



# TCL

- SAME-DAY DELIVERIES
- OVERNIGHT DELIVERIES
- BUDGET CARGO
- INTERNATIONAL COURIER / AIRFREIGHT



**The Courier Link**  
*providing courier and express freight solutions*



# Mission Statement



## Mission Statement

Our strategic objective is to provide a quality courier & transport service to the growing South African market, both on a domestic and international front, through our extensive network of express road and air freight resources.

## Customer Satisfaction

Our key objective is to ensure that our clients benefit from a cost effective courier & transport service without compromising on service or reliability.

As the company, which was established in 2001, is owner run it lends itself to a strong commitment to customer service



# Service Options

- **Same Day Express:**

This is a quick response service for very urgent consignments (anything from an envelope to a large pallet of machinery) which we will collect from & deliver to any destination within (and over) the borders of South Africa on the same day. (Distances permitting)

- **Overnight Express:**

This service offers two options and ensures that shipments are delivered to main centres and regional centres either before 08h30 or 11h00 the following business day.

- **Budget Cargo:**

This service is for less urgent shipments. Delivery is generally effected before 17h00 the following business day where possible.

- **International:**

This service delivers to and collects from any destination worldwide or Cross Border. Courier (for time sensitive consignments) as well as Airfreight (for larger less urgent consignment) is available.

- **Special Operations Services (SOS):**

This services caters to any “out of the ordinary” courier requests that may require special handlings in terms of the shipment size, value, fragility or time constraints.

With access to our wide and varied range of recourses, The Courier Link is able to apply the appropriate solution at the most cost effective rate to attend to many a varied need.

- **After Hours:**

An after hours service is available for any request out of normal working hours. Our operation is available 24 hrs a day, 7 days a week 365 days year.



# Delivery Cycles

The Courier Link's direct-express system, which cuts out the need for warehousing & sortation, ensures that we can keep accurate tabs on your shipment until it's successful delivery.

Less handling stages yield the following positive results:

- **Misrouted** consignments become very rare.
- **Less chance** of damages.
- **Less chance** of theft or hijacking.

## T.C.L – Direct Consignor to Consignee Delivery Cycle - 4 Stages



VS.

## Typical Courier Company Delivery Cycle - 6 Stages



# Benefits of using The Courier Link

- **Service Excellence**

Whether time is of the essence or economy is the focus, shipments are monitored all the way and delivered within the promised time frame.

- **Number of Daily Shipments**

Kept to a minimum, which has the benefit of low admin / ops activity with more time and resource available to ensure that freight is moved in complete adherence to operational policy.

- **Flexibility**

Whilst the normal range of courier services is offered our operation can be tailored to suit a particular need.

- **Freight Handling**

This unique operation ensures that handling is kept to an absolute minimum with the benefit of reducing the possibility of damage, theft and / or misrouting (which can lead to lengthy delays)

- **Accessibility**

24 hrs a day, seven days a week, 365 days a year. No cut off time for collections.

- **Billing**

Accurate and itemised billing with hard copy POD attached without any additional charges such as fuel levies etc.

- **Industrial Action**

As most of our drivers are owner drivers we are not affected by industrial action.

- **Query Handling**

Prompt, efficient, effective - personal client liaison.

- **BEE**

TCL is committed to BEE and is a certified level 4 contributor.

- **SAEPA Member**

The Courier Link CC is a member of the accredited South African Express Parcel Association for your peace of mind



## Contact Information



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