

Product Disclosure

PRODUCT DISCLOSURE STATEMENT

Statement

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In partnership

with *you*

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1. *Our Rewards Programme ...*

How does it benefit you?

Our exclusive REWARDS PROGRAMME is called *Premium Partners*.

As a paying customer to our business, we offer you complimentary membership of *Premium Partners*, which provides you with a whole host of value added benefits, including ongoing access to our Rewards Gift Shop. We love to find new ways to have fun with our clients and our exclusive rewards programme fits the bill in every way.

We are constantly adding fantastic new rewards to our already impressive line up, including gift vouchers from Myer, David Jones, Harvey Norman and Roses Only.

Perhaps you would prefer a relaxing foot spa or listening to your favourite CD on your brand new home stereo system? Or maybe you would simply prefer sharing the Rewards throughout your office via a complementary, fully catered staff luncheon. These are just some of the tasty delights that await you as our valued client and . . . **it's all free!**

Every dollar you spend with us racks up rewards points which can be used to redeem any of these gifts, additionally you will also be assigned a loyalty status, both of which will appear on your periodical statement, so you will always be kept up to date with your tally.

If you are a user of our local courier and taxi truck services, you will also be very pleased to know that, as an extra bonus, you are entitled to receive an additional reward of a quality bottle of wine, two (2) movie tickets or a Prouds voucher for every 100 same day bookings you make. And if you book those jobs over the internet, you are entitled to the same bonus for just fifty (50) bookings. It's all part of the service we offer and it's exclusive to our organization too!

To qualify for your rewards points all you have to remember is that you must pay us on time plus any invoice must be fully paid in order to use the points that are accrued from it. It's that simple!

If you would like further information on how the programme can benefit you or would like a copy of our latest Gift Shop catalogue then don't hesitate to contact your local office.

Please note, Rewards Points expire if not redeemed within 12 months of award.

2. *Our Credit Terms ...*

When do you need to pay us?

It is very important that we remind you of our credit terms, which are 'net fourteen (14) days', this is clearly shown on your invoice. If you cannot adhere to these terms, it is critical that you talk to us about the issue and it therefore remains your responsibility to do so.

Please note that interest may be charged on overdue accounts and it is also likely that if the matter escalates, it will create an embarrassing set of circumstances for either party. We therefore seek your cooperation in settling accounts on time in order to avoid any unpleasantness.

To summarise, invoices are payable **in full**:

- a. **within fourteen (14) days** from the date of issue shown on the invoice; and
- b. **without deduction or set off** for any outstanding credit claims which, if approved, will be the subject of adjustment against subsequent invoice or direct reimbursement by us.

In accordance with our Standard Terms & Conditions of Contract, please note that an overdraft and accounting levy of a minimum of \$50 plus 2.5% per month (calculated daily) as well as debt recovery costs will be automatically applied to any invoice which remains unpaid and falls excessively beyond our standard credit terms. The levy will apply for each month it remains overdue and outstanding, or part thereof. If you are unable to pay your account on time, you must make contact with us immediately.

We are also sure that you understand how important it is to “keep the wheels turning” by ensuring that cash flows remain strong and predictable, particularly in a business like ours where operating margins are so low. In other words, if you pay us on time, it will enable us to maintain the level of service that you have come to enjoy with us.

3. *Our Accounting Policies ...*

How they can make your accounting life easier!

We really do want to make your accounting life with us a breeze and keep paperwork to a minimum.

If we can do this and prove to you that even the accounting side of our relationship is rewarding and responsive, we will once again differentiate ourselves from our competitors.

We hope to achieve this through a number of avenues.

Firstly, you may settle your accounts in a variety of ways, including cheque, EFT, B-Pay and credit card. (Please note that whilst there is a 3% levy for credit cards to cover the merchant fee we have special incentives for credit card payments through you becoming a member of our ‘Good Guys Club’ - feel free to contact us if you would like further details.)

For your information, our EFT details are:

BANK: Westpac BSB 032 151 ACC 237650

Don't forget that when you fax or email your EFT remittance confirmation you need to make reference to your account code and invoice number.

For internet banking, please at least reference the invoice number.

It is very important that accounting systems remain on track yet are simple and easy to follow. We will work with you diligently to ensure this remains the case, including us paying careful attention to your invoice so that all the information you need is there and that tariffs are listed in strict compliance to the proposal with which you were supplied. To aid this process, we are able to provide you with *transaction reports* which remain available to you at any time and we would be very grateful if you would look over them and let us know if there are any queries or similarly if you require additional information on your invoice prior to receiving your live edition. If your account is a large one, it is also likely that the *transaction report* will be sent to you proactively. If there is nothing to report, you need take no further action and you may therefore rest assured that your invoice, when it does arrive in official form, will already have been checked over and you will have everything you need to authorise it for payment without delay. If you would like your invoice emailed to you in PDF, simply drop us a line.

We do feel most strongly that by being proactive in this manner we will make your accounting life trouble free.

It is not possible for us to accept ANY unauthorized short payment of an account, they must be made in full. If you wish to make a credit claim, you must apply to do so from our accounts department within seven (7) days from the date of your invoice received. We believe this is a matter of common courtesy and should be avoidable completely if you take advantage of our *transaction report facility*, which is a service that remains exclusive to our organization.

To be valid and eligible for consideration by us, a credit claim must be made **in writing**, and:

- a. Where the claim related to alleged **damage** of or to freight or any other property, must be made **within forty eight (48) hours of delivery**;
- b. In the case of alleged loss, must be made within forty eight (48) hours from the time the goods allegedly lost should in the ordinary course have been delivered; or
- c. Where the claim arises from any other cause, must be made within seven (7) days from the date of issue shown on the relative invoice.

Acceptance of claims outside these periods will remain entirely at our discretion.

A credit claim will not be valid or eligible for consideration based only on absence of evidence of proof of delivery endorsed on the customer's paperwork if that evidence is provided by our consignment note or vice versa.

The result of the credit claim (if any) will be advised to you and if accepted you will receive a signed, written acknowledgement of same which may be used as part of your reconciliation of invoices. We shall do our utmost to ensure that all your credit claims are returned within twenty four (24) hours of receipt. And again, if you use the *transaction report facility*, there should be no credits to claim, which therefore means less work for both parties.

We also need to make it abundantly clear that queries on accounts are no excuse for not paying us on time. If you have a late query or credit claim on an invoice that is due, the invoice must be paid in full regardless and, if later approved, the credit claim may be taken up with your next remittance. In the normal course of our business we have drivers and agents, all of whom we pay promptly in order to provide you with the best possible level of service. Therefore we must ask that you render your payments to us on time. Please note that consistent non compliance with this may result in a freeze on your deliveries, simply due to the fact that we cannot afford to carry out more work in the absence of payment.

You must understand that in order for us to serve all our customers better, reinvest in the best technologies and efficiencies the marketplace has to offer and at the same time keep prices competitive whilst still delivering heaps of value adding, we do require you to pay us on time.

Another point you need to know about accounts is that a small account keeping fee applies to all credit accounts. Soft copy account keeping fee: \$2.00 per invoice. Hard copy account keeping fee: \$5.00 per invoice.

Please note that the law governing any issue or dispute arising out of the provision of services to you, shall be and be deemed to be the law in New South Wales at the relevant time or times.

The courts of New South Wales shall have and be deemed to have jurisdiction to adjudicate on any issue or dispute arising out of the provision of services to you.

For further details, please refer to our Standard Terms and Conditions of Contract.

Pretty simple and straightforward don't you think?

If we work together, you will be amazed at how easy your accounting life can be.

4. Insurance ...

Are your goods fully covered?

It is absolutely critical you understand, without qualification, that as a non common carrier we shall accept no responsibility whatsoever for any risk of damage or loss whilst your goods remain in transit. You acknowledged this fact on your Credit Application and it is also clearly stated on consignment notes as well as the reverse side of every invoice.

We do not offer automatic insurance coverage of your goods because we do not own them, therefore we do not have an insurable interest in them. Therefore, it remains your responsibility to ensure that you have a current Marine Transit Policy in place. Be sure to factor in your excess as well, so that your insurance covers you where you need it most. It is one thing to have a current Marine Transit Policy in place, but does it cover you to the extent that you need it?

Please note that if your goods are lost, stolen or damaged in transit, or, if we are unable to supply you a proof of delivery, we will decline any responsibility, although we will be happy to issue a disclaimer if need be, thereby enabling you the capacity to render a claim to your insurance company in due course.

Please also note that as a rule we do not accept dangerous or hazardous goods, such as explosives, chemicals and flammable materials for transportation through our freight network. We also do not accept legal tender or precious gems or gold. There are specialized carriers that handle this type of work, so please don't hesitate to contact us for a referral.

For you the good news is that the issue of stolen, lost, damaged, as well as misdirected freight is one of the key areas that will distinguish us in a positive light from other carriers. This is based upon a number of references and KPIs which suggest that our rate of non-conformance remains statistically low.

We will not claim that we are perfect and we will not tell you that we won't very occasionally make mistakes. What we can promise you however is that we will, on average, make less mistakes during the course of the year than what you were previously used to with other carriers. This statement is based primarily upon any number of references that we have to back it up. In addition, because we are a slightly smaller, privately owned organization, we are far more flexible and our ability to make quick decisions is a really powerful benefit that we can use to your advantage. This means that our capacity to resolve issues and come up with alternative solutions to those mistakes we do make from time to time, is far greater than what you are probably used to with other carriers.

Whilst the industry average for 'on time delivery' performance is a good 96% you were probably not aware that our on time delivery performance is calculated at 99.89%. That extra 2 to 3% that you achieve with us really makes such a difference when all is said and done.

In summary, when it comes to service non-conformances, we will provide you with much greater transparency and accountability. Our performance overall will be superior and we will be better equipped to handle problems due to our passion for self improvement and for becoming truly outstanding in everything we do.

5. Cubic Conversion ...

What does it mean?

As an industry standard, the cubic conversion ratio we use is: one (1) cubic metre equals two hundred and fifty (250) kilograms: i.e. 1 m³ = 250kg

Cubic conversion is the term given to measuring the size of a freight consignment.

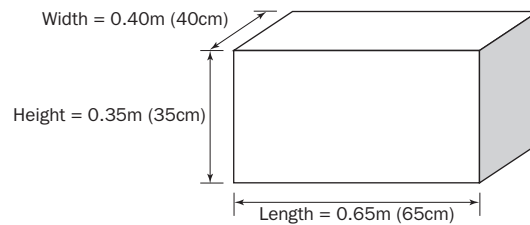
Large and lightweight items may take up more space on a vehicle than dense, heavy weight freight items, therefore it is important that the size is taken into account when calculating freight costs.

To calculate the cubic conversion of any item, simply multiply the length of the item in metres by the breadth in metres by the height in metres and then multiply the calculated cubic measurement by 250, which then gives you the chargeable kilograms.

Please note we will charge you whichever is the greater between the dead weight and the cubic converted weight.

Have a look at the following examples as a reference:

Example 1. Cubing a Carton



Actual Weight = 15kg

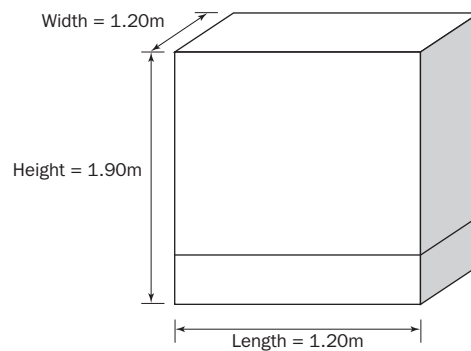
Multiply the height x length x width = m³ (cubic measurement)
 $0.35 \times 0.65 \times 0.40 = 0.091\text{m}^3$

To convert 0.091m³ to a weight in kilos

Multiply 0.091m³ x 250 (standard cubic conversion) = 22.75kg

Therefore 22.75kg is greater than the actual weight of 15kg

Example 2. Cubing a pallet or skid



Actual Weight = 450kg

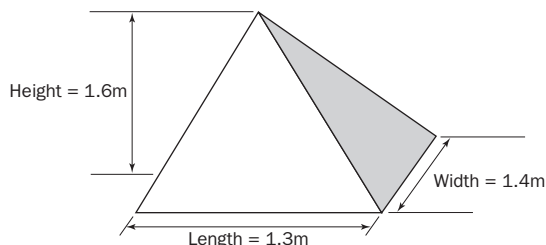
Multiply the height x length x width = m³ (cubic measurement)
 $1.90 \times 1.20 \times 1.20 = 2.736\text{m}^3$

To convert 2.736m³ to a weight in kilos

Multiply 2.736m³ x 250 (standard cubic conversion) = 684kg

Therefore 684kg is greater than the actual weight of 450kg

Example 3. Cubing an Odd Shaped Item



Actual Weight = 580kg
 Multiply the height x length x width = m³ (cubic measurement)
 $1.60 \times 1.30 \times 1.40 = 2.912\text{m}^3$
 To convert 2.912m³ to a weight in kilos
 Multiply 2.912m³ x 250 (standard cubic conversion) = 728kg
 Therefore 728kg is greater than the actual weight of 580kg

If you have several items in your consignment, all of differing cubic, simply list them down separately in the column provided, clearly marking each one. For example:

Item	Length (cm)	Width (cm)	Height (cm)	Cubic conversion
1	20	30	35	6kg
1	45	20	50	12kg
1	15	60	10	3kg
Total = 3				Total = 21kg cubic

Please note, where cubic conversion is concerned, where the result is part thereof, you must always round up to the next full kilogram: so, as in the example above, 5.3kg rounds up to 6kg.

Do not write the dimensions in any mode other than in metric centimetres (not metres or millimetres) and also do not use points of a centimetre, for example, 5.2 centimetres. In this case, the figure must be rounded up to the next centimetre, being 6cm. If all the items in your consignment have the same dimensions, list them as follows:

Item	Length (cm)	Width (cm)	Height (cm)	Cubic conversion*
3	20	30	35	16kg

*(Calculated by multiplying length x width x height x items x 250, i.e. $0.2 \times 0.3 \times 0.35 \times 3 \times 250 = 16\text{kg}$)

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It is a requirement that you complete your consignment note with **BOTH** the dead weight and the cubic converted weight declared. If you do not complete either of these, the freight will be check weighed at our depot and you will be charged according to the result, without any recourse being entered into. Therefore, in order to avoid any confusion or disputes over charge weights, it is critical that you complete your consignment note accurately and completely before the pickup driver arrives, so that he may check it before leaving.

In other words, if you fail to declare either the dead weight or the cubic conversion on the consignment note, we will have to do it for you, and if so, we will not be able to entertain any 'ifs' or 'buts' later on when the invoice arrives if you disagree with our workings. We have a legal 'last right of inspection' in this area which means that if you under declare any item, we have the right to change that declaration when the goods come back to the depot. This being the case, it is most important that you understand how critical it is that you make your declarations accurate.

6. The Consignment Note ...

Be careful!

A fully completed consignment note must accompany every shipment and is a legal document, therefore it must be filled out very carefully. Some customers may use our automated computer programme which produces your paperwork automatically, however many of our customers will use our hand written consignment note, therefore we list below some simple instructions for your convenience. If you are unsure of how to complete any section or require further information, please do not hesitate to contact your local office.

- a. Remember to **print** legibly and in black or blue ink only. Hand writing can often be difficult to read.
- b. Complete the Sender's Details in full. ie, company name, street address, state, postcode, contact name and number. This section also needs to be signed in recognition of the standard terms and conditions which apply to the shipment. Full details are displayed on the reverse side of the consignment note. If you need further details on any of our standard terms and conditions, please do not hesitate to contact your local office.
- c. Put a cross in the appropriate charge box (who pays) and ensure your account code is clearly marked. If you are a regular user, these details may be printed on your consignment notes upon request. Please note, if you do not declare which party pays, the Sender will be charged by default. If a third party is to be charged, ensure their account code is clearly marked in the Account Code box and that their authorisation to do so is clearly displayed in the Special Instructions box.
- d. Enter your reference under your account code if you would like this to appear on your invoice, such as your own client's code, a purchase order, etc., etc.
- e. Complete the Receiver's Details in full i.e. company name, street address, state, post code, contact name and number. Please note that we cannot deliver to post office boxes.
- f. Put a cross in the box of either 'Road Express' or 'First Class', depending upon the service you require. Under these, and only if required, also put a cross in up to two of the 'Add On' selections, such as 'By 9am' or 'Special Instructions'. Please note that Add On services may incur additional charges. Please also note that if you do not select a service, Road Express service and rates will automatically apply.
- g. Complete any pertinent 'Special Instructions' that may be required, such as additional receiver's details, book in prior to delivery, or after hours deliveries. Please note that some 'Special Instructions' that require additional resource to satisfy, may incur additional or ancillary charges. If in doubt, please feel free to contact your local office.
- h. Enter a thorough description of the goods **WITHOUT** describing the contents, e.g. parcel, carton, skid, pallet. For security reasons, it is best that the contents of your packaging remains anonymous at all times, as long as they are not hazardous, legal tender or precious material such as gems or gold.
- i. Specify the number of items in your consignment and place a bar code sticker on each item after the lead item with the consignment note itself.

If you use our open, hand written consignment notes, please note that each consignment must allow for a maximum of nine (9) items. If you have more than nine (9) items, you must complete another consignment note for the remainder, or otherwise consolidate all your items onto a pallet and then make the consignment declaration as one item. To this end you will notice that there are eight (8) bar code labels attached to the back of each consignment note. The main reason for this request is that we need to be able to scan each and every item in your consignment throughout its journey to its final destination. Therefore each item needs to have a bar code firmly affixed and ready to be scanned by our staff.

Customers using our freight dispatch software may ignore this guideline as the system will produce a bar code for each label, no matter how many items in the consignment.

- j. Enter the dead weight and dimensions for each item in centimetres. Remember, you will be charged the greater of the two and if you fail to complete either of these, or otherwise fail to complete either accurately, you will be charged according to our check weigh and without any further discussion being entered into. This means you will have to pay according to the declarations either we complete on your behalf, or we alter if your own declaration is deemed incorrect. In addition, to avoid any later complications, please ensure you have taken up the greater of either the dead weight or the cubic weight in your freight cost estimation. This will ensure you will be able to on-charge your own customer accurately, or at least factor in the actual freight component, within the cost of supplying the goods to your customer.

Please note that we employ fully internationally certified, automatic check weighing and cubing technology in our depots. This allows us to check every item for weight and cubic accuracy, and do so quickly and efficiently. If you have made an incorrect declaration on your consignment note, our computer will automatically override the incorrect figures and charge the correct ones assessed by the imaging and check weight machine. We believe this technology provides our clients with even more certainty.

Once the consignment note has been completed, remove and retain the Sender's Copy for future reference. This will expose the multiple item bar codes which should be affixed to each item in the consignment. The consignment note itself should be affixed to the lead or dominant item.

7. Handy Hints With Freight ...

How to assist us to do an outstanding job!

The quality of your addressing and labelling can dramatically affect the efficiency of the service we provide so we would like to list here some hints for you that will assist us to be as close to perfect as we can possibly be.

- Make sure the Receiver's name and address is full and complete with the right post code. There are many suburbs across Australia with the same name, so it is very important you tell us the right one you want us to deliver to. If your destination town is difficult to locate or find, do some homework and tell us where your town is near. For example, 'via Gulgong'. This can be of enormous help.
- Ensure the goods description section does not deliberately highlight the contents of your consignment, especially if the contents are valuable. Be discrete!
- **Every item in your consignment should clearly display the Receiver's details or 'To' in large writing, along with the bar code and a numeral identifier, e.g. '1 of 6, 2 of 6, 3 of 6' etc. etc. It is also a great idea to place the Sender's details or 'From' on each item as well, but in smaller writing.**
- 8 • Place your item address labels and bar code labels in the same place on each item, especially if all the items are identical, that way our depot staff will know where to look.
- **Ensure that the carton or packaging you use does not have any old address labels on it, or furthermore, any old numeral identifiers or bar codes which might confuse our depot staff or electronic sorting technology.** You would be surprised at just how many cartons get misdirected due to old labels and bar codes.
- When you are packing your goods, please ensure the packaging is robust enough to cope with the goods you are placing inside and can handle the rigours of normal freight distribution systems. Don't forget to use void fill if the goods move around inside. Of course we will not throw or deliberately try to crush your consignments however they will be stacked into our line haul vehicles, often in cages or pallets, along with all our other clients' freight. Please note that additional or ancillary charges may apply to cover the extra

handling incurred with consignments that are poorly packed. Please refer to the section on Additional Charges for further details.

- When taping a carton, be sure to go all the way around the carton and along the seals. Neither of us want the carton opening during transit do we?

Please note that additional or ancillary charges may apply to cover the extra handling required with consignments that need to be retaped or need extra taping. Please refer to the section on Additional Charges for further details.

- Does your consignment have special handling requirements? For example, 'Top Load Only', 'This Way Up' or 'Fragile'. If yes, please ensure the instructions are clearly visible and make the special handling requirements very clear to your pickup driver so that he may triage your consignment.

Please note that additional or ancillary charges may apply to consignments that require special handling, especially with regards to line haul. Please refer to the section on Additional Charges for further details.

- If you have an invoice to attach to the outside of your consignment, please ensure that any address shown represents the actual delivery address you want the goods to go to, not the accounts address, for example. Again, we don't want any room for interpretation with addressing so you need to be very scrupulous!
- Ensure your weight and dimension declarations are accurate. Double check them if necessary. This will avoid unnecessary complications when you receive your invoice. Remember that our automatic check weigh and cubing technology will audit all items that pass through the system.
- There remains significant increased Occupational Health and Safety risk with single item consignments over 25kg in dead weight, especially those that cannot be mechanically handled on and off. Please note that such items may require additional man handling at extra cost.
- Any single item over 25kg within any consignment must **always** be consolidated onto a pallet or skid and properly secured. Please note that additional or ancillary charges may apply to consignments that need to be palletised on your behalf in our depot.

We advise that any consignment despatched with a non-computerised/hand written consignment note must include no more than nine (9) items. If you have more than nine (9) items to send to the same receiver, please complete a separate consignment note for each multiple of nine (9) items. We need all items dispatched to include a bar code so that each one may be scanned and therefore tracked and accounted for throughout our freight network.

Customers using our despatch system STARtrans may ignore the above guideline. Consignments prepared on our computerized STARtrans system may therefore be dispatched with more than nine (9) items as the system will produce a bar code automatically with each label, thereby enabling each item to be tracked at all times.

We do recommend that consignments with more than nine (9) items and exceeding 100kg in total weight and travelling to the same receiver should be consolidated onto a skid or pallet and be properly secured.

Follow these handy hints and our on time delivery performance will be even better than usual!

8. Additional Charges ...

When do they apply?

We provide a raft of services and not all of those can be quoted up front or at the time of signing a rate card agreement. In common with all freight companies, we do charge extra for certain types of value adding, it is therefore very important you understand what is involved in the provision of those 'extras'.

We have already highlighted the area of 'Special Instructions'. Depending upon what it is you want us to do for you in effecting the service, additional charges may apply, and we therefore encourage you to make contact with your local branch to discuss this area further.

Other areas which may incur additional cost to our standard freight tariffs can include the following:

Driver waiting time, detention, demurrage, loading or unloading, extra handling in excess of 10 minutes: \$100.00 per hour or part thereof for Australia wide express freight drivers. \$60.00 per hour or part thereof for same day local courier drivers in capital cities.

Driver assist, where an additional driver is required to assist loading or unloading at either the pickup or the delivery: \$150.00 each end.

Australia wide express freight bulk consignments requiring a taxi truck with a tailgate or a crane, at either the pickup or the delivery, due to no forklift being available on site: POA

Timeslot/booking deliveries on a weekday for Australia wide express freight consignments, for example Delivery Centres such as Coles Myer:

- up to 25kg, capital cities: \$80.00
- up to 25kg, regional areas: POA
- over 25kg, capital cities: POA
- over 25kg, regional areas: POA

'By 9am deliveries' for Australia wide express freight consignments, for example, where it is specified on the consignment note that the delivery is to be made to the receiver by 9am on a weekday, public holidays excluded:

- up to 25kg, capital cities: \$80.00
- up to 25kg, regional areas: POA
- over 25kg, capital cities: POA
- over 25kg, regional areas: POA

Saturday deliveries for Australia wide express freight consignments, for example, where it is specified on the consignment note that the delivery is to be made to the receiver on a Saturday, public holidays excluded:

- up to 25kg, capital cities: \$250.00
- up to 25kg, regional areas: POA
- over 25kg, capital cities: POA
- over 25kg, regional areas: POA

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Saturday collection for Australia wide express freight consignments, for example, where it is specified on the consignment note that the receiver is to collect the delivery from one of our depots, on a Saturday, public holidays excluded:

- up to 25kg, capital cities: \$80.00
- up to 25kg, regional areas: POA
- over 25kg, capital cities: POA
- over 25kg, regional areas: POA

After business hours pickups or deliveries: POA

Australia wide express freight consignment pickups after 3pm weekdays requiring onforwarding that evening: POA

Australia wide express freight consignments with lengths over 2.5 metres: \$50.00

Australia wide express freight consignments with lengths over 4 metres: \$100.00

Australia wide express freight consignments with lengths over 6 metres: POA

Australia wide express freight consignments with oversized or non standard pallets, skids, crates or large cartons exceeding either length 1.2 metres, breadth 1.2 metres, or height 2.4 metres: \$50.00 per item.

Special instructions: POA. Where something unusually parochial with regards to the delivery is requested, whether verbally instructed or communicated on the consignment note itself, then additional charges will apply depending upon the task requested. Most reasonable requests may be catered for, however we reserve the right to charge an additional fee depending upon the circumstances.

Proof of delivery (POD) request: within 1month of date of delivery \$5.00, 1-3 months \$10.00, longer than 3 months \$50.00. Please note, for Australia wide express freight consignments, if the original consignment note was marked "authorized to leave", then no POD signature will be available.

Freight third party pickups from suburbs where the payer of the freight is not the sender: \$10.00 from capital cities/major ports, \$20.00 from regional ports/remote ports.

Australia wide express freight consignments that require redelivery: Refer national redelivery schedule.

Australia wide express freight consignments over 25kg that require palletizing for either safe travel or Occupational Health & Safety obligations: \$50.00

Australia wide express freight consignments that incur a check address/wrong address/insufficient details: Refer national redelivery schedule.

Australia wide express freight consignments that require repackaging/palletising for safe travel: \$50.00

Prepaid satchel on forwarding to remote areas: \$15.00 for 1 & 3 kg prepaid satchels and \$25.00 for 5kg. Please contact your local office for a list of all the remote areas which incur a surcharge, e.g. NT country, WA country.

Australia wide express freight consignments that incur futile pickup i.e. no freight to collect after driver arrives: \$20.00

Australia wide express freight consignments, minimum freight value (MFV) per pickup on any one day: \$20.00

Account keeping fee: \$2.00 per invoice for soft copy (email version), \$5.00 per invoice for hard copy (printed version)

Overdue account fee: \$50.00 per month per invoice.

Merchant fee for credit card payments: 3%

Fuel levy: POA

Please remember that we are always available to discuss any of the above areas with you at any time, so if anything remains a concern to you or is not clear in some manner, please do not hesitate to contact your local office.

It remains our priority to work with you proactively at all times so if your express freight necessitates any of the above services on a regular or ongoing basis, we would be pleased to discuss the opportunity of negotiating a modified rate for you that remains mutually acceptable.

All additional charges/surcharges exclude Goods and Services Tax (GST).

9. Value Adding ...

How else can you benefit?

Value adding marks a cornerstone of differentiation between us from our competitors. In fact our passion for constant and never ending improvement ensures that we have an ongoing commitment to providing you with more value adding.

Our exclusive Rewards programme is a great example of superlative value adding but what are some other areas of pure value adding that you may not be aware of and would like to take advantage of?

We are totally committed to delivering more, rather than less, in our relationships with our clients and to achieve this in new and exciting ways on an ongoing basis. We believe this is an essential element to focus on because it not only makes us more valuable in your eyes but also presents us with new opportunities to be of service to you all the time. We find that being passionate about value adding opens new doors for us on a constant basis and our market reputation just gets stronger and stronger as word gets around that there is a younger, more dynamic alternative to the more lethargic bigger carriers.

We have already covered many areas where we can add more value to our relationship and these may include:

- Reporting, including KPI's, zone analyses, transaction summaries
- Invoicing and billing options, weekly, fortnightly and monthly cycles: email or hard copy
- Consolidation of all services into the one account
- One number to call and the one sales person to deal with all your requirements
- Referencing and departmentalisation or cost centralising
- Broad range of payment method options
- Proactive customer service
- Bundling of expenditure in order to gain the maximum discount
- On line bookings and tracing

Focussing on value adding leads us energetically in the direction of unique products, and we are very pleased to be in a position to discuss just a few of these with you now. These are in addition to the basket of other products we currently have on offer.

Here are some areas that you might like to consider taking advantage of:

Unique High Maintenance Programme or 'UHMP'

As we have discussed previously, our company is deeply passionate about quality, pro-activity and of demonstrating itself to the marketplace as a boutique style carrier with elements of differentiation separating it from the competition at all levels. We actually try to mould ourselves around the requirements of our clients, particularly in the key areas of client sensitivity. Rather than tell a potential client how he will fit into the carrier's infrastructure, we always prefer to ask 'what would you like us to be today' and perhaps more importantly, 'what would you like us to be tomorrow'.

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The critical point that needs to be made at the outset is the fact that we understand that **your** business is unique and that delivery requirements you may have should be individualised and unique in a similar fashion. We therefore have a tailored response for your business.

Our organization has bundled the tailoring concept and currently markets it highly successfully under the commoditised name of the Unique High Maintenance Programme or UHMP.

Any part of the distribution cycle that is unique, parochial, has a high security component, a high customer service component or, for that matter has an inherently high degree of sensitivity, is a perfect candidate for a tailored UHMP by our Company. And we believe that no business can deliver its UHMPs better than we can because the founding principles that make them workable require creativity, pro-activity, as well as a good dose of lateral thinking.

A great example of a UHMP is for one of our larger clients where we provide a 'direct to consumer' delivery system of a mobile phone. Within that UHMP, we have a tailored programme of time slotting the delivery to suit the customer being home and security control that involves sighting the customer's drivers licence for the purposes of accurate identification. This is an alternative distribution model to having the customer buy the product from a store.

This UHMP has provided our client with a distinct advantage over its competitors because they can offer something unique to their own customers.

We can provide many other examples of UHMPs upon request, but the point of what we are saying here is that we can effectively empower and assist you to take your business to an entirely new level, thereby outpacing your competitors, making raving fans of your customers and improving your bottom line.

Remember what we highlighted before ... that is 'more rather than less'. We are addicted to finding strategies that effectively exceed your expectations and put an end to 'unreasonable' or 'not possible'.

Please note that additional or ancillary charges may apply for Unique High Maintenance Programmes.

STARtrans Freight Management System

This is a desktop based software programme that allows you to electronically produce your consignment notes/address labels and which will save you a huge amount of time in your warehouse.

The key features of the system include:

- We can supply this IT solution completely free of charge.
- It can run off any IBM compatible PC with Windows 95 or above and takes only about 20 minutes to install.
- The system produces a dual purpose consignment and address label in the one form.
- You can store all your regularly used receiver's addresses without having to retype them all the time.
- You can create standard item descriptions so you don't have to retype the same words and the same weights and dimensions all the time.
- You can use a predetermined consignment number or make up your own, such as your invoice number or other internal reference, which makes it easy for you to undertake enquiries because you don't have to go searching for numbers all the time.
- Each consignment note has a state identification abbreviation on it, so the one form doubles as a destination port sticker at the same time as a consignment note.
- The consignment note/address label can be laser printed from any standard office laser printer so you don't need any special thermal printer for this purpose. If you do prefer thermal labels, we can also arrange them for you.
- Regardless of whether you choose your own consignment number or if you allow the system to do it for you, STARtrans will then automatically insert a 2 digit prefix which uniquely identifies your business to us in our image server, so we can then draw out all your PODs from the server and give them back to you on a convenient CD format at whatever frequency you desire. This is a better option than having an internet based POD facility because there are no issues with the storage of huge amounts of graphic data for online access and you have the convenience of a library of date stamped PODs which you can keep forever. This is particularly useful for aged, credit related POD enquiries.

- The system also allows you to put in additional referencing and special instructions, so if you wanted to tell us something unusual about the delivery requirements, such as 'OK to leave around the back of the house', or perhaps a receiver's contact telephone number, you can do this easily without having to pickup up the phone or hand write the details.
- A really important feature of the system is that it will produce a separate consignment note/address label for each item in the consignment and each will be uniquely identified with, for example, 1 of 6, 2 of 6, 3 of 6, etc. Importantly, when we scan the bar code on each consignment note/address label, we can easily identify which item in the count we are currently handling.

The fact that we use a different consignment note/address label for each item is a real benefit because if one of the items was ever misdirected, this will not stop the remaining items being delivered on time whilst the remaining one comes back to where it should be. And when this happens, we don't have to write out a sub docket for the extra delivery, so overall the system provides a lot more efficiency and transparency.

- At the end of the day you produce a hard copy manifest along with a disk with the same details in soft copy and then you hand this to the driver when he picks up your freight. We usually have 2 disks for each STARtrans client and they simply rotate - the driver for your area will usually bring it back to you the next day for reuse.
- A demonstration of the system can be arranged upon request.

SUPA Market

This is a fantastic new product we have introduced which has proven itself very popular amongst our client base and will provide you with a good indication of just how different we really are. It is basically a very simple marketing solution which allows you to promote new products or services using our network.

The essential features of this product are as follows:

- Whenever we make a delivery across Australia, we have the receiver's attention at the time we ask them to sign for their consignment. What a great time to introduce them to a new product you wish to promote. In other words, the product relies on the coincidence of delivery we have in our network.
- We can tailor the exposure to either a certain geographic, for example, the Northern or the Eastern suburbs or the CBD and, in addition, to either corporate receivers or private consumers.
- There is no limit to the number of exposures you may want and there is no minimum numbers, as is often the case with other types of marketing campaigns.
- This concept is perfect for sample products, miniature versions of a larger product you are selling, flyers, or even desktop executive toys like stress balls and paper weights on which you may just want to put your logo in order to gain brand awareness.

Whatever you want to promote, SUPA Market is a perfect and cost effective solution.

- Examples of highly successful campaigns we have conducted for our clients include:
 - i) A Mother's Day Appeal for the Royal Womens Hospital in Sydney where we promoted the Appeal by distributing badges and temporary tattoos to provide more awareness for the cause.
 - ii) Around the Christmas period we promoted a gift hamper company by distributing small mince tarts in special packaging in order to introduce their services.

Service 'Red Alert'

The greatest strategy that our customers have at their disposal to provide certainty, is communication.

One of the mediums by which this may be facilitated is via our service **Red Alert** programme, which effectively allows you to bring more sophisticated monitoring to consignments requiring special attention.

Consignments such as: 9am Deliveries, After Hours Deliveries, or even UHMPs, where it is required for us to do something for you with regard to your consignment which is over and above a standard business hours delivery.

... Would you ever like us to call your receiver before we deliver?

... Are there times when you would like us to let you know by email when your freight has been delivered?

... Do you have VIP customers that need extra tender loving care?

... Would you like someone from our senior management to personally monitor a delivery until it is completed?

Well **Red Alert** is there to make all this happen and much, much more!

You may even want to use a service **Red Alert** to highlight the fact that you would like a particular consignment's transit monitored with greater care. This we shall be very pleased to provide for you upon completion and tender of the required documentation. All you have to do is complete the dedicated form and hand over to your pickup driver.

Service **Red Alerts** will undoubtedly deliver you a level of certainty unlike anything else you would have experienced in the past.

Please note that whilst this is a free service, if the documentation requires protocols engendering additional costs, then there will be an appropriate additional charge applicable. Some of these are listed under the section on additional charges within this document, however you should consult with your local office to check if an extra charge is appropriate for a particular circumstance.

Please contact a representative from your local office to explain to you in more detail how this very unique service can benefit your business.

As you can see, we are very passionate about value adding and making it intrinsic to the proliferation of constant and never ending improvement throughout our organization and its networks across the country.

10. Pricing Reviews ...

When and under what circumstances do they occur?

All rates offered remain at our utmost discretion and are subject to review.

As with most services you may purchase, there are regular variances that occur in the supply chain for the provision of those services, therefore the rate we charge for these must be reviewed on a regular basis.

There are three (3) categories of reviews we undertake which you should be aware of:

Firstly, we conduct a review of the rates we offer you twice per year, usually in six (6) month intervals unless otherwise negotiated. Reviews in this category are marginal and limited to ten percent (10%) or below. You will be given notice of such a review and in hard copy.

Secondly, we also conduct quarterly reviews of the rates we offer you based upon the level or frequency of patronage you provide us. If for example, the average number of consignments you despatch does not warrant the discounted rate card you were originally offered, or if the trading volumes do not match those indicated to us when you first opened your account, and in the absence of any extenuating circumstances, then we will review that rate card accordingly. Reviews in this category are usually in excess of ten percent (10%) and can range much higher depending upon the circumstances. Once again, should your account be affected by such a review, under those circumstances you will be provided with notice in writing before the review takes effect. Of course such review may also reveal a greater level of transaction which could result in a rate reduction.

Apart from cost increases within our own supply chain, our review process for the first two categories above also takes account of your payment and credit claim history along with operational perspectives including correct consignment note declarations. We therefore encourage prompt settlement of all accounts, along with accuracy when completing consignments because doing so removes any unnecessary additional upward pressure on rates.

Thirdly, should there be nil usage on your account for a period of not less than fourteen (14) days, then we reserve the right to remove any discounted rate card from your account and as such those rates will become null and void. Our assumption is that you have ceased to trade. This category of review is conducted without notice. Should you wish to remain eligible for the original rate card on an ongoing basis despite periods of nil usage in excess of fourteen (14) days, or if you wish to reactivate the original rate card, then you must apply to do so in writing. We reserve the right to decline any such application as the rate card offered remains within our absolute discretion.

The bottom line is that in order to cultivate an effective and mutually rewarding partnership, we need to maintain open communication at all times. This means that if your despatch volumes are likely to change, it is a very good idea that you talk to your local office so we can remain pro-active and avoid any complications.

16 The great news for you, our valued customer, is that rates, rate reviews and additional charges always remain fully negotiable. The more work you can give us, the more we can offer you in terms of both value adding and competitive rates.

Contact details ...

REPRESENTATIVE'S NAME:

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MOBILE PHONE NUMBER:

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OFFICE PHONE NUMBER:

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EMAIL ADDRESS:

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Notes ...

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**PRODUCT DISCLOSURE STATEMENT
IN PARTNERSHIP WITH YOU**

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