



***COURIER  
EXPERT***

***Starter Guide for Courier Expert Members***

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## Introduction

Thank you for joining Courier Expert and our growing network of self-employed couriers. Here are a few things you need to think about before actually getting started:

## Membership Types

Here at Courier Expert we offer 3 different levels of membership and it is up to you to decide what level of membership is right for you. Each level of membership has a one off lifetime membership joining fee, the only condition of membership is that you must apply for at least one job every 90 days or your account will be suspended - an admin fee will be payable should you wish to re-join Courier Expert.

The 3 Levels we have are Reserve, Premium and VIP each level offers you different benefits. Your pay rate varies with each level from 50% - 55% - 60%, so does the One of Lifetime joining fee. As each level of membership is different, what you are able to do varies and below is a breakdown of the differences between the 3 levels of membership.

### Reserve Membership

The reserve membership is the basic membership package.

Here's what's included:

- One Off Lifetime Membership Fee (subject to the conditions stated above) or 3 month trial, depending on the package you have purchased.
- Access to the Courier Expert Online Portal (HUB) where you can see and apply for jobs that we have and be able to post a Trade job
- Access to download free templates for invoicing and Proof of delivery (POD)
- Network and chat with other couriers on our member support forum
- Goods in transit (GIT) insurance covered to the value of £500 while carrying out any job for Courier Expert.
- Lanyard with authorisation card & Hi-Viz Vest
- A book of Courier Expert branded delivery notes
- Printed version of this starter guide
- Free SMS Text message alerts.
- We pay you 50% of the quoted job price.

## Premium Membership

The premium membership is the mid level membership package.

Here's what's included?

- All the same as a Reserve member
- Free Courier Expert Branded Magnetic Vehicle Signs
- Access to the Courier directory to enable you to find a courier to cover your trade jobs quickly
- Register your return journeys (even when you are not carrying out a job for Courier Expert)
- Preferential access to loads up to the value of £500 where we cover your GIT insurance
- We pay you 55% of the quoted job price.

## VIP Membership

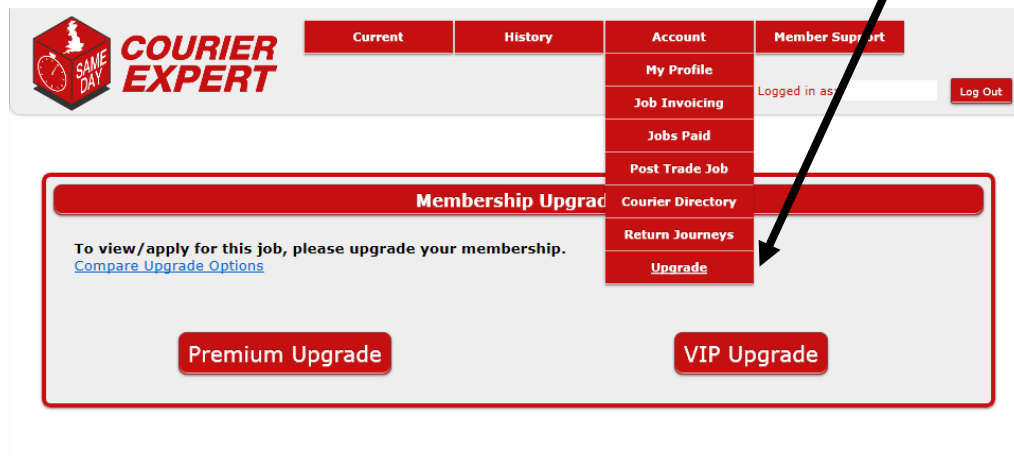
The VIP membership is the top level membership package.

Here's what's included?

- All the same as a Premium member
- Exclusive access to the higher value loads in excess of £500 up to £10,000 (Own GIT and Hire and Reward Insurance needed)
- Highest pay rate of 60% of the quoted job price.

## **What if I am already a Reserve Member and I want to upgrade?**

To upgrade to a Premium or VIP, please access the 'upgrade page' from the account menu, when you log in. Or if you prefer, call us on 033 33 585 007 and we can sort it out for you.



The screenshot shows the Courier Expert website interface. At the top left is the logo with a clock icon and the text 'SAME DAY COURIER EXPERT'. To the right are navigation tabs: 'Current', 'History', 'Account', and 'Member Support'. Below these is a dropdown menu with options: 'My Profile', 'Job Invoicing', 'Jobs Paid', 'Post Trade Job', 'Courier Directory', 'Return Journeys', and 'Upgrade'. A black arrow points to the 'Upgrade' option. To the right of the menu, it says 'Logged in as [username]' and 'Log Out'. Below the menu is a 'Membership Upgrade' section with the text: 'To view/apply for this job, please upgrade your membership. [Compare Upgrade Options](#)'. At the bottom of this section are two buttons: 'Premium Upgrade' and 'VIP Upgrade'.

Once you have done this our support team will upgrade your account and contact you by email to confirm this.

Trusted Supplier Status: After completion of 5 jobs, Reserve, Premium's & VIP's can apply for trusted supplier status with us - this enables the system to auto-allocate jobs to you (see the trusted supplier section).

## Step by Step Procedure from Signing Up to Invoicing for Job

Below is a basic step by step on the process for doing jobs for us. For more detailed instructions on each step please click on the corresponding links.

1. [Create Your Profile](#) – complete the online form and upload required images (pg 5)
2. When your profile is authorised, you will be emailed a notification when jobs are booked up to 50 miles from your home postcode. See [Job Alerts](#) (pg 10)
3. If you wish to register your interest, follow the link in the email and enter in the estimated time it will take you to get to collection along with any relevant comments. See [Applying for Jobs](#) (pg 12)
4. We will call you to verify your ETA (estimated time of arrival) and confirm the job price for you. Once agreed you will be sent an email with the full details of the job. See [Enter your ETA.](#) (pg 12)
5. At collection, update the job on the HUB with the time you collected. See [Navigating The Hub](#) (pg 6)
6. At delivery get the person who accepts the goods to sign the POD paperwork
7. Immediately update the job on the HUB with the time you delivered and the name of the person who has signed for them. See [Enter your GOB and POD](#) (pg 7)
8. At home you can upload a scanned/photographic copy of the signed POD and upload it against your job on the HUB. See [Enter your GOB and POD](#) (pg 7)
9. Create and email your invoice to [getpaid@courierexpert.co.uk](mailto:getpaid@courierexpert.co.uk) to receive payments on the Friday following 30 days, from the date we receive your Invoice. See [Getting Paid](#) (pg 14)

### Create Your Profile – complete form and upload required images

First of all, fill out the registration form to submit your membership application. You must complete as much of this form as accurately as possible before you submit it. Any errors or missing information may delay your application. Please use the link below to register your profile:

[courierprofile.co.uk](http://courierprofile.co.uk)

Your load dimensions determine which vehicle category fall in to. If in doubt get the tape measure out! We want the internal load area measurements NOT the entire vehicle dimensions. The last thing you want is to be sent on a job where the load won't fit in. Remember we MUST have a photograph of your vehicle and an image of your driving license uploaded to your profile in order to authorize it. If you are unable to upload it, then please email the images to [support@courierexpert.co.uk](mailto:support@courierexpert.co.uk). Once we have received all the necessary documentation your profile will be sent to our support team to be checked and authorised.

**Reserve & Premium Members** - Fill out the registration form and wait for approval, normally within 3 days.

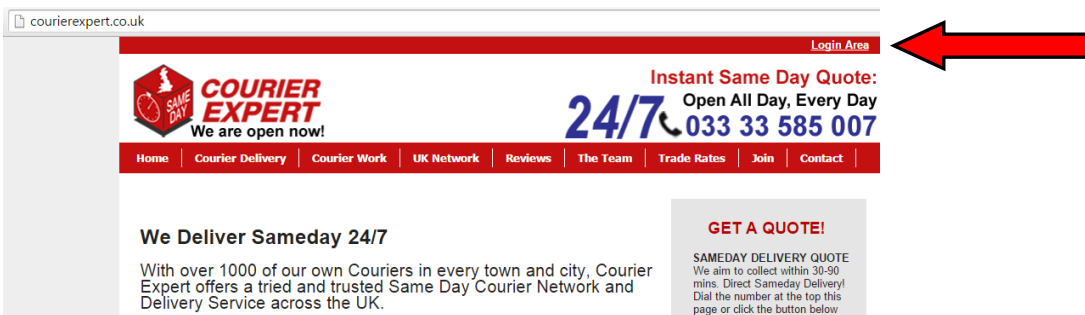
**VIP Member** - In addition to the above, we will need to see copies of your Goods in Transit (GIT) insurance and your Hire and Reward insurance including any terms and conditions - also limitations and exclusions to the type of goods you can carry (this can usually be found in the policy wording) send this to [support@courierexpert.co.uk](mailto:support@courierexpert.co.uk) Once we have received all the necessary documentation your profile will be sent for authorisation. Please make sure all the information on your registration is accurate.

**I've registered, what happens now?**

Once your membership application has been approved you will receive confirmation by email, confirming your profile has been approved. This email will also confirm your user name and password

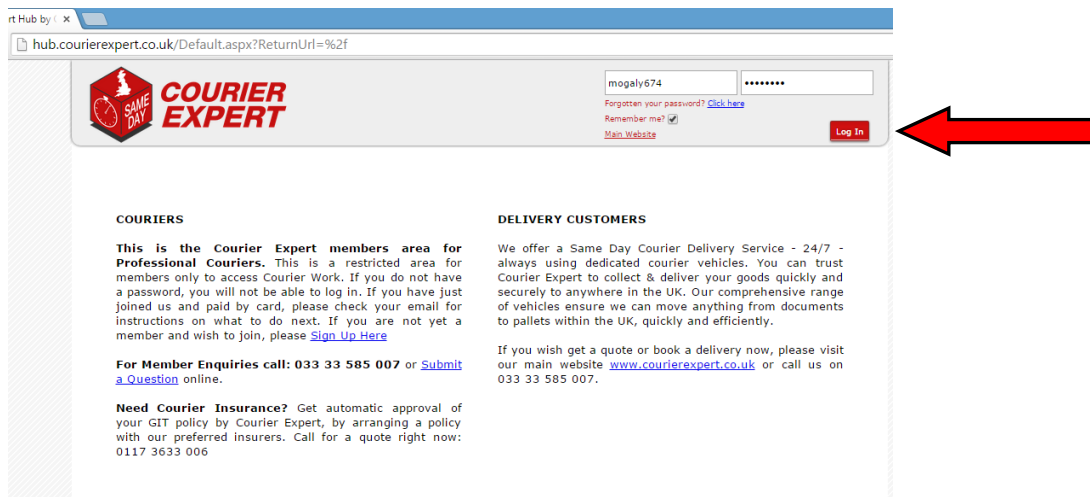
## Navigating the HUB (Courier Expert Online Portal)

Go to the Courier Expert Website [hub.courierexpert.co.uk/](http://hub.courierexpert.co.uk/) or [HUB Login Page](#),  
Click **Login Area** in the top right had corner



The screenshot shows the Courier Expert website homepage. The top navigation bar is red and contains the following links: Home, Courier Delivery, Courier Work, UK Network, Reviews, The Team, Trade Rates, Join, and Contact. In the top right corner of this bar, there is a link labeled "Login Area" which is highlighted by a red arrow. Below the navigation bar, the main content area features the Courier Expert logo on the left, which includes the text "COURIER EXPERT We are open now!". To the right of the logo, there is a large "24/7" graphic and the text "Instant Same Day Quote: Open All Day, Every Day" followed by the phone number "033 33 585 007". Below this, there is a "GET A QUOTE!" button and a "SAMEDAY DELIVERY QUOTE" section with details about the service. The bottom of the page contains a "We Deliver Sameday 24/7" section with a brief description of the service.

Enter your user name and password (if its your own computer we suggest you click in the Remember me? Box this should prevent you having to type it in every time you wish to access the HUB. Click **Log In**



The screenshot shows the Courier Expert HUB login page. The top navigation bar is blue and contains the following links: Home, Courier Delivery, Courier Work, UK Network, Reviews, The Team, Trade Rates, Join, and Contact. In the top right corner of this bar, there is a link labeled "Login Area" which is highlighted by a red arrow. Below the navigation bar, the main content area features the Courier Expert logo on the left, which includes the text "COURIER EXPERT We are open now!". To the right of the logo, there is a login form with a text input field containing "mogaly674", a password input field with "\*\*\*\*\*", and a "Log In" button. Below the login form, there is a "Remember me?" checkbox which is checked, and a "Forgot your password? Click here" link. Below the login form, there is a "Main Website" link. The bottom of the page contains two columns of text: "COURIERS" and "DELIVERY CUSTOMERS".

Enter in your GOB and POD

To update a job with your Goods On Board (GOB), please go to "Current" and then "CE Sameday" to see the jobs that are allocated to you.

The screenshot shows the Courier Expert website header. On the left is the logo with a clock and the text "SAME DAY COURIER EXPERT". To the right are four red navigation buttons: "Current", "History", "Account", and "Member Support". Below "Current" are three sub-buttons: "CE Sameday", "Trade", and "My Posted Trade". In the top right corner, it says "Logged in as: sobailey" with a "Log Out" button.

Reference	Collection On	Apply	Vehicle Type	Collection	Delivery	Mileage	Quote (£)	ETA (mins)	Update Jobs
<a href="#">CRV5300029DHW955</a>	10/12/2015 09:30:00	<a href="#">Apply</a>	Large Van	DT4 7BG	EX2 7HA	59	112.35	85	
<a href="#">CRV5300153OOD1420</a>	10/12/2015 08:30:00	<a href="#">Apply</a>	Large Van	EX6 8DZ	BH14 9LF	83	106.30	210	

Page size: 10      2 items in 1 pages

Click on the reference number of the job you have collected and then enter in the GOB date and time in top left hand box. Click Submit

The screenshot shows the "Courier Actions" form. It has two main sections: "Update Goods On Board Details" and "Update Proof Of Delivery Details".

**Update Goods On Board Details:** Includes a text box for "Goods On Board Date" and a "Submit" button.

**Update Proof Of Delivery Details:** Includes text boxes for "Proof Of Delivery Date" and "POD Signatory Name", and a "Submit" button.

**Upload Proof Of Delivery Document:** Includes a text box for "POD Document" and an "Upload" button.

There is a "View Mobile Version" link at the bottom left.

To update your Proof of Delivery (POD) do the same but enter in the date and time in the top right hand box and also manually enter in the name of the person who has signed your paperwork to confirm delivery. Click Submit.

When you are at home you can upload a photograph or scanned copy of your paperwork and upload it where it says "POD Document"

The screenshot shows the mobile version of the GOB/POD form. At the top, it displays the job reference "CRV5300682FKB352" and "HR2 9NQ to BS2 8JJ".

**GOB Section:** A text box labeled "GOB Date:" with a "Submit GOB" button below it.

**POD Section:** Text boxes for "POD Date:" and "POD Signatory Name:" with a "Submit POD" button below them.

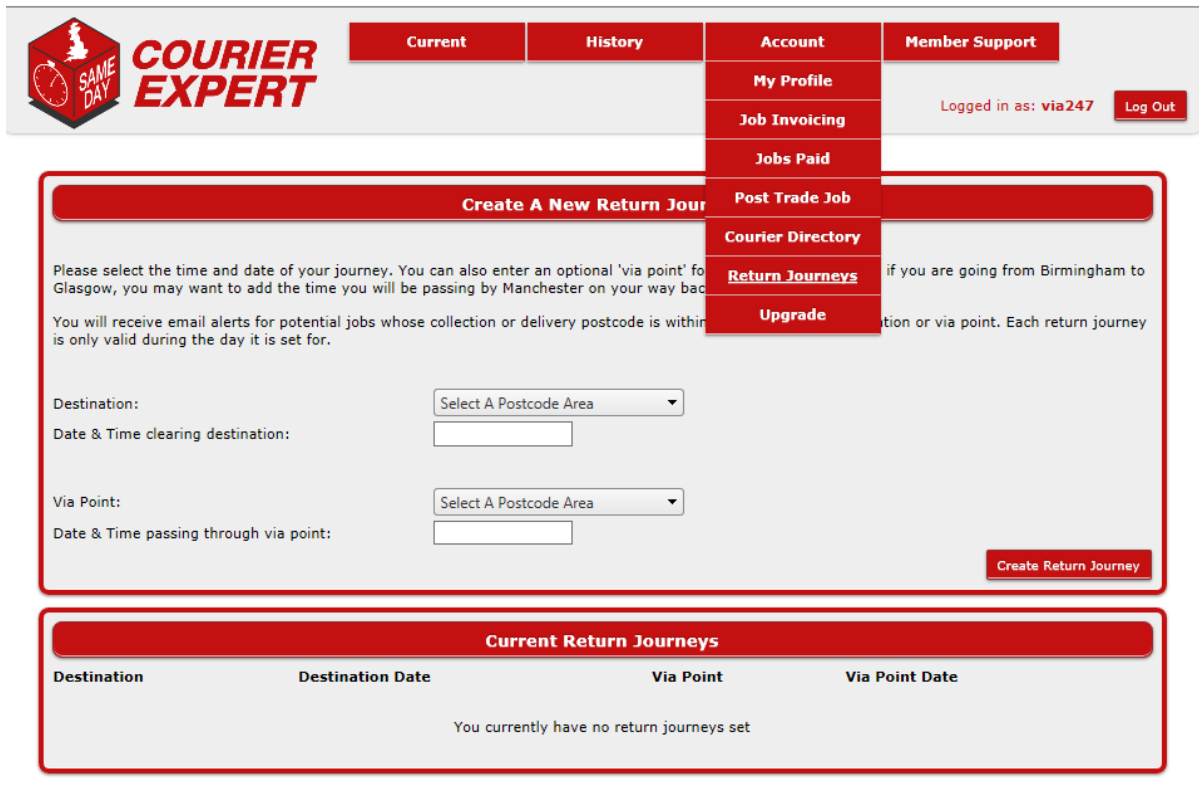
At the bottom, it says "To upload your POD document please tap the 'View Desktop Version' link below." with a "View Desktop Version" link.

If you are on your mobile the GOB/POD screen will look like this:



## Registering a Return Journey

You can also select a via point so somewhere that you may be passing by and should a job come through and you are within the 50 miles of that area you will receive the alerts just like you would for your home post code.



The screenshot shows the Courier Expert website interface. At the top left is the logo with a clock and the text 'SAME DAY COURIER EXPERT'. To the right are navigation tabs: 'Current', 'History', 'Account', and 'Member Support'. Below these are sub-menus: 'My Profile', 'Job Invoicing', 'Jobs Paid', 'Post Trade Job', 'Courier Directory', 'Return Journeys', and 'Upgrade'. A user is logged in as 'via247' with a 'Log Out' button.

The main content area is titled 'Create A New Return Journey'. It contains the following text: 'Please select the time and date of your journey. You can also enter an optional 'via point' for Glasgow, you may want to add the time you will be passing by Manchester on your way back. You will receive email alerts for potential jobs whose collection or delivery postcode is within 50 miles of your destination or via point. Each return journey is only valid during the day it is set for.'

The form includes the following fields:

- Destination: Select A Postcode Area (dropdown menu)
- Date & Time clearing destination: (text input)
- Via Point: Select A Postcode Area (dropdown menu)
- Date & Time passing through via point: (text input)

A 'Create Return Journey' button is located at the bottom right of the form.

Below the form is a section titled 'Current Return Journeys' with a table structure:

Destination	Destination Date	Via Point	Via Point Date
You currently have no return journeys set			

Return Journey example: If you live in London and you know you will be travelling to Manchester, you could register Manchester as your destination. However, as you will be passing by Birmingham on your way back, then you can also register this as an additional via point. So for that day, you would receive job alerts for London, Birmingham and Manchester.

Along the top of the page we have 4 Tabs each with a number of other Sections in The Tabs:

**Current / History / Account / Member Support**

**Current** - This is the place to find jobs or to track your jobs

Under the current tab we have 3 Sections these are

CE Same Day - This is the page to see what Same Day jobs we have active on the HUB

Trade - This is the page to see what Trade jobs are currently active on the HUB and are open for offers

My Posted trade - This is where you can see what Trade jobs you have posted and are able to see what prices you have been offered for your job.



This screenshot shows the 'Current' tab sub-menu. The navigation tabs at the top are 'Current', 'History', 'Account', and 'Member Support'. The 'Current' sub-menu includes: 'CE Sameday', 'Trade', and 'My Posted Trade'. The user is logged in as 'via247' with a 'Log Out' button.



**History** - This is the place to search the history of the jobs

Under the History tab we have 3 Sections and each one of the sections in History matches the same section in Current.



**Account** - This Tab is probably the most used as this is where you are able to amend your profile, see what jobs you need to invoice us for, see what jobs we have paid you for and where you can post a trade job, search for other drivers to cover your trade job or create a return journey

Under the Account tab we have 7 Sections these are:

My Profile - This is where you can see, amend your profile. If you are changing your vehicle details please ensure you email us your relevant insurance documentation, if you are a VIP Member, or your van dimensions if your vehicle is changing size.

Job Invoicing - This is where you can see what jobs you need to invoice us for as well as the progress of any submitted invoices

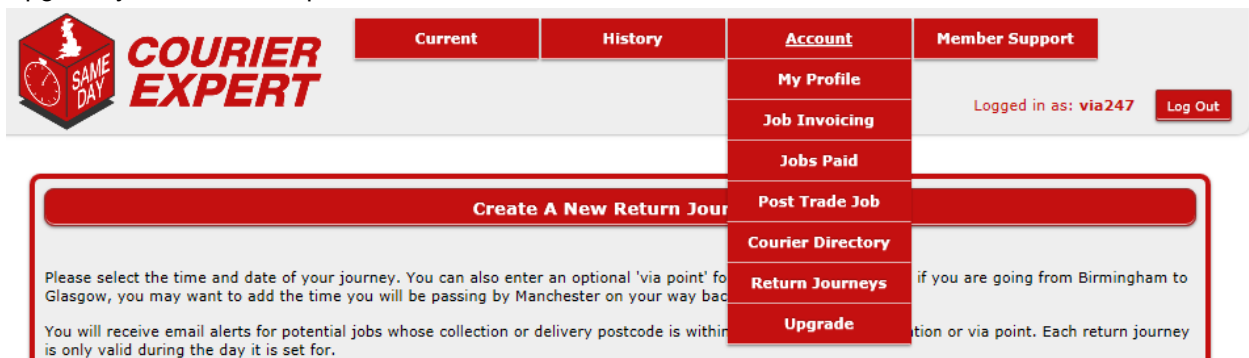
Jobs Paid - This is where you can see what jobs or invoices we have paid

Post a Trade Job - This is where you can get your extra work that you are unable to cover posted to allow our other couriers to apply to you to do for their best price

Courier Directory - This is where you can search our database of couriers to find that all important courier to cover that trade job or yours

Return Journeys - This is the same page you will see every time you log in and you can create a return journey

Upgrade - If you are a Reserve or Premium member, this is where you can click to begin the process to Upgrade your membership.



**Member Support** - This is where you can chat with other couriers or even post a question to the team or for other couriers to answer.

## Job Alerts

Once your profile has been authorised you will also start to receive job notification by email - these come through our system to you instantly as soon as the customer has asked for a quote, thereby advising you of potential jobs we have.

By now your account is up and running and you may have already started to receive job alerts from us by email or even a voice call. The email alerts that will come through to you are if your home postcode is within 50 miles of the collection or delivery postcode - should you wish to apply for the job you only need to click in the link in the email to apply like the one below:

### NEW POTENTIAL SAMEDAY JOB AVAILABLE

A customer has created a new quote for a Sameday job on the Courier Expert website.

Reference: CRV5271231TYD1887

Vehicle Type: Hatchback Car - Sameday

Goods Ready From: 23/07/2015 14:40:00

Collection Town:

Collection Postcode: PO16 0ET

Delivery Time: 24/07/2015 11:00:00

Delivery Town:

Delivery Postcode: M33 7AB

Distance: 227 miles

Description: Not Specified

Load Size: Not Specified

Length (cm): Not Specified

Width (cm): Not Specified

Height (cm): Not Specified

Weight (kg): Not Specified

Job Price: £247.43 ex VAT

Your Rate: If you are successful in securing this job, you get paid your agreed percentage of the above quoted price.

To register your availability for this potential Sameday job please [Click Here](#).

There are a number of ways in which you can apply for any of our jobs: Email, Text Message, Voice Broadcast Phone Call or Apply via the HUB. Please note that if you are a reserve member you will only be able to apply for Sameday jobs that have been emailed or text messaged to you or when we call you.

We strongly advise you have a phone which can receive emails that can receive instant emails and have internet browsing capability such as an Android or iphone type device, as you will be unable to operate our system effectively without one. It is a requirement that you have an internet enabled phone to enter your

GOB and POD on to our system.

When it comes to applying you stand a better chance of getting a job if you apply via the HUB using either the link in the email/text message or logging in directly yourself, as this puts your interest against the job.

The next best chance you have at getting allocated to a job is responding to a Voice Broadcast, A voice broadcast can be sent by us if we have had no one apply for a job and we need to get it covered.

### *How Does a Voice Broadcast Work?*

If we choose to send out a voice broadcast for a job the system will call every active driver on our database within a predetermined radius of the collection post code. Once you answer your phone you MUST to say something to activate the automated message, such as 'Hello' and the message will go something like:

"This is an automated message from Courier Expert who have a same day job from Collection Post code to Delivery Postcode, Please press 1 to be transferred to one of our operators if you are free and available to cover this job"

If you hang up at any time once the automated message has started you won't be called again by the system about that job. If you answer but don't initiate the automated message or your phone is unavailable the system will call you again after 5 minutes and a third time after a further 5 minutes. After the third call the system won't call you again for that job unless we tell the system to resend out the voice broadcast but this can't be done till a period of 30 minutes has elapsed since the last one for that job

If you choose to be transferred to us it will not cost you anything.

### *Can I Turn off the Voice Broadcast / SMS Messages and Emails?*

Yes, you need to log into the HUB and go to My Profile Tab. At the bottom right there is an Edit button click on that then down on the left hand side are 6 options: 2 blocks of 3 questions which you can change to suit.

The 3 questions are

1. Receive email alerts
2. Receive automated job alert calls
3. Receive automated job alert SMS

As you have the same 3 questions for each type of job (sameday or trade) all you need to do is change it from yes to no.

Once you have made all the changes you want you MUST click Save bottom Right of the page.

## Applying for Jobs

### Enter your ETA

To view our jobs click 'current' and click into the job type you are looking for.

To apply for these jobs you need to enter an ETA (estimated time of arrival) in minutes to the collection postcode. We need to know how long it will take you to get to collection as for most jobs we aim to get a driver to collection between 30 – 90 minutes once the job is booked.

If the job is booked for a future date or time rather than collection ASAP we still need to know how far you will be travelling so please still enter an ETA to the collection from where you will be leaving from to get to the job.

**Please be honest and realistic about your ETA time.** An inaccurate ETA makes you look unprofessional and also result in unhappy customers and cancelled jobs. Once you have 'registered availability' for the job it means we have your ETA in our system and will be able to consider you for the job.

The customer will pay Courier Expert for these jobs and you will be paid your agreed percentage of the total job price (excluding VAT).

Please keep in mind that the jobs that are emailed to you are limited to the area you select and the jobs viewable on the hub are shown on a national basis. You can look through these by job types and click Apply if you are able to do any of these jobs.

### Job allocation

Jobs are allocated as per our allocation procedure but a lot of the time this comes down to which driver has given their availability first with a realistic ETA and who can reach the collection point for the required collection time. Everything is paid at a set percentage rate. We will handle the quotations, job booking and payment for Sameday jobs. Once we have ETAs from available drivers, one of our courier controllers will then allocate the job. If you are successful you will receive a call from our courier controllers and then an email with all the job information on. If you have applied for a job you MUST be available to answer the phone from our control team as we are unable to allocate it to you without verbally confirming it first.

If you have been unsuccessful in receiving a job, or if a job was quoted and then did not go ahead, you will receive something like the below email:

#### APPLICATION FOR SAMEDAY JOB UNSUCCESSFUL

Thank you for applying for the potential Sameday job with reference CRV5270849OGA7864, from IP31 3JF to CO5 8NA. Unfortunately on this occasion you have not been successful. The reason could be that someone else was allocated to the job or that the quotation was cancelled.

## Completing a Job

Once you have been allocated a job by one of our courier controllers, you will need to get on your way immediately. Please do not wait for the email confirmation to come through, the courier controller will have already advised you of the collection postcode to put into your sat nav, so you can get started and make your way to the collection point.

We will issue you with the following information and confirm by email:

The full name and contact number of the customer

The collection and delivery addresses

Any special instructions

Once you have this information, you can go and collect the job. When you arrive at the collection address, you should present yourself as Courier Expert. Please remember to be polite and professional.

If you arrive at the collection point and there is a problem, do not complain, just walk back to your vehicle and call us on 033 335 85 007 so that we can sort it out. If there is waiting time to be added, please also let us know as soon as possible, so we can bill the customer appropriately.

**REMEMBER:** Waiting time is only payable from the moment you call us and let us know you are waiting - we cannot charge the customer for anything prior to this. Also, we do not charge or pay out for the first 15 minutes.

Please make sure the load is suitable for your vehicle type, if not, let us know immediately, so we can arrange another vehicle and find a resolution to the problem. All payments and waiting time payable by the customer are arranged and taken by Courier Expert – You do not need to speak to anyone at collection or delivery directly regarding payment for the job.

**Collecting Goods:** When you get to the collection point and the goods have been loaded, if required check that the correct paperwork has been issued and there is no damage to the products on your van. If there is any damage make sure that it's noted on the paperwork and signed by the person responsible for dispatching the goods from the collection point before you leave.

You must inform us that you have 'Goods on Board' by entering this on the system as stated previously. Our system will then automatically email the customer to let them know the time the goods were loaded onto your vehicle.

**Delivering goods:** Our jobs are booked on the basis that they are a dedicated vehicle. Our customers are expecting their goods to be taken straight from collection to delivery unless they give us a specified delivery time which will be stated in the special instructions. Otherwise the latest delivery time does mean the **absolute latest** – ideally you will be there before this. If you are delayed due to traffic or any other

reason please let us know ASAP so we are able to inform the customer.

When arriving at the delivery address, say that you are from Courier Expert and give them any paperwork if you were supplied this by the collection point. When the job has been completed, you will need to ask the recipient to sign a POD. Please make sure you get a clear proof of delivery signature and printed name. If there is a delay of more than 15 minutes, call and let us know, so that we can inform the sender and negotiate any waiting time.

If you do not have your own POD template, then use the sample POD found on our website:

<http://courierexpert.co.uk/courier-work/courier-starter-page/>

Print as many off as you need (it is always a good idea to have a few spares – You never know when you might find yourself on another job without much warning!)

Before you leave the delivery point you must enter the POD time and the name of the person who has signed for the goods on the system.

Our system will then automatically email the customer to let them know the time the goods were delivered and who they signed for them.

## **Getting Paid**

1. **UPLOADING YOUR SIGNED PODS** Upload your hardcopy PODs against each job on our hub system.

When creating a POD please make sure you include the following information:

Your Name/Company Name,

Collection address and Time and Date of collection

Delivery address and Time and Date of delivery

Recipients Signature and printed name

Job reference number

Description of the goods

2. **SEND US YOUR INVOICE** – Send this to [getpaid@courierexpert.co.uk](mailto:getpaid@courierexpert.co.uk)

When creating an invoice please make sure you include the following information:

Invoice From: Your Name and Full address details

Invoice To: Courier Expert, Eventus Business Centre, Sunderland Road, Northfields Industrial Estate, Market Deeping, PE6 8FD

An Invoice number

An Invoice Date

A Job number (If you know this) or a CRV number

Collection and delivery postcodes

Where possible please DO NOT invoice us for individual jobs on individual invoices.

Your Bank Details - we make all payments by BACs and will not be able to do this unless we have your Sort Code and Account Number.

VAT/ No VAT? - All agreed job prices are given as a NET price (Excluding VAT). If you are VAT registered you can add VAT onto your invoice as long as you have a valid VAT number - This must also be written on your invoice to be authorised for payment. If you aren't VAT registered please invoice us for the Net amount (The agreed job price) only.

You are paid directly into your bank account on the Friday 30 days from the date we receive your Invoice. If there is an issue with your POD or Invoice then we shall raise a "Query" which shall be emailed to you informing you of what needs to be resolved. Once any issues are resolved and the Invoice is approved we shall back date the 30 days to begin from the date you initially sent us your Invoice, not the date it was approved.

## **Trusted Suppliers**

### *How do I become a Trusted Supplier*

To become a Trusted supplier you must complete 5 jobs for us and show us that you are able to follow our procedures correctly. (entering in accurate ETA's, uploading GOB and POD's promptly, staying in contact with the control team if any problems arise etc)

Then you can complete the below form to register your interest in being a Trusted Supplier:

<http://www.mycontactform.com/hosted/form.php?formid=400194>

Not all our trusted suppliers need to fill in the application form and should we consider you for trusted supplier status we will make you trusted after we have spoken to you because we feel that you are already performing to the level we would expect of a trusted supplier.

### **So what is expected of a Trusted Supplier**

You need to show to us that you are a trustworthy honest and reliable person and a good ambassador for Courier Expert

- You need to ensure that your ETA's are accurate,
- You need to upload your own GOB / POD's at the time you get the GOB / POD using your mobile phone
- You need to upload your signed POD paperwork to the HUB within 24 hours of completion of the job
- You need to ensure that you keep us informed of any problems or developments with any job you are doing for Courier Expert.

- You need to remove your ETA on any job you are no longer able to complete where your ETA is less than 45 minutes

You need to be aware that any poor performance or complaint by a customer can lead to you losing your trusted supplier status and in that case you are able to reapply after 7 days.

### *What's the advantage of being a Trusted Supplier*

As a trusted supplier you will be considered above all non trusted drivers for any job that you apply for, additionally should you apply for a job and your ETA is 45 minutes or less, you could be automatically allocated to that job.

Please note – if you enter any comments in the comments box when entering in your ETA, this will disable the “auto allocate” feature for you. A member of the control team will need to call and speak to you first before deciding to allocate you to a job as any comments entered will need to be considered first.

### **Trade Jobs**

When we get a new trade job through you will receive an email much like the Sameday jobs BUT the way Trade jobs work are very different to regular Sameday. To register your availability for a Trade job you must ENTER A BID – This is the net price you are prepared to do the job for NOT an ETA.

To view the trade jobs in the hub to go Current > Trade. In the first box you are able to see current Trade jobs that you are yet to apply for. You can look through these and click Apply if you are able to do any of these jobs. You will then be taken onto a screen to enter net bid price for the job. The best way to establish how much you should bid for a job is to work out the absolute best rate you can do the job for - remember the job poster may be looking for a competitive price.

Place your bid by entering the amount into the 'Your Price' and then click 'Register Availability'. This will make your bid appear in the top box – An email is then sent to the job poster to inform them a bid has been made on their job.

You will find other couriers bidding on the same jobs - you will be able to see their bid prices (like a reverse auction) and if you think you can match a price or do better you are able to change your bid by entering a new price and clicking 'Register Availability' again. This will change your bid price and notify the job poster. The job poster will be able to view the driver profiles, look at their vehicle pictures and location and then they can then select 'Choose this courier.'

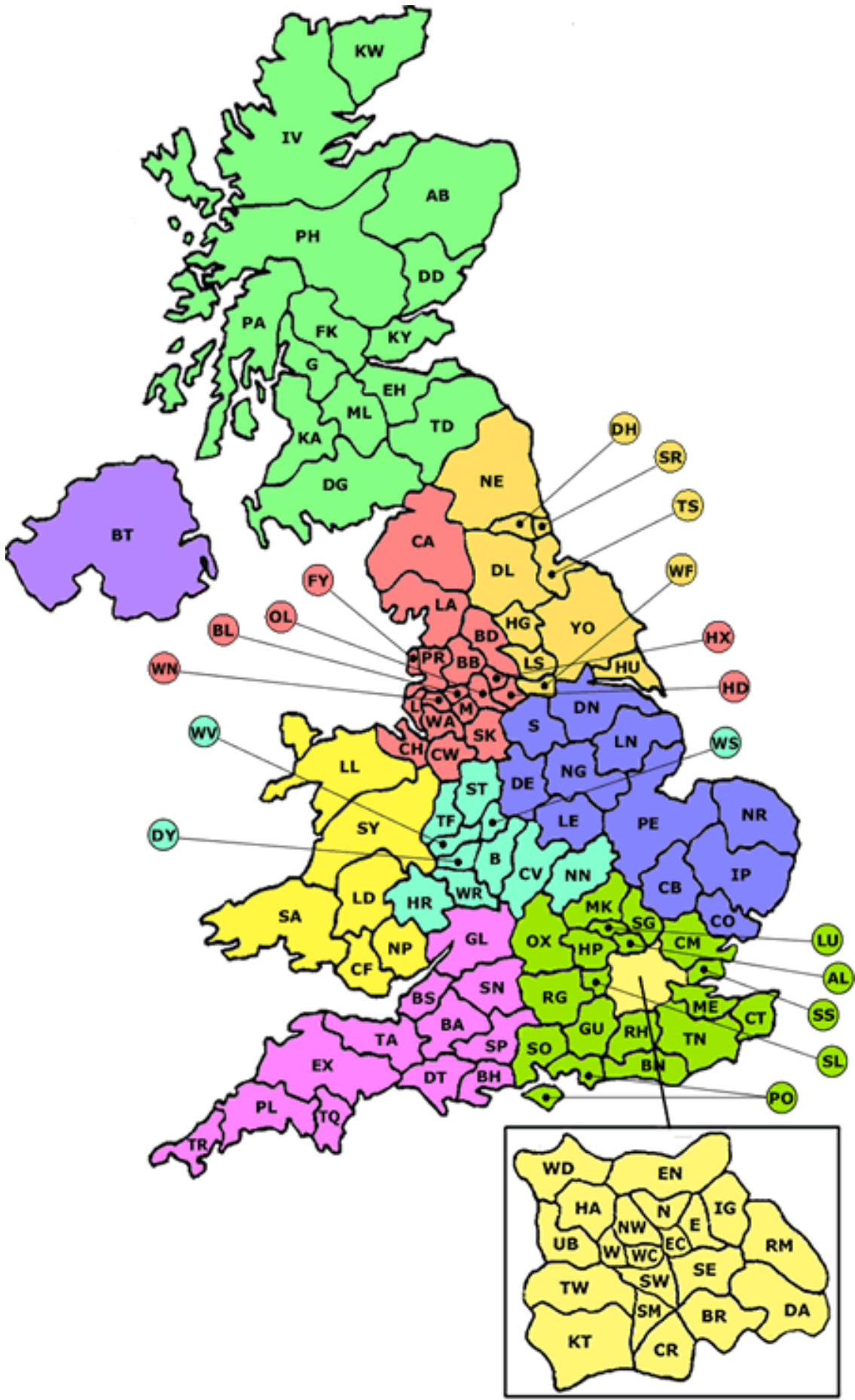
Please remember to be professional and courteous at all times. You are representing the courier posting the job and yourself as a Self employed Courier. Whilst on the job if there are any problems, for example, you breakdown or there is heavy traffic, you must let the courier job poster know, so the customer can be informed.

Though you are able to use the Courier Expert Hub to arrange these jobs between yourself and the other driver, please note that Courier Expert does not take any part of the payment and are not responsible for arranging the job in any way.



## Postcode Maps / Centres

AB	Aberdeen	HA	Harrow	PR	Preston
AL	St Albans	HD	Huddersfield	RG	Reading
B	Birmingham	HG	Harrogate	RH	Redhill
BA	Bath	HP	Hemel Hempstead	RM	Romford
BB	Blackburn	HR	Hereford	S	Sheffield
BD	Bradford	HS	Outer Hebrides	SA	Swansea
BH	Bournemouth	HU	Hull	SE	South East London
BL	Bolton	HX	Halifax	SG	Stevenage
BN	Brighton	IG	Ilford	SK	Stockport
BR	Bromley	IP	Ipswich	SL	Slough
BS	Bristol	IV	Inverness	SM	Sutton
BT	Northern Ireland	KA	Kilmarnock	SN	Swindon
CA	Carlisle	KT	Kingston upon Thames	SO	Southampton
CB	Cambridge	KW	Kirkwall	SP	Salisbury
CF	Cardiff	KY	Kirkcaldy	SR	Sunderland
CH	Chester	L	Liverpool	SS	Southend-on-Sea
CM	Chelmsford	LA	Lancaster	ST	Stoke-on-Trent
CO	Colchester	LD	Llandrindod Wells	SW	South West London
CR	Croydon	LE	Leicester	SY	Shrewsbury
CT	Canterbury	LL	Llandudno	TA	Taunton
CV	Coventry	LN	Lincoln	TD	Galashiels
CW	Crewe	LS	Leeds	YF	Telford
DA	Dartford	LU	Luton	TN	Tonbridge
DD	Dundee	M	Manchester	TQ	Torquay
DE	Derby	ME	Rochester	TR	Truro
DG	Dumfries	MK	Milton Keynes	TS	Cleveland
DH	Durham	ML	Motherwell	TW	Twickenham
DL	Darlington	N	North London	UB	Southall
DN	Doncaster	NE	Newcastle upon Tyne	W	West London
DT	Dorchester	NG	Nottingham	WA	Warrington
DY	Dudley	NN	Northampton	WC	West London
E	East London	NP	Newport	WD	Watford
EC	East Central London	NR	Norwich	WF	Wakefield
EH	Edinburgh	NW	North West London	WN	Wigan
EN	Enfield	OL	Oldham	WR	Worcester
EX	Exeter	OX	Oxford	WS	Walsall
FK	Falkirk	PA	Paisley	WV	Wolverhampton
FY	Blackpool	PE	Peterborough	YO	York
G	Glasgow	PH	Perth	ZE	Lerwick
GL	Gloucester	PL	Plymouth		
GU	Guildford	PO	Portsmouth		



## Contact Us

If you need to contact at us at anytime please use the details below. Please note that the Telephone number is manned 24 hours however out of Normal office hours there is limited membership support and no Accounting support.

**Telephone:** 033 33 585 007

We also have a Text message number which you can use, Please try and only use it while you are either applying or completing a job for us if you require assistance with anything else please email the member support team or if it is relating to an invoice payment please email the accounts team.

**Text Messages:** 07537 402 594

**Members Support Team:** [support@courierexpert.co.uk](mailto:support@courierexpert.co.uk)

**Accounts Team:** [getpaid@courierexpert.co.uk](mailto:getpaid@courierexpert.co.uk)

How do I contact you? If you have any problems or concerns when out on a job, please call us on 033 33 585 007

If you have any membership queries please also call us on: 033 33 585 007

You can also text us on: 075374025594 (if it is urgent, please call 033 33 585 007)

Email any members queries to [support@courierexpert.co.uk](mailto:support@courierexpert.co.uk)

Send any documentation relevant to your membership to [docs@courierexpert.co.uk](mailto:docs@courierexpert.co.uk)

Please email any PODs and Invoices to [getpaid@courierexpert.co.uk](mailto:getpaid@courierexpert.co.uk)