



Courier Services

Responsive to your business demands

 **MessengerPOST**

Couriers



Messenger Post Couriers On-Demand and Regular Scheduled Services.

Your business can rely on Messenger Post Couriers to deliver on time, every time whether it's a package that needs to get across town in the fastest possible time or a regular run each morning, Messenger Post Couriers can arrange a cost effective solution to meet your requirements.

With a large, modern fleet of vehicles, Messenger Post Couriers have the resources, people and commitment to guarantee the very best in reliable service. Messenger Post Couriers monitor jobs from booking all the way through to delivery, ensuring your package arrives on time.

Keeping you informed

Sometimes traffic conditions or other factors can impact service performance. But Messenger Post's dedicated customer service representatives are committed to keeping you informed on the progress of your delivery in the event there is an unforeseen delay. We ensure proactive monitoring of your jobs, from start to finish.

Service specialists

Flexibility and responsiveness are at the centre of our approach to customer service. And with our focus on continual refinement of service delivery, checked against standards of quality and internal benchmarks, we've taken customer service to the next level. In short, our highly committed employees along with our understanding of customer needs mean we have the flexibility to deliver whatever it is you need. Of course, Messenger Post Couriers are also backed by the expertise, experience and reliability you've come to expect from Australia Post. So you can be sure your all-important documents, parcels and packages are always our number one priority.

It's secure

With Messenger Post Couriers you can be absolutely sure your delivery arrives where it should. Every one of our deliveries is subject to the utmost in security. That means all Messenger Post services are carried out by uniformed, security-cleared and fully trained professionals. Of course, you can also check on the status of your delivery on the web using our online tracking service. Delivery time and the recipient's name are displayed and their signature can also be made available online, as signatures are captured for all deliveries.

For highly sensitive requirements, Messenger Post Couriers offers a Secure Courier service which is accredited by the Government.

Delivering an image

When you choose Messenger Post Couriers, you get more than just a courier service. Your business gets a representative who understands that when we deliver on your behalf, we are the "face" of your business. And that's a responsibility we take seriously.

Messenger Post Couriers 'On-Demand Courier' services

When you have documents, parcels or packages that need to be delivered urgently you can choose a service that you can trust – no matter how urgent the job. Messenger Post Couriers will ensure your time-sensitive deliveries receive the priority you demand and still provide you with a signature to guarantee receipt.

Messenger Post Couriers 'Customised Regular Courier' services

Why would you leave your regular courier services to chance? Messenger Post Couriers provide a full "set run" service for all your regular delivery needs. Set runs, either from point to point or to multiple points, can be tailored to suit pick up or delivery times required by your business.

We will work with you to develop a customised pick up and delivery schedule that meets your precise requirements. That means we can tailor a plan to your business, providing after hours or weekend services as required. All delivery times and destinations are planned and the routes our drivers take are plotted using advanced routing and scheduling software to maximise efficiency, reliability and more importantly, value for money.

All set runs are carried out by a designated driver to ensure you get a service that's both consistent and reliable.

Inter-office satchel delivery

We can provide same day or overnight deliveries of your critical inter-office satchels and internal mail. Just tell us where and when you need it and we'll make it happen. And all with the added reassurance of security-cleared drivers.

Mail pick up and delivery

Who better to pick up and deliver your most essential business mail than Messenger Post Couriers? We'll clear your post office box in the morning and lodge your mail for you in the afternoon. We can work with you to arrange the best time for deliveries to and from the Post Office and we'll assign a regular driver to ensure your mail is delivered on time. Now that's simple.

Responsive courier services

Messenger Post Couriers ensures that you know the status of every delivery and we will also proactively notify you of any delays to ensure you are able to meet your expectations. Messenger Post Couriers is able to provide efficient online booking and acceptance of electronic manifests, and also provides real-time track and trace and electronic Proof of Delivery (POD) for every job.

In delivering for your business, Messenger Post Couriers use the latest in mobile data communication technology. Our couriers are in continuous contact with our logistics staff via hand-held computers.

So even when they're out of their vehicles, drivers are notified in real-time of your new bookings and updated pick up and delivery data. What's more, our hand-held computers have in-built barcode scanners, and can capture signatures electronically, giving you proof of pick up and delivery via the web.

Our online booking and tracking system offers real transparency of service – saving you time and frustration and putting you in control of your deliveries.

You can also print a consignment note online and request an email or SMS notification confirming delivery and recipient details using our optional notification service.

Messenger Post Couriers reporting

Messenger Post customers can choose from a flexible range of end of month statements to help control and assign courier costs within your organisation. And depending on your specific business requirements, we can provide reports electronically or in hardcopy. The reports can also display your courier usage breakdowns by account code, cost centre, booking reference (eg your client id), service type or a combination of these, to enable you to bill costs back to the correct department or client. Simple and easy!



Area	Speed of Delivery	Service Solution	Features
CBD Bikes	Critical	Immediate CBD Bike	<ul style="list-style-type: none"> • Priority pick up and delivery. Delivery confirmation provided.
CBD Vans	Critical	Immediate CBD	<ul style="list-style-type: none"> • Priority pick up and delivery. Delivery confirmation provided.
	Very Urgent	'1 hour' service	<ul style="list-style-type: none"> • Pick up and delivery within 1 hour of booking or ready time.
	Urgent	'2 hour' service	<ul style="list-style-type: none"> • Pick up and delivery within 2 hours of booking or ready time.
Metro Vans	Critical	Immediate Metro	<ul style="list-style-type: none"> • Priority pick up and direct delivery to destination. Delivery confirmation provided.
	Very Urgent	'2 hour' service	<ul style="list-style-type: none"> • Pick up and delivery within 2 hours of booking or ready time (specific suburbs only).
	Urgent	'3 hour' service	<ul style="list-style-type: none"> • Pick up and delivery within 3 hours of booking or ready time (specific suburbs only).
Taxi Trucks	As Required	As required	<ul style="list-style-type: none"> • Services available on request.

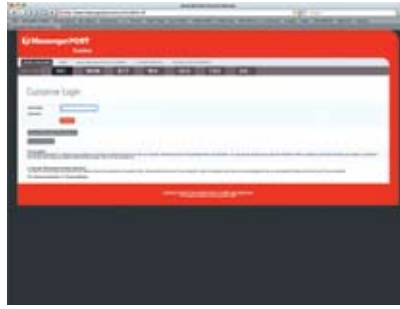
Note: Not all services are available in all states or from all suburbs. Average delivery times are usually shorter than times listed above, however deliveries may on occasion be subject to delays due to factors outside the control of Messenger Post Couriers.

Booking is as easy as messengerpost.com.au



Your business operates in a fast-paced world. Our website lets you book a courier and check on the progress of your job easily.

- Simply visit messengerpost.com.au and select the city you are in.



- Type in your **Customer No. and Password**.



You'll be taken to your home page where you can select from the following options:

- **Query Job**
- **Add Job**
- **Addresses**



Query Job allows you to view comprehensive POD information including a signature of the person who accepted delivery.



Add Job allows you to book a delivery. All major fields are pre-populated so there is no need to re-key your details each time.

Service Type lets you choose the delivery method and how fast you want it there.

Item Type selects the item you need delivered. All you do then is type in the delivery address. Easy!

Label generates a printable consignment label to attach to your item.



Your Frequent Addresses stores all your most used delivery addresses so you save time.

Service Performance Management allows close monitoring of all stages for each job to ensure on-time delivery.

And **Internet Tracking** lets you monitor progress in real time, so you can be sure your job is always receiving the priority it deserves.

Friendly, efficient and fast

Fast delivery and reliability is only part of the Messenger Post Couriers story. You can depend on our fully trained staff to provide friendly, responsive service whenever you call. Here's how easy it is to book a Messenger Post Courier by phone.

1 Phone 13 13 20 and press 1 for bookings.

2 Quote your account and cost centre code.

3 We'll ask you for:

- complete and accurate delivery details
- the type of article to be delivered (letter, box, tube)
- the number, weight and size of items to be delivered
- any critical deadlines (eg tender or settlement documents).

4 Tell us the service you need (see page 4)

- CBD – Immediate, 1 hour or 2 hour.
- Metro – Immediate, 2 hour or 3 hour.

5 Finished! Your job has been booked and we'll provide you with a booking job number.

Call 13 13 20 to have a Messenger Post Couriers account set up for you

Messenger Post Couriers

For more information on how Messenger Post Couriers can provide the speed and reliability your business demands, visit messengerpost.com.au or call 13 13 20

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