

## Temando Quick Start / Reference Guide

**Create an account** via Quicksales to get access to a host of freight carriers and couriers at very competitive prices; all this directly from Quicksales - no need to manage multiple accounts or meet minimum volume/spend levels.

**Setup your preferences** such as your default pickup location and default packaging types.

**Service overview** - All deliveries include the following: **Door to Door, Tracking, Fragile Handling, and Optional Insurance Cover (1.1% of value)**

**How it works** - Your listings will display the cheapest delivery option (calculated from the package info you provided and the user's postcode). The user can also view more options and notify you of their preferred option when they purchase.

**List your items** and select Temando as the postage type, and then choose Satchel or Parcel.

**Satchel** – Fixed rate via Fastway and Australian Air Express (AAE) (see **Using Satchels** below).

**Parcel** – Calculated rates based on parcel weight & dimensions and distance.

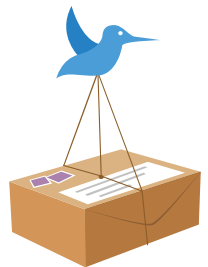
**Using Satchels** - Satchels are provided FREE of charge, request your first batch from the default pick up location screen.

If your item can fit into a satchel then select **Satchel** when listing and choose one of the four satchel weights. Use the table below to determine the satchel size required for the weight. Do not seal any items in a satchel until you know which service the buyer has selected.

**Fastway** offer 3 satchel rates via 3 different size satchels. Note: Fastway will only pickup from businesses (including home businesses); however you could always give your packages to your partner/friends/etc to take to a work address).

**AAE** offer 4 satchel rates via a one size fits all satchel (satchel is optional - own packaging accepted).

Weight	Fastway		AAE	
	Fixed Rate	Satchel Size	Fixed Rate	Satchel Size
500 gram	\$6.10	210mm x 148mm	\$8.00	435mm x 580mm
1KG	\$6.10		\$9.47	
3KG	\$9.02	400mm x 320mm	\$10.19	
5KG	\$10.77	455mm x 415mm	\$16.75	
Features				
Satchel Required	Yes		Optional	
Door to Door	Yes		Yes	
Tracking	Yes		Yes	
Signature/POD	Yes		Yes	
P.O. Box Deliveries	No		Yes	
Insurance (optional extra)	1.1% of total price (purchase price & delivery cost) -i.e. 11c per \$10			



Note: Fastway only service major cities, so will only show when both seller and user are in major cities (95% of the population).

\*Prices subject to change without notice, last updated 29th Nov 2010.

**Using Parcels** – Select Parcel when the item cannot be sent by Satchel, you'll then be prompted to enter the weight and dimensions of the package.

**Making a Booking** Once you have received payment from a buyer you can make a booking to have the package picked up and delivered. Go to your Sold Items list and select Book Freight from the Action list. During the booking process you will be asked to provide your credit card information. Your credit card information is securely sent to Temando to be processed; Quicksales does not charge or store this credit card information.

**Pickups** – Drivers generally pick up in the afternoon on weekdays (between 12 & 5pm) for orders placed that morning. Orders placed in the afternoon may not be picked up until the following working day. Please ensure someone is there.

**Tracking** - Both the buyer and seller can track the item from My Quicksales. Go to your Sold Items list and select Track Freight Status from the Action list.