



ONE WORLD
COURIER

Freight Management Platform

Smart Shipping Software Built for Australian Businesses

Get instant access to our multi-carrier freight platform. Generate fast quotes, get better pricing, great customer support and 5-Star service. The easy-to-use freight management solution for your business. And it's free to use.



Freight Technology Platform

Multi-Carrier Selection

One World Courier offers free access to a large network of Domestic and International carriers and couriers.



Customised Solutions

Endless shipping possibilities with additional functionality to suit your individual freight needs. Choose from custom packaging defaults as well as the ability to develop your own branded portal and become a reseller.



Time-saving Automation

Automate how you currently book, track and manage freight tasks.



Compare and Select

Quickly compare freight quotes, real-time shipping services and pricing from multiple carriers and couriers. Don't waste time searching multiple websites for the best freight quotes, make your freight carrier or courier selection on one screen.



Improved Visibility

Real-time visibility of shipments with accurate tracking at every stage of the pickup and delivery process. Real-time visibility helps logistics managers plan ahead and be confident your logistics operations are performing at the optimal level.



Cost Savings

Our Freight Management Platform is fast, convenient, reliable and robust enough to handle large booking volumes. Whether you're sending 2 boxes a week or processing 100's of e-commerce shipments a day, One World Courier does it all.



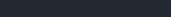
Reduced Risk

Reduce the risks associated with damaged goods or lost shipments. One World Courier's Freight Management Platform has in-built warranty for every shipment booked (AUD\$250, with an option to increase it to \$1500 for a few dollars extra). For more valuable and fragile shipments, insurance cover can be arranged at very competitive rates.



Scalability

Scalable and intelligent freight management solutions to meet the demands of your growing business.



Integration

Easily connect One World Courier to your existing business and accounting systems via our API.



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Leaders in Freight Technology

Amazon Cloud Partner

We partner exclusively with Amazon Web Services to deliver a robust, secure and stable hosting platform.

Extensible Design

Our data warehouse has been built on Microsoft SQL server and Azure technology, for guaranteed data security and extensibility.

Best Practice Codebase

Built on Microsoft .net Core. An object-oriented library for rapid web, mobile and desktop delivery.



```
SELECT
    c.[Id] as [CustomerId],
    c.[Name] as [Customer-
Name],
    b.[Id] as [BookingId],
    b.[OwcNumber] as [BookingOwcNumber],
    b.[CreatedDate] as [BookedTime],
    b.[CarrierServiceId], b.[CarrierTrackingNum
ber],
    b.[Description], b.[DeclaredValue],
    b.[OneWorldStatusCode], CarrierService.[ServiceName],
    b.[FromCompanyName], b.[ToCompanyName], b.[Insurance],
    BookingItem.[Length], BookingItem.[Height], BookingItem.[Weight]
FROM customerFirstBooking b
INNER JOIN [dbo].[Customer] c on c.[Id] = b.[CustomerId]
INNER JOIN BookingItem ON b.[Id] = BookingItem.[Id]
INNER JOIN CarrierService ON b.[CarrierServiceId] = CarrierService.[Id]
```

Australia's Preferred Data-Driven Freight Management Platform

Instant Quotes

Instant freight quotes from multiple carriers who will efficiently move your freight to where it needs to go.

You Book

Choose a Priority or Economy service which meets your budget and delivery time frame.

We Track

Every shipment is meticulously tracked from pickup to delivery. Customer service teams monitor every shipment until it is delivered.

We Deliver

Our interconnected network of international and local carriers and couriers will deliver your packages, boxes, pallets and cartons.



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Features

Customer Service

Two customer service divisions (Pickup and Delivery). Complete shipment management with direct access to carrier and courier freight operations teams.

Account Managers

Our Account Managers are your personal assistants who will manage every shipment for you and be in regular contact with your own logistics and account teams.

Executive Support

Our Executive Support teams develop strategic partner relationships with our clients and carriers as well as lead our entire customer service operations.

Fully Integrated Dashboard

Quick access to freight quotes, shipment tracking, invoicing and recent order activity.

Job Tracking and Live Updates

Easily track your shipments from pickup to delivery, for complete peace of mind.

Simple Quoting and Job Bookings

Instant quotes. Punch in your job details, compare prices from multiple carriers and make a booking.

Digital Shipping Labels

Thermal printed shipping and address labels customised to every carrier.

Digital Consignment Notes and Air Waybills

Carrier-specific consignment notes. Digital and print-ready formats.

Digital Documents

No more printed documents. Everything you need is stored secure yet sharable digital formats.

Digital Invoices

Download invoices and statements in .pdf, .csv formats.

Cloud Storage and Services

Your personal data is secure and stored on AWS Cloud Servers.

One Invoice

Combine all freight and shipping bookings into one simple invoice.



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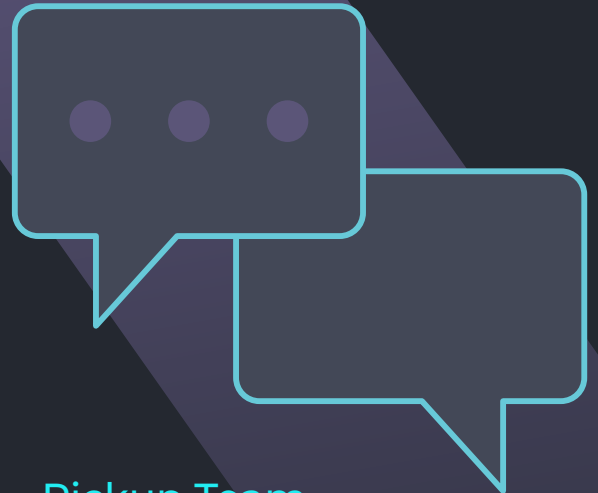
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Customer Support

Freight Operations Management

Unlimited customer support is available via phone, email and live chat through the customer portal. Our support team is divided into two teams, 'pickup' and 'delivery'. Every enquiry you make is received and assigned to one of the One World Courier customer support teams. Whether it's a pickup status update or tracking a shipment, help and support is always close at hand, and you'll always receive attentive, swift and professional service.

- Dedicated account managers for large, complex or more frequent shipments.
- Problems or issues that arise are resolved quickly and efficiently with full note and chat history available.
- Get expert help and assistance quickly and easily when you need it most.
- Peace of mind, knowing that someone is available to help if something goes wrong and urgent attention is required.
- You'll never have to wait on hold for hours at a time, or wait days to get help and support.
- Knowing that you always have someone to turn to who is an expert in freight and shipping and knows how to get fast answers to everyday freight problems.
- Specialist claims teams who will assist with warranty or freight insurance information and claims.
- Direct contact with freight carriers and couriers to ensure every shipment is collected and delivered on time.
- Direct access to shipment documentation, con notes, shipping & address labels and booking details.
- Monitor shipment progress through the One World Courier Freight Management Platform.

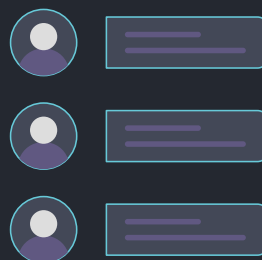


Pickup Team

Our 'pickup' team is your first point of contact and works closely with carriers to make sure the pickup of your item(s) has been successful. Their role is to assist with planning and booking shipments to make sure everything goes to plan and your item(s) are collected by the carrier. Whether you need an urgent pickup or looking to reschedule, our team will take control and get results – fast!

Delivery Team

Our customer service delivery team provides a wide range of services to support your business. They provide valuable insights and advice on how to optimise your shipping tasks and assist with shipment tracking and troubleshooting delivery issues on your behalf.



support@oneworldcourier.com.au
pickup@oneworldcourier.com.au
delivery@oneworldcourier.com.au

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Delivery Network

Extensive Coverage

In conjunction with our freight partners, we provide fast and reliable delivery services across Australia, reaching every corner of the country.

Flexible Delivery Options

Choose from a variety of services tailored to suit your requirements, including Standard, Express, and Same-Day delivery options.

International Delivery → Import & Export

Our delivery network spans 200+ Countries and Territories. Take advantage of our affordable International Air Courier freight partner door-to-door delivery network for fast, reliable and on-time delivery.

Reliable Tracking

Stay updated on the status of every shipment. Advanced GPS tracking systems allow you to monitor delivery progress in real-time.

Door-to-Door Service

Sit back, relax and let us take care of the entire delivery process from start to finish. Let us handle your business shipping and logistics for you.

Competitive Rates

We offer competitive freight pricing with every delivery service, providing value for your money while maintaining the highest level of service quality.

Heavy Freight Expertise

Our delivery network is equipped to handle heavy freight shipments of all sizes and weights, ensuring that even the most substantial cargo reaches its destination safely and efficiently.

Continuous Communication

We keep you informed at every stage of the delivery process, providing regular updates on the progress of your heavy or oversized freight.

Multimodal Delivery

Our fleet includes trucks, vans, and air transportation, enabling us to deliver your packages by road or air, depending on your needs and preferences.



- Documents & Satchels
- Cartons & Boxes
- Electronic Devices
- Dangerous Goods
- Medical & Dental
- Pallets & Skids
- Full Loads & LTL
- Oversized & Ugly
- Containers



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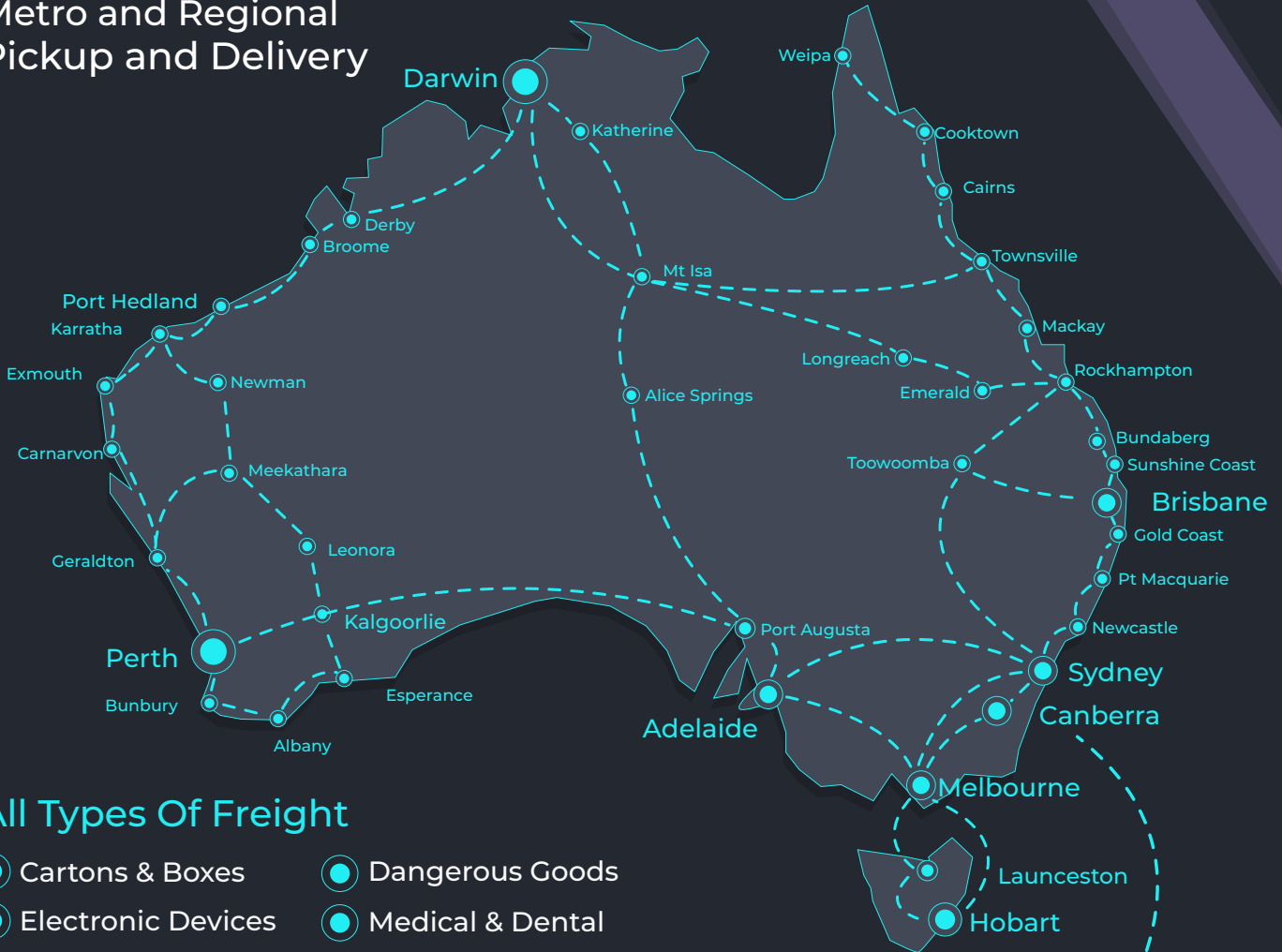
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Road Freight Network

One World Courier partners with a wide range of carriers right across the country. No matter where you are, we've got the country covered for pickup and delivery.

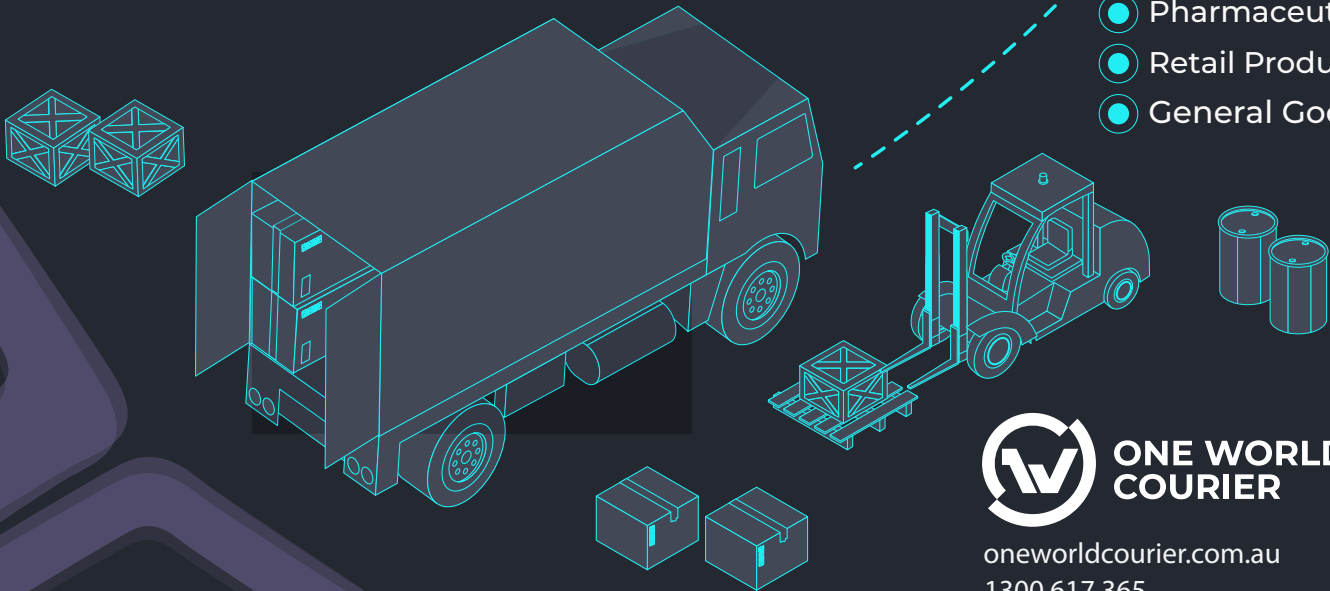
All States and Capital Cities

Metro and Regional Pickup and Delivery



All Types Of Freight

- Cartons & Boxes
- Dangerous Goods
- Electronic Devices
- Medical & Dental
- Pallets & Skids
- E-commerce Shipments
- Full Loads & LTL
- Aviation and Aerospace
- Oversized & Heavy
- Industrial Equipment
- Industrial & Ugly
- Building Materials
- Consumer Goods
- Mining Supplies
- Automotive
- Pharmaceuticals
- Retail Products
- General Goods



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International Air Courier

DHL Express Worldwide Import
DHL Express Worldwide Export

UPS Express Imports/Exports
UPS Express Saver Imports/Exports

FedEx International Economy Import/Export
FedEx International Priority Import/Export



Fast and reliable air freight solutions for your business.

IMPORT **EXPORT**

We provide Australian businesses with a reliable, cost-effective and easy-to-use multi-carrier shipping platform to book, manage and track international air courier freight imports and exports.

Our network of international air freight partners, (DHL, UPS, FedEx) means we can offer competitive international air courier services – even for last-minute shipments.

200+

Countries and Territories

Our delivery network spans 200+ Countries and Territories. Take advantage of our affordable International Air Courier freight partner door-to-door delivery network for fast, reliable and on-time delivery.



- **Economy**
Best rates and affordable pricing.
- **Priority**
For time-sensitive shipments.
- **Critical**
For ultra-urgent, critical deliveries.



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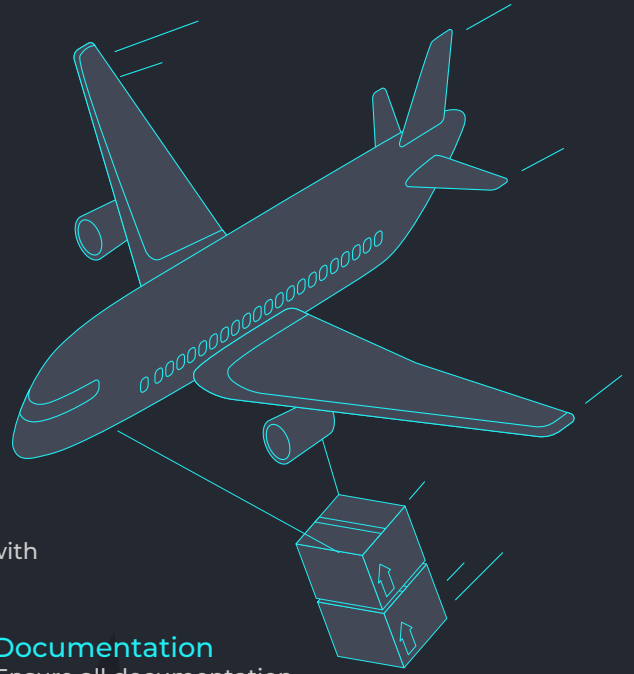
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Importing and Exporting

Understanding your obligations and preparing for successful international shipping and fast customs clearance.

Pre-Flight Checklist

- 1 Commercial Invoice**
The commercial invoice provides details on the value, classification, origin, and destination of goods. It helps customs authorities to assess duties and taxes and ensures compliance with customs regulations.
- 2 Tariffs and HS Codes**
Familiarise yourself with Harmonised System (HS) Tariff codes for proper classification.
- 3 Proof of Origin**
The origin of your goods can dictate how much duties and taxes you may need to pay.
- 4 Licences**
When shipping Dangerous Goods (DG) or other controlled and/or prohibited goods, make sure the shipment is fully compliant.



Import/Export Permits

Obtain necessary permits and licenses. Each country may have different requirements.

Commercial Invoice

Prepare detailed invoices with essential information.

Documentation

Ensure all documentation is complete and accurate.

Tariff Codes

Familiarise yourself with Harmonized System (HS) Tariff codes for proper classification.

Dangerous Goods

Declare Lithium Batteries and other DG's such as liquids and corrosive materials.

Value of the Goods

Accurately determine the value of goods for customs purposes.

Prohibited Goods

Be aware certain types of goods may be prohibited.

Goods and Services Tax

Understand GST obligations for imported goods.

Proof of Origin

Clearly state where the goods were made, and verify with appropriate documentation.

Duties and Taxes

Understand applicable customs duties, taxes, and fees.

Packaging and Labelling

Comply with packaging and labeling regulations.

Certification

Obtain and submit required certificates of origin.

Free Trade Agreements

Understand the benefits and rules of origin under FTAs.



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The Commercial Invoice

Importing and Exporting

The commercial invoice is an export documents that contain all the relevant information about the goods you're intending to ship. It's used to create a official customs declaration from which duties and taxes are calculated .



1

When the goods are ready to ship, the seller issues a commercial invoice.

2

It is the seller (exporter) who prepares the commercial invoice.

3

It is the consignee who is responsible for payment of import duties and taxes.

4

It is the consignee who must liaise with Customs Services to receive the goods.

Air Waybill No.

Can also be Bill of Lading etc, depending on the mode.

Date of export

Date the order was placed.

Shipper / Exporter

Details of the person sending the goods.

Exporting from Country

The name of the country the goods are being exported from.

Reason for export

The reason for exporting, such as sample, goods for sale.

Sending to Country

The destination country.

Shipment details

Country of origin, any defining marks, identification, number of units, full description of the goods.

Total packages/items

Total up the number of packages/units included

Signature of shipper

Signature of the person who is responsible for the shipment.

Shipper name and title

The name of the person who is responsible for finalising the shipment.

Export Declaration (Australia)

Goods intended to be exported from Australia must be declared on an Export Declaration if the goods:

- have a value of more than AUD2000
- need an export permit (regardless of their value)
- are goods where duty drawback is being claimed
- are dutiable or excisable goods where the duty or excise duty is unpaid.

COMMERCIAL INVOICE										
INTERNATIONAL AIR WAYBILL NO. []										
DATE OF EXPORTATION []					SHIPPER'S INVOICE NUMBER (i.e., order no, invoice no.) []					
SHIPPER / EXPORTER <small>Please add all details such as name, address, phone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN, or as locally required.</small>					CONSIGNEE <small>Please add all details such as name, address, phone, Business Registration No./ Customs / Tax ID No. e.g. GST / RFC / VAT / IN / EIN / ABN, or as locally required.</small>					
COUNTRY OF EXPORT []					IMPORTER - IF OTHER THAN CONSIGNEE (full name, address, email and phone no.) []					
REASON FOR EXPORT (e.g. personal gift, return for repair, sample) []										
COUNTRY OF DESTINATION []										
COUNTRY OF ORIGIN	MARKS/ NO'S	NO. OF PKGS UNITS	TYPES OF PACKAGING	FULL DESCRIPTION OF GOODS <small>What is it? What is it made of? What is it used for?</small>	HS CODES	QTY	UNIT OF MEASURE <small>e.g. pieces units, set</small>	WEIGHT <small>kg / lb</small>	UNIT VALUE <small>currency</small>	TOTAL VALUE
[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
TOTAL PKGS										
I DECLARE THE INFORMATION CONTAINED IN THE INVOICE TO BE TRUE AND CORRECT.										
SIGNATURE OF SHIPPER/EXPORTER []										
NAME (PLEASE PRINT) []			TITLE (PLEASE PRINT) []			DATE []				
TOTAL WEIGHT							CURRENCY		TOTAL INVOICE VALUE	
[]							[]		[]	
Payment Method							Check one			
<input type="checkbox"/> L/C <input type="checkbox"/> T/T <input checked="" type="checkbox"/> Others							<input type="checkbox"/> F.O.B. <input type="checkbox"/> C.F. <input type="checkbox"/> C.I.F.			
Check if applicable										

Shipper's invoice

Add a unique shipper invoice number.

Consignee

The person who is financially responsible (the buyer) for the receipt of the shipment.

Importer if not consignee

If no consignee, who is responsible for the receipt of the shipment.

Shipment details

HS Codes, quantity of items, units of measure, weight, unit value in local currency, total value of the line item(s).

Total weight

Total weight of the entire shipment.

Currency

Value of the goods in the local currency.

Total of invoice

Value of the goods in the local currency.

Status

Indicate the method of payment, such as cost, insurance and freight, cost and freight

Payment method

Indicate the method of payment.



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Shipment Tracking

Real-Time Location Tracking

Our Freight Management Platform provides real-time tracking information, allowing you to monitor shipments on any device at every stage of the delivery process.

Enhanced Visibility

Gain complete visibility into your supply chain with our intuitive dashboard. Access all shipment data in one place, on one screen, making it simpler to manage and analyze logistics operations.

Cost Savings

Optimise shipping costs with our advanced analytics and reporting features. Identify trends, spot inefficiencies, and uncover opportunities to save on freight expenses.



Improve How You Work

Streamline your shipping processes with our intuitive Freight Management Platform. Automate freight booking tasks, go digital on documentation, freeing up your time to focus on more important aspects of your business.

Customisable Alerts

Create customized alerts for critical events, such as shipment delays or delivery exceptions. Stay proactive and address potential issues before they escalate, ensuring a smooth and reliable shipping experience.

Cloud-Based Access

Our software is cloud-based. Connect and access bookings and manage freight tasks from anywhere at any time. Whether you're in the office, working remotely, stay connected and in total control of your shipping processes.

Data-Driven Decision Making

Leverage the power of data to make informed decisions about your logistics operations. Our software's advanced analytics and reporting capabilities provide you with actionable insights to help you optimize your supply chain.

Scalable Solution

Our software was designed to be extensible and help grow your business freight activities. As your shipping needs evolve, our platform can easily accommodate increased shipment volumes to support your ever-expanding business operations.



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Packaging

The reality of freight and logistics operations is that at some stage every shipment could end up hurtling along conveyor belts and into sorting bins, reloaded back onto a vehicle and eventually delivered.

Before you decide to send your precious goods in parcels, boxes cartons and even on pallets, it pays to spend a little bit of time thinking about how you're going to protect the contents from accidental damage.



Quick Tips For Perfect Parcels

Every parcel, satchel box or document you send will journey to its final destination guided by a simple shipping label, complete with a unique barcode which is read several times by laser scanning devices.

Choosing the correct packaging material is also the key to a successful shipment and especially when you're shipping fragile goods or the shipment contains fragile items. Cardboard boxes must also be strong and rigid, built tough to withstand the entire journey from pickup to the delivery destination.

Finally, how you pack the contents of the box or carton can make the difference between the goods being damaged or arriving intact.

Choose the appropriate-sized container for the items you're shipping, and remember to use paper, bubble-wrap, foam wrap, polystyrene beads, tissue paper, brown paper, newspaper to thoroughly protect the contents inside.

Shipping Label Printing

One World Courier shipping and address labels are created by our freight management software that has been purpose-built to cater for Australian carriers. Every label is produced in an Adobe PDF document, to allow for easy printing on just about any printer. For best results, use a good quality thermal laser printer with high quality print output which is important for shipping labels to be accurately scanned.

Shipping labels contains everything the carrier needs to know about the shipment, although the barcode is the unique identifier which makes every parcel stand out from the rest.

2023 via **SYD to RSE**
Botany **OWD00034234**
56757230980608-1241

Overnight Express **2023**

12-05-2023 1 of 2 **WL: 0.45Kg** **Ex: MYD**

Does Not Contain Dangerous Goods

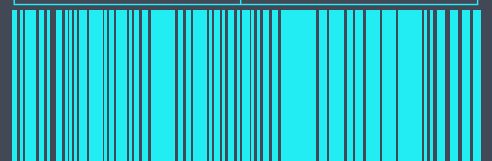
To: Mr. Steven Tyler
All American Imports
Unit 21
156 Botany Terrace
Botany 2019

From: ONE WORLD COURIER, 100 CHANCELLOR
VILLAGE BVLD, SIPPY DOWNS, QLD 4556

Senders Ref: Spare Parts EX: 45456

Special Instructions: Deliver to rear of building.

CH: OWD00034234 TM: 0067656885349802533 1 of 2 To: Mr. Steven Tyler All American Imports Unit 21 156 Botany Terrace Botany 2019	Overnight Express Con Note WL: 0.45Kg From: One World Courier 100 Chancellor Village Boulevard Sippy Downs QLD 4556
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Weight & Volume Conversion

When sending a package by post, most of us would remember taking it to a Post Office where it would be weighed. This is referred to as a 'dead weight' charge, where the weight of the item determines how much you pay.

When shipping commercial freight things are very different. How much you eventually pay for shipping is calculated by the volume the space a package takes up on a truck, container, plane etc.

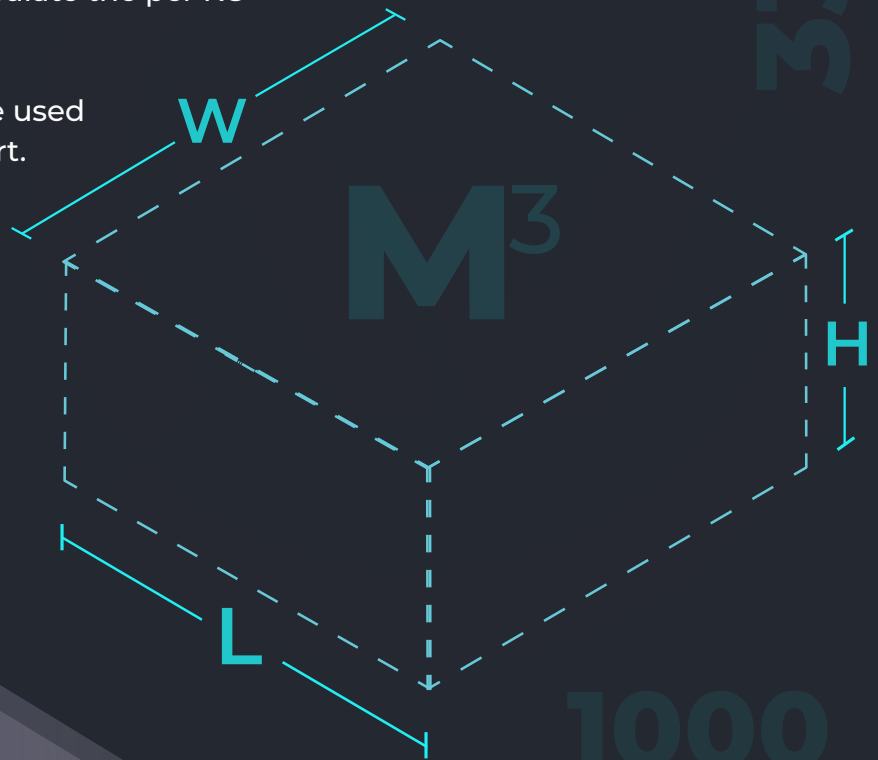
To determine the volume of a package, the dimensions [Length (L) x Width (W) x Height (H)] are multiplied together.

Once the volume is calculated, a cubic weight conversion factor is applied to accurately determine the cubic/dimensional weight of the package.

Whichever is the greater of the two (dead weight or cubic weight) is used to calculate the per KG shipping rate.

Different conversion values are used based on the mode of transport.

Air freight: 167
Express freight: 250
International Courier: 200
General Freight: 333
Sea Freight: 1000



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(H) 0.8m x (W) 0.5m x (L) 0.15m x 250 = 15kg

167

200

250

DWT

Volumetric

333

1000

Specialist Freight

Shipping sensitive equipment and devices, choosing the best freight carrier is essential to ensure safe and timely delivery of your goods.

You'll want a partner who understands your unique shipping needs and caters for sensitive freight solutions to get your delicate freight to where it needs to go.



Global Delivery Network

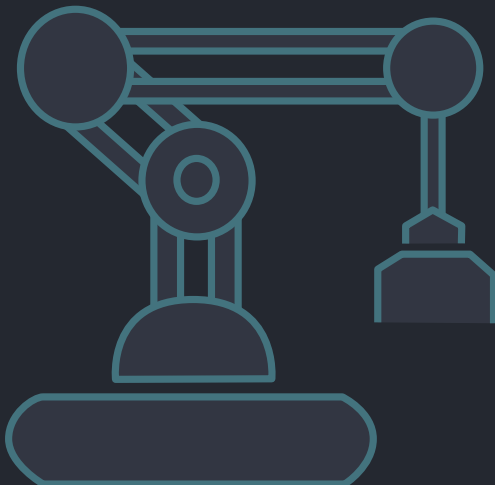
Global network of reliable and trusted airfreight partners and logistics providers for competitive and comprehensive shipping options and competitive pricing.

Fully Insured

Comprehensive insurance coverage is available up to \$100,000 to protect against loss or damage whilst your goods are in transit. Protect your investment with only a few dollars extra for absolute peace of mind.

Freight Management

Experienced International and Domestic Freight Operations Teams who will advise on Customs clearing processes, duties, taxes and tariffs to help reduce complexity, avoid delivery delays and help prevent additional penalties and charges occurring.



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Ugly Freight

"Ugly" freight is a term used in the freight and logistics industry to describe items and goods that are difficult to transport due to their size, shape, weight, or safe handling requirements.

"Ugly" freight can also refer to oversized items, awkwardly shaped goods, or those with sharp corners that require special handling. It includes items that can't be stacked or don't fit into standard trucks or shipping containers. These unique characteristics make it necessary to give special consideration to handling methods to ensure safe and timely shipping.

Transporting "ugly" freight safely mitigates the risk of personal injury to the driver, the public, other road users and personnel involved in handling the goods.

Properly preparing "ugly" freight for shipping brings several important benefits, including minimising the risk of extra charges. By taking the time to prepare and package your freight correctly, additional fees like non-stackable fees, over-length charges, and manual-handling fees can be avoided. This will help save money and ensure your freight is handled smoothly and efficiently from pickup to final delivery.

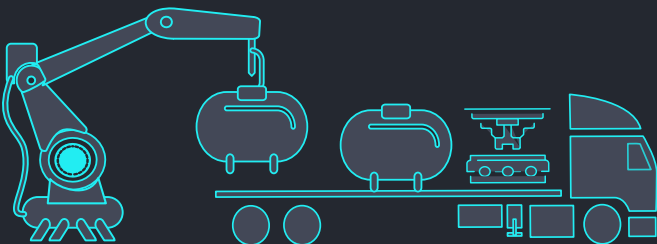
Examples of "Ugly" Freight

Heavy machinery, construction equipment, farm machinery, or other large industrial equipment and parts.

Manufacturing equipment, large machinery, conveyors, cold storage chambers, brewing equipment and fragile liquid storage vessels.

Oversized loads such as prefabricated parts of buildings, whole buildings and dongas, site cabins and ablution blocks

Environmental products including wind turbines, blades, water tanks, filtration systems and solar components and electrical inverters.



We are 100% Safety-Focussed

At One World Courier, we work closely with our freight carriers to make sure your freight gets to its destination safely.

When preparing goods for shipping, always comply with the Australian Work Health and Safety Act and Regulations.



- 1 Identify hazards
- 2 Assess the risks
- 3 Control the risks
- 4 Review control measures

When preparing shipments always follow the Australian Government WHS guidelines and regulations. Set your standards to exceed the requirements for the safe transportation goods.

Heavy and complex machinery equipment used in the mining sector, including buckets, dragline and haul truck parts.

Automotive accessories ranging from trailers and replacement panels and bumper bars.

Aircraft fuselage parts, wing and tail pieces as well as fuel tanks, wheels, engines and helicopter blades.

Caravan parts such as side-walls and overlength roof component parts.

Building materials, including scaffold, roofing sheets, windows, doors, garage doors, flooring and insulation.

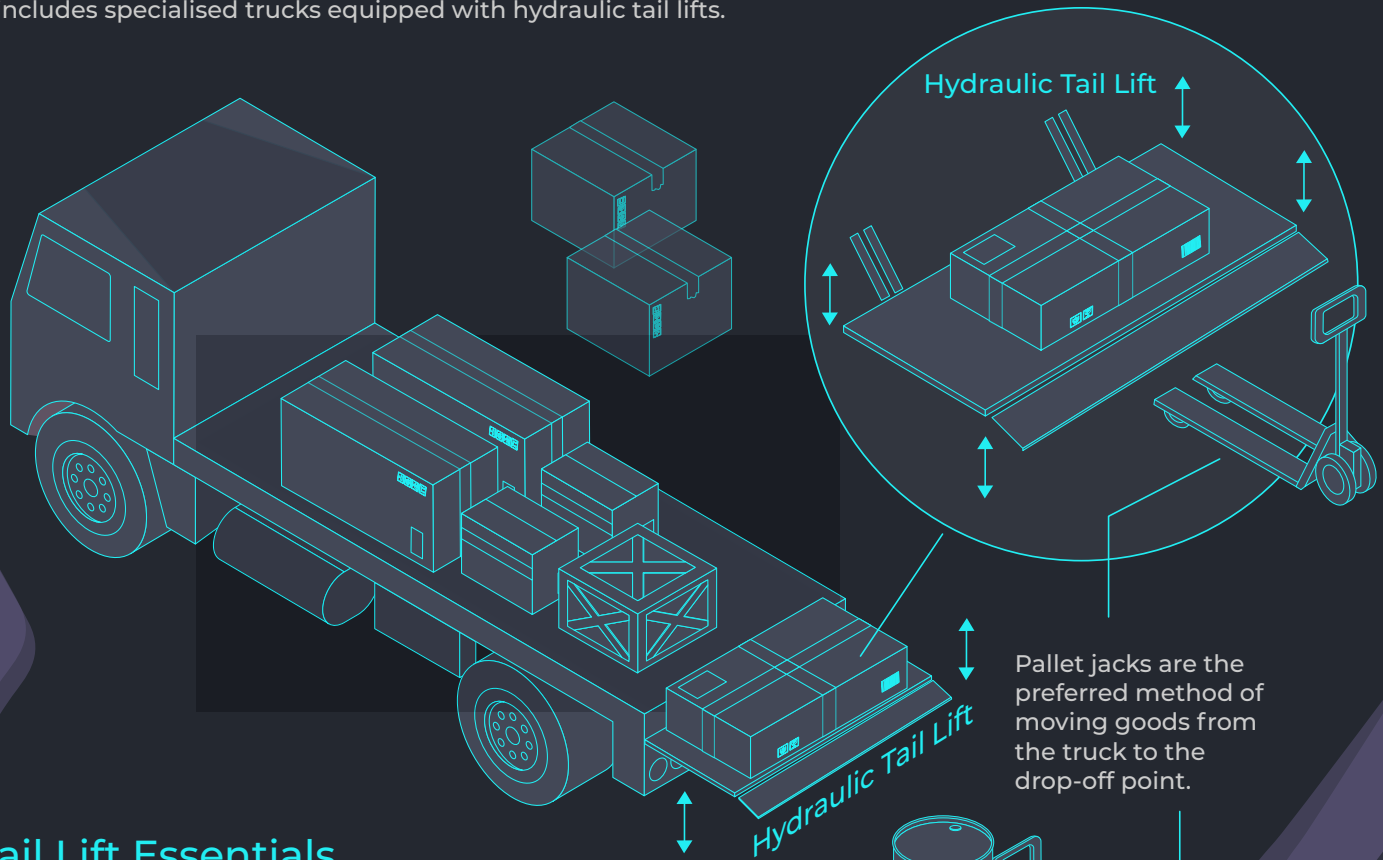


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Tail Lift Requirements

The tail lift service is required when shipping awkward or bigger items which can not be loaded or unloaded easily without the risk of injury to the driver or risk of accidents occurring.

One World Courier partners with a wide range of carriers whose fleet includes specialised trucks equipped with hydraulic tail lifts.

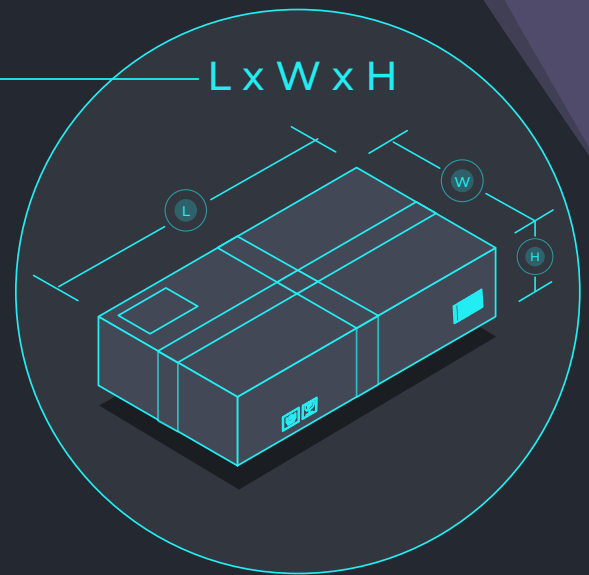
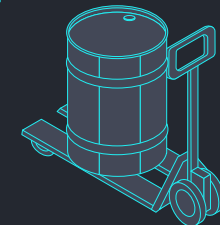


Tail Lift Essentials

Every carrier has their own dimensions and weight limits for individual and combined shipments, therefore following this chart will ensure trouble-free pickup and delivery of overweight or awkward-sized goods.

Max weights and dimensions by carrier

Courier	Max Weight	Max Dimensions (m)*
Hi-Trans	900kg	2.4 x 21. x 1.4
Northline	1000kg	2.4 x 1.2 x 1.2
TNT	1000kg	4.0 x 2.0 x 2.0
DHL	1000kg	3.0 x 1.2 x 1.6
Individual shipments ,max weight cannot exceed 1000 kg. Combined shipments, max weight cannot exceed 3000 kg.		
CRL Express	750kg	1.2 x 1.2 x 1.2
Direct Couriers	1300kg	2.4 x 2.4 x 2.4
Followmont	1500kg	1.2 x 1.4 x 1.2
For individual pallets, max weight cannot exceed 700 kg.		
UPS	70kg	2.74 / 400cm
Measurements combined cannot exceed 400 cm.		
Gold Tiger	200kg	2.0 x 1.2 x 1.2



* Dimensions in metres.



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Ugly Freight



Safe Handling

Ugly freight poses unique challenges due to its awkward, odd-shaped, and heavy nature, making it difficult for carriers to load and unload safely. Before finalising your booking, carefully consider the hazards, risks, and specific challenges associated with handling such freight.

Crating Your Goods



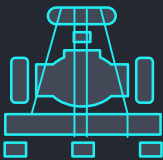
The recommended and safest way to ship ugly freight is use a crate. Crates are robust, strong, secure and will protect the goods whilst in transit. Where possible, always use a crate when the goods are fragile or the chance of damage occurring is high.

Benefits of Crating



Crating goods minimises the chances of errors or misplaced items by providing a structured and organised storage solution, as well as allowing clear identification, making it easier for handlers to identify and locate specific items quickly.

Palletising Freight



When crating is not possible, securing goods on a pallet is the next best option. Always use heavy-duty tie-down straps to ensure the goods on the pallet can not move or shift in any direction.

Wrapping and Strapping



Never ship goods without adding a protective layer of wrap around the outside, and always secure the goods to the pallet with heavy-duty straps to minimise movement in all directions.

Non-Stackable



A non-stackable carrier surcharge may be applied when additional space is occupied by freight that cannot be stacked, as each square meter of cargo must be accounted for and charged. This surcharge helps a carrier cover the costs associated with handling and accommodating non-stackable items.

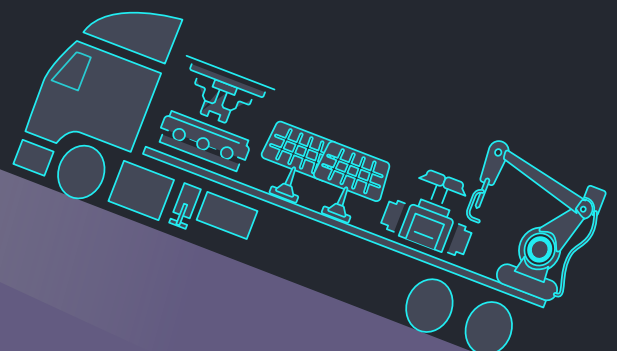
Securing and Anchoring



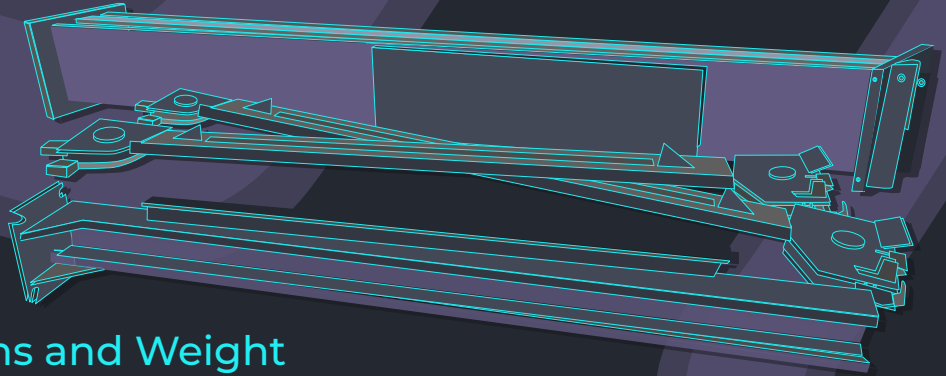
Keep in mind that ugly freight is almost always difficult to move and the chances of the goods shifting, rolling and dislodging whilst in transit are heightened. To keep excess movement to a minimum, always ensure your goods are secured and anchored to stop unwanted movement.



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Ugly Freight



Dimensions and Weight

Always provide accurate measurements and weight. Where possible, allow a couple of centimetres all round, more if you feel comfortable doing so. It's best to over-measure rather than face extra charges because of the overall dimensions changing whilst in transit due to load shift or freight coming in contact with other items on the same truck.



Know Your Boundaries

Freight shipped on a pallet should never extend beyond the outer edge of the pallet. If larger items are being shipped, choosing the most suitably-sized pallet ensures the goods are not in contact with other freight whilst in transit. A Workplace Health and Safety risk is heightened when objects protrude and extend beyond the pallet edge.



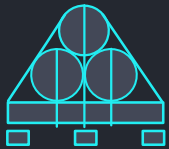
Security and Protection

To secure your goods from being tampered with, a crate provides an added layer of security during transportation.



Shipping Labels

Make sure to label your goods clearly with highly-visible shipping and address labels. If the freight is fragile, heavy, or needs to be kept upright, make sure this is clearly visible. Our carriers can then arrange the correct equipment needed to safely transport the goods.



Cylinders and Drums

Cylindrical objects such as pipes and drums are at risk of rolling and slipping when in-transit, therefore extra care should be taken when preparing for shipping. Always use heavy-duty straps, and consider using chains for those heavier objects.



Documentation

Prepare all documentation in advance and accurately describe the goods and any additional handling requirements. When shipping goods internationally, commercial invoices must be describe the goods and show the true value of the goods.



Dangerous Goods

If your freight contains Dangerous Goods or Hazardous Materials, it is essential to declare this when making a booking. Follow the guidelines for packaging and labelling of dangerous and hazardous goods. Our carriers need to know exactly what they're handling to allow for safe and secure transportation.



Photograph Everything

We highly recommend taking a photo of your goods before they are shipped. Should there be any issues with the condition of the goods when delivered, photographic evidence will support an insurance claim.



Warranty and Insurance

When shipping large and fragile freight, it's important to adequately protect your goods in case of damage occurring. One World Courier offers complimentary \$250 Warranty on all shipments, with additional insurance available up to AUD \$100,000.



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Dangerous Goods - Lithium Batteries

Some Dangerous Goods such as Lithium batteries can be shipped, as long as they comply with Dangerous Goods (DG) criteria contained in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), and the IATA Dangerous Goods Regulations (DGR). Shipping Lithium batteries by road is also possible with the correct declaration and certification by a Dangerous Goods expert.

Types of Lithium Batteries

All Lithium batteries fall under Class 9, Miscellaneous Dangerous Goods.

Batteries can be categorised as.

Lithium-ion

UN3480 UN3481

(rechargeable).

Lithium-ion batteries standalone are UN3480, packed with or contained in equipment are UN3481.

Standalone

Shipping standalone Lithium Metal (UN3090) or lithium-ion (UN3480) batteries without being installed in equipment is generally not allowed on passenger aircraft due to their classification as dangerous goods.



Standalone lithium-ion (UN3480) and lithium metal (UN3090) batteries must be sent as fully regulated dangerous goods, often requiring Dangerous Goods (DG) approval before shipping.

Lithium Metal

UN3090 UN3091

(non-rechargeable)

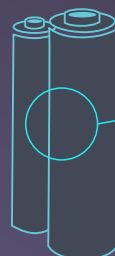
Lithium Metal batteries standalone are UN3090, packed with or contained in equipment are UN3091.

Packed with or contained in equipment Batteries in Equipment

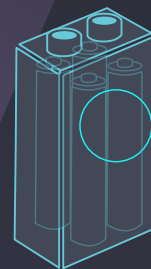
Lithium Metal and Lithium-ion cells and batteries installed in the equipment they are intended to operate (UN3091 and UN3481) can be shipped, including batteries contained in or packed with equipment.

Packaging Instructions

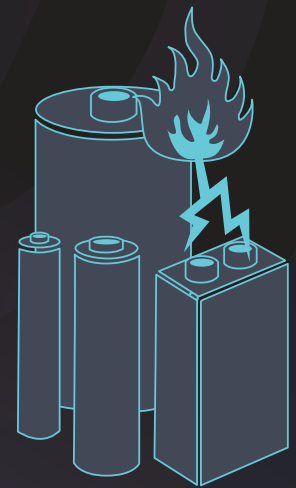
Lithium-ion batteries contained in equipment must meet Section II of Packing Instruction 967 of the IATA Regulations. There's a limit of no more than four cells or two batteries per package.



2 Batteries



4 Cells



Other Dangerous Goods

- Flammable goods (aerosols paint / hand sanitizer)
- Explosives, bullets and incendiaries
- Perfumes and nail polish
- Radioactive material
- Corrosive materials
- Toxic substances



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Account Managers

Personalised Support

Account Managers provide personalised support tailored to your specific shipping and logistics needs. They take the time to understand your unique business requirements, challenges, and goals, ensuring that the One World Courier shipping platform is performing efficiently, and aligned to individual business objectives.

Expertise and Guidance

Your One World Courier Freight Account Manager is like having your personal freight expert who is always on-hand. They know the ins-and-outs of the industry and share their knowledge to help you make better decisions on carrier selection, customs regulations, and documentation requirements. Their expertise can help streamline freight operations and minimise shipping errors and reduce the occurrence of delivery delays.

Save Time and Money

As a business owner you'll likely have multiple responsibilities and time constraints. Having an Account Manager to handle the intricacies of freight management can save significant time and effort. They'll take care of tasks such as booking complex shipments, tracking pickups and deliveries, resolving issues, and handling paperwork, allowing business owners and managers to focus on other core aspects of their role.

Cost Optimisation

Freight Account Managers understand the importance of cost optimisation for your business. They can identify opportunities for cost savings by negotiating better rates with carriers, suggesting alternative shipping methods or routes, or leveraging technology and analytics to optimise business-critical shipping and logistics operations.

Continuous Improvement

Your One World Courier Account Manager is forever committed to developing and maintaining a long-term partnership. They seek feedback and monitor performance, and continuously strive to improve our services. By actively engaging, we can identify areas of improvement, implement process enhancements, and adapt to the ever-evolving demands of Australian businesses.

Proactive Communication

Your account manager serves as a single point of contact for all freight-related matters. They proactively communicate providing updates on shipments, alerting you about potential issues or delays, and addressing any concerns promptly. This proactive communication helps build trust and ensures transparency throughout the shipping process.



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Warranty

Peace Of Mind For Every Shipment

The nature of freight and the fact most of it is manually handled in-transit, stored in depots and warehouses, then loaded on to delivery vehicles means there are times when a package can be at risk of damage occurring.

As a shipper, it's important to choose the most suitable container to hold the goods. Choosing a cardboard box, heavy-duty plastic container or even a crate will make a difference to how your goods arrive at their destination.

For peace of mind, every shipment booked through One World Courier has a complimentary warranty of AUD\$250, with additional warranty available up to \$1500.

Insurance

When shipping valuable and fragile items, One World Courier can organise a very competitive insurance quote on your behalf.

Goods to the value of AUD\$100,000 can be insured with the full costs of shipping also included in the any claims made.



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Talk to us about how you can save money on sending and receiving freight anywhere in Australia and around the world.



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