Mail Call Couriers

Sydney

Melbourne

www.mailcall.com.au

136 331

consistently **fast** couriers

MAIL CALL
MAIL CALL
MAIL CALL

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consistently **fast** couriers

Mail Call Couriers

Mail Call has grown to be the largest express courier company in the Sydney metropolitan area over the last 30 years, and more recently has come to be a very prominent player in the Melbourne market. A family business, Mail Call continues to provide exemplary service to over 7,000 active clients across the entire metropolitan area, due to an adherence to the original core values instilled throughout the company in 1982.

Mail Call's mission is to provide consistently fast, professional and friendly service to all our clients, at competitive prices, whilst leading the industry in technological advances designed to improve the overall customer experience and minimise the impact we have upon our environment.

consistently
fast
couriers

The Difference?

Outstanding Customer-Focused Techonologies

An auto-allocation system coupled with a predictive quality control system that ensures your work is always allocated the *most* efficient driver, and that potential issues are predicted ahead of time and diffused prior to running work late

GPS tracking and GPRS communication platforms

The latest in hand-held computers for every driver ensuring real time communication on all jobs

A comprehensive and completely transparent internet site with real-time tracking, instantaneous Proof of Delivery signatures, delivery deadline tool, added security features and many more tools designed with the client in mind. The site is adaptable to individual client requirements.

Competitive Pricing

Our exceptional service, and all the extra tools available to clients, is provided at extremely competitive, all-inclusive pricing affording our clients exceptional value for money.

Large and Experienced Fleet

Mail Call's fleet is one of the largest and most experienced in Sydney ensuring our clients receive a consistently fast service. Ranging from push bike couriers to trucks and everything in between, Mail Call pays a signing bonus for experienced and high performing couriers, to ensure our fleet is highly skilled and efficient.

Flexible Service Offerings

From general courier work, to permanent jobs, runs, hourly hire, after hours and 'special request' couriers, Mail Call remains flexible in what we offer through to how work is booked and invoiced.

Committed and Professional Staff

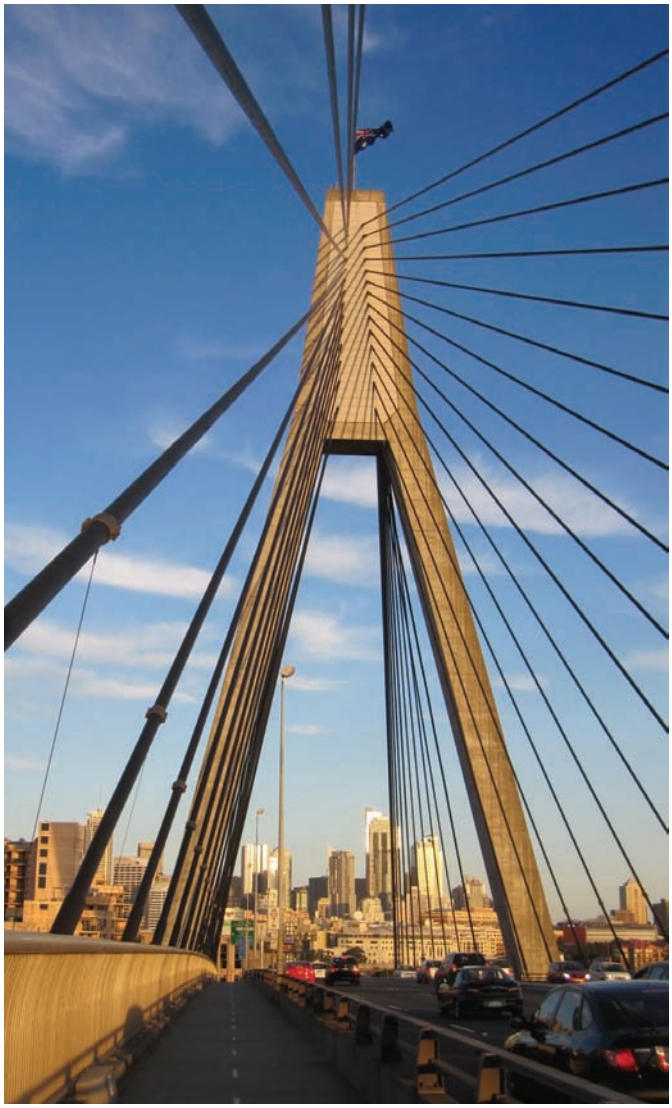
Mail Call believes in training and development, and in rewarding excellence. This approach has cultivated a very loyal, hardworking, professional and highly skilled team.

24/7 Operating Hours

For client's peace of mind, Mail Call offers an after hours service with dedicated bookings and customer service staff.

Transparent Invoicing

No minimum spend requirement or contract, no permanent account keeping fees, flexible options and complete transparency makes account reconciliation easy for Mail Call clients. Invoices are able to be customised to certain client requirements if necessary, and can be coupled with automatically generated reporting on any number of facets.



Technology

Mail Call Couriers is constantly evolving to keep pace with the needs of Australian business. A large part of this growth is due to the Company's investment in R&D and innovative technology platforms, tools and operating systems, designed to maximize time and cost efficiencies. Mail Call's in-house IT team is dedicated to constantly upgrading and improving systems, with a strong focus on customer specific tailored solutions.

Auto Allocation

Mail Call's auto allocation system makes thousands of calculations every second to ensure allocation of clients' work to the most efficient driver every time. The decisions this system makes are based on the drivers current location, the direction they are heading, the other work they have on board, how efficiently the driver and the traffic is moving, what the weather is doing and many other factors.

The system also consults historic data for route optimisation and previous travel times to ensure once allocated, the job in question is delivered within our promised service times. The entire system is geared towards the fastest possible delivery time, not just a quick pick up.

Quality Control

Situations will always arise which are beyond even the best systems control. Our quality control system is predictive and knows when each driver should be at particular points. If a driver is not at the calculated point in time, the system will flag the job as a potential issue. The driver may have become stuck in traffic or be waiting for a pick up that is not quite ready. If the system calculates that this will cause the rest of the work to run late, a warning is flagged on the job which gives Mail Call despatch staff the option to reallocate work or change the delivery order to ensure all deliveries are made on time. This predictive approach, rather than a reactive one, ensures our stringent internal KPI's of 99.8% on time deliveries is consistently met.

Mobile Data, GPRS and GPS Technology

All Mail Call drivers are equipped with the latest in hand held data units and GPS tracking. They communicate via a GPRS platform ensuring consistently reliable communications and to-the-minute real-time information which keeps operations staff and clients alike across all aspects of the courier jobs in progress. This offers total transparency and control over all live courier jobs.

The software used in this technology has been developed internally by Mail Call's IT Team making it far superior to generic versions in terms of reliability and functionality. The constant flow of information, pin point accurate locations and complete transparency enables heightened efficiencies that would not otherwise be possible.

Business Continuity Plan

Being able to rely upon suppliers in even the most extreme situations is vitally important in today's highly competitive market. Mail Call has implemented an Extreme Business Continuity Solution to ensure a truly uninterruptable service offering to clients, even in extreme situations. We have a mirrored off-site data centre that we can transfer over to at a moment's notice, and should our primary office location be compromised, we can also relocate operational staff to an off-site facility to ensure clients needs are consistently met.

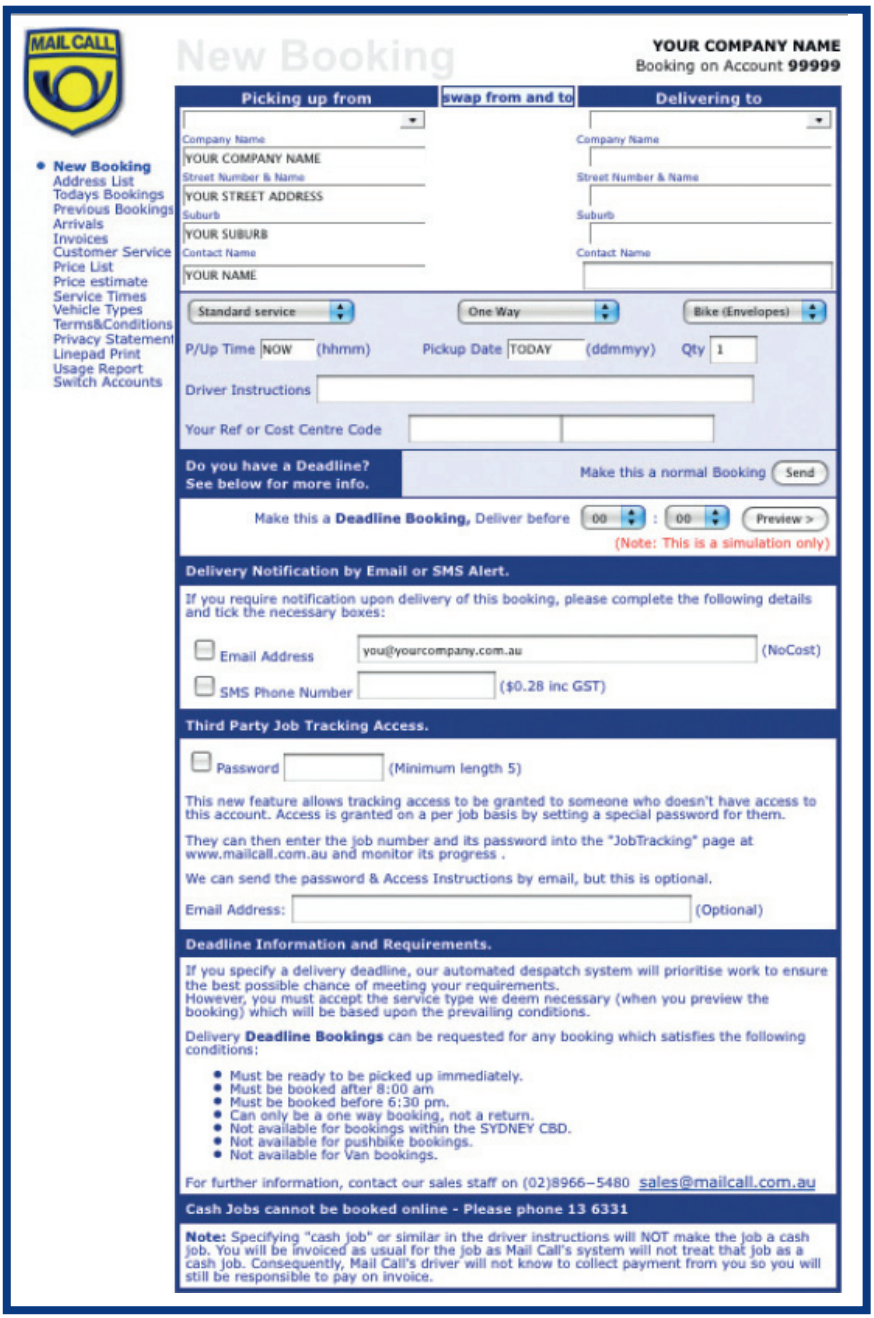
Mail Call Online

Mail Call has developed an interactive and user friendly website, according to our clients' specifications, that provides unmatched benefits, invaluable tools and complete transparency. The system is able to be customised to individual clients' needs.

Mail Call Online provides a paperless and eco-friendly option to traditional methods of booking courier jobs and documenting Proof of Deliveries and the like. Mail Call has installed broadband connections via multiple pathways to ensure all systems are highly resistant to outage, ensuring clients can access our booking facility and any further information needed at any time.

Making Bookings

Bookings can be made on an adhoc basis or can be prearranged. An address book function saves time on data entry for regular delivery points. Only a few clicks through a very simple to use booking form will have your jobs booked – generally in less time than it takes to phone one through via the call centre. A booking will not be allowed to progress if our data validation software recognizes an error on the page. It will highlight the error – incorrect suburb for example – and allow the client to rectify the issue.



Mandatory Cost Centre Codes

Cost Centre Codes or References can be recorded against bookings to simplify the invoice reconciliation process for clients. Invoices can then be sent in date order, or grouped by reference or cost centre code. If grouped by code, each unique code will also feature a sub total. Options around tailoring these fields to clients' specific needs are available also.

The Deadline Tool

Unique to Mail Call

When booking in a job clients may opt to set a deadline for the delivery.

The system will make a recommendation on the most cost effective service level to meet the deadline set. Once a client accepts the recommendation, the systems locks in the deadline electronically to ensure it is taking into account at the point of allocation, and that this time is strictly adhered to.

Mail Call Online

Email and SMS Notifications

Clients can choose to receive an email or SMS notification at the time of delivery. This can be sent to the person booking the job, the recipient or any other nominated person. The email will also contain a Proof of Delivery signature, and both options are generated the moment a courier obtains a signature and marks a job as delivered.

Third Party Tracking

An excellent option for clients who would rather their customers track the status of a delivery themselves. The third party tracking option will give the recipient the option to track their delivery from the Mail Call home page. They will only have access to view their own job, and prices are omitted.

Booking Confirmation

Once a client hits send on a booking, the job is entered live into the Mail Call system and is booked. A confirmation page is displayed and is often used to label the items being sent. When printing this page, clients can opt to omit any pricing information.

Real Time Tracking

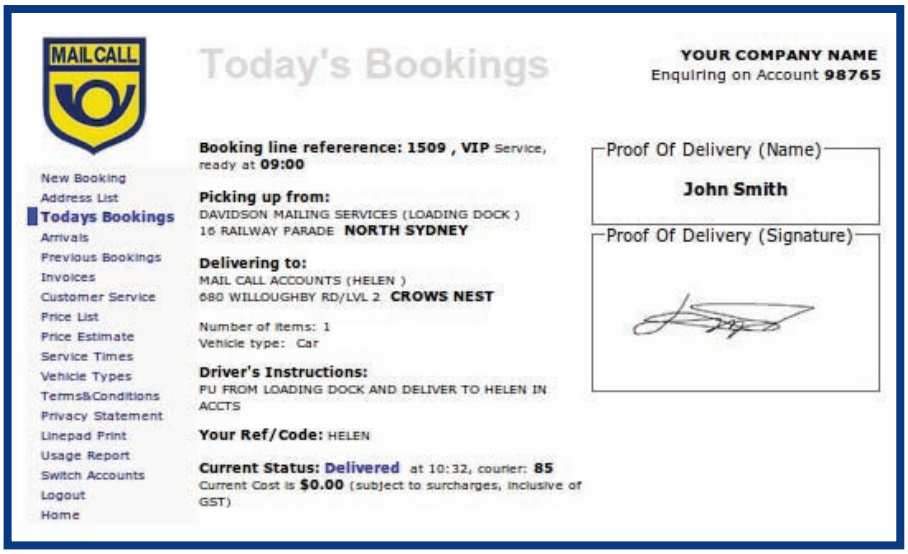
Unique to Mail Call

Using the Todays Bookings tab, clients can track any jobs booked in for the day. This page offers a realtime countdown in minutes until pick up and delivery. The status and time is refreshed once every 60 seconds.

Mail Call Online

Instantaneous Proof of Delivery Signatures

The moment a job is delivered a typed name and image of the signature of the recipient is available to view online. Simply clicking on the job number will display this information. This information is kept indefinitely and can be retrieved at any point by the client. For jobs completed prior to the current day, this information can be accessed via the Previous Bookings tab.



Security – Arrivals

Unique to Mail Call

The arrivals screen offers important information about the courier who has been sent to complete a delivery including photo ID, courier number, and vehicle type, make and registration. This offers peace of mind for clients sending high value or very important items.

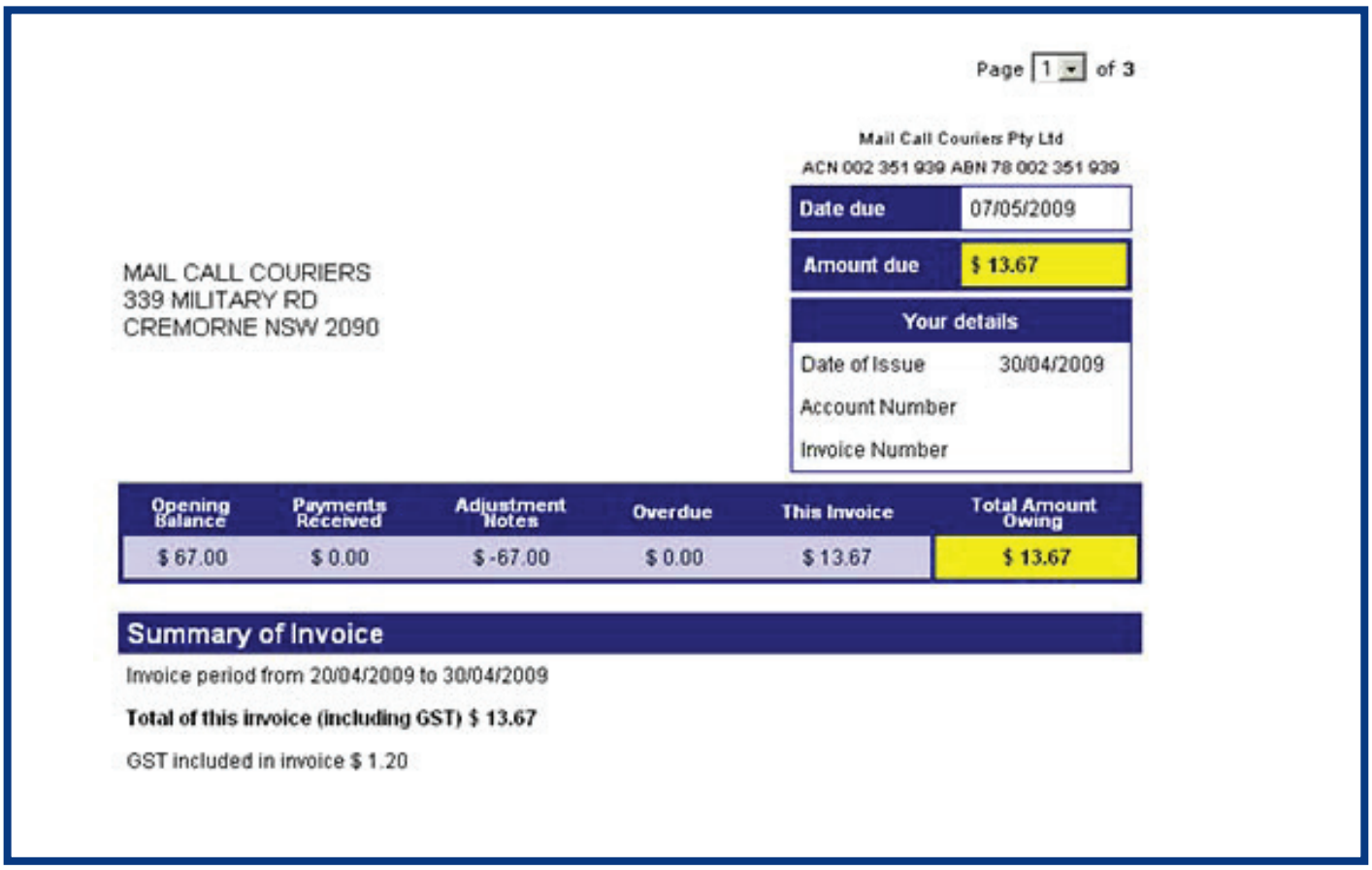
Mail Call Online

Invoicing

Invoices can be provided in hard copy, but with an eco-friendly approach in mind we encourage all clients to adopt our fast and secure emailed invoicing option. These can be tailored to clients specific needs, and we accept a range of payment methods. Invoices are also available online at any time. There is no minimum monthly spend requirement, and if accounts are paid in full within 21 days, there are no account keeping fees.

Usage Reports

An excel spreadsheet can be generated for any defined period of time and captures every detail of every booking made within that window of time. This allows data to be manipulated to suit the clients' needs and if this report needs to be adjusted or automated this can also be addressed.



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Mail Call Couriers Pty Ltd
ACN 002 351 939 ABN 78 002 351 939

Date due	07/05/2009
Amount due	$ 13.67

MAIL CALL COURIERS
339 MILITARY RD
CREMORNE NSW 2090

Your details

Date of Issue	30/04/2009
Account Number	
Invoice Number	

Opening Balance	Payments Received	Adjustment Notes	Overdue	This Invoice	Total Amount Owing
$ 67.00	$ 0.00	$ -67.00	$ 0.00	$ 13.67	$ 13.67

Summary of Invoice

Invoice period from 20/04/2009 to 30/04/2009

Total of this invoice (including GST) $ 13.67

GST included in invoice $ 1.20

You will find Mail Call's invoice easy to read and it can be tailored to your company's needs.

Fleet and Service Overview

An experienced fleet of over 250 couriers has ensured Mail Call remains efficient as the industry leader.

Incentive based remuneration, coupled with ongoing training and the latest technology has resulted in minimal driver turnover and a superior fleet of couriers. The fleet consists of the following vehicle types:

Pushbikes – These cover the CBD and surrounding suburbs as far as Redfern, Glebe, Kings Cross and North Sydney. They are extremely fast moving around the city as they don't get stuck in traffic or have issues parking. They are the quickest and most economical method of delivery in the CBD and as such we have a large number of pushbikes in the fleet.

Maxibikes – These were introduced by Mail Call several years ago and have all the benefits of a pushbike while also being able to carry larger boxes. They cover the CBD and surrounding suburbs as far as Surry Hills, Darling Harbour and East Sydney.

Motorbikes – These are the most efficient way to get smaller deliveries into the suburbs as they too are able to avoid traffic jams and have no issues parking, but have the added benefit of being motorized. They service the inner city and fringe areas as far as Pymble, Parramatta, and Mascot.

Cars, Station Wagons, Vans and Utes – These vehicles service the entire Sydney metropolitan area. Station Wagons and Vans are equipped with trolleys and are allocated a portion of free waiting and loading time per delivery. With the largest number of vehicles on the road, delivery times are always efficient.

1T – 8T Flat Top Trucks, Pantechs and Tautliners – All drivers are handpicked and individually managed to ensure each delivery runs smoothly. All drivers are fully uniformed, wear PPE gear, ID tags and are specifically trained to deal with 'ugly' freight.

Mail Call's Pushbikes and Motorbikes

With their obvious benefits in terms of time and cost efficiencies, Mail Call recruits heavily in this area and maintains a fleet of 80+ riders. This is some 5 times the size of our closest competitors and gives a huge advantage to our clients. Clients who do not utilise the bike fleet also benefit as they are efficiently delivering smaller items which in turn frees up larger vehicles to complete the larger deliveries.

Service times are offered at three levels to meet the differing needs of Australian businesses.

	Std Service	VIP Service	Red Hot VIP Service
Sydney CBD Pushbike E.g. Sydney CBD Only	40-60 mins	20-30 mins	First Available + Riding Time
Local Delivery E.g. Sydney - Sydney (Car) E.g. Darlinghurst - Darlinghurst	60-90 mins	30-45 mins	First Available + Driving Time
Bridge Delivery E.g. Sydney - North Sydney	90-120 mins	45-60 mins	First Available + Driving Time
Suburbs Delivery E.g. Chatswood - Parramatta	120-150 mins	60-80 mins	First Available + Driving Time
Outer Suburbs Delivery E.g. Minto - Palm Beach	150-180 mins	80-90 mins	First Available + Driving Time

***These times are intended as a guide only. It is recommended to use the deadline booking tool online to ensure the optimum delivery time. After 4.30pm only VIP and Red Hot VIP is available to ensure same day delivery. We ask for an allowance of up to 20% in peak periods such as Christmas, end of financial year and Friday afternoons, and also in wet weather.

Hourly Hire and Permanent Runs

We aim to accommodate all requirements when booking this type of work and where possible, a dedicated permanent driver will be allocated to the job/s providing consistency for our clients.

This type of work is available to all of our clients. In order to quote or set up a job/series of jobs such as this, we will need the following information:

- The frequency of the run
- The vehicle type required
- The desired pick up and delivery times
- Any special requirements – Paperwork, return of pallets/equipment, use of keys or passes etc

Currently we provide the following types of runs:

- Mail runs
- Bank runs
- Fashion return runs
- Overflow work for international carriers
- Permanent runs

Mail Call Trucks

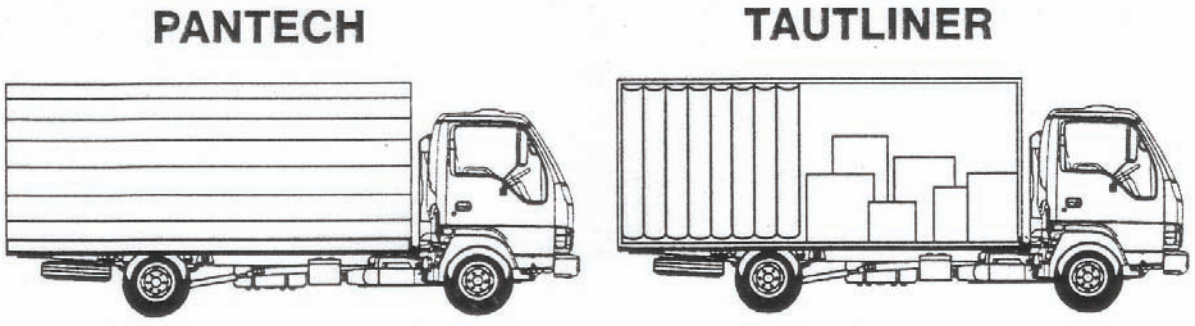
All Mail Call truck drivers are handpicked, individually managed, fully trained and uniformed, and are equipped with the latest technology available, ensuring excellent service and open, transparent communication and tracking.

The vehicles in the truck division range from 1T to 8T and include such vehicles as flat tops, tautliners, pantechs, tail lift trucks, and hiabs. Mail Call handpicks all truck drivers to ensure they are industry professionals who are experienced and highly presentable, and demonstrate an excellent understanding of Mail Call's clients' needs.

Benefits offered by Mail Call's Truck division include:

- Clients are only charged for what they use through Mail Call's flagfall and km rate approach
- No depot to depot or relocation costs
- 20 minutes free waiting/loading time per job is available
- Permanent and hourly hire trucks are available to maximize time and cost efficiencies. Any permanent work will be allocated a permanent driver with a relief driver also available and pretrained in the event of sickness, injury or leave.
- The truck channel manager is dedicated only to the smooth running of the truck division and is responsible for service, allocation and customer service queries ensuring Mail Call clients have a one-stop-shop for all truck bookings or queries.

Vehicle	Approx tray length	Standard Pallet Capacity*
1 Tonne	2.4m	2
2 Tonne	3.0m	2
3 Tonne	3.5m	3
4 Tonne	4.0m	6
5 Tonne	4.4m	8
6 Tonne	6.0m	10



Standard Service: Max 4-4½ hours
VIP Service: Max 2½ - 3 hours
* Capacities may vary depending on load and vehicle

Our dedicated Truck manager has been quoted as saying "We don't just make deliveries, we provide true service"

How to:

OPEN A MAIL CALL ACCOUNT

To open an account please ring the Mail Call Sales department on **02 8966 5480** and you will be asked the following questions :

- Your phone number
- Company name
- Business residence
- Is the billing address the same, if not give details
- Contact name and email address
- Fax number
- ABN number

Your Mail Call account will then be open and ready for use. Internet bookings can be made without delay through our website at www.mailcall.com.au. Please ask the operator for your account number and password.

www.mailcall.com.au

Head office

Mail Call Couriers Pty Ltd
ABN: 78 002 351 939
339 Military Rd
Cremorne NSW 2088
Po box 399 Spit Junction NSW 2088
Bookings & Customer Service: 136 331
Accounts: (02) 8966 5470 Fax: (02) 9904 0249
Sales: (02) 8966 5480
After Hours: 0409 394 680

How to:

BOOK A COURIER JOB

Bookings can be made via our website at www.mailcall.com.au or by calling 136 331 where you will be required to enter the following information:

VIA PHONE

136 331

- Phone number
- Service type
- Pickup and delivery details
- Vehicle type
- Reference (if applicable)

VIA INTERNET

www.mailcall.com.au

- Account number and password
- Pickup and delivery details
- Service type - Ready now?
- Driver instructions
- Do you have a deadline to meet?

To confirm your booking a job number will be quoted. Please record this number for any further enquiries.

Our booking and Customer Service line is open from 7.00am to 6.45pm, Monday to Friday. For After Hours courier jobs please phone 0409 394 680.

www.mailcall.com.au

Melbourne Office

Mail Call Couriers Pty Ltd
ABN: 78 002 351 939
Unit 4, 20 Sabre Drive
Port Melbourne VIC 3207
Bookings & Customer Service: 136 331
Accounts: (02) 8966 5470 Fax: (02) 9904 0249
Sales: (02) 8966 5480
After Hours: 0409 394 680

Mail Call Couriers are proud sponsors of

Barnardos
We believe in children.

THE SMITH FAMILY
everyone's family

THE SALVATION ARMY

TOUR de CURE

www.mailcall.com.au

Office Hours Mail Call's Office Hours are Monday to Friday 7.00am - 6.45pm.

Sales & Opening an Account (02) 8966 5480
Bookings & Customer Service 136 331

After Hours Mail Call offers clients a 24/7 service.

For all bookings and enquiries between 6:45pm and 7am
Tel: 0409 394 680

Postal Address
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A.B.N. 78 002 351 939
PO Box 399
Spit Junction NSW 2088