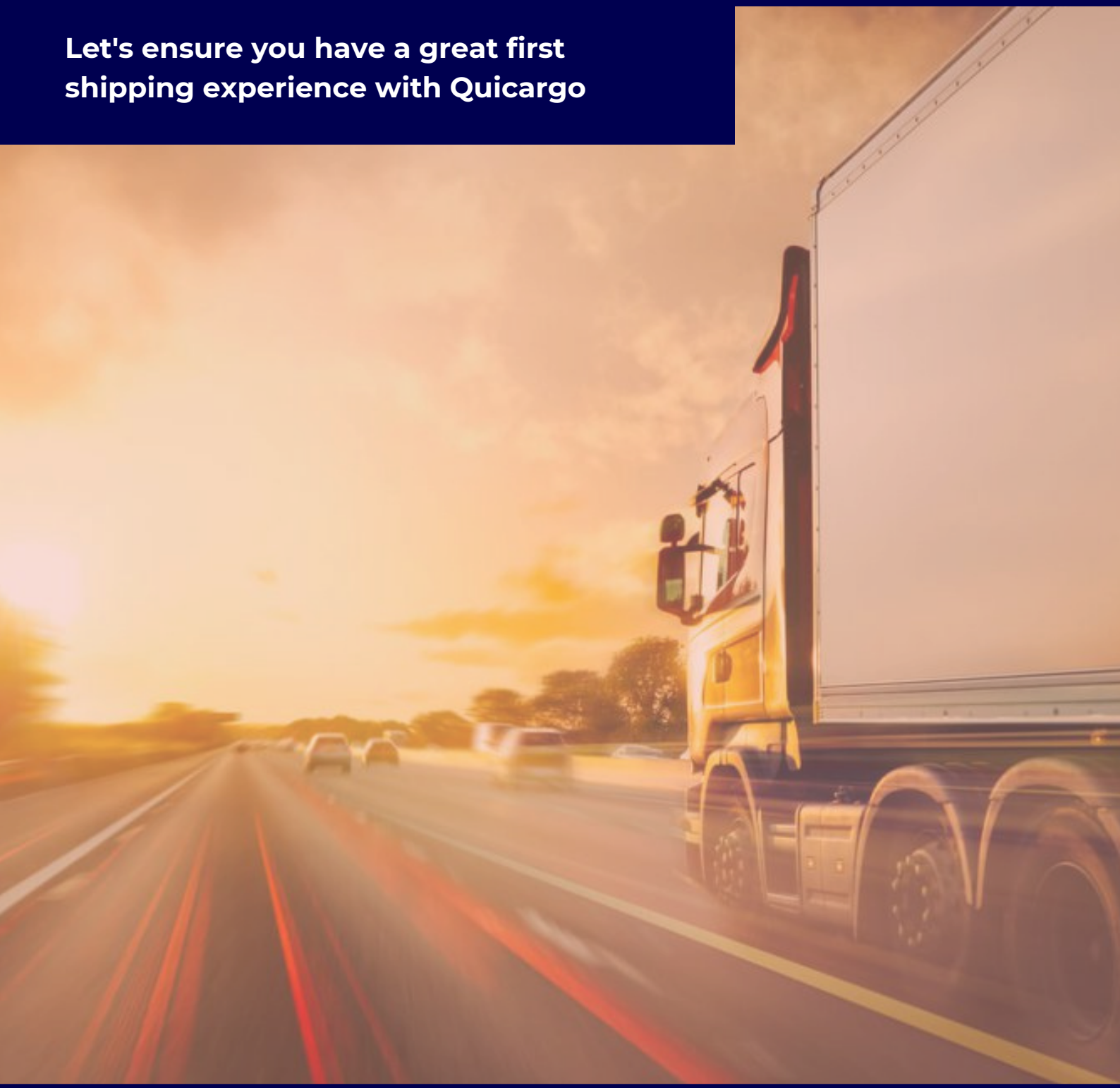


QUICARGO 2021 | White Paper

PREPARING YOUR ORDER: A COMPLETE SHIPPING GUIDE

Let's ensure you have a great first shipping experience with Quicargo



HOW TO SHIP YOUR GOODS

Congratulations!

You have ordered your first delivery with Quicargo, the largest freight network in Western Europe! We are happy to welcome you!

Before your first shipment, there are some **important things to know** about shipping with Quicargo like i.e. how to correctly label your goods.

If you often ship goods, you want to do it in the most pleasant way possible. You surely want everything to run smoothly, without additional costs and you wish the freight to be delivered to the right place without any damage.

This is why we have put together this easy guide with all the information in a nutshell!

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KEY TAKEAWAYS

- How should I prepare pallets for shipment?
- How should I pack parcels?
- How can I cancel my order?
- How to contact Quicargo?

HOW TO SHIP YOUR GOODS

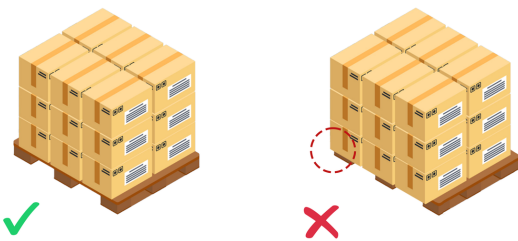
PREPARING YOUR SHIPMENT

After you have booked your order and received your order confirmation email, you can start preparing your shipment.

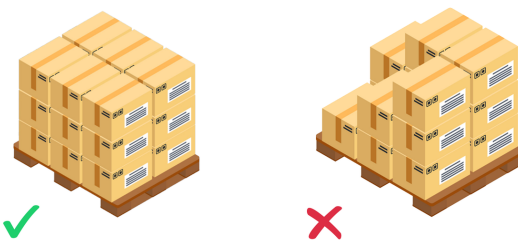
How to prepare your goods correctly PALLET



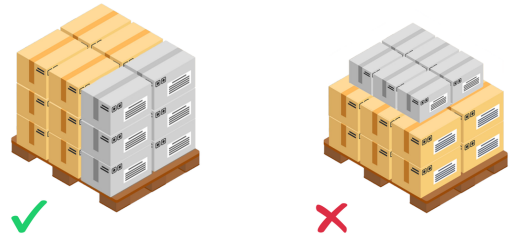
Choose the right pallet. Also, please only use pallets that are in good condition.



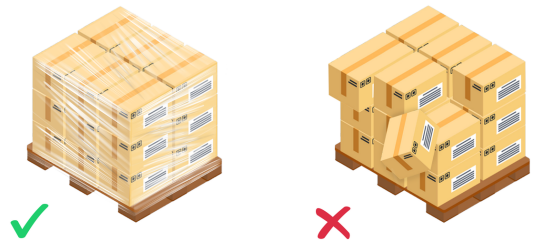
Pick a pallet large enough so that your freight does not hang over the edges of the pallet.



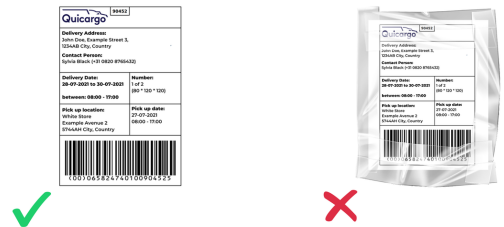
Distribute the weight on your pallet evenly and stack your items in columns.



Make sure that the top of your packed pallet is flat in order to decrease the risk of damage or loss of your goods.



Please shrink wrap your goods together with the top of the pallet in order to prevent your loading getting loose.



Please do keep in mind that your label must be placed on the outside of the stretch-wrap in order to be scanned properly.

Poor packaging puts your goods as well as our carriers at risk which is why they are entitled to refuse packaging that does not comply with our packaging standards listed above.

Please note that you are responsible that products arrive safely and do not get damaged unnecessarily.

HOW TO SHIP YOUR GOODS

PARCELS



Select a box of good quality.



Leave as little empty space as possible & cushion it.



Do not send your parcels wrapped as gifts.



Avoid damaged boxes.



Make use of dividers when sending multiple items.



Use qualitative tape to seal your boxes.



Remove all old labels before reusing a box.



Do not use any material other than cardboard boxes.



Seal with an "H" and cover all box edges.



For items like rolled paper use triangular tubes.



Avoid circular tubes for rolled paper.



Fragile objects need to be packed and labeled correctly.



Use a padded envelope for sending small items.

HOW TO SHIP YOUR GOODS

HOW TO LABEL YOUR GOODS



By correctly labeling your goods you will ensure that the handling of your goods is conducted appropriately, your cargo meets the required shipping regulations, receivers are able to identify your shipment and that you are complying with safety standards. Please be aware that incorrect labeling can lead to delays, shipping damage or even loss in the worst case, all resulting in high cost in money and time.

On the platform or within your order confirmation email, you received a link to [print your labels](#). Please make sure that everything is **clearly legible** and you do not fold the part with the barcode so that the barcode can be properly scanned. You also need to **remove all old labels** to avoid any mixup in the shipping process.

PALLETS

- When labelling your pallet, please adhere two identical labels per pallet, on opposing fork entry sides (on the side of the pallet).

- Please place the label in a vertical position, neither crooked nor creased.
- For full pallets, please do keep in mind that your label must be placed on the outside of the stretch-wrap in order to be scanned properly.

PARCELS

First of all, please check that the **recipient's details** are correctly displayed on your shipping label. This includes the following information:

- Destination country
- Company name (if applicable)
- Addressee name
- Street name and house number
- Postcode and town/city
- Telephone number of the addressee
- Return address

In a next step, you should attach the shipping label to your parcel so that the information is **clearly visible and legible**. Using self-adhesive labels to print your labels on will smoothen your shipping process and simply make things easier for you.

Please note that if you pack 2 or more parcels together, every box needs its own label or else it will not be delivered.

*"Quicargo provides an excellent service. Efficient and reliable."
by Stephan Perseng*



HOW TO SHIP YOUR GOODS

Quicargo's Loading Times

AVOIDING EXTRA COSTS

In order to avoid any extra costs, please take a closer look at our loading/unloading times. Our loading and unloading takes place during normal working hours **between 08.00 and 17.00**. For a surcharge, other loading times can be requested.

The following times apply for loading/unloading from when the vehicle is placed at the disposal of the customer and the end-customer, unless explicitly agreed otherwise in writing. **For these times, no extra costs will be charged.**

Pallets	Standard Waiting Time
1 - 2	15 minutes
3 - 19	30 minutes
20 - 33	1 hour (2 hrs for international shipments)

The extra time that exceeds the standard waiting time specified above will result in **extra costs for the shipper**. Quicargo charges 15,- Euros per 15 minutes delay. Calculation will be done per 15 minutes, not per minute and will be rounded up mathematically. Please note that 500 euros will be charged for one waiting day.

What is an ETA & where can I find it?

ETA is short for "Estimated Time of Arrival" and is part of our Track & Trace system.

Once you have placed a shipment on our

platform, you will receive an **order number** with which you can receive status updates on your delivery from our system.

It is possible for you to track your shipment live on the platform. Within your order ([Login](#)), the system will give you regular updates on your delivery.

You can also [follow this link](#) and you will be redirected to our information page where you can submit a request to receive new information on your order status.

What is an AVC/ CMR or POD?

AVC is short for "Algemene vervoerders condities", POD stands for "Proof of Delivery" and CMR is an abbreviation for "Convention on the Contract for the International Carriage of Goods by Road". Dutch national (AVC/ POD) and international (CMR) road freight transport is being regulated with these documents which also serve as an international agreement between trading parties.

The carrier usually completes these forms, the shipper however is responsible for the accuracy of the information and must sign the document when the goods are collected. The consignee will also sign the form on delivery, which is essential for the carrier to be able to confirm the delivery of the goods and to justify the payment for its services.

These documents are prepared by the exporter and the freight forwarder and are addressed to the importer and the carrier.

HOW TO SHIP YOUR GOODS

Special Requests

Have you seen Quicargo's bookable options for special requests?

When shipping with Quicargo, there is almost **no limit!** We always try to make everything work and see to a solution for a problem.

Requirements ⓘ

None	Backlift & Pallet jack
Side loading	Mounted forklift

Services like a mounted forklift are needed if you for example are shipping **pallets with deviating dimensions larger than 240 centimeters** or if there is **maybe no forklift available at the pick-up or delivery location**. In both cases you will need a mounted forklift to load and unload your freight.

All these special requests will be asked during your order process. If you have not requested one of the above but are in need of this service, please inform us about it by submitting a request within the platform or contacting us under service@quicargo.com. It's super simple!

How to contact Quicargo?

Your first point of contact is always with our **service team**.

Our team is trained in making sure that all your questions/queries will be answered. We act as the intermediate between you as a shipper and the carrier.

Our service team happily assists you **Monday - Friday from 09:00 - 17:00 (CEST)**.

The fastest way to reach our team is by email.

However, we are also available via phone.

+31 (0) 20-2620216

[**service@quicargo.com**](mailto:service@quicargo.com)

Companies such as Knauf, DSM and Unilever are already doing it. Are you next?



HOW TO SHIP YOUR GOODS

EDITING YOUR ORDER

MAKING CHANGES TO YOUR ORDER

After ordering your shipment, you still have the option to make changes to your order. By [submitting a request](#), you can let us know what exactly you would like to have changed. Ranging from a new total weight to i.e. completely different dimensions of your pallets or an additional mounted forklift - let us know what needs to be changed or if you have any **additional special requests** and we will make it work!

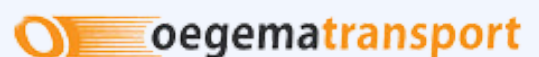
HOW TO CANCEL YOUR SHIPMENT

When shipping with Quicargo, you can cancel your order at almost any stage of the process. According to the different stages of the order process, Quicargo is entitled to claim part of the freight charge. In the following table, we quickly summarize the varying regulations!

Order Stage	Compensation Claim
1 day before the planned loading day until 14:00	The Customer can change volume or cancel without being charged
Between 14:00 and 17:00 on the day before the planned loading day	The Customer may be charged 70% of the freight charge
After 17:00 on the day before the planned loading day	The Customer may be charged 100% of the freight charge
On the planned loading day	The Customer may be charged 100% of the freight charge

Do you want to get to know more about our return policy? No problem, simply follow this link for more information on our [Terms & Conditions.](#)

Profit from Quicargo's large network of carriers like Jan de Rijk, Ben Becker, Vos Logistics, Micodo and Oegema!



HOW TO SHIP YOUR GOODS

PAYMENT PROCESSES

The Monday after your order is delivered, you will receive an email with the invoice. Within this email, you will find a link leading you to your payment.

How does it work?

- **Step 1:** Click on the [direct payment link](#)
- **Step 2:** Choose your preferred payment method such as [IDEAL](#), [Direct bank transfer](#), [Bancontact](#) or [SEPA direct debit](#)
- **Step 3:** Follow the steps given by your chosen payment method

We know that you want to keep your administration as simple as possible. If you are unable to authorize automatic bank transfers, this direct payment link is made for you. There is no doubt that this will save you time, and it will reduce the probability of human error on our side.

If you want to [pay directly](#) with your debit card, you can simply opt for the [IDEAL payment](#) method. If you still want to do a bank transfer but without having to insert all the info that is normally necessary, [SEPA direct transfer](#) will suit your needs.

The SEPA direct debit method will also permit you to [automate your payments](#). You will receive your invoice 14 days before the payment will be done. This will enable you to review the invoice. If there is any error, please provide us with the information and the invoice will be altered. If there are no errors, you do not have to do anything! The payment will be automatic. And don't worry, even after the payment, you can still request a change.

In general, the Quicargo [payment term](#) is [14 days](#). However, it is extended to 30 days in case you opt to pay via direct debit.

You can [request this payment option](#) by sending an email to finance@quicargo.com. In order to arrange this you will need to sign a mandate form.



Please note:

At Quicargo, we value [transparency in pricing](#). So please beware that we are currently offering three different types of spot rates which vary according to the country you are shipping to or from.

✓ **Standard rates**

orders placed early during office hours

✓ **Last-minute rates**

orders placed during late office hours

✓ **Same day rates**

orders that need to be picked up on the same day

Also, please be aware of our [closing times](#) for new orders. After these set times, we will no longer accept shipments with a pick-up for the next day.



HOW TO SHIP YOUR GOODS

SAVING MONEY WITH QUICARGO

SPOT MARKET

In need of a freight carrier for last-minute or fast & effortless pallet shipping or parcel deliveries? Quicargo has got you covered! Use our spot shipping solutions.

Review us on Trustpilot

With Quicargo's freight cost calculator you can **easily calculate your different rates** for our spot market.

Pallets
 Parcels
 Oversized

Shared truckload
Full truckload
Amazon Shipment
B2C
Mounted forklift

Pick-up address

NL ▾

Enter your pick-up address

Delivery address

NL ▾

Enter your delivery address

Type of pallets

EURO
▾

Number of pallets

-

1

+

CALCULATE PRICE

>> **Get even better quotes** <<
request custom rates

CONTRACTED RATES

Are you planning on moving **more volume** to Quicargo?

If you are shipping more than 10 pallets per month or over 50 parcels/month, requesting a quote is more advantageous. See three reasons, why you should request your quote today!

- ✓ **Fixed rates for the whole year**
Save up to an additional 30%
- ✓ **Dedicated contact person**
Enjoy extra service and smooth communication
- ✓ **IT integration**
Work and handle shipments within your own system

HOW TO SHIP YOUR GOODS

ALL SHIPPING DESTINATIONS

Moving goods across Europe

Quicargo offers services to almost every European Country. The following map indicates our current shipping destinations.

Northern Europe

- Norway
- Sweden
- Finland
- Denmark

Central Europe

- Austria
- Poland
- Czech Republic
- Slovakia
- Hungary
- Slovenia
- Croatia

Western Europe

- United Kingdom
- Netherlands
- Belgium
- Luxembourg
- Germany
- France

Southern Europe

- Portugal
- Spain
- Italy

Eastern Europe

- Estonia
- Latvia
- Lithuania
- Romania
- Bulgaria
- Greece



B2C shipments with Quicargo

You probably already know that Quicargo mainly ships your goods to other businesses (B2B). But have you heard that **you can also ship cargo to consumer addresses (B2C)** within the Netherlands and domestically in Germany? Yes! Check out the tables below to find out more about our services

Pallets	B2B	B2C
Netherlands (NL) → NL	✓	✓
NL → International	✓	–
International → NL	✓	–
Belgium (BE) → BE/NL/International	✓	–
Germany (DE) → DE	✓	✓
Germany (DE) → NL/International	✓	–

Parcels	B2B	B2C
Netherlands (NL) → NL	✓	✓
NL → International	✓	✓
Pick-up outside the Netherlands is currently not supported		

IMPORTANT TO KNOW ABOUT YOUR PICKUP AND DELIVERY ADDRESS

We ask our customers to always be aware of whether the pick up or delivery address is located within a residential area, city center or shopping street. These areas have various restrictions for trucks with large trailers to be able to load/unload.

HOW TO SHIP YOUR GOODS

The restrictions can vary from total weight of truck, specific loading/unloading times or special permits being required to access that specific area.

- **Residential areas** are supported by Quicargo and its network of carriers. However, this has to be indicated before your delivery. The reason being that it is not possible for trucks with large trailers to access these areas and/or that there are weight restrictions for trucks in that area. We then will have to get a box truck to load/unload the goods, which will result in a B2C surcharge.
- **City Centers** can carry various restrictions such as specific times that trucks can enter the city center, weight restrictions and necessary special permits to access these areas.
- **Shopping streets** have specific loading and unloading times as well as weight restrictions and special permits to access these areas.

We kindly ask you to be aware of the above and add the necessary information to your order in case you confirm an order from/to any one of these locations. If an order is placed in one of these areas and we are not informed, **extra costs** may occur or Quicargo has the right to cancel the shipment.

LET'S TALK INTEGRATION

You already work with a system such as Oracle, Exact, and Microsoft Dynamics? Of course you would prefer to continue working from within your own business management system which is why we also offer an [integration with Quicargo!](#)

With Quicargo's open API, you can easily connect our system with frequently used **ERP systems**. Our secure and powerful API gives you the chance to easily create orders, get offers, get status updates and cancel orders - **for both pallets & parcels**.

This also works for most smaller and less-known business and planning management systems.

Many early adopters such as Way to Play, Mojogear, Crazy Labels, Keen Delivery, Foodcircle and Autobench have already connected their systems and are saving time and resources.



HOW TO SHIP YOUR GOODS

SENDCLOUD

Are you operating an e-commerce business? Are you already using [Sendcloud](#) for an easier handling of all the processes? We are happy to let you know that **Quicargo is already integrated with Sendcloud!**



Quicargo is one of the few carriers affiliated with Sendcloud that allows you to send pallets and parcels to both companies (B2B) and individuals (B2C). Quickly shipping large and heavy packages ('uglies' up to 70 kg) is also no problem with Quicargo!

Via Sendcloud, you will quickly notice that Quicargo often offers the best rates, especially for pallets and long-distance shipments. Quicargo makes efficient use of empty space which is why we can offer such **awesome prices!** Your loads are matched with the most fitting carrier to diminish the waste of resources and to reduce CO2 emissions.

ONLINE MARKETPLACES

Are you in need of a shipping solution for deliveries to online marketplace warehouses such as [Amazon](#), [Bol.com](#) or [Zalando](#)?

Quicargo offers you exactly that! By shipping with Quicargo, you take advantage of a **strong network of professional carriers** that is **specialized** in these shipments. Those type of carriers are usually difficult to find, as they need to adhere to strict rules and regulations. Within our network, we have 'preferred carriers' who are able to ship to those fulfillment centers.

Offers such as Fulfillment by Amazon (FBA) and Zalando fulfillment solutions (ZFS) can therefore be easily used with Quicargo!

[Amazon shipping guide](#)



HOW TO SHIP YOUR GOODS

DAMAGE CLAIMS

It is important that you as the receiving party **carefully check a shipment** for possible damage **before accepting it**. We strive for a high standard of carriers yet damage can always occur unfortunately. If your goods were unexpectedly damaged during transport, it must be **documented on the CMR/POD** and **signed by the recipient and the carrier**.

In a situation like this, please **contact Quicargo** by sending an e-mail to service@quicargo.com as soon as possible. In this email, we kindly ask you to provide us with said CMR/POD and photos of the damage for documentation purposes.

A damage claim is always **between the customer and the carrier**. Quicargo has a supporting role in the communication. Once Quicargo has been notified of damage to a particular shipment, our service team will contact the carrier to ask about the circumstances. Quicargo will provide you with this information and **you can decide** if you would like to **start a claim** against the carrier.

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Our service team happily assists you **Monday - Friday from 09:00 - 17:00 (CEST)**.

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However, we are also available via phone.



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"No more empty trucks!"

