

# Why Xpress 2U Couriers?

Xpress 2U Couriers are Gold Coasts premium time sensitive point-to-point courier service, we pride our selves on prompt, reliable and secure point-to-point deliveries. When it has to be there on time, trust Xpress 2U Couriers to get it there. We don't try to meet your requirements we work to exceed your expectations, start telling your customers "It's been Xpressed 2U!"

# Vision

To be the market leader among point-to-point courier companies by providing quality service, reliability, innovative solutions, technology and professionalism.

### Our People (SP)

We realise that as a service provider our most important asset is our staff. Being a family owned and run business we run a tight close-knit team dedicated to looking after our customers. To bring you the highest level of customer service possible, we invest heavily in the training of all team members. Having outstanding people on the road and in the office allows for our success. If we wouldn't trust them with our belongings – we wouldn't trust them with yours!

# Bookings \*

You choose the booking style that suits your needs. We take e-mail requests, phone bookings and have a simple and easy-to-use internet booking system along, each booking is booked as an R2U service unless otherwise advised.

## ETD O

#### **Estimated Time of Delivery**

When you book a job with us our customer service team they will advise you of your ETD (estimated time of delivery), this gives you a realistic delivery time that you can pass onto the receiver. We will contact you if we anticipate a delay with your job. All ETD's are taken from the time of booking not time of dispatch.

### Payment Options



We offer a 5-day credit account, or Cash on pickup or delivery, we also accept all credit and debit cards as well as American Express.



#### **Accounts - Apply online**



Don't' have an account? No problem you can open an account online in seconds, then login and book a courier it's that easy. Go to <a href="mailto:xpress2ucouriers.com.au/book-online/">xpress2ucouriers.com.au/book-online/</a> to set up an account.

### Technology



Xpress 2U Couriers supports its people with the latest and greatest technology. Our technology enhances our interaction with our customers. Our website booking system saves you time and puts you in control. With your own personalised login you'll be surprised how quick and easy it is to book and track your deliveries, you can book a courier in seconds from anywhere.

#### **Customer Service**



When you phone Xpress 2U Couriers you can expect your call to be answered in a timely manner by one of our friendly team members, they will provide you with professional assistance and answer any questions you may have.

### Services 3

Xpress 2U Couriers have a range of services for all your courier needs, we carry anything that is able to fit in our vans nothing is too small. Please contact one of our friendly team to discuss how we can help you.

# Pricing \$

Xpress 2U Couriers booking system price each job instantly. Our pricing structure is fair and easy to understand.



#### **Proof of Delivery**

If you choose we can email you a POD (Proof of Delivery) confirming the delivery has been made, this includes a signature and time of delivery, or you can call our friendly customer service team.



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