



[www.smartsend.com.au](http://www.smartsend.com.au)

## Smart Send makes it simple for Ebay members to transport goods nationally

*With the emergence of the e-commerce phenomenon worldwide, Smart Send has developed a competitively-priced, 'easy-to-use' online solution for sellers/buyers requiring door-to-door deliveries.*



**smart send**  
Easy Online Freight Services



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## Smart Send Target Market

Ebay members, private individuals or small businesses who need one-off and irregular sending of:

1. Cartons, parcels up to 35kgs
2. Packaged items over 35kgs in crates or on pallets
3. Items up to 6 metres in length





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## Smart Send does not transport

- ◇ Fully assembled furniture
- ◇ Unpackaged goods
- ◇ Motor vehicles/boats
- ◇ Liquids
- ◇ Dangerous goods
- ◇ Foodstuffs (requiring refrigeration)
- ◇ Artwork/paintings/sculptures
- ◇ *A complete list is available on our site*





## Why is Smart Send the solution for Ebay members?

### Ease of use -

- ◇ Online service available 24/7
- ◇ Fully automated
- ◇ Pricing Australia-wide
- ◇ Road Freight & Express services available
- ◇ Consignment-labels provided to customers (in PDF format) upon booking.
  - Labels are barcoded for ease of tracking.
  - Customers print and attach the label/s to the goods ready for pickup.





## Why is Smart Send the solution for Ebay members?

### Ease of use (cont'd)

- ◇ Home pickup & delivery services to most areas Aust-wide
- ◇ 10% discount for Ebay members
- ◇ No credit reference checks required for users
- ◇ No account fees
- ◇ No minimum trade requirements
- ◇ Easy online payment methods
  - Paypal or
  - Credit/Debit card

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## Why is Smart Send the solution for Ebay members?

### Door to Door service –

- B2B
  - B2C
  - C2C
- It is very rare to find a transport carrier that will service all these needs.
- Particularly for ‘low volume’ or small business users.
- ◇ No need to drop off the goods at a depot or post office.
  - ◇ This saves down time from work or family life.





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## Why is Smart Send the solution for Ebay members?

### Competitive pricing for low volume users

- ◇ In many cases we are approx half the price of other carriers on the eBay Postage Centre page (Air Road, Pack&Send and Paymate Express/DHL).
- ◇ We are also more than competitive with other carriers that provide home delivery & 'door-to-door' services.





## Why is Smart Send the solution for Ebay members?

### 10% Discount for Ebay members

- ◇ The “Online Auction Seller/Buyer” discount applies to anyone selling or buying goods on eBay.
- ◇ Just choose this option at the “Quick Quote” section on our homepage and then enter your Ebay User ID to receive the discount.





## Why is Smart Send the solution for Ebay members?

### Received Delivery service

- ◇ The Smart Send '*Received Delivery*' service provides customers peace of mind with the ability to prove delivery should a dispute arise.
- ◇ This service ensures the consignment is signed for (as delivered) by the receiver and an electronic image can be provided to the customer if requested.
- ◇ If no-one is at the delivery address to accept the goods, the driver will leave a card and the receiver can call the local depot to arrange a re-delivery (or pickup from the depot if preferred).

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## Why is Smart Send the solution for Ebay members?

### Customer Support

- ◇ We understand Ebay members have *special needs* and have ‘outside’ normal business hours requirements.
- ◇ Smart Send monitors all emails from 8am-8pm weekdays and 9am-5pm weekends.
- ◇ Smart Send is an internet based service and all communication is via our site. Our current response times average 9 minutes (during business hours).



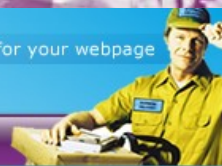


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## Ease of use

**The 3 Steps to complete a booking online:**





### Step 1: Quick Quote

#### Quick Quote

Online Auction Seller/Buyer  
 User ID

Corporate Client  
 Promotional Code  
 I use Empire Trade Exchange  
 Casual Customer

From (postcode)   
 To (postcode)

Desc.

Weight (kgs)   
 Dimensions (cm) \* max 600cm  
 cm x  cm x  cm

**More than 1 item to send?**

Service type  Road

Are you the sender or the receiver of the goods?  Sender

Do you require a receipted delivery?  No

Do you require a "Tail-Lift Truck" to help load or unload the goods?  
 No

Are there dangerous goods?  No

#### Australia's 'Most Trusted' Online Transport Service



- Are you selling something on Ebay?
- Are you a regular online seller or buyer?
- Do you run a small business and want fair freight prices without added fees?
- Or do you just need to send a present to a loved one?

#### Why you should use Smart Send

Smart Send's focus is purely on low volume users. For far too long, major courier/freight companies have discouraged trade with low volume users because of the low level of demand on their services. Due to Smart Send's high volume freight movements, we acquire very good discounts with our preferred transport carrier; which is how we provide a competitive price for you.

[Read More](#)



[Click here to check if we can transport your goods](#)



Track your goods - Enter consignment number

#### Quick links



- Packaging Tips
- Get Started
- Despatching Goods
- Compare prices
- Why Smart Send?



[View Transit Time Guide](#)



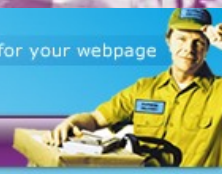
There is no need to register or open an account to use our services!

**10% Discount for Ebay Sellers/Buyers**



[Read our Testimonials](#)

- ◇ Choose 'Online Auction Seller/Buyer'
- ◇ Enter your Ebay User ID in the field provided
- ◇ Enter the From/To postcodes
- ◇ Choose the 'Description' of your goods
- ◇ Enter the weight of the item (kgs)
- ◇ Enter the dimensions in centimetres



Quick Quote

Online Auction Seller/Buyer

User ID

Corporate Client

Promotional Code

I use Empire Trade Exchange

Casual Customer

From (postcode)

To (postcode)

Desc.

Weight (kgs)

Dimensions (cm) \* max 600cm  
 cm x  cm x  cm

**More than 1 item to send?**

Service type

Are you the sender or the receiver of the goods?

Do you require a receipted delivery?

Do you require a "Tail-Lift Truck" to help load or unload the goods?

Are there dangerous goods?

Get Quote

Australia's 'Most Trusted' Online Transport Service

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- Packaging Tips
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View Transit Time Guide



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10% Discount for Ebay Sellers/Buyers



Read our Testimonials

Step 2: Quick Quote

- ◇ Choose the 'Service' type
- ◇ Choose if you are the sender or receiver in the booking
- ◇ Choose if you require a 'Receipted Delivery'
- ◇ Choose if you need a "Tail-Lift Truck" service
- ◇ Click on the "Get Quote" button



## Quote

From **4101 to 2000**  
Estimated Transit time: **1-2 business days**  
Service: Road Freight

Item No	Description	Weight (kgs)	Dimensions (Centimetres)
1	Carton	10	67cm x 34cm x 23cm

**Total Freight Price:** \$29.10 (Inclusive of GST & Fuel Levy)

## Booking

### YOUR CONTACT DETAILS

Your business name:  (if applicable)

Your name:

Phone:

Your email address:

Confirm your email address:

Save my details for later

[Hotmail customers - please note](#)

### PICK-UP DETAILS

Copy Contact Details from above?  Yes  No

Company:  (if applicable)

Contact:  \*

Phone:  \*

Pickup Street Address:  \*

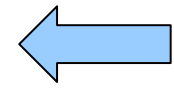
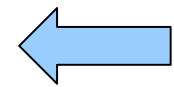
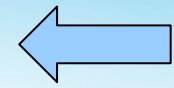
Pickup Suburb/Town: HIGHGATE HILL \*

Pickup Postcode: 4101

State: QLD

\* Pick-up Date:

\* Pick-up Time: between 12pm - 4pm \*



## Step 3: Booking Page

- Price Quote and Transit Time is provided
- Booking can now be completed:-**
- Enter your details under 'Your Contact Details' section
- Enter the "Pickup Details"
- Choose the Pickup date and time window



### PICK-UP DETAILS

Copy Contact Details from above?  Yes  No

Company:  (if applicable)  
Contact:  \*  
Phone:  \*  
Pickup Street Address:  \*  
Pickup Suburb/Town: HIGHGATE HILL \*  
Pickup Postcode: 4101  
State: QLD  
\* Pick-up Date:  \*  
\* Pick-up Time: between 12pm - 4pm \*

\* PLEASE NOTE: PICK-UPS CANNOT OCCUR ON WEEKENDS OR PUBLIC HOLIDAYS

### CONSIGNMENT DESTINATION DETAILS

Company:  (if applicable)  
Contact:  \*  
Phone:  \*  
Delivery Street Address:  \*  
(No Post Office Box's, GPO Box, Mail Bags)  
Delivery Suburb/Town: DAWES POINT \*  
Delivery Postcode: 2000  
State: NSW

I accept the Smart Send [Terms & Conditions](#) \*

## Step 3: Booking Page

- ◇ 'Destination Details' to be entered
- ◇ Agree to "Terms & Conditions"
- ◇ Click on "Book Now" button
- ◇ Payment options: Paypal or credit/debit card.
- ◇ You are then emailed a 'Tax Invoice/Freight Job Itinerary' with your customised consignment-label/s



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## Feedback from current customers:

*"...so impressed with your service that I wanted to email you to say thanks. I will use your service again and now have the confidence to bid on items interstate. I will also recommend you to all my friends who also can use your service.*

*Thankyou Tamara* [crash245@bigpond.com](mailto:crash245@bigpond.com)

*Thanks Wendy & Chris - bag received today in perfect condition and with all the surprises I have been waiting for inside the bag.*

*GO SMART SEND!! I'll be recommending this service.*

*Thanks again,*

*Cheryl* [tony\\_cheryl@unwired.com.au](mailto:tony_cheryl@unwired.com.au)





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## Feedback from current customers:

I want to tell you about my experience with Smart Send. I recently used it for the first time for an eBay sale. It was so easy to work out the cost from your website and how to print the labels and organise the pick up time. I did a price comparison with two other freight companies plus Australia Post and Smart Send came out tops.

With the other companies, I would have had to deliver the package to their premises. The pick up was within the requested time and date and the courier was very pleasant.

I am so impressed with your service - five stars from this retired baby boomer who was concerned she would have trouble using this web service!

I will definitely be using your services again.

Sincerely  
J. Williams  
Clayfield Qld





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**We welcome any queries you may have  
regarding our services.**

**Feel free to email us at [sales@smartsend.com.au](mailto:sales@smartsend.com.au)**



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