

Important Information



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Important Contact Details

Contact Number - 1300 929 669

Customer Care - info@kiscorporate.com.au

Accounts - accounts@kiscorporate.com.au

LiveChat – www.kiscorporate.com.au

Credit Terms and Payments

Please note all credit accounts are automatically placed on stop trade if they go beyond their trading terms or credit limit. If for any reason you anticipate invoices will not be paid within terms or your credit limit will be exceeded, please contact our accounts department via email accounts@kiscorporate.com.au or calling 1300 929 669 to ensure there is no disruptions to your KIS Corporate services.

Credit Requests

Full details need to be provided in writing in relation to your request (ie: damaged goods, incorrect weights/measurements, pricing queries or lost freight) via <https://kiscorporate.com.au/training-2/credit-request/> , so that we can investigate and process the information in a timely manner.

A credit request where the goods have been damaged requires a formal request in writing within **24 hours** of the goods being received. Photos of the damage must be sent with the request. If there is a signed POD presented for this freight, then we cannot accept a credit request as the receiver has acknowledged they have received shipment in full and good order. All fragile items must have a fragile sticker on them.

A credit request where you are querying the measurements or weight will need to be submitted no later than **48 hours** after the invoice date. Photos of the freight, with a tape measure/ruler to show actual sizing need to be sent with the request.

All other credit request types must be provided in writing within **14 days** from the date of invoice issuance.

If your request has been received beyond the above detailed time frames, we will do all we can to secure a positive result for you from the relevant carrier, however this is unlikely as they are now far stricter on requests received outside their standard terms and conditions.

Signing for Deliveries

If freight is delivered damaged, please ensure your customer signs the POD as 'damaged'. If there is a signed POD presented for damaged freight, we cannot accept a credit request as the receiver has acknowledged they have received shipment in full and good order.

Our recommendation when receiving a delivery and it is damaged, is to sign for these goods as "damaged", and ask the driver to delete any notes stating the freight is received in good condition.

Residential Deliveries

When creating a consignment to/from a residential address please ensure you tick the residential tick box when quoting/consigning freight:

Delivery Address

Receiver Name	
Address Line 1	
Address Line 2	
Suburb-Town	
Postcode	Phone
Contact Name	
Email	
Delivery Instruction	

Save as frequent address

Business Residential Address

By ticking the residential tick box, only carriers that service residential addresses will be shown, and will include any residential surcharges that may be applicable.

Please be informed that a business that is run out of a residential address is classified as a residential address.

Fuel Levy

KIS has a “floating fuel levy” as part of our pricing structure. This levy is considered an industry standard nationally. KIS will update the levy at the beginning of every month, so the data within iCONSIGNIT will be live and current.

Cut Off Times

Each carrier has different cut off times. If you are unsure of these times, they can be found at <https://kiscorporate.com.au/training-2/carrier-cut-off-times/> . Please be aware that you must allow a 2 hour window between manifesting freight and your close time.

Missed Pick Ups

If a consignment is not collected, please make sure to inform Customer Care as soon as possible, so they can rebook the collection, to avoid further delays. Please do so by lodging a “Missed Pick Up” enquiry on the consignment through your login on iCONSIGNIT.

Sending Multiple Cartons

Do not send more than 20 loose cartons to one address (this number is up to the carrier/driver discretion and in some instances may be higher or lower than 20). Bulk carton consignments should be consigned and sent on a pallet/skid.

Bulk Break Down

If you have multiple cartons going to multiple addresses it is normally easier to have these collected on a pallet for break down once they get to the depot. Please ensure you wrap the pallet in clear shrink wrap and that you have A4 size notes on the front and back of the pallet reading "Break Down in Depot".

CHEP/Loscam Pallets

For further information on each carriers CHEP/Loscam procedures please contact Customer Care. Most carriers prefer the pallet to be transferred onto the receivers account. Please be aware when sending freight on Chep/Loscam pallets for exchange that your receiver MUST have pallets available on delivery for exchange. If not, extra fees will be charged as the freight company has to return at a later date to collect exchange pallets, meaning an extra trip which in turn has to be charged on. You must also have the transfer paperwork prepared for the driver on collection.

Timeslots

If you have a consignment that needs to be delivered on a timeslot, ensure you have noted this in the 'Delivery Instructions', you must also email timeslots@kiscorporate.com.au detailing the consignment number and the instructions for the timeslot. You must ensure you have dispatched the freight to ensure it is in the delivery depot 24 hours before the timeslot. Please note that only certain service allow for timeslot deliveries. Please speak to Customer Care for more information.

Carrier Selection

If you would like advice on the best carrier to use for a certain consignment, please contact Customer Care.

TNT Manual Handling Fee

TNT charge a Manual Handling Fee for items that cannot be sorted through the automated sortation system. A MHF will be charged for an item in addition to any other applicable surcharge for the consignment, including oversize surcharge and Dangerous Goods' surcharge. Below is a guide to when the MHF is charged by TNT, but not limited to:

Size

Length - less than 20cm or greater than 120cm; and/or

Width - less than 10cm or greater than 60cm; and/or

Height - less than 1.5cm or greater than 80cm; and/or

Diagonal Length - greater than 120cm; and/or

Weight (Less than 250g or greater than 30kg); and/or

Fragility (Including glass and liquids); and/or

Poor Packaging (Including wet, weak, punctured, crushed, unstable, loose tape, poor weight distribution or otherwise damaged boxes); and/or

Unusual Shape (Including tubes, tyres, drums, cylindrical/circular items, rolls of fabric and flatpacks); and/or

Dangerous Goods (The fee will apply per item to each and all items consigned under the same consignment note where that consignment contains Dangerous Goods, including any non-Dangerous Goods items consigned under that consignment note). Dangerous Goods consignment notes are to contain Dangerous Goods items only.

TNT branded satchels travelling on a TNT Overnight service are exempt from this fee. Items shipped using a TNT branded satchel must be contained within the satchel and sealed. Note that satchels cannot be used for Dangerous Goods or fragile items.

TNT Redeliveries

In order to avoid any re-deliveries and a charge for this occurring, please ensure you use “ATL” (this acronym means authority to leave) in delivery instructions. TNT will not provide any credit if you have notes stating “no re-delivery” or “do not re-deliver” in delivery instructions.

Another instance where a re-delivery fee can be charged is if the first delivery attempt is futile and returned to the depot for customer collection, then a fee is charged by the carrier due to the extra processing involved back at the depot. Please ensure receivers are available between 9am and 5pm to sign for deliveries if you have not authorized an ATL.

Delivery Instructions

A field is available to use in iCONSIGNIT for delivery instructions, such as “ATL” or “Tailgate Required”. Please note that when sending your freight by a road service, the drivers are unable to follow special delivery instructions such as “Call receiver 1 hour prior to delivery”.

Toll IPEC Manual Handling Fee

Toll IPEC charge a Manual Handling Fee for items that cannot be sorted through the automated sortation system. A MHF will be charged for an item in addition to any other applicable surcharge for the consignment, including oversize surcharge and Dangerous Goods' surcharge. Below is a guide to when the MHF is charged by Toll IPEC, but not limited to:

Size: Length (greater than 120cm), width (greater than 80cm) height (greater than 60cm)

Weight: Greater than 35kg

Fragility: Including glass and liquid; and/or

Poor Packaging: Including weak, punctured, crushed, or otherwise damaged boxes; and/or

Unusual Shape: Such as tyres, drums, rolls of fabric, large engine parts or machines (including tubes and flat pack items).

Ways in which you can avoid the Manual Handling of your freight with TOLL IPEC, and therefore avoiding a MHF include:

- Palletising your freight

- Using Triangular Mailers in place of Tubes / Cylinders
- Using strong and effective packaging
- Always placing unusually shaped items in firm and secure cardboard boxes

Toll ATL

Please be aware that Toll may now leave consignments at an address where the driver deems it 'safe to do so'; even if your consignment does not state 'ATL', please see the change to their terms below:

3.7 We may at your risk and expense leave the goods at the delivery address if it is safe to do so or if you so authorise us; store the goods; return or take them to a Toll collection point or return them to the sender (each of which constitutes delivery) if:

- (a) the delivery address you or your agent gives us is unattended for any reason at all; or
- (b) the receiver fails to take delivery of the goods.

If you are sending to a residential address and you do not wish for the consignment to be ATL'ed, please send with an alternative carrier on your portal. If your consignment is authorised to be ATL'ed please continue with your carrier selection as normal.

Manual Booking Fee

Due to our obligations under Chain of Responsibility (CoR) legislation, KIS will not be taking on any responsibility where the customer has the ability to make the booking themselves.

Coupled with the amount of time it takes for our Customer Care team to assist with manual bookings, KIS will be implementing a Manual Booking Fee. This will apply to all booking requests sent to Customer Care via email or over the phone, where these bookings can be completed through your online login. The online platform is simple and quick to use. By using the platform directly you will save time, resources and have better transparency of the booking. If you run into any problems Customer Care are happy to help, but are unable to take on the responsibility of making the booking on your behalf.

If you require further training on how to use the KIS portal, please contact your Sales Representative, Account Manager or Customer Care, or an up-to-date training guide can be found at:

<https://kiscorporate.com.au/training-2/>

Manual Connote Fee

Due to the significant administration costs incurred by carriers when freight is sent on a manual connote, carriers are now introducing manual consignment fees (MCF) to cover the associated costs.

Please be aware; freight that is not sent on a label/connote generated through iCONSIGNIT, may incur an additional MCF (this can vary between carriers).

Return Bookings

Due to our obligations under Chain of Responsibility (CoR) legislation, bookings must be made directly on the owners account, by the account holder.

Returns and bookings must be completed through your own portal, and KIS can no longer make the booking on behalf of your customer; please ensure your customer contacts you directly to make a booking.

If you need to charge a job to another KIS account, please note the account number in “3rd Party Account” at the time of booking, or alternatively, contact the account holder to make the booking for you, and send you the paperwork.

Updates

The updates tab on iCONSIGNIT contains lots of helpful information. When there has been a new update added, the word “Update” will be **bold** for 2 days

Futile Pick Ups

If you manifest a consignment and the freight is not ready when the driver arrives to collect, you will be charged a futile pick up fee by the carrier. Please ensure freight is packed and labelled before manifesting.

Cancelling a Consignment

To cancel a consignment that has been manifested, please do so by lodging a “Cancel” enquiry on the consignment through your login on iCONSIGNIT.

Please note that KIS **must** be advised of a cancelled/non travelled consignment on the day it has been manifested, failure to notify our team will result in cancellation fees that will be charged by our carriers. Cancelled connotes need to be cancelled before the driver attempts collection, if the driver attempts collection and the freight is not travelling a futile pick up fee will be charged.

Dangerous Goods

KIS and our carrier network are changing their procedures to improve how we book and move Dangerous Goods. To further improve this service to our customers, the booking of Dangerous Goods will only be made available through iCONSIGNIT if requested by the customer and appropriate paperwork has been filled in, as requested by the carrier. To apply, please fill in the form on the below link:

<https://kiscorporate.com.au/training-2/dangerous-goods/apply-to-send-dangerous-goods/>

Credit Card and Direct Debit Payments

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
← Freight manifested between Monday and Sunday →						
		Invoiced				
				Payment Taken		

