



## THE MARKET

StarTrack, a business of Australia Post, has the credentials and resources to tackle any logistics challenge. Together StarTrack and Australia Post form Australia's most trusted freight and logistics provider, offering a comprehensive range of fast and efficient solutions to meet all of the customers' needs.

The companies service's both business and consumer markets with an unrivalled range of parcel, freight, express, courier and international supply chain solutions. All of the services have been developed for the customers' needs in mind – choice, convenience, reliability, flexibility and control.

Startrack has an unrivalled delivery network, and can ship client's parcels to more than 190 countries. The company has a dedicated air-freighter service arrangement with Qantas Freight, provides priority access to dedicated Qantas freighter aircrafts for domestic air deliveries. This means further certainty of uplift and increased capacity on all Qantas flown routes, resulting in greater reliability of getting your products into your customers' hands.

Startrack's agreement with Qantas Freight offers our customers an unparalleled domestic air network service, while connecting deliveries to the world through the global reach of two iconic Australian brands.

## ACHIEVEMENTS

Since the full acquisition of StarTrack in 2012 the company is really proud of what's been achieved so far. Many of the 'behind-the-scenes' achievements are about increasing the capacity, such as expanding, upgrading and opening new major facilities in Melbourne and Sydney, and establishing a dedicated air freighter network with Qantas.

Startrack has done a great deal of work already getting the disparate systems acquired over the



years to talk to each other. Benefits include the ability to stream parcels across the StarTrack and Australia Post networks and to share facilities and infrastructure. This has driven efficiencies and increased the ability to process and deliver freight for customers quickly.

Startrack is well advanced on uniting the entire Australia Post Group's scanning system onto a single platform, unifying drivers, posties and in-depot freight and parcel sorters, whether they are nominally StarTrack (Express and Premium) or Australia Post, designed for a much better customer experience.

StarTrack is an Official Partner of the Daffodil Day Appeal and 2019 will mark the 19th consecutive year of providing vital support for Cancer Council Australia. Over this long partnership, StarTrack has

contributed over \$2.5 million to Cancer Council, helping them work towards achieving their vision of a cancer-free future.

Each year StarTrack provides an in-kind service to Cancer Council's Daffodil Day Appeal by delivering merchandise to thousands of locations around Australia free of charge. This year, for the second year in a row, Daffodil Day pins will also be sold in more than 700 participating post offices and business hubs around Australia.

## HISTORY

StarTrack was founded in 1974, as Multigroup Distribution Services in Dee Why, New South Wales and is now part of the Australia Post Group. In 1982, the name Discount Freight Express was adopted. The company currently has over 55 depots and agents nationally with their head office located in Strawberry Hills, New South Wales. The majority of the company's business is generated from express road freight, which accounts for around 90 percent of total revenue.

Greg Poche, the founder of the company, sold the business as a joint venture to Qantas and Australia Post on 23 December 2003.

On 18 May 2011 it was announced the merger of the retail division of Australian air Express (AaE) with StarTrack. StarTrack will be a solely



retail-focused business and AaE will focus solely on domestic air linehaul and cargo terminal operations. The changes follow a review of the businesses guided by AUX Investments, a company established in 2010 to guide the review and provide streamlined governance across the businesses.

In November 2012, Australia Post bought the 50% of the company owned by Qantas. As part of the deal, Australia Post divested itself of its 50% interest in Australian air Express to Qantas.

On 7 May 2014, StarTrack was rebranded to include Australia Post post horn in the StarTrack blue colours. StarTrack also took responsibility of Australia Posts "Messenger Post couriers" under the StarTrack brand as "StarTrack Courier"

In June 2014 Australia Post CEO Ahmed Fahour announced the company would be splitting into two arms, red and blue. Australia Post will continue to be represented by the traditional red logo under one arm which combines all retail and communication services. Post's StarTrack





business will be represented by replica blue logo and incorporate all of Post's parcel and logistics operations. A dedicated fleet of six aircraft is operated by Qantas Freight for Australia Post and StarTrack from July 2016.

Mail Call Couriers is now a part of Australia Post StarTrack and has been since Jan 2016.

**THE PRODUCT**

Startrack has a number of products – including Road Express a Regular B2B service, that provides a cost-effective national business-to-business distribution solution.

StarTrack Premium a business day delivery, which is a superior, fast national delivery service with a range of tailored delivery requirements and services.

StarTrack Courier a 24/7 same-day metro delivery, the fastest way to get parcels across town.

StarTrack Next Flight 24/7 same-day interstate delivery, the fastest way to get items anywhere in the country.

International Freight reaching more than 190 countries with Australia Post's international delivery service.

Sensitive or special freight secure Express and Special Services logistics solutions for sensitive freight, for example difficult-to-deliver items and military equipment.

**RECENT DEVELOPMENTS**

Freight Master is an online tool where client's can manage their consignments.

Client's can use Freight Master to connect in real-time to the data and operations centres. Easy to navigate and simple to use, it lets client's create and manifest consignments, print labels and book

pick-ups – and it integrates seamlessly with companies in-house software and databases.

**PROMOTION**

Startrack knows that handling downstream logistics isn't easy. So, it makes sense for manufacturers and wholesalers to outsource some – or even all – of their freight forwarding B2B and B2C logistics to StarTrack.

It makes sense to partner with Startrack to access:

Inventory management, warehousing, omni-channel fulfilment, container receipt & de-stuffing, cross-docking and National and international freight, cross-border logistics and an unrivalled domestic delivery network.

What sets Startrack apart from its competitors –

The company has 3PL warehouses in most capital cities, when clients use Startrack's 3PL services, they gain access to in-depth reporting and analytics. With transparency into the clients supply chain, clients can optimise cost and customer service – and make smarter business decisions.

The company has modern depots in major regional centres, state-of-the-art automated freight sortation terminals on the eastern seaboard. An extensive pick-up and delivery fleet.

The latest handheld scanning technology to keep track of every item they store and deliver for clients.

Unrivalled delivery network, so the company has the ability and can deliver to more Australians than anyone else.

**BRAND VALUES**

Startrack's aim is to ensure that when the company move a client's consignment, they get the highest standard of service. The company welcome's feedback so they can improve the service provided to all clients. To assist the company in this process, they offer an effective resolution process for Complaints, Compliments and Suggestions.

If clients are unhappy with the service they have

received, or there's been a problem, the company want to know about it.

Startrack's feedback resolution process -

Startrack have a dedicated Voice of Customer (VoC) team, who are skilled staff that manage all Complaints, Compliments and Suggestions.

The VoC team will be in contact within two business days and will endeavour to resolve the matter within 10 days.

Startrack's focus is on fairness and efficiency:

All feedback will be handled impartially.

All evidence relating to the feedback will be evaluated objectively.

The company's customer's privacy will be respected and the enquiry will be investigated in line with the privacy policy.

Anonymous feedback is accepted.

The company believes in transparency. Clients will have direct contact to the dedicated VoC team.

The Complaint escalation process

If, for any reason, a client is not satisfied with



the outcome or with the complaint handling process, clients can request that the complaint be reviewed by senior management.

If clients still remain dissatisfied with the final outcome after escalation, the company recommends clients refer concerns to the Postal Industry Ombudsman (PIO) for investigation.

Startrack's promise to clients -

At StarTrack we value and appreciate clients feedback. With clients time and effort it will enable the company to drive improved performance. Startrack's promise to use clients experiences to better

their standards and provide clients with a high quality service, is paramount because Service Matters.



**THINGS YOU DIDN'T KNOW ABOUT STARTRACK**

- Startrack has 11.9 million delivery points across the Australia Post network.
- The Company is involved in more than 750 national flights per day to 80+ destinations.
- Startrack has more than 16,000+ vehicles on the road.
- Startrack is Australia's largest delivery network.