

Do's & Dont's of the Exchange

CX courier
exchange

HX haulage
exchange

Dated 09/08/2019
E&OE

Do's of the Exchange

- 👍 DO introduce yourself to other members.
- 👍 DO be courteous to other members and its 'end customers' at all times.
- 👍 DO communicate as often as necessary when on a job (this includes calling the member to advise goods are on board, when you have delivered and if there are any issues).
- 👍 DO confirm all jobs through the system.
- 👍 DO mark all jobs as sold if the job if it is no longer available.
- 👍 DO leave feedback for every job confirmed through the Exchange.
- 👍 DO get a signed Proof of Delivery for every job without your business details displayed.
- 👍 DO send your invoice and POD together by post and or electronically unless otherwise agreed.
- 👍 DO register Return Journeys for every job.
- 👍 DO make use of the various features on the Exchange, like the Mobile App.
- 👍 DO look at the Knowledge Base to find answers to your queries.
- 👍 DO submit a support ticket or call in if you have any queries and cannot find the answer in the Help Centre.
- 👍 DO pay members/sub-contractors on or before the agreed payment terms.
- 👍 DO everything you can to run your own credit control.
- 👍 DO renew your subscription before expiry. If you wish to setup a Quarterly Direct Debit you must have done so 2 months before expiry. Once the renewal invoice has been issued it is too late to setup a Direct Debit.
- 👍 DO keep your personal details and insurances up-to-date.
- 👍 DO make yourself aware of the forum rules.

- 👍 DO submit your comments and suggestions via the support section.
- 👍 DO ensure bank details are entered onto the platform and kept current.
- 👍 DO update your status and current location using the Mobile App, and make sure your GPS is always active.
- 👍 DO invoice for a load immediately after completion to prevent any payment delays.
- 👍 DO always remain professional and report any member who is not acting in this way.
- 👍 Do inform members of any known additional fees or charges (ferries/tolls etc.) when posting the load.

Don'ts of the Exchange

- 👎 DON'T be rude, abusive or aggressive to any member, customer or staff.
- 👎 DON'T ask what to charge on the forums.
- 👎 DON'T try and poach customers.
- 👎 DON'T leave your business details in any format at the collection or delivery points.
- 👎 DON'T do anything which is not agreed with the member first.
- 👎 DON'T 'name and shame' on the forums.
- 👎 DON'T sub-contract a load through the Exchange or any other network or media if you obtained it through the Exchange.
- 👎 DON'T post loads as hotshots if not prepared to pay hotshot rates.
- 👎 DON'T place loads onto the Exchange from revoked members or non - members of the Exchange.
- 👎 DON'T put in late payment complaints without completing your own credit control first.
- 👎 DON'T take advantage of new members, which include expecting low prices of loads to be expected to gain feedback.
- 👎 DON'T co-load without the written permission granted by all parties.
- 👎 DON'T break the forum rules.
- 👎 DON'T leave support queries on the forum.