



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

## Smart Send makes it simple for online customers

*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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## Who is Smart Send?

- ◇ Smart Send was developed by two transport industry entrepreneurs after recognising a need for specialised transport solutions for online sellers and buyers.
- ◇ This growing segment of our marketplace is not taken seriously by the majority of transport companies in Australia. Smart Send aims to fill this niche in the market.
- ◇ Smart Send management have a combined 30+ years experience in the Australian Express Transport Industry, having held senior management roles with major transport companies.





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## Smart Send Target Market

Small businesses or private individuals 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 4 metres in length



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Easy Online Freight Services



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## Smart Send does not transport

- ◇ Fully assembled furniture or bedding
- ◇ Unpackaged goods
- ◇ Motor vehicles/boats
- ◇ Liquids
- ◇ Dangerous goods
- ◇ Foodstuffs (requiring refrigeration) or not sealed
- ◇ Artwork/paintings/sculptures





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## Why is Smart Send the solution for you?

### 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.





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## Why is Smart Send the solution for you?

### Ease of use (cont'd)

- ◇ No credit reference checks required for sellers/buyers
- ◇ No ABN required (most transport companies require customers to have an ABN)
- ◇ 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 you?

### 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 you?

### Competitive pricing for low volume users

- ◇ In many cases we are more than half the price of other carriers on the eBay Postage Centre page (Air Road, Pack&Send and Paymate Express/DHL).
- ◇ We are also competitive with Australia Post for consignments over 5kg and Bus Freight (our closest competitors); bearing in mind we provide a 'door to door' service.





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## Why is Smart Send the solution for you?

### 10% Discount for Ebay/Ozton members

- ◊ The “Online Auction Seller/Buyer” discount applies to anyone selling or buying goods on eBay or Ozton.





## Why is Smart Send the solution for you?

### Corporate Clients

- ◇ For customers such as small or startup businesses that do not sell on Ebay/Ozton, we can provide an alternative User ID to receive an ongoing discount for regular 'low volume' usage.

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## Why is Smart Send the solution for you?

### Received Delivery service

- ◇ The Smart Send '*Received Delivery*' service provides sellers peace of mind with the ability to prove delivery to buyers 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).





## Why is Smart Send the solution for you?

### Customer Support

- ◇ We understand 'online' customers 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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Reliable

Track'n'Track

Express

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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
- Corporate Client
- Promotional Code
- Casual Customer

From (postcode)

To (postcode)

Desc.

Weight (kgs)

Dimensions (cm) \* max 400cm  
 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?

#### Transport Assurance

If you require the goods to be covered against loss or damage while in transit, enter wholesale value of goods here: \$

Get Quote

### Australia's 'Most Trusted' Online Courier 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?

### Smart Send, Australia's Best Value Online Courier Service

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.

With over 30+ years experience working in the courier industry, the Smart Send team can provide you with solutions for your transport needs. If you require a "door to door" delivery service, interstate and within Australia, we can help with a competitive quote and prompt customer service.

[Read More](#)



Click here to check if we can transport your goods



Track your goods - Enter consignment number

Track

#### 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



TRANSPORT ASSURANCE Now available

- ◊ Choose the type of customer you are from the bullet options
- ◊ Enter the From/To postcodes
- ◊ Choose the 'Description' of the goods
- ◊ Enter the weight & dimensions of the item
- ◊ Choose the 'Service' type required



Smart Send Calculator for your webpage

Home Customer Service Services & Benefits FAQ Contact Us About Us Transport Assurance

### Quick Quote

- Online Auction Seller/Buyer
- Corporate Client
- Promotional Code
- Casual Customer

From (postcode)

To (postcode)

Desc.

Weight (kgs)

Dimensions (cm) \* max 400cm

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

#### Transport Assurance

If you require the goods to be covered against loss or damage while in transit, enter wholesale value of goods here. \$

Get Quote

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



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Track your goods - Enter consignment number

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### Quick links



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Read our Testimonials



TRANSPORT ASSURANCE Now available

## Step 2: Quick Quote

- ◊ Are you the sender or receiver in the booking?
- ◊ Do you require a Receipted Delivery?
- ◊ Do you need a "Tail-Lift Truck" service?
- ◊ Transport Assurance is available if required
- ◊ 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:  \*

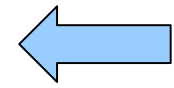
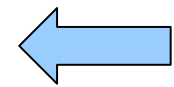
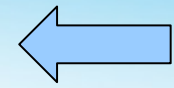
Pickup Suburb/Town: HIGHGATE HILL \*

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:-**
- Customer to enter their details under 'Your Contact Details' section
- Pickup details entered
- Pickup date/time window is chosen



### CONSIGNMENT DESTINATION DETAILS

Company:  (if applicable)

Contact:  \*

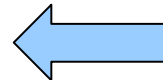
Phone:  \*

Delivery Street Address:  
(No Post Office Box's, GPO Box,  
Mail Bags)  \*

Delivery Suburb/Town:  \*

Delivery Postcode: 2000

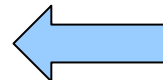
State: NSW



### PAYMENT METHOD

Paypal account  **PayPal**

Credit/Debit Card  
(128 bit SSL encryption used.)



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

Book Now

### Step 3: Booking Page

- ◇ Enter "Destination Details"
- ◇ Choose payment option: Paypal or credit card
- ◇ Agree to "Terms & Conditions"
- ◇ Click on "Book Now" button
- ◇ You are emailed a Tax Invoice/  
Freight Job Itinerary with your customised consignment-label/s



## Feedback from our 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 our 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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[www.smartsend.com.au](http://www.smartsend.com.au)

**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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