



**WORLD OPTIONS®**  
*Be Global*



# **WORLD OPTIONS'** ULTIMATE GUIDE TO BUSINESS SHIPPING

**How to save time and money on your shipping needs**



**“Just superb service and support. Takes the hassle away from shipping. Highly recommended for all businesses.”**

**- Mark**

**“Straightforward, no hassle and customer service there when you need it.”**

**- Jeff**

**“Highly recommended - we now use World Options seamlessly to both export and import goods at a much cheaper cost than previously possible.”**

**- Garry**

**“Faultless customer service with competitive rates. Using World Options has certainly saved us money and hassle with our deliveries.”**

**- Rachel**

**“Efficient, easy to use web portal with help only a phone call away if required.”**

**- Peter**



**WORLD OPTIONS®**

*Be Global*

## CONTENTS

<b>Your Business and Your Shipping Plan</b>	<b>3</b>
Part 1 - Questions to Ask	
Part 2 - Creating Your Shipping Plan	
Your Shipping Plan: Additional Elements to Consider	
How to Choose a Shipping Supplier	
Other Ways to Save on Shipping Costs	
<b>Shipping Made Simple</b>	<b>9</b>
How We Help Businesses Ship	
Our Shipping Partners	
<b>What Our Customers Say About Us - Case Study #1</b>	<b>12</b>
<b>Types of Service</b>	<b>13</b>
<b>Types of Packages</b>	<b>15</b>
<b>The World Options Essential Packing Guide</b>	<b>16</b>
Step 1: Assess your packing needs	
Step 2: Pack	
Step 3: Seal and Label	
<b>Insurance</b>	<b>23</b>
<b>Dangerous &amp; Hazardous Items</b>	<b>26</b>
<b>Prohibited Items</b>	<b>27</b>
<b>Restricted Items</b>	<b>27</b>
<b>What Our Customers Say About Us - Case Study #2</b>	<b>28</b>



## CHAPTER 1

# YOUR BUSINESS AND YOUR **SHIPPING PLAN**

If your business uses shipping to deliver goods to customers on a regular, or semi-regular basis, then it is important to create a shipping plan in order to ensure a smooth and efficient experience throughout the process.

To create your shipping plan, you must first lay out the basics.

## WHAT ARE YOUR BUSINESS **SHIPPING NEEDS?**





## PART 1: QUESTIONS TO ASK



### MONEY

How much are you currently spending on courier services, shipping or mailing services a month?

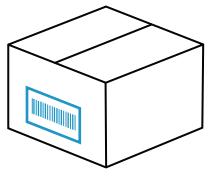
Are you logging into multiple courier websites to look for the best shipping rates?



### TIME

How much real physical time does it take to process courier or shipping bookings for your business?

How much time do you spend corresponding with buyers, printing labels and handling customer queries and shipping queries with multiple courier companies?



### GOODS

What are you shipping?

For example, documents, parcels, pallets and so on.

What volume are you shipping?

Hundreds of items per month, or one or two a week?



### LOGISTICS

Where is it going (international or domestic)?

How quickly does it need to get there?

How often do you book shipments per week or month?

## NO TIME? CUT TO THE CHASE!

Talk to World Options and we will assess your shipping needs with a quick telephone call, a comparison quote and an online shipping demonstration. Get in touch [here](#).

## PART 2: CREATING YOUR SHIPPING PLAN

Once you've answered all of the above questions you will have a clear list of your business's shipping needs. Armed with this, you can then explore your options to create and implement an effective and efficient shipping plan that is tailor-made for your company.

### STEP 1

Review your answers from part 1.



### STEP 2

Assess if your company would benefit from a dedicated shipping account manager to help you arrange your companies shipping or if an existing member of staff can handle the workload.



### STEP 3

[Sign up](#) to World Option's shipping portal to save your company time and money by quickly and easily comparing rates from the top carriers, and receive a dedicated account manager to support you every step of the way.



### STEP 4

Sit back and relax as World Options makes shipping simple.

### FIND OUT HOW WORLD OPTIONS CAN HELP YOU

Talk to World Options and we will assess your shipping needs with a quick telephone call, a comparison quote and an online shipping demonstration. Get in touch [here](#).

## YOUR SHIPPING PLAN: ADDITIONAL ELEMENTS TO CONSIDER



### CUSTOM DECLARATIONS AND FORMS

If your goods are being shipped internationally, find out what forms and custom declarations you might need to have in place so that nothing gets held up.

Find out more about what paperwork you might need at the [AUSTRALIA POST](#) and [BUSINESS.GOV.AU](#)



### SHIPPING PACKAGING

The outer packaging used to deliver your goods must also be practical, functional and follow the guidelines of the specific courier company delivering your goods.

A parcel with the correct, neat packaging not only looks more professional but stands a much better chance of arriving at its final destination. Make sure your packaging will be able to withstand the demands of journey from you to the customer.



## HOW TO CHOOSE A SHIPPING SUPPLIER

Choosing the right shipping supplier or courier is a key ingredient to your shipping plan - get it right and the impact will resonate throughout your business, saving you time, money and stress.



### Questions to ask your shipping supplier:

#### How quickly can they pick up goods for delivery?

Unless you are in a situation that enables you to arrange regular pick-ups and deliveries in advance, then it is crucial to select a responsive company that is able to handle your enquiries quickly and effectively so as not to slow down the shipping process.

#### Will there be someone I can call about my shipments?

Often with carriers, you are expected to know what to do by following online instructions. But shipping companies like World Options offer customer support to help you ship and will work on your behalf to help you chase the carriers if you have a shipping query.

#### How much paperwork is involved?

Getting products out of the door and on their way to the customer should be a simple and easy process, so make sure your carrier won't bog you down with paperwork.

#### Can they handle the volume of goods you need to ship?

Companies offering the lower rates may not necessarily be the ones that are best placed to handle large volumes of goods.

#### Are there easy tracking measures?

Most courier services offer tracking as standard, but find out how quickly and easily you can get this information from them. If a customer calls with a query about the delivery of their goods, you need to be able to respond to them in a timely fashion.

#### Are there any additional costs?

Find out in advance if there are any hidden charges that could be added onto your total at checkout. This could include fees per item - as opposed to per shipment - VAT, administrative charges and so on.

### ONE LAST THING TO CONSIDER

The delivery service you use is often the only face-to-face interaction the customer will have with your company and so it is important to choose one that is best placed to represent your business, as well as one that meets your internal business needs and requirements.

So, after whittling down carriers to a final few:

*Trial it out – why not consider a trial shipment with a non-urgent item, to see how well the delivery service does? With most shipping companies you are not tied into a contract, so you can always move on if you are unsatisfied with the service.*

*Do your research, look at customer testimonials, reviews and available case studies. The process of shipping an item from A to B may sound simple, but there can be the occasional mishap. No shipping provider will have a 100% excellent shipping record, because that's simply impossible, but most of the time you should expect your items to be delivered to its destination within a set time frame and receive excellent customer service if there are any queries.*

World Options works with the world's leading carrier companies. Become a World Options customer now and find out what we can do for you: [become-a-customer](#)

## OTHER WAYS TO SAVE ON SHIPPING COSTS

Managing shipping costs is an often overlooked area for businesses, especially small-to-medium-sized enterprises. Yet, with just a small time investment, there are several ways in which you can seriously save money.



### Use the right packaging

Many couriers base their rates on weight and dimensions, and so selecting the right sized packaging for your goods can make all the difference.

- *Evaluate the shape and size of the goods that you will need to courier and buy the right sized packaging*
- *If you ship goods of varying shapes and sizes, invest in a variety of different packaging options*
- *Shop around to find the cheapest packaging options out there, without compromising on quality*
- *Use the right sized packaging and make savings by reducing the amount of packing materials needed to keep your products secure and protected inside the box*

### Printing labels

Printing shipping labels can be a time consuming practice, especially if you're manually entering in the details, printing off and attaching each individual label every time.

- *Consider investing in a label printer, or creating a system that will print directly onto envelopes*
- *Find out if your carrier will allow you to print a label directly from their website to help you save time*

### Offer delivery options

Delivery expectations can drive up the cost of shipping goods, and so it is always worth considering what options you would like to offer your customers.

- *If it doesn't have to be there tomorrow, then there is no need to rush and drive up your delivery costs*
- *Offer your customers a range of delivery options and let them choose whether or not to select the quickest or most cost-friendly option*

### Shop around

It can be tempting to stay with one delivery company out of convenience, however there are better rates to be found if you shop around.

- *This particularly applies if you are sending a variety of goods to a variety of locations*
- *While one courier company may be the cheapest for domestic packages, another may be more cost-effective for international deliveries*
- *A comparison website like World Options can help you find and compare rates quickly and easily*

### Weigh goods accurately

If you're making estimates on how much your goods weigh, or using bathroom or kitchen scales for the job, then it is definitely time for an upgrade.

- *Overestimating how much items weigh or using inaccurate scales can end up costing you*
- *Invest in a quality postal scale that is appropriate for the average item you're sending*
- *Measure the dimensions of your shipments*
- *It is advised that you take pictures of your shipments while on the scales and while measuring them to keep a recorded proof of the weight and dimensions in case there are any discrepancies later with the carrier*

### Negotiate shipping rates

If you are a regular, or semi-regular user of couriers, then it might be time to explore your relationship with them further and negotiate shipping rates.

- *If your business is well established, use your sales forecasts, average volumes and frequencies to leverage a better deal*
- *If your company is in its early days, or ships lower volumes, then a shipping solutions company such as World Options has already done the hard work negotiating for you. By harnessing the power of bulk buying, World Options can pass on savings to SMEs that would otherwise be reserved for large companies with high shipping volumes.*
- *Often, all it takes to get a lower rate is taking the time to call up and ask*



CHAPTER 2  
SHIPPING **MADE SIMPLE**





## HOW WE HELP **BUSINESSES SHIP**

### Reliability

Many businesses choose to use the World Options online shipping portal because we provide them a reliable service and peace of mind that their parcels and documents will get to their end destination with minimum hassle.

### Service

We provide a free online system which allows them to book shipments faster than ever before. But with World Options you are not alone! We pride ourselves in providing an **exceptional service**. We are not a faceless online company with no-one to speak to, if you need to speak to someone we are here to help. We look after our customers; your shipment is our priority.

### Convenience

Our easy, simple to use online shipping portal allows you to book shipments in just a few clicks. Your shipments will then be collected by the courier and delivered to its destination with minimum hassle. Many businesses choose to use World Options because we provide an online system which offers them **convenience**, helping make their business lives easier.

### Price

Our online system allows businesses to view discounted prices from multiple carriers all in one place and select which carrier suit them best. We have negotiated special rates from the world's leading carriers to offer you **great prices**, you get passed on the savings we make with our large volume discount. Which means you get great courier rates, even if you consider yourself a low-volume business.



dpd



FedEx





## OUR SHIPPING PARTNERS



### UPS Courier Services

UPS is one of the four major package delivery companies in the world, delivering millions of packages and documents on a daily basis. UPS offer a large number of services for their Domestic, International, and Freight divisions. Services include:

*Express*  
*Express Saver*  
*Standard*  
*Import and more*



### DPD Courier Services

DPD is renowned for its excellent B2C services and technological innovation. Services include:

*European Classic*  
*Saturday and more*



### TNT Courier Services

TNT is also one of the four major package delivery companies in the world, delivering millions of packages and documents on a daily basis. TNT offers a wide range of services, including:

*TNT Next Day*  
*Economy Express*  
*TNT Global Express*



### DHL Courier Services

DHL is one of the four major package delivery companies in the world, delivering millions of packages and documents on a daily basis. DHL offers a wide range of services, including:

*Domestic Express services*  
*DHL Economy Select*  
*DHL Express Worldwide*  
*DHL Import*

### DHL Parcel UK

DHL Parcel UK provides a distribution of business mail and parcels, it can provide sorted or unsorted services, including:

*Same-day couriers*  
*Overnight parcel delivery services*  
*Saturday deliveries*



### Fedex Courier Services


FedEx is one of the major package delivery companies in the world, delivering millions of packages and documents on a daily basis. FedEx offers a range of services, including:

*FedEx Ground*  
*FedEx International Priority*



## CASE STUDY #1

# WHAT OUR CUSTOMERS SAY ABOUT US



**Karen Bedingfield, Dispatch Manager  
- Car Industry**

### Using the World Options shipping portal

I use the portal 10 to 15 times a day for tracking and booking out, and also for quotes. If someone wants to buy something from us on eBay and they're in Canada and they want a price first, you can use the portal to quickly find out that information by using the quick quote tool.

So far this month (July), I've sent 175 parcels, mainly in the UK but also some European deliveries with UPS, and some collections with TNT. We also have customers where we just send a label over and the customer can drop their parcel off at their local UPS drop-off point.

### Useful features

The fact that it's a simple, easy-to-use system - it has the ability to save the addresses we use most often, so we don't have to keep adding in the same addresses which saves us time. It's effortless to book out returns and third-party collections, and I love the ease with which I can send labels and so on.

### The benefits of the online shipping portal

Our key requirements were ease of use, clear pricing, good availability of pickups and delivery times and also the ability to call a dedicated account manager and discuss options for tricky situations.

For example, we've had occasions when a customer has called up at 2pm on a Friday and needs something for delivery at 10am on the Saturday morning. In these moments you don't have a lot of options as you've not got a lot of time. However, when this happens now I can just ring our account manager and he will come up with a solution. It might be expensive, it might be tricky, and it might involve a lot of faffing, but we get it done.

Not only that, but the prices are cheaper on most parcels, the portal offers easy tracking and there is good communication from accounts - it's very transparent.

However, the greatest benefit to us is that most of my consignments are now going out cheaper and faster, especially for European shipping, where we've seen reduced costs. I spend less time faffing around with organising shipments because I can do it all on the portal. It's very straightforward and easy to use - I can arrange returns, carriage forward, the works! I can email people labels and then they take the stuff to drop off points if they don't want to be in waiting for us all day to pick it up.

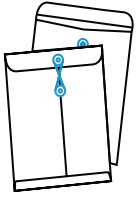
### Would you recommend it to other businesses like yours?

Yes, hands down I would recommend, its great service all round - cheaper, faster and easier to use.

CHAPTER 3  
TYPES OF **SERVICE**



## TYPES OF SERVICE



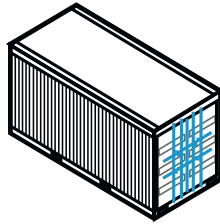
### Express Document Service

Send certificates, contracts or cargo documents. Enjoy:

*Next day delivery to most European gateway cities*

*An estimated one to three days to American destinations*

*Three to four days for Australia and Asia*



### Freight

Freight services are utilised for transporting goods in quantity or items that are large in size. Choose from:

*Air freight*

*Road freight*

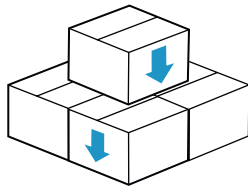
*Sea freight*



### Express Parcel Service

Available for international and domestic shipments.

For international exports, World Options simplifies the process by ensuring you have the correct documentation - commercial invoices and a certificate of origin - for a smooth end-to-end shipment.



### Export/Import

Our carriers offer international shipping to over 175 countries worldwide regardless of the size of your shipment. Choose from:

*By Road*

*By Air*

*By Sea - Containers / Full / Part Load*



### Domestic Service

Choose from:

*Next Day*

*Timed*

*Same Day*

*Pallets*

*Full and Part-Load*

*Shipments*

*Dedicated Vehicles*

*Saturday Delivery*

*Hazardous Goods Delivery*

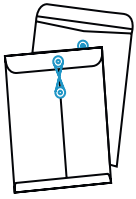
At World Options we partner with the world's premium carriers and have negotiated the best possible rates, saving you the time and effort of searching and obtaining quotes from multiple carriers. Our easy-to-use online shipping portal allows you to view multiple quotes online, compare prices and book shipments from the convenience of your office with collection included.

To find out more about the types of services available, visit:

[shipping-services](#)

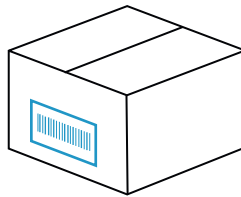


## TYPES OF PACKAGES



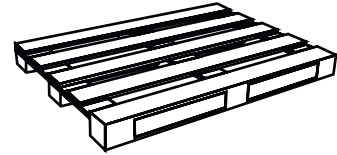
### Documents

A document is generally defined as a written, typed or printed communication of no commercial value. Export documentation is not required for shipments to other countries.



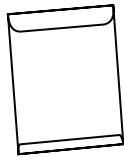
### Parcels

Commercial invoices and a certificate of origin are not required for domestic shipments. For international exports, the correct documentation is essential for a smooth end-to-end shipment, World Options simplifies this process, making it just as quick and easy as domestic shipments.



### Pallets

From single pallets to full load consignments, we have the right solution to deliver your pallets safely, reliably and effectively at a time to suit you and your customer.



### Packets

Your packets can be booked using our online portal in just a few clicks. Choose from a variety of delivery options, such as tracked, untracked, domestic and international.



### Mail

We will take care of what can be a manual and time-consuming task by arranging delivery of quantities as small as 25+ letters a day.

Being a World Options customer means having the peace of mind that your parcels and documents will get to their end destinations with the minimum of hassle and cost to you and your business. And if we do encounter any problems along the way, our customer service department is on hand to help whenever you need it.

Find out more about the types of packages we can help you with, visit:

[shipping-services](#)

## CHAPTER 4

# THE WORLD OPTIONS **ESSENTIAL PACKING GUIDE**

The fastest way to slow down the delivery of your goods is to get the packaging wrong. For every kind of parcel there is a right - and a wrong - way to make sure it arrives safely, in good condition and as promised.

International packaging requirements also differ from domestic shipments, with parcels and pallets going abroad warranting much more stringent standards.

This guide is intended to give general instructions and examples of good packing in practice.





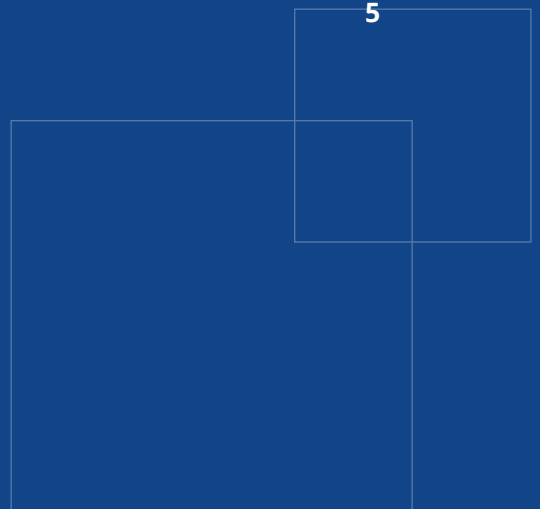
**WORLD OPTIONS®**

*Be Global*



## ESSENTIAL PACKING GUIDE: CONTENTS

<b>Step 1: Assess your packing needs</b>	<b>18</b>
<b>Step 2: Pack</b>	<b>4</b>
Box Specifications	
Internal Packaging	
Packing Methods	
- Non-fragile items	
- Fragile Items	
- Liquids and Powders	
<b>Step 3: Seal and Label</b>	<b>5</b>







## STEP 1: ASSESS YOUR PACKING NEEDS

Elements to consider:

### Weight

Make sure your choice of packaging is the appropriate strength and durability to securely hold the weight of the contents being shipped.

### Size and Shape

Items should not touch the outer wall of the box.

Odd-shaped, sharp or rounded packaging may need extra attention.

### Type of Contents

If you are shipping liquids and powders then special packaging materials and packing techniques will be required.

### Value of Contents

High value goods may need extra cushioning and protection.

### Fragility

Items that are fragile will require extra cushioning and protection.

Apply special handling label to let handlers know the contents are fragile.

### Final Use

Does the box need to be retail ready? Do you want to avoid any markings on the box?

### Regulations

Some regulated items may require specialist packaging.

## STEP 2: PACK

There are five key rules to abide by when packing up your goods for shipment:

### Choose quality

The box should be rigid, robust and in good condition.

### Choose the right size

The box should be of appropriate size and durability.

### Enforce the six centimetre rule

Ensure that there is a minimum of 6cm distance from the walls of the box to the contents of the box.

### Avoid empty space

Make sure all void space surrounding the contents is filled.

### Give individual care

All individual items should be wrapped individually.

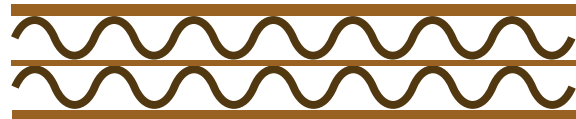
## SINGLE WALLED BOX VS DOUBLE WALLED BOX

### SINGLE WALLED BOX



This type of box is only suitable for light weight and non-fragile products.

### DOUBLE WALLED BOX



Double walled boxes should be used for heavier items.

## BOX SPECIFICATIONS

Use our chart below as a general guide to determine what box you should use:

Parcel Weight	Construction	Bursting Test* (pounds per square inch)	Edge Crush Test** (pounds per square inch)
Up to 5kg	Single Wall	155	34
5 - 10kg	Single Wall	160-200	34
10 - 25kg	Double Wall	250-300	55
25 - 30kg	Double Wall	350	55
> 30kg	Use specialist packaging method		

**\*Burst Test** is the force of pounds per square inch required to rupture or burst the side of a corrugated box. The result indicates the box's ability to withstand external or internal forces, and how the box will contain its contents during rough handling.

**\*\*Edge-Crush Test (ECT)** measures the stacking strength of corrugated cardboard boxes or fiberboard. Determining a finished box's compression strength is defined by the amount of force that is needed to crush the cardboard by standing it on its edge.

## INTERNAL PACKAGING

Empty space in a box will allow your goods to move around within the packaging, leading to the increased risk of damage during transit. It is therefore important to fill the void space with internal packaging.



There are many different kinds of materials available to help protect and secure your items - use our chart below as a guide to choosing the most appropriate for your shipment:

Type of Material	Cushioning	Void Fill	Protection	Divider	Other Function
Bubble wrap	✓	✓	✓		
Foam Wrap	✓	✓	✓		
Foam peanuts/pellets	✓	✓		✓	
Airbags		✓			
Crumpled paper		✓	✓		
Corrugated inserts		✓	✓	✓	
Shredded cardboard		✓	✓	✓	Shock Absorption





## PACKING METHODS

### Non-fragile items

Generally, it is recommended to use a double wall box, but, if using single wall, ensure your box has suitable strength for the weight of its contents.

Items should be placed centrally in the box with at least 6cm distance from the edge of the box.

Items that may be affected by moisture, prone to spillage, or leave stains should be placed in a plastic bag or container for extra protection.

All items should be individually wrapped, with packing materials between them (if not using dividers).

All void space should be filled.

### Fragile Items

For items that require additional protection, it is advised to use the box-in-a-box method to doubly secure it for transit. This method can also be used for retail purposes, where it is required to keep the packaging of the internal box free from any scuffs, marks or other damage that could occur during shipment. Follow the below steps to pack your fragile items safely for transit:

*Two boxes are required, external box should be a minimum of 14cm larger in all dimensions than the internal box. It is advised to use a double wall box for both boxes*

*Place goods in the internal box and then follow the procedure for non-fragile items*

*Place approximately 6cm of packaging material at the bottom of the external box before placing the inner box inside*

*Fill up the remaining void space with packaging material before sealing for delivery*

### Liquids and Powders

Many liquids and powders used in and around the home are classified as dangerous goods and so they are strictly regulated for transport internationally and/or by plane. It is worth checking with your courier in advance to ensure your goods are able to be transported by aircraft.

For liquids and powders not classed as dangerous goods, the following steps will help to prevent loss or damage during transit.

**Liquids** should be contained in a leak-free container and secured with strong internal material such as styrofoam. The item should then be sealed in a plastic bag before being placed in a double wall box.

'Arrow Up' and 'Liquid' labels should be affixed to the outside of the package for all liquid shipments, so that they can be handled appropriately.

**Semi-liquids, strong smelling or greasy substances** should be sealed with adhesive tape, then wrapped in grease-resistant paper before being placed in a double wall box.

**Powders and fine grains** should be placed in strong plastic bags, sealed securely and then packed in a rigid fiberboard box.

## STEP 3: SEAL AND LABEL

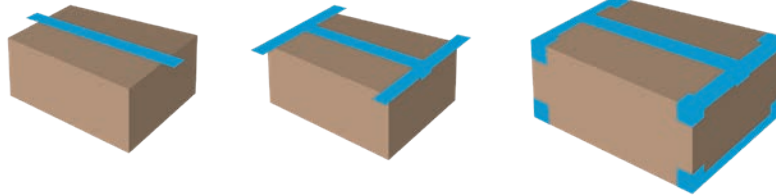
It's now time to put the finishing touch to your parcel to ensure it reaches its final destination in as good a condition as possible. A good seal will help to protect your package and prevent the internal goods from being exposed, damaged or lost during transit.

### THE SEAL

There are three types of adhesive tapes that are recommended for their strength and durability:

- Polypropylene tape (brown plastic tape)
- Vinyl adhesive tape (electrical tape)
- Fiber-reinforced paper tape (duct tape)

Do not use household sellotape, masking tape, string, rope or wrapping paper.



### HOW TO SEAL

It is recommended to use the H-taping method when sealing your package:

- Apply 1 strip of tape along the centre seam
- Apply 2 strips of tape across both edge seams
- Repeat the H-taping so that both the box's top and bottom seams are sealed
- Ensure there are no sharp or protruding edges or points.

For heavier shipments, apply more strips of tape. Boxes heavier than 23kg should be marked with a 'heavy' label.

For packages over 30kg, strapping - or banding - of items is recommended to provide additional strength to a parcel. However, packaging should be the appropriate strength and durability for the weight of its contents and should not rely on strapping.

### APPLY THE LABEL

Using and displaying the shipment label correctly is vital for ensuring that your shipment moves smoothly through the shipping network. Below are a few key points to note:

- Fix the shipment label securely on the top surface of the shipment box
- Ensure the label is visible in its entirety and that it does not cover any seams
- Do not let anything - other labels, tapes or paperwork - cover the shipment label
- If you are recycling and reusing old boxes, removed all outdated shipment labels prior to use
- Use a plastic self-adhesive clear window pouch to hold any loose documents that are required to be placed outside of the box
- Place a spare label inside the package that contains both the sender's and receiver's addresses and contact details. This will help the courier or shipping company identify the package if the original label becomes detached or damaged

### SPECIAL HANDLING LABELS

If your package has special requirements that the shipping company needs to be aware of during transit, make sure you attach the appropriate special handling label to the parcel prior to courier collection.

Examples include:



#### This Way Up

The upward arrows show the direction that the package must be transported, handled and stored.



#### Fragile, Handle with Care

The package must be handled carefully.



#### Keep Dry

The package must be stored under cover and be protected from excessive humidity.

CHAPTER 5  
**INSURANCE**





## DO I NEED **INSURANCE?**

No matter what you are sending or where, it is always a good idea to have the appropriate insurance to cover the items in the event of damage or loss while in transit. It is also crucial to be honest about the value of the goods you are sending in order to minimise the risk that any insurance claim is not rejected should it be required.

Each of the major carrier companies will offer or provide insurance when you place your booking. For more information speak to your dedicated World Options account manager.

## **WORLD OPTIONS ENHANCED COVER**

World Options enhanced cover is designed to help you recuperate the value of your product in the event of loss or damage. The cost of the cover is 1% of the enhanced cover value, for example, £0.20 will cover you up to £20.

Enhanced cover provides a level of cover above that which is obtainable as standard from the courier used to ship the goods. Therefore, any claim under World Options enhanced cover will only be processed after a successful claim for loss or damage with the courier.

For more information and the full terms and conditions, speak to your dedicated World Options account manager.

---

The information provided is intended as a guide only and is subject to change.

**WHAT IS NOT INCLUDED IN ENHANCED COVER?**



Precious metals, diamonds and other stones



Fine art, antiques



Jewellery and watches



Bullion, money, credit cards, debit cards, ATM cards, cash-replacement cards



Store and gift vouchers and cards



Travellers cheques



Securities, bonds, deeds, banknotes, treasury notes, stamps and similar cash substitutes



Travel tickets, event tickets



Manuscripts



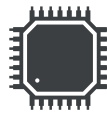
Documents of any description



Weapons and explosives of any kind



Live animals and plants



Computer chips, memory modules, expansion cards, software licenses



Mobile telephones, pre-paid mobile vouchers, SIM cards and accessories



Cigarettes, processed tobacco products



Plasma screens, LCD screens



Satellite navigation equipment



China, glass, fragile goods



Illegal goods



Tools



Samples



Exhibitions

## DANGEROUS & HAZARDOUS ITEMS

The following items cannot be shipped under any circumstances:



Adhesives



Aerosols



Airbags for Cars



Christmas Crackers



Cleaners & Solvent



Compressed Air & Gas Cylinders



Fireworks



Hair Curlers



Helium



Liquid Bleach & Chlorine



Magnets



Nail Varnish



Radioactive Materials



Safety Matches



Seat Belts



Ammunition



Batteries



Camping Stoves



Diesel, Fuel & Gasoline



Dry Ice



Fire Extinguishers



Infectious Substances



Insecticides



Life Jackets



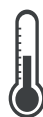
Paint & Turpentine



Pepper Spray



Perfumes & Aftershaves



Thermometer



Flammable Liquids

### IMPORTANT

These restrictions apply to all services offered by the World Options shipping service. However, it is highly advisable to also check that you comply with customs at the destination country and also the policy of your chosen carrier, as further restrictions may apply. If you are in any doubt, please contact our customer services team.



## PROHIBITED ITEMS

The following items are prohibited:



White Goods



Tobacco



Money



Printer Ink



Bullion



Illegal Drugs



Televisions



Imitation Firearms



Knives



Pornography



Animals & Animal Products



Body Parts



Lab & Medical Samples



Mattresses



Non-Flat-Pack Furniture



Personal Data



Persishable Foodstuffs



Precious Metals



Stamps

## RESTRICTED ITEMS

The following items may have restrictions on them - these will vary by carrier or country:



Alcohol & Champagne



Credit or Debit Cards



Jewellery & Watches



Mobile Phones/  
Devices



Passports

## IMPORTANT

These restrictions apply to all services offered by the World Options shipping service. However, it is highly advisable to also check that you comply with customs at the destination country and also the policy of your chosen carrier, as further restrictions may apply. If you are in any doubt, please contact our customer services team.

## CASE STUDY #2

# WHAT OUR CUSTOMERS SAY ABOUT US



**Paul Rothwell, Brand Manager  
- Bespoke Luggage Manufacturer**

### The appeal of World Options

We are a low-volume manufacturer of bespoke products, sending out around 60 parcels a month, which means we don't have the ability to get a cost-effective account directly with a courier as our volume of work would never be enough to attract a decent rate. Due to this, we were looking around online for a third party supplier that could provide us with a more cost-effective courier service than we were able to obtain ourselves. We found and started using World Options to book carriers, as it is able to get a better rate by a considerable amount than we would be able to get if we had a direct account, due to the volume of packages.

### Excellent customer service

We certainly weren't just looking for a cheap and cost effective option, we needed a quality customer service provider as well as a delivery service. Our service is bespoke, which means we're high on customer care, and so we were looking for a carrier option that also provides a high quality customer service.

Our products are bespoke made-to-measure travel luggage and accessories and, as such, all of our customers are going on flights - and if they're flying on Tuesday they don't want their bag from us to arrive on Wednesday. If a bag hasn't arrived in time then it's incredibly important to us that we get a quick resolution to the issue - and that's when the service from WO is definitely better than any other service.

Our World Options account manager provides us with an exceptional level of customer service - we can email or call him and within a very short period of time he responds to our request and deals with the problem very quickly and swiftly. It can all be resolved within an hour. That is worth more to me, as a business, than anything else.

### Save your business valuable time

As a small business I don't want to spend half my morning chasing after a courier - it simply wouldn't be cost effective to do that. One email to our account manager at World Options and that's all I need to do. To me this service is vital - as a small business with a small number of employees it is far better to use World Options and get their person to track down a package than it is tie up either yourself or one of your employees.

If things are working perfectly and smoothly then it doesn't matter, it makes no difference, but when it goes wrong then then that's the difference between using World Options or a different direct courier service.

### Save your business valuable time

I would recommend World Options without reservation to any business that sends out parcels on a regular basis. They offer me the best, most cost-effective service because they're able to get better rates than I would otherwise and, without a shadow of a doubt, they give me a customer service element that isn't available elsewhere, which saves me time and makes me more productive. If you're a small business with low volumes then World Options is most definitely for you, no doubt about that.



NOW THAT YOU ARE ARMED WITH YOUR ULTIMATE SHIPPING GUIDE...  
ARE YOU READY TO EXPLORE YOUR OPTIONS?

TAKE THE ULTIMATE **SHIPPING CHALLENGE!**

Request a quick quote and World Options will call you back for your free shipping evaluation.

GET A QUICK QUOTE

<https://uk.worldoptions.com/shipping-services/parcels>







**WORLD OPTIONS®**  
*Be Global*



# SHIPPING MADE SIMPLE

[www.worldoptionsaustralia.com.au](http://www.worldoptionsaustralia.com.au)