

## HOW TO ADDRESS AND LABEL YOUR FREIGHT

Labelling is a very important factor when it comes to your deliveries. You need to ensure that your goods are correctly labelled. If not, missorts, misdirects, lost goods, etc, can occur.

Listed below are hints on how to best label your freight.

- You need to make sure the name and address are completed correctly on the consignment note. The correct postcode is also vital. There are many suburbs across Australia that share the same name, therefore it is extremely important as the postcode assists us with the sorting process.
- Labelling multiple piece consignments can be tricky. To ensure smooth deliveries you need to remember a few things:
  - Every item **MUST** be fully addressed. Clearly write the full name and address on each piece or simply photocopy the con note and attach to each piece.
  - Be sure every piece has a barcode. Open Road con notes contain 8 'baby' barcodes in addition to the barcode on the actual con note.
  - Attach the 'baby' barcodes on the same part of each item so the depot staff can easily locate and scan them.
  - If your consignment contains more than 9 pieces, simply photocopy the con note and attach a copy to each and every carton.
  - Alternatively, you can attach a 'baby' barcode to your own address label and photocopy that to attach to each item.
- When sending multiple items as part of one consignment, be sure to number each and every item (for example: 1/4, 2/4, 3/4, 4/4). This helps to identify the total number of items in your consignment. It also helps to identify which piece is missing in the unlikely event of short deliveries.
- Ensure that the carton or packaging you use does not display any old address labels, or any old numerical identifiers (for example: old barcodes, old con note numbers, or any previous numbering of items as outlined above) which may confuse our depot staff or electronic sorting technology.
- When packaging your goods, please ensure the packaging is tough enough to cope with the goods you are placing in it and can handle the rigours of normal freight distribution systems. Don't forget to use void fill if the goods move around inside. Of course we will not throw or deliberately try to crush your consignments, however, they will be stacked into line haul vehicles, often in cages or pallets along with the freight of our other clients.

For further queries regarding any of the above, please feel free to contact your local Client Services team by phoning **13 22 52**.

Alternatively, you can email your queries to [sales@hunterexpress.com.au](mailto:sales@hunterexpress.com.au).

We thank you for taking the time to read the above hints and tips. By following these suggestions it helps us to expedite your delivery and ensure a successful delivery first time, every time.