect really listens to their customer feedback and will continue to improve the user experience."



The Transdirect Solution: How we help our customers overcome any challenge

Client Case study #10:

eWelders



eWelders has grown into a welding material ecommerce superstore and has locked down a significant market share in the online welding industry, which is worth more than \$100 million annually.

The Challenge

Customer service and care are the core of eWelder, and their team is focused on providing accurate and helpful information to their customers.

“We send goods from multiple warehouse locations and send a wide range of freight,” says Kym, founder of eWelders. “We also regularly send to very remote locations.

Transdirect gives us access to all of the major carriers, which means we are never limited in terms of freight solutions.”

The Transdirect Solution

Transdirect has helped eWelder integrate an automated freight booking service within their existing web platform. This increased eWelder’s efficiency and provides eWelder customers with a superior shopping experience.

“We send over 200 deliveries a month with Transdirect and have found it to be a really valuable service with a high rate of success in terms of getting products from Point A to Point B,” says Kym.

“We’ve found Transdirect to be superior to other freight brokerage style services because it offers insurance on freight, which is important because we are sending valuable goods.”



The Transdirect Promise: Flexible payment options to suit your needs



At Transdirect, we know you need flexible payment options to suit your specific needs.

Whether you're sending a package to a remote location, need fast metro delivery, or are looking for the best shipping price on a bulky item, we understand what you're looking for in a courier service changes from day to day and from package to package.

That's why we put flexibility first – including the range of payment options we offer our customers.

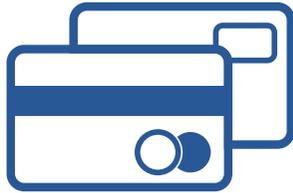
With our upfront payment accounts, you can use credit card or Paypal payment options. You can also save your preferred

payment option details in your Members' Area so you don't have to re-enter your payment details each time you make a booking. We also offer credit accounts with standard seven-day terms. A credit reference authorisation is required, and all invoices and statements are available through the Transdirect Members' Area.

We also value our members and offer generous discounts to reward members – from 10 percent off all services for new members to ongoing volume discounts up to 30 per cent.



The Transdirect Promise: Flexible payment options to suit your needs



Upfront payment account

Credit card or Paypal payment options are available.

Save your preferred payment option details in your Members' Area.

No need to re-enter your payment details each time you make a booking.

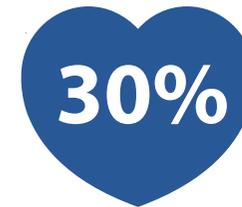


Credit account

Seven- or 30-day terms available depending on your needs.

All invoices and statements are available through the Transdirect Members' Area.

Credit reference authorisation is required.



Member discounts

Open a free Transdirect account and receive a 10 percent discount on all services.

Ship over \$250 per week and we'll take \$100 off your first invoice.

Continue to ship over \$250 per week to qualify for ongoing volume discounts up to 30 per cent.



The Transdirect Tech: Integrated technology for your ecommerce platform



Automate your shipping process and provide a seamless customer experience with Transdirect's fully integrated ecommerce plugins that do all the work for you.

Your customer purchases an item in your Shopify, eBay, Wordpress, Magento or open source ecommerce store and enters their postcode during the checkout process.

Thanks to our range of integrated plug-ins, a Transdirect delivery quote instantly appears in your customer's checkout window, without them having to leave your site.

When your customer confirms their payment, the Transdirect system makes an automatic delivery booking and emails you a consignment note. You print the note, secure it to the package, and our driver arrives on the next available run.

It's as easy as that!



The Transdirect Tech: Integrated technology for your ecommerce platform

	 shopify	 ebay	 Woo COMMERCE	 Magento [®]	{ REST:API }	 PayPal
Ecommerce platform	Shopify	eBay	WordPress	Open source	Rest API	PayPal
Default package sizes	Enter your default package dimensions for every-day use, or input custom dimensions as needed.	N/A	Save time and set your most common package size as the default option. Then simply add custom package sizes as required.	Use the default setting for your most common package size, and add customer package weights as needed.	No limits to customization	N/A
Data sync	Your Shopify store connects directly to Transdirect's online shipping system. This allows your customers' delivery data to sync to your Transdirect Members' area after they've completed checkout.	With our new eBay integration, you can export all your booking information from your eBay store into your Transdirect account for a speedy booking.	The Woocommerce plugin will automatically upload order data to your Transdirect Members' area when your customer completes the checkout on your website.	When your customer completes a purchase, the Magento plug-in automatically uploads their order data to your Transdirect Members' and makes a delivery booking.	Our REST API helps you easily integrate new and existing systems to get instant live quoting and book jobs.	Our Paypal plugin enables you to bulk export booking details directly from Paypal into your Transdirect account.



The Transdirect Tech: Integrated technology for your ecommerce platform

	 shopify	 ebay	 Woo COMMERCE	 Magento	{ REST:API }	 PayPal
Flexible quote displays	You can choose which quotes your customers see. For example, you can display all quotes, display only the single cheapest quote, or display the cheapest and fastest quotes.	N/A	Choose to display all available shipping quotes to your customer, or restrict the displayed quotes to the fastest and/or cheapest single option.	Choose which quotes your customer sees. For example, choose to display all available quotes, or just the fastest and/or cheapest single option.	No limits to customization.	N/A
Add extra charges	Add any surcharge you'd like either as a fixed dollar amount or as a percentage of the total sale.	You can add handling and administration surcharges to your eBay shipments with Transdirect's updated eBay postage calculator.	You can apply custom insurance surcharges and general surcharges to cover your handling and administration costs.	You can apply shipping and handling surcharges as a fixed dollar amount or as a percentage of the total sale.	No limits to customization.	No, data syncing only.



The Transdirect Tech: Integrated technology for your ecommerce platform

	 shopify	 ebay	 Woo COMMERCE	 Magento	{ REST:API }	 PayPal
Carrier exclusion	It's easy to exclude courier companies from quoting so your customers only see quotes from your approved carriers.	Once your booking data has been synced from eBay to your Transdirect Members' area, you are free to select from any of our range of carriers.	You can exclude selected courier companies from quoting, and rename courier companies to display simply as 'road courier' or 'air express'.	Want to restrict your customers to your approved couriers only? You can exclude selected courier companies from quoting.	No limits to customization All carriers included.	All carriers included.
Cost	Free	Free	Free	Free	Free	Free



The Transdirect Standard: Bringing you the best carriers



We work with eleven of the best carriers in the business.

Each has a different specialisation, which means that whether you need fast metro delivery, are sending to a regional area, deal with heavy packages, or want to give your customers the cheapest delivery option possible, one of our carriers will be the right fit for you.

We've carefully selected each of our couriers to ensure they meet our strict standards.

*Here's why
we love them ...*



The Transdirect Standard: Bringing you the best carriers



Direct Couriers specialise in same day Local Metro city to Metro city within a 1-hour direct drive of major capital cities, with a 3-4 hour delivery window. They are also a great choice if you have a last minute or urgent item that requires fast, reliable delivery.

The company operates in Sydney, Melbourne, Brisbane, Perth and Adelaide in Australia, and Auckland in New Zealand. They also offer a range of pre-delivery notifications and delivery confirmations by email and/or SMS.

Their diverse fleet of more than 860 vehicles includes everything from motorbikes and cars to vans, utes, light trucks and semi-trailers, which means they'll

have a vehicle available to suit any delivery need.

All Direct Courier drivers also utilise the latest GPS tracking systems that provide full visibility for their customer service team, so they'll always be able to tell you where your package is. All drivers are also fully uniformed, have photo ID at all times and pass internal training and induction processes.

Direct Couriers was also a 2015 ASCLA Awards finalist in the online tracking and notification system, and online dispatch system categories. The company is also ISO 9001 certified and is a regulated air cargo agent.



TNT is one of the largest express delivery companies in the world and has a global reach across more than 200 countries, with a particularly strong presence in Europe. They are an excellent choice for international deliveries when reliability, speed and service quality are your priorities with a range of fast services including:

- Domestic Road Express
- Domestic Overnight
- Overnight delivery before 12pm
- Overnight delivery before 10am
- International Import and Export Express
- International Import and Export
- Document Express
- International Economy Import and Export

The company employs 56,000 people in 61 countries, makes 1 million deliveries around the globe every day via more than 750 weekly air connections.

TNT is also your go-to carrier if you're shipping to Asia. The company maintains an extensive road network throughout Asia with door-to-door import and export road freight services providing access to over 125 cities across Vietnam, Thailand, Singapore, Malaysia and Laos and China via Hong Kong.

TNT is also environmentally conscious. The company's environmental policies and management framework are based on the international ISO 14001 standard. This means all their vehicles are required to achieve and maintain external certification to this standard as a minimum, as well as to their own national and local regulatory standards.



The Transdirect Standard: Bringing you the best carriers



Toll is one of the most recognised and trusted logistics brands worldwide. The company operates in more than 35 countries and has locations in the Middle East, Africa, Asia Pacific, Europe and the Americas.

The company was founded in 1888 and today boasts a network of more than 1200 sites around the world. Toll is also a leading provider of domestic express road freight within Australia.

The company's state-of-the-art warehouse facilities in New South Wales and Victoria are fitted with the latest innovative sortation systems. These allow increased parcel sorting capacity, with chutes which enable easier lifting and manoeuvring for freight handlers. And that means faster, more reliable deliveries to your valued customers.

Toll provides up-to-the-minute parcel tracking thanks to the use of Mobile Data Terminals (MDTs) that collect and transmit data from the moment they pick-up your package to the point of delivery.

The company works with a diverse range of clients across the retail, pharmaceutical, manufacturing and telecommunications industries, and provides specific services to fashion retailers including the delivery of hanging garments and flat packs, along with weekend and public holiday services.



Toll Priority is affiliated with the Toll Group, and provides premium express courier services to individuals and companies throughout Australia.

The company specialises in the fast, reliable freight delivery of time-critical documents, parcels and digital information with their domestic overnight, same day delivery and international import and express export services.

In Australia, Toll Priority maintains a fleet of 50 aircraft, and has belly space agreements with several commercial airlines.

More than 300 depots and agencies, 550 DX Exchanges and 50 mailrooms around Australia ensure lightning fast delivery, and a road fleet of 1,600 one ton vans

and trucks reach every corner of the country.

The company employs around 3,800 people across Australia and New Zealand and delivers overnight to more locations in New Zealand and has operations in 18 countries across Asia with a global reach to 220 countries and territories worldwide.

Toll Priority also offers fast same-day delivery between Australian capital cities, overnight shipments via air freight, flexible after hours and weekend pick-ups and deliveries, and competitively priced off-peak road express delivery.



The Transdirect Standard: Bringing you the best carriers



Allied Express is the largest independently owned courier company in Australia.

The company has offices in all major mainland capitals, and their fleet of more than 1,000 vehicles covers the entire country with a comprehensive range of fast, efficient express freight transport services ranging from inner-city bicycles to line-haul vehicles. Such services include domestic nationwide road express and Australia wide parcel and pallet express services.

Choose from normal, VIP, executive and gold courier services to meet any delivery timeline you require, and for heavy or over-sized deliveries, Allied's Taxi Truck fleet provides a

cost effective hourly or kilometre rate, depending on vehicle size.

The company also prides itself on the professionalism of its dedicated drivers. All Allied Express drivers are fully uniformed and can offer a 'call before' service if required.

Allied Express is also socially minded and supports a range of Australian charities including Barnardos Australia, Variety, Cancer Council NSW, Youth Off The Streets, World Vision and Wesley Mission.



Couriers Please were founded in 1983 as a specialised metropolitan paced delivery business, and today operates a vast network of independently owned franchisee couriers.

The company has grown into a leading parcel delivery expert with nationwide coverage across Australia, and recently launched new international and domestic air services that connect Couriers Please customers to more than 220 countries around the world. Their areas of speciality include:

- Australia wide business to business
- Business to consumer
- Consumer to consumer parcel delivery services

The company also takes an innovative approach to ecommerce parcel delivery.

Their new POPPoint network is comprised of parcel lockers and retail outlets in key accessible locations that provide customers with seamless access to collect and send their parcels faster and for better value.

Parcels are scanned at each stage of their journey for easy and accurate package tracking, and between two and three pick-up cycles per day – depending on your location – means a Couriers Please driver is never far away.

Couriers Please also prides itself on its transparent pricing structure with no hidden fees or charges.



The Transdirect Standard: Bringing you the best carriers



Fastway is the domestic courier specialists and offers a cost effective, reliable timetable courier service that features the latest online parcel track and trace facilities.

The company provides a low cost, reliable, local, short-haul and national courier distribution service across key regional and metropolitan locations around Australia.

The company also specialises in working with small and medium businesses and operates a network of more than 800 franchise partners across Australia – including 27 regional franchises.

Fastway can also connect you with the world thanks to a new partnership with Dubai-based Aramex – a leading global provider of comprehensive logistics and transportation solutions.

The company is proud to be the courier of choice for more than 95,000 customers, including ecommerce success stories Naked Wines, Edible Blooms and Office Choice.

Fastway has won more than 40 franchise and industry awards, and is a proud sponsor of the Cancer Council's annual Daffodil Day – delivering thousands of fresh daffodils across the east coast for free.



Northline is a privately owned and managed Australian business that specialises in road and rail freight management, warehousing and distribution, global freight forwarding and mining, construction, oil and gas logistics.

The company operates in all mainland capitals and many key regional centres and uses the latest software systems to cater for any individual requirement and provide the highest quality storage, handling and distribution services in Australia.

With reliable road and rail services between all major centres in Australia, as well as regular regional and remote services, Northline is well placed to handle your delivery needs – from small parcels to large or irregular packages.

Northline also uses the latest web-based freight management systems to electronically dispatch and track consignments as well as measure performance.



The Transdirect Standard: Bringing you the best carriers



Selected high-volume Transdirect Members also have access to StarTrack freight services.

StarTrack is Australia's largest parcel delivery service with more options for delivering parcels to every address in Australia and around the world.

StarTrack boasts a huge delivery network of more than 4,000 post offices and more than 250 24/7 Parcel Locker locations, plus Safe Drop and Parcel Collect services. Customers can also return items to ecommerce retailers via thousands of on-street post boxes and at Post Office locations. With more than 11,000 vehicles on the road and over 750 national flights per day to more than 80 destinations, you can count on StarTrack to get your parcel delivered to any location.



DHL freight services is also available to selected high-volume Transdirect Members through the easy-to-use Transdirect platform.

With 350,000 employees in more than 220 countries worldwide, DHL is the world's largest logistics company. The company delivers more than 1.2 billion parcels every year via an impressive global fleet of more than 92,000 vehicles and 250 dedicated aircraft. From parcel, document and international mail to specialised freight shipping, DHL has been operating in Australia since 1975, and recently opened a new service centre in Canberra along with an internal training facility in Brisbane.

DHL also values innovation. The company recently became the first logistics provider in the world to successfully integrate drone delivery into their delivery chain, and is committed to leading the technological revolution of the logistics industry well into the future.



Drop off your parcels when it suits you. ParcelPoint is an Australian company who specialise in giving sellers a convenient parcel delivery solution.

Don't wait in for a courier – drop off your parcels as soon as you're ready. ParcelPoint operates over 1300+ stores nationally that offer extended opening hours, seven days a week as drop off alternatives to Australia Post or waiting in for a courier pickup. We'll then manage the delivery to the buyers location, informing you of progress along the way.

We consolidate our freight to provide you with a competitive price meaning you can spend more time on your core service while we deliver across Australia. Parcels are accepted up to 10kg and 120cm cubic dimensions so get a quote now and see how competitive and convenient we really are.



The Transdirect Way: Complete freight services for every shipping need



Whether you need an urgent package delivered within a capital city metro area in less than four hours, or want a reliable delivery service to ship bulky items overseas – and everything in between – Transdirect’s network of carriers can provide the delivery service you need, when you need it.

Here’s a run-down of our 9 most popular freight services and what they offer >>

1. Nationwide Road Express

When you’re shipping packages between capital cities, regional centres, and remote locations, you can rely on our network of road express carriers.

This option is perfect for when time is a priority. Nationwide road express has super-fast, one business day delivery speed between Australia’s capital cities, available from selected carriers.

Nationwide road express might also be cheaper than you think – for example, you can send a 20kg package from Melbourne to Sydney within one business day with TNT from as little as \$17.28 (including GST).

Nationwide express services trips from:

- Sydney to Melbourne
- Sydney to Brisbane
- Sydney to Adelaide
- Melbourne to Adelaide

Some courier companies will include insurance, or give your customers the option to add insurance for a small additional fee.



The Transdirect Way: Complete freight services for every shipping need

2. Nationwide Road Economy

You can reach any destination in Australia with Transdirect's network of road economy carriers that specialise in business-to-business, business-to-consumer, and consumer-to-consumer freight services.

Road economy is a simple solution if you want to offer low-cost shipping to your customers, or need to ship heavy or oversized packages at reduced rates – you can send a 5kg package from Melbourne to Sydney within two business days with Couriers Please from \$9.90 (including GST).

3. International Import and Export Air Express

It's a small world with Transdirect's network of worldwide air express carriers that provide door-to-door delivery solutions between a huge range of countries to suit every shipping need.

Choose this service when you need to send packages overseas with the fastest possible delivery time.

For example, send a 1kg satchel from Melbourne to Singapore within one business day with Toll Priority from \$19.14 (including GST).

4. International Import and Export Air Economy

Sending your packages overseas doesn't have to cost the earth. Transdirect offers a range of international air economy freight services that will get your packages into the hands of your international customers and clients without blowing your budget.

You can send a 10kg package from Melbourne to New Zealand within three business days with TNT Economy Express from \$61.90. Transdirect carriers also offer international pallet and bulk freight services when you need to ship high volume or bulky items overseas.



The Transdirect Way: Complete freight services for every shipping need

5. Capital City Same-Day Local 1, 2 and 4-Hour Delivery

If you do business within the Melbourne, Sydney, Brisbane, Perth or Adelaide metro area, Transdirect's network of capital city carriers can provide priority same-day local delivery.

This is an excellent option when every minute counts and you need to get your package to its recipient within one, two or four hours of pick up.

For example, you can send a 1kg package between locations in the Sydney metro area with Direct Couriers three to four hour service from \$8.40 (including GST) or within one to two hours from \$16.48 (including GST).

6. Nationwide Premium Same Day Delivery

Sending a package between major destinations Australia wide on a tight timeline? You need our same-day delivery service.

Transdirect's network of same-day delivery providers offers door-to-door pickup and drop-off to and from Australia's main capital cities including Perth, Melbourne, Brisbane, Sydney and Adelaide.

You can send a 1kg satchel from Melbourne to Adelaide with pick-up within 60 minutes and same-day delivery on the next available flight with Priority Service from \$152.93 (including GST).

7. Nationwide Next Business Day Delivery

Transdirect knows the importance of fast interstate delivery that doesn't blow your budget, which is why our network of carriers offer a range of affordable next-day and overnight delivery between major Australian cities.

You can send a 1kg from Melbourne to Sydney within one business day with Couriers Please from \$7.43 (including GST and insurance up to \$1,000), or choose an overnight service such as TNT Overnight Express and ship your 1kg package from Melbourne to Sydney while you sleep for \$12.98 (including GST).



The Transdirect Way: Complete freight services for every shipping need

8. Nationwide Standard Package Delivery

We know time isn't always your most pressing issue, which is why we offer a range of cost-effective standard package delivery options which have all the same features of our express services but will save you – and your customers – money on shipping costs.

All our standard package delivery services include clear and transparent communication throughout every step of the process, including package tracking. Couriers Please allow you to send a 5kg package from Melbourne to Sydney from as little as \$9.90 (including GST and insurance up to \$1,000).

9. Local, Interstate and International Bulk and Pallet Services

Transdirect offers an affordable pallet delivery service available locally, interstate, and internationally when Aussies need to send items in bulk. Pallets ensure safety for loads weighing over thirty kilograms, giving strength and stability when shipping.

Our pallets reduce the costs of manual handling, making for an efficient and safe pallet delivery process. Customers are charged by calculating weight and volume, plus the freight pallet system makes stacking very efficient, avoiding the extra costs and surcharges. Pricing starts from as low as \$16.65 (including GST) per pallet.



The Transdirect Way: Complete freight services for every shipping need



Nationwide Road Economy

Nationwide Road Express

Nationwide Standard Package Delivery



International Import And Export Air Express

International Import And Export Air Economy



Nationwide Premium Same-Day Delivery

Nationwide Next Business Day Delivery

Capital City Same-Day Local 1, 2, And 4-Hour Delivery



Local, Interstate And International Bulk And Pallet Services

You can call on Transdirect

Have questions or need help with your Transdirect account? We pride ourselves on providing the highest level of customer service.

While we offer a range of easy-to-use online booking, tracking and service options, we're always happy to hear from you.

Simply call our friendly customer service team 1300 668 229 and we'll move mountains to solve your problem.

Here at Transdirect, we strive to deliver the best range of Shipping Solutions to suit your needs.

We offer the services of Australia's largest and most trusted Freight and Courier companies to ensure you get the best price and service for your delivery requirements. Whether you're a large company, or an individual sending a gift to your family, we can provide the solution for you.

Contact us

Adelaide

Level 5, City Central, Tower 2,
121 King William Street,
Adelaide, SA, 5000

Melbourne

Ground Floor,
430 Little Collins Street,
Melbourne VIC 3000

Sydney

Level 13 Citigroup, 2 Park
street, Sydney, NSW , 2000

Brisbane

Level 22, 127 Creek Street
Brisbane, QLD, 4000

Perth

Level 1, Building 2/50 Howe
Street Osborne Park, WA, 6017

Ph: 1300 668 229