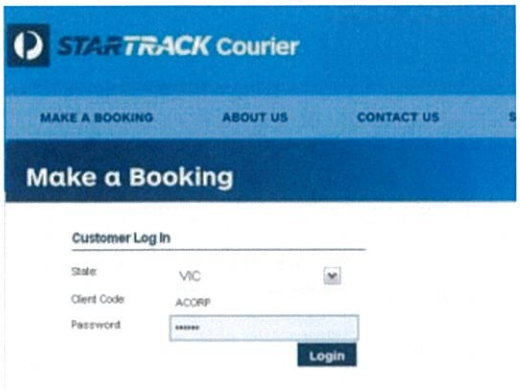
Internet Booking Guide

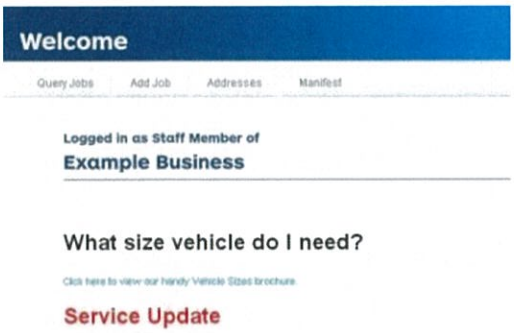
STARTRACK Courier

Booking online with StarTrack Courier is fast and easy. You'll find instructions below to take you through the simple procedure to book your next courier on-line and track its progress



Launch your web browser and type startrackcourier.com.au into your browser URL address line. This link will land you on the 'Make a booking' tab.

Select the state where you are located from the dropdown box, type in your client code and your password. Click Login.

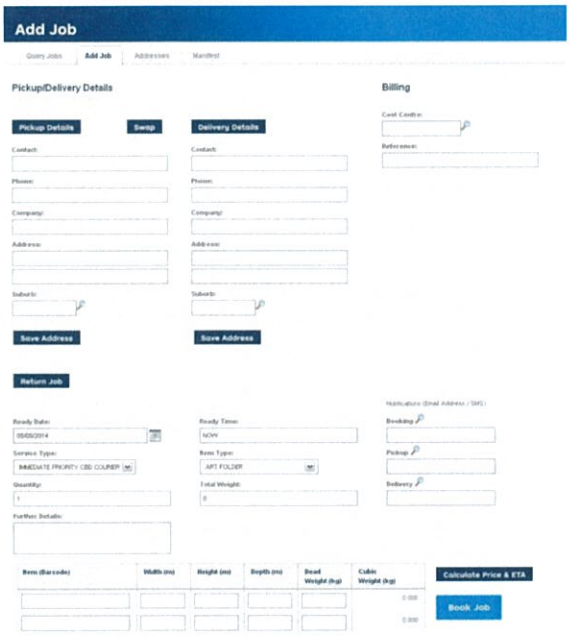


You are now logged in.

On the Welcome page, you are presented with the following options:

- Query Job: provides you with job tracking & comprehensive POD information.
- Add Job: allows you to book a delivery, with all major fields pre-populated.
- Addresses: saves time by storing your most used pick-up and delivery addresses.
- Manifest: enables you to book in a number of items for delivery at the one time.

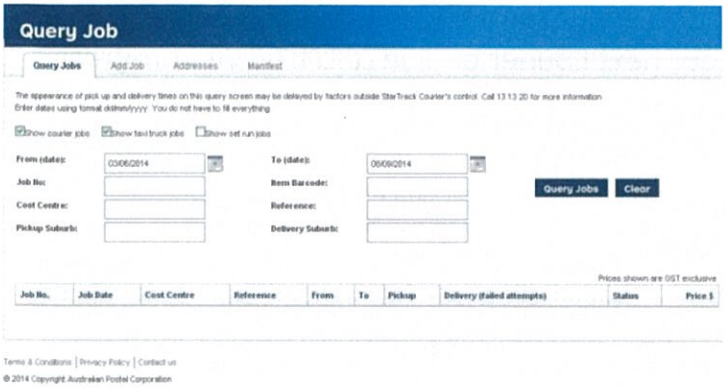
To book a courier, select Add Job.



The Add Job page will load. Fill in all the fields – they contain the necessary information we need to process your job.

Once the details are entered, press Calculate Price & ETA to work out the estimated time of arrival (ETA). You can select a slower or faster service if the ETA does not fit your requirements; simply press the Calculate Price & ETA button again after selecting a different service to obtain an updated ETA.

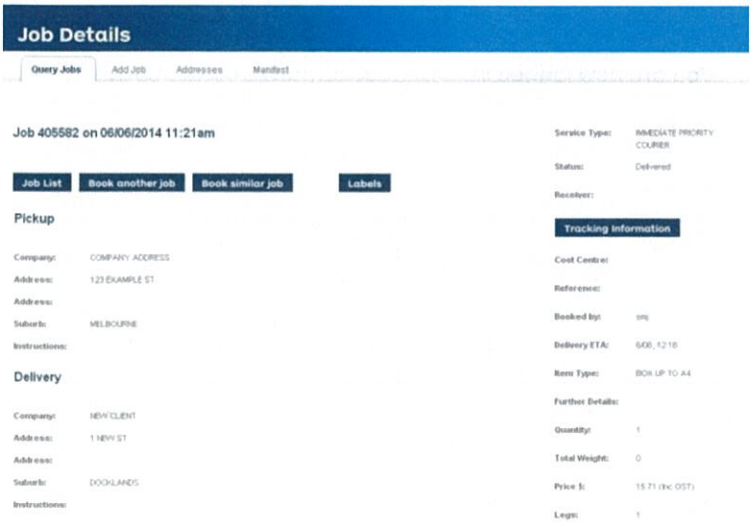
If your item is not ready now, you can set a future time in Ready Time for you booking. You can also receive delivery notification by email or SMS. Just check the box and enter your email address/mobile phone number in the space provided and we will notify you when your item has been delivered.



Query (Job List View)

Check on jobs through the **Query Jobs** tab to see all your pending, completed and work in progress bookings.

Pending jobs can be modified (if not yet allocated or in progress) by contacting StarTrack Courier customer service on 13 13 20.

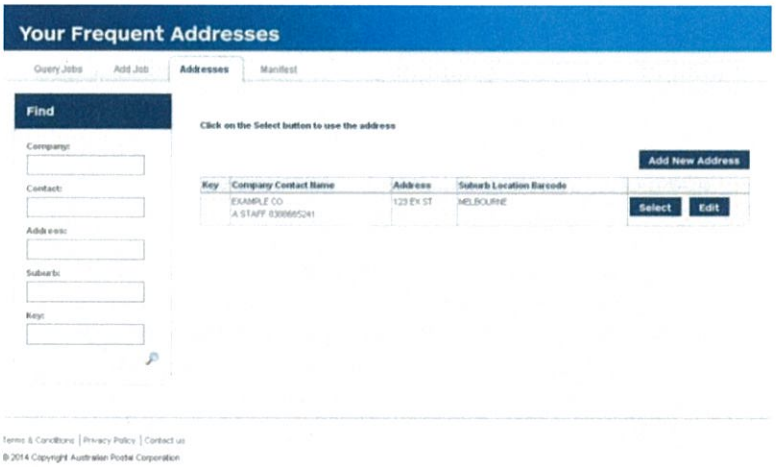


Query (Job Detail View)

When you query an individual job from the list screen, all details for that job can be checked on one screen.

The **Query Job** page is also displayed after clicking the Book Job button which confirms the booking and displays the booking number and job price.

Clicking the **Labels** button downloads a consignment label in PDF format to your computer for printing and affixing to your item.



Address Book

Under the **Addresses** tab, you'll find stored address details. There's a **Save Address** shortcut on the **Enter Job Details** page to store addresses directly to the Address book so there's no need to enter addresses manually in the **Address Book** listing.

You can maintain addresses and update details here by clicking on the **Edit** button and changing details as required.

This helps to makes your booking with StarTrack Courier fast, easy and accurate.