

DESPATCHING YOUR GOODS WITH SMART SEND

When you make a booking with Smart Send you will instantly receive an email with your Tax Invoice, a 'Freight Job Itinerary' and also an attached **PDF file** which will be your consignment-label/s for sending purposes. Print this consignment-label (on a laser printer for best results) to enable scanning/tracking of your consignment.

Once printed, you need to cut-off the "top third" of the consignment-label ('Senders Copy' as in the example below) and provide this to the pick-up driver when he comes to collect your goods. He will sign the consignment-note and give it back to you as proof of pick-up.

CUT OFF THE TOP-THIRD OF THE CONSIGNMENT-LABEL & GIVE TO THE PICK-UP DRIVER

 Carried by Allied Express SENDERS COPY		
Sender: STEVE ABC CO. 45 SMITH ST BRISBANE QLD 4000	Receiver: CHRIS ROGERS 34 WESTERLY WAY NORTH MANLY NSW 2100	
Special Instructions		
		
Date: 27/2/2007	Consignment Note: 00002099	
Item Description: CARTON	Service: ROAD FREIGHT	Charge: 0MSEND
1 of 1 items	Item dead weight 5 kg	Item Dimensions(cm) 20 x 30 x 10

Sender: STEVE ABC CO. 45 SMITH ST BRISBANE QLD 4000	Receiver: CHRIS ROGERS 34 WESTERLY WAY NORTH MANLY NSW 2100	
Special Instructions		
		
Date: 27/2/2007	Consignment Note: 00002099	
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Special Instructions		
		
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Item Description: CARTON	Service: ROAD FREIGHT	Charge: 0MSEND
1 of 1 items	Item dead weight 5 kg	Item Dimensions(cm) 20 x 30 x 10
DATE/TIME: _____		
PRINT NAME _____	SIGNATURE _____	

Attaching the consignment-label:

You will then be left with the middle and bottom consignment-label copies. Please use thick sticky tape (preferably masking tape) or strong glue to attach **only** the **top label** (previously the middle section) to your carton.

TO ATTACH THE CONSIGNMENT-LABEL TO YOUR CARTON: USE THICK STICKY TAPE (PREFERABLY MASKING TAPE) OR STRONG GLUE TO ATTACH THE LABEL DEPICTED ABOVE THE DOTTED LINE IN THE EXAMPLE IMAGE BELOW.

LEAVE THE BOTTOM COPY LOOSE.

Sender: STEVE ABC CO. 45 SMITH ST BRISBANE QLD 4000	Receiver: CHRIS ROGERS 34 WESTERLY WAY NORTH MANLY NSW 2100	
Special Instructions		
		
Date: 27/2/2007	Consignment Note: SS002099	
Item Description: CARTON	Service: ROAD FREIGHT	Charge: SMSEND
1 of 1 items	Item dead weight 5 kg	Item Dimensions(cm) 20 x 30 x 10

		
Carried by Allied Express		
Sender: STEVE ABC CO. 45 SMITH ST BRISBANE QLD 4000	Receiver: CHRIS ROGERS 34 WESTERLY WAY NORTH MANLY NSW 2100	
Special Instructions		
		
Date: 27/2/2007	Consignment Note: SS002099	
Item Description: CARTON	Service: ROAD FREIGHT	Charge: SMSEND
1 of 1 items	Item dead weight 5 kg	Item Dimensions(cm) 20 x 30 x 10
DATE/TIME _____		
PRINT NAME _____	SIGNATURE _____	

**** Very Important:** Also ensure you write the *delivery address* and *Smart Send consignment-note number* on the goods also. This is a precaution in case the Smart Send consignment-label comes off during transit. This can be written on with a marker pen.

Despatch Tips

1. Australia is a large continent. Your goods may be handled many times by many different hands before it gets to the end destination. Please ensure for your benefit that the carton used to package your goods is **sturdy** and **robust**. Also ensure you use void fill (extra packaging/shredded paper, etc) if the goods move around inside the carton.
2. When taping a carton, ensure to go all the way around the carton and along the seals. You don't want the carton opening during transit.
3. If the item is fragile, then let us know. Ensure you somehow mark the carton as FRAGILE (with marker pen or a label).
4. If you have more than one item on a consignment (to one receiver), place the consignment-labels (we provide you via email) in the same place on each item, especially if all items are identical. This makes it easy for the sortation staff in depots to know where to look for the receiver address.
5. Ensure the cartons you use do not have old address labels or old barcodes/identifiers on them. This will lead to confusion and will delay or cause issues with your consignment.
6. Ensure the deadweight and dimensions are accurate. *Double check if necessary.* This will avoid unnecessary additional charges which we will invoice you for. Please note that all freight is check-weighed and cubed using the latest transport technology and we will quickly find any inconsistencies. If this happens on a consistent basis, we may refuse to carry your goods.
7. For Occupational Health and Safety reasons, the maximum liftable weight per item is 17kgs. If you have a carton weighing more than 17kg, consider breaking it down into two or more items (each less than 17kgs) if possible. Otherwise mark it as a HEAVY CARTON and you and/or receiver will need to assist the driver to load/unload. Businesses may consider strapping the carton to a skid (i.e. a small pallet), enabling staff to utilise forklifts to lift the item/s.
8. If you have more than 20 items on a consignment (i.e. to the same delivery address), you will have to complete one booking for 20 items, then additional bookings for any additional items over 20 items.
9. We do not pick-up or deliver on weekends/public holidays. Additionally, when we quote transit times for your booking, they are a guide based on 'business days' and do not include weekends.
10. If you have a requirement for a timeslot delivery or have 'book-in' freight at a major Delivery Centre (Myers, Toyworld, etc), please email us for a quote as these type of deliveries incur additional costs.