

## Purpose

To outline the steps necessary to consign a shipment to the customer.

## Procedure

The following process applies when there are no specific freight instructions identified by the customer. If additional instructions are specified, CAA staff pack and/or dispatch according to the specific instructions.

To consign freight follow these steps:

1. The order is packed on skids, pallets or rails. It is wrapped or strapped. If it is an export job, export packaging is used. If it is a job within Australia standard packaging is used.
2. The shipment is weighed and the weight is recorded on the order and on the MYOB invoice.
3. If freight is to be charged to the invoice, the amount is recorded on the invoice.
4. Unless advised otherwise, a CAA label is addressed to the receiver along with the invoice. It is attached to the goods.
5. We use numerous Transport companies. Depending on the Freight company, sender and receiver details are completed online or manually.
6. The con-note is marked to identify who pays for the freight and the account number to charge (if known).
7. The transport company is booked online or rung to arrange collection.
8. Details of the consignment are recorded on 2020 to facilitate tracking.

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