



# Z Transport Group Service Information

## Couriers (Metropolitan & Country Services)

Our courier services will fulfil your on demand, time critical, point to point and distribution service requirements across all of the Metropolitan & Country Victorian areas.

The Z Transport Group offers these services through a broad range of vehicles designed to meet your every need and you have three levels of service to choose from:

### RADIUS & METROPOLITAN Melbourne

Service Levels	Pick up to Delivery	Maximum Weight	Example:
<b>Standard</b>	P 2 hrs	3 kgs	1 x Phone Book
(Standard Charge)	A 3 hrs	10 kgs	1 x A4 box
	B 3 hrs	50 kgs	5 x A4 boxes
	V 3 hrs	51 kgs to 850 kgs	1m x 1m x 1m to 850 kgs
	T 3 hrs	51 kgs to 850 kgs	1m x 1m x 1m to 850 kgs

<b>Express</b>	PP 1hr	3 kgs	1 x Phone Book
(Express Charge)	AA 1.5 hrs	10 kgs	1 x A4 box
	BB 1.5 hrs	50 kgs	5 x A4 boxes
	VV 2 hrs	51 kgs to 850 kgs	1mx1mx1m to 850 kgs
	TT 2 hrs	51 kgs to 850 kgs	1m x 1m x 1m to 850 kgs

<b>Exclusive</b>	PPP Direct	3 kgs	1 x Phone Book
(Exclusive Charge)	AAA Direct	10 kgs	1 x A4 box
	BBB Direct	50 kgs	5 x A4 boxes
	VVV Direct	51 kgs to 850 kgs	1mx1mx1m to 850 kgs
	TTT Direct	51 kgs to 850 kgs	1m x 1m x 1m to 850 kgs

Please note the above services listed apply up to 20 kms from the CBD, for areas outside these parameters, contact our client services team for estimated time of delivery.

### COUNTRY Victoria

<b>Country Standard</b>	CS 5 - 6 hrs	Motorbike or Car	As above
(POA)	CSX 5 - 6 hrs	Van or Tray	As above

<b>Country Express</b>	CE 3 - 4 hrs	Motorbike or Car	As above
(POA)	CEX 3 - 4 hrs	Van or Tray	As above

<b>Country Direct</b>	CD Direct	Motorbike or Car	As above
(POA)	CDX Direct	Van or Tray	As above

Please note the Country services listed apply up to 150kms from the CBD

All times listed above are to be used as a guide only and at the time of booking you will be provided with an estimated time of delivery relevant to your job.

### Permanent Services

This service provides for regular scheduled runs daily, weekly or monthly.

### Distribution Services

This service is utilized when multiple drops (10 or more) in specific suburbs are not time sensitive and can be completed during normal operating hours from the Z Transport Group's warehouse.

## Trading Hours 24/7

Our office is open 7.00am to 6.00pm, Monday to Friday except gazetted Victorian Public Holidays. Z Transport Group can be available for jobs anytime, 24 hours a day, 7 days a week, 365 days a year. Pre booking for after hours services is preferred. After hours call 1300 139 991.

### After Hours Charges

<i>Applicable for -</i>	<i>Relevant to -</i>	<i>Service Level</i>	<i>After Hours Fee - \$35.00</i>
<b>Monday to Friday</b>	6pm to before 9pm	Exclusive service	After 9pm + 2 times AHF
<b>Saturday</b>	All day	Exclusive service	+ 2 times AHF
<b>Sunday</b>	All day	Exclusive service	+ 2 times AHF
<b>Public Holidays</b>	All day	Exclusive service	POA

### Additional Service Charges

Additional charges may be incurred where load, unload, detention times etc. become applicable, visit our website [www.ztg.com.au](http://www.ztg.com.au) for further details.

### Network Services

We now provide 5 services giving you the customer a wider range of choices as an easy option for your regional, interstate and international consignments.

<i>Service Level</i>	<i>Pick up to Delivery</i>
<b>Next Flight</b>	Same day air express service
<b>Overnight</b>	Delivery next business day to most common centres around Australia
<b>Off peak</b>	Delivery to anywhere in Australia within 3 to 4 business days
<b>Standard Road</b>	Delivery to anywhere in Australia within 10 business days
<b>International</b>	Contact our client services team for transit information
<i>Booking cut off times apply for all services, ask our client services team for details.</i>	

### Z Trucks

This service enables bulky deliveries through a diverse range of light commercial vehicles from 2 ton through to semi trailers. You can also access specialised vehicles including tailgate lifters, taut liners, trays and box vans. Availability and capacity of vehicles will be confirmed at time of booking.

### Warehousing and Distribution

Our warehouse management system allows us to store and arrange delivery of your important commodities through our 3PL service. A broad spectrum of opportunity awaits through our network.

### Fuel Levy and GST

All charges in this document are exclusive of fuel levy and GST.  
Fuel levy is reviewed quarterly in accordance with the Trans Eco Road Freight Cost Indices.

### Conditions of Supply / Terms of Credit

Our trading terms are 14 days from invoice / statement date

### Z Transport Group and You

The ability to book services online via the internet, manage your frequent addresses and online tracking of all your bookings.

A large fleet size means a wider range of vehicles (pushbikes, motorbikes, cars, vans and trays)  
You now have a choice of additional services including regional, interstate and international, all through one supplier.

Accounts can be paid via EFT BPAY Credit Card or by Cheque.

All information in this document is applicable to Z Transport Group account holders only.

For any further information required please contact our Client Services Team on 1300 139 991 or visit our website: [www.ztg.com.au](http://www.ztg.com.au).

