

HOW TO LABEL & PREPARE YOUR FREIGHT

Correct preparation and labelling of your freight will assist Hi-Trans to deliver it safely and efficiently. This guide is designed to assist you with labelling, preparing your freight for transport, using the Hi-Trans Online system, and who to contact if you require any assistance.


LABELLING YOUR FREIGHT

We are currently upgrading our Track and Trace system to give our customers a better quality of service. To enable real-time tracking of your freight as it moves through the Hi-Trans network, it needs to be correctly labelled with a scannable barcode. Following the steps below will help us to keep track of your freight and move it more efficiently.

Go to the Hi-Trans Online site <https://online.hi-trans.com.au> and:

- **Print labels in A5 size or larger**
- Use self-adhesive labels stock (we recommend Avery 959008) - more durable, waterproof, and easy to apply onto the stretchwrap
- Maximize the barcode width for a reliable scan (Hi-Trans Online does this for you)

Example of a Hi-Trans Online label:

| Hi-Trans EXPRESS PTY LTD <small>Hi-Trans Despatched Using Jalk Online - www.jalk.com.au</small> | TEST 1 ABC AVE TO: ADE | LARGER BARCODES GIVE A MORE RELIABLE SCAN | ITEM: 1 of 1 | | | | | | | | |
|--|--|---|---------------------|-------|-------------|-----|--|------------|--|-------|---|
| | Athol Park SA 5012 | <table border="1"> <thead> <tr> <th>Details</th> <th>Unit</th> <th>Description</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td></td> <td>Pallet/s R</td> <td></td> <td>1.000</td> </tr> </tbody> </table> | Details | Unit | Description | Qty | | Pallet/s R | | 1.000 | Sender Ref: Contact: JOHN SMITH Phone: 84479766 Total Qty: 1.000 |
| | Details | Unit | Description | Qty | | | | | | | |
| | | Pallet/s R | | 1.000 | | | | | | | |
| PLEASE CALL B4 DEL | |  | | | | | | | | | |
| | | CN: DEMO123 <small>J15012001001DEMO123</small> | | | | | | | | | |
| | | Account No: EMO Despatch Date: 21/07/2017 HI TRANS WAREHOUSE NSW State: NSW | | | | | | | | | |

Apply the barcode labels to your freight:

Apply at least 2 labels near the top - front & side, (or front & back)

Apply labels on top of stretchwrap, not in envelopes



Make sure the barcode is not obscured by tape, wrap or strapping

A clean, flat, visible barcode will give a reliable scan

PREPARING YOUR FREIGHT FOR TRANSPORT

We aim to deliver your freight in a timely manner and damage free. Your freight will be handled with care, but there can be some bumps along the road. Poorly prepared freight can make it difficult for us to handle and transport it safely. Here's some tips on how to prepare your freight to withstand road transport conditions:

Pallets

Use good quality pallets and crates that will support your freight during loading, transport and unloading.



Carton Freight

Stack cartons squarely to provide more stability. Place heavy items at the bottom, lighter items on top. This prevents crushing and reduces the risk of toppling over.

Use nylon or steel strapping to secure the items to the pallet. Add a few layers of stretchwrap around your items for extra hold, making sure the **wrap reaches the bottom of the pallet**.



Overhanging Items

Do not allow items to overhang the pallet - this weakens the support for your items, and they could be damaged by other freight.



Non-Stackable Items

If your freight cannot be stacked it must be clearly shown on the pallet. Apply a *Do Not Stack* or *Top Load Only* sign on top of the pallet.



Bag Freight

Stack bags on top of a board to prevent sagging through the pallet boards and the likelihood of being pierced by forklift tines. If there are multiple bag layers, stack them in alternating direction for stability. All bag freight must be stretch-wrapped tightly to prevent bags collapsing.



Liquids

Secure drums together and then to the pallet with steel strapping. For packaged liquids, place a board between the pallet and the cartons to provide an even distribution of weight and prevent sagging between the pallet slats.



Machinery, Engines, Large Freight

Large or odd-shaped items should be boxed or crated to prevent damage during transport.



Tyres

Tyres must be securely strapped together **and** strapped to the pallet.



Hoses

Band hoses together with metal or plastic strapping, and restrain under the pallet bearers for safe transport.



Steel

Strap steel rods tightly into bundles to prevent lengths from spearing out. Crate steel sections, or strap tightly from **all** directions to prevent any lateral movement. Stretchwrap is not strong enough to hold metal sections in place.



Dangerous Goods

As a consignor of dangerous goods, you are legally responsible for ensuring all dangerous goods are:

- properly packed and labelled,
- declared on the consignment note; and
- accompanied by fully and accurately completed dangerous goods paperwork;

in accordance with the latest version of the [Australian Dangerous Goods Code](#).

Hi-Trans may refuse to transport dangerous goods if these requirements are not met.



Gas bottles

All gas bottles should be secured in an upright position within a gas bottle pallet (stillage). The picture below right shows the danger of transporting gas bottles on a flat pallet - the plastic wrap and strapping has become loose, allowing the bottles to dislodge.



HI-TRANS ONLINE

Hi-Trans Express provides a convenient online freight management system for customers. Features include:

- Online bookings
- Create consignments and labels
- View the status of your consignment as it moves through the Hi-Trans network
- View and download proof of delivery images
- View invoices
- View and print freight reports.

Access the [Hi-Trans Online Help Guide](#) for step-by-step instructions.

For further assistance, email helpdesk@hi-trans.com.au or call (08) 8447 9766.

Do you need a Hi-Trans Online account?

Please email helpdesk@hi-trans.com.au ,call (08) 8447 9766, or contact your Sales Representative.

CONTACT LIST

Adelaide Depot

128-138 Bedford Street, GILLMAN SA 5013

Phone: (08) 8447 7777

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Sales: melbourne_sales@hi-trans.com.au

Operations: melbourne_operations@hi-trans.com.au

Customer Service: melbourne_customer_service@hi-trans.com.au

Accounts

Phone: (08) 8447 7777

Email: accounts@hi-trans.com.au

I.T. Support (for help with any Hi-Trans Express I.T. related issues)

Email: helpdesk@hi-trans.com.au

Phone: (08) 8447 9766

For more information about Hi-Trans Express, visit our [website](#).