



**ONE WORLD
COURIER**

Freight Management Platform

Heavy Freight Shipping Guide

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.



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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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.

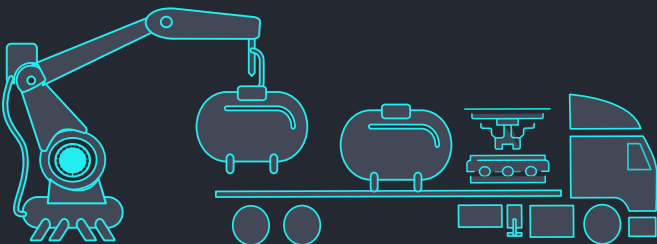
Examples of "Ugly" Freight

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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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



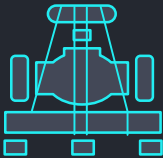
The recommended and safest way to ship ugly freight is use a crate. Crates are robust, strong, secure and will protect the goods whilst in transit. Where possible, always use a crate if there is a chance the goods are fragile and run a high risk of damage if shipped loose.

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 thing. Always use heavy-duty 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



When odd-shaped goods are being shipped, being able to stack freight on top is not possible. Therefore, a non-stackable surcharge may be incurred because this type of freight takes up more space on a truck.

Securing and Anchoring

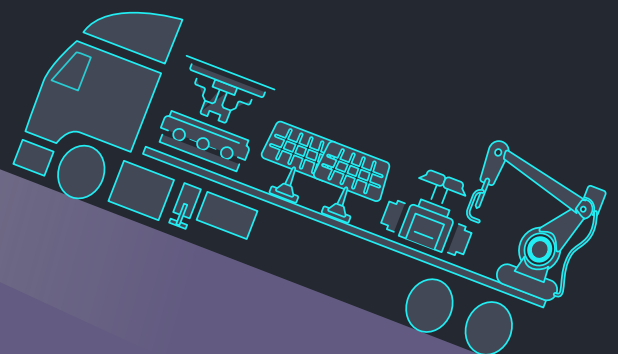


Keep in mind that ugly freight is almost always difficult to move and the chances of the goods shifting, rolling and dislodging whilst in transit are heightened. To keep excess movement to a minimum, always double-check your goods are secured and anchored to prevent movement.



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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.



Security and Protection

Placing goods inside a crate also provides an added layer of protection during transportation. Additionally, crates can be securely sealed, preventing illegal tampering, deterring theft and unauthorised access.



Shipping Labels

Make sure to label your goods clearly with highly-visible shipping and address labels. If your freight is fragile, heavy, or needs to be kept upright, mark it! The better we understand your freight, the better it is for our carriers to arrange the



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 these objects for shipping. Always use heavy-duty straps and chains for those heavier objects.



Documentation

Prepare all documentation in advance and accurately describe the contents being shipped and any special handling requirements. When shipping internationally, commercial invoices must be accurate and reflect the true value of the goods.



Dangerous Goods

If your freight contains Dangerous Goods or Hazardous Materials, it's essential to declare this upfront 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 they have been delivered, you have evidence to support an insurance claim if required.



Warranty and Insurance

When shipping large and fragile freight, it's important to adequately protect the items 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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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

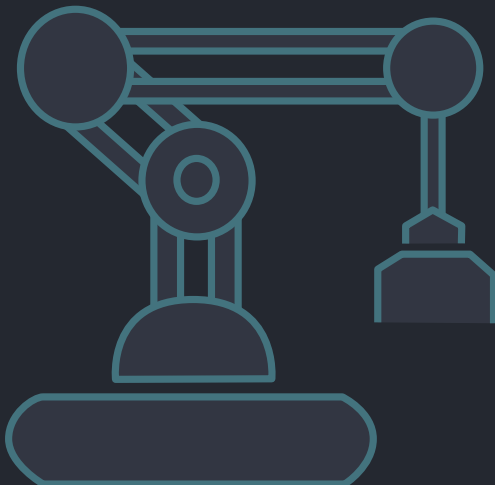
Global network of reliable and trusted airfreight partners and logistics providers for competitive and comprehensive shipping options and competitive pricing.

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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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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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.

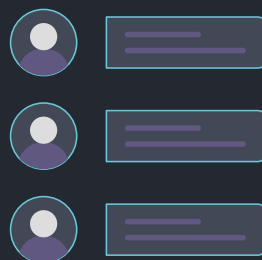


Pickup Team

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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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 not.

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 protect the contents.

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 **OVD00034234**
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

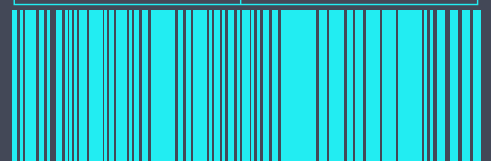
Special Instructions: Deliver to rear of building.

CH: OVD00034234
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.

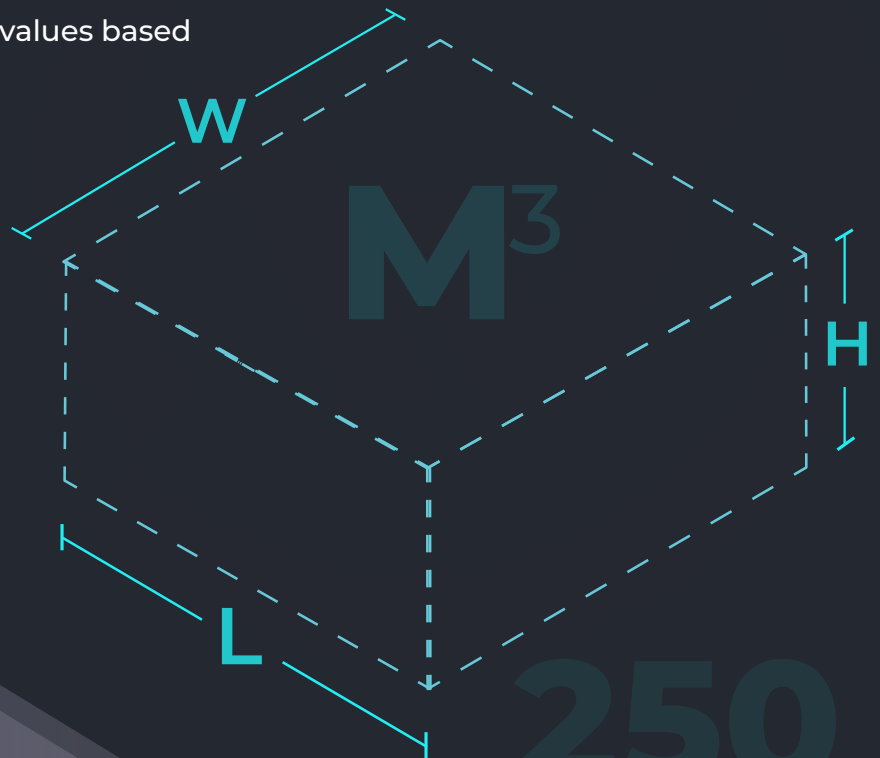
When dealing direct with a freight company, how much you pay for shipping is also calculated (and compared with the 'dead weight') by the space a package takes up on a truck, container, plane etc.

To determine the volume of a package, the dimensions [Length (L) x Width (W) x Height (H)] are multiplied together to calculate the volume in cubic meters (m³).

Once we have calculated the cubic metre volume, a cubic weight conversion factor is applied to calculate the cubic weight/dimensional weight of the package.

There are different conversion values based on the mode of transport.

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



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

167

200

300

DWT

Volumetric

333

250



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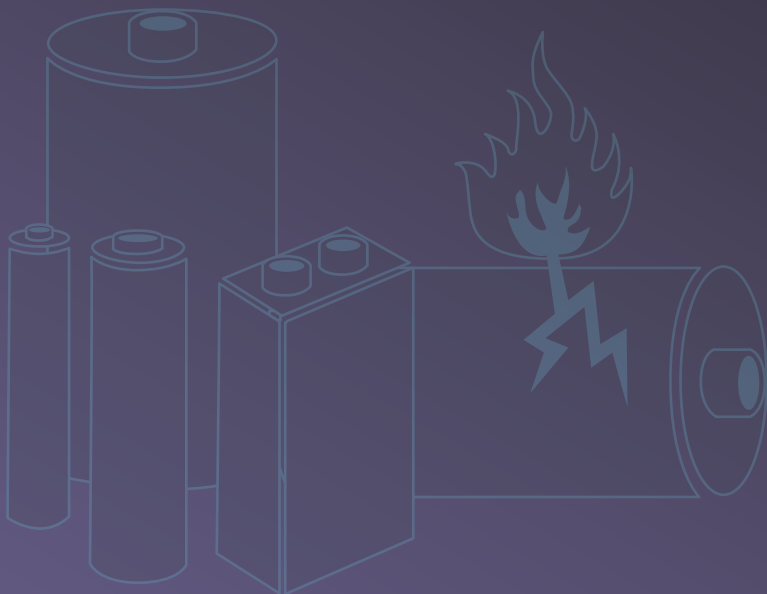
Dangerous Goods

Some Dangerous Goods 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).

One World Courier can assist prepare Dangerous Goods shipments, including preparation of DG documents and correct classification of goods, customs clearance documentation, including the Material Safety Data Sheet (MSDS) or Safety Data Sheet (SDS).

As a reminder, the most commonly prohibited dangerous goods items are;

- Some electronic devices
- Lithium batteries
- Radioactive material
- Flammable (aerosols/perfume/paint/nail polish/hand sanitizer)
- Explosives, bullets and incendiaries
- Corrosive materials
- Toxic substances
- Perfumes



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International Air Courier

Door-To-Door Freight Services

With over 200+ international destinations available for pickup and delivery, we've got your global shipping needs covered.

Choose International air courier door-to-door service anywhere in the world with One World Courier freight partners.



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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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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]
    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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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.



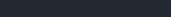
Reduced Risk

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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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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Contact Us

Sales & New Accounts

07 5370 2016

General Enquiries

1300 617 365

Pickup

pickup@oneworldcourier.com.au

Delivery

delivery@oneworldcourier.com.au

Accounts

accounts@oneworldcourier.com.au

Support

support@oneworldcourier.com.au

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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