



We at 3B strongly believe that our standard of customer care is unrivalled by any multinational carrier. Our number one priority is still to ensure that your parcels are delivered without you having to continually track or chase delivery.

Please find below our portfolio of products and services.

UK Courier Services

Our services include

Next day * before Noon * before 10:30am * before 9am * Saturday delivery * third party collections & returns * Pallet collection and delivery * Free proof of delivery confirmation via email*

Euro Road Services

Our services have expanded to cover the following 22 countries. Transit times vary from 2 to 6 days

Austria * Belgium * Czech Republic * Denmark * Estonia * Finland * France * Germany * Hungary * Italy * Latvia * Lithuania * Luxembourg * Netherlands * Norway * Poland * Portugal * Slovakia * Slovenia * Spain * Sweden * Switzerland

International Courier

We offer a comprehensive air courier service to over 207 countries.

Freight Forwarding & Import/Export services

Let us take the stress out of dealing with large exports or imports

Pick & Pack

We now offer the facility to store your products to pick and despatch.

Warehouse Storage

Have you run out of space or need some temporary storage for your business. We can offer reasonable storage rates for both long and short term storage.

Packing Solutions

3B can package awkward, valuable or fragile consignments for shipment around the world. We can also order packaging materials and cartons.

We are proud to provide the above services to enable your business to efficiently deliver Cornwall to the rest of the world.

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Email: info@3bint.co.uk, Web: <http://www.3bint.co.uk>

Registered in Great Britain No. 03524035, VAT Registration No. GB 698 7439 54

CREDIT ACCOUNT APPLICATION FORM

COMPANY DETAILS

Trading Name	
Company Name	
Company Reg Number	
VAT Reg Number	
Contact Name	
Address	
Town/City	
County	
Postcode	
Telephone Number	
Fax Number	
Email Address	

BANK DETAILS

Bank Name	
Account Number	
Sort Code	
Bank Address	
Town/City	
County	
Postcode	

TRADE REFERENCE 1:

Trade Reference Name	
Address	
Town/City	
County	
Postcode	
Telephone Number	

TRADE REFERENCE 2:

Trade Reference Name	
Address	
Town/City	
County	
Postcode	
Telephone Number	



3B INTERNATIONAL - CONDITIONS OF CARRIAGE

TRANSIT LIABILITY COVER

Free Transit Liability - £10.00 per KG - Additional Cover - £6.00 per £1000 cover required (To be booked at time of collection)

Items not Covered by 3B International Transit Liability Cover

Glass, precious stones, jewellery, money, glass, china, objects of art, antiques, fresh produce, consequential loss and valuable documents (passports, tenders, quotations, share or option certificates), We will not be liable for any loss of use, loss of profit, loss of customers, or other direct or indirect loss you suffer.

We will not be liable for loss of or damage to the goods or for an incorrect delivery or a delay if the loss, damage, delay or incorrect delivery has been caused by any of the following.

Natural disasters (such as floods), including unfavourable weather conditions *War, invasion, terrorism, riot or any similar event *

*The goods being legally seized, confiscated, destroyed or damaged by any authority * Any natural wastage of, fault in or deterioration of the goods * Insufficient or incorrect packaging of all or some of the goods * Insufficient or incorrect addressing of all or some of the goods * Insufficient or incorrect information in any consignment note filled in by you * Any labour dispute or disturbance of any kind * Any events beyond our control including congestion and delay

All claims for damage should be put in writing no later than 24hours from delivery and loss claims should be put in writing no later than 48hours from collection by 3B International.

All claims must be supported with a full detailed description of the goods. Cover is limited to the cost value of the goods and supporting documentation will be required.

Transit cover is calculated by the gross weight of the consignment as specified on our invoice. All damage claims are subject to inspection by 3B International.

3B International acts as a consolidator and use a number of different Carriers to ship goods to their final destination.
Contracts are currently in place with Business Post, City Link, DHL FEDEX, Interlink, Intercounty Express, Night Freight, Parceline, Parcelforce, TNT UK TNT Worldwide. & UPS
3B reserve the right to use the Carrier that they consider to be the most effective to route the goods to their final destination

Account Name

Account Number

I have read and accept the conditions of carriage listed above

Customer Signature

Date.....



3B Despatcher User Manual

The 3B Despatcher is simple to use and enables you to book any collection whether it is UK, European or International. The system is under continuous development so if you have any suggestions or requirements please let us know. We will update you on any enhancements that are made to the system.

Website URL is <http://www.3bint.co.uk>, click on 'Online Despatch'

Enter User Login and Password as supplied. *Contact us if you don't have a logon and wish to use the system.*

My Profile: Change Password and email address.

My Account: Change Contact details

Create a New User: Set up additional user profiles on your account

Book Collection: Specify Collection and Delivery Location
Enter Service Required. If International is selected you will be asked to enter the dimensions for each parcel. This is compulsory. Please note that commercial invoices are required for all international, non EEC deliveries. Commercial invoices are also required for the Channel Islands.

Enter Collection Date. This defaults to today's date but you can book collections for a future date using the dropdown.

Enter Number of Parcels

Enter Consignment Weight

Enter Any Customer Reference Required

Enter Any Special Instructions

Additional Insurance. *Tick Box if needed*

Click On Submit

If you have entered a UK Postcode, Select address from the drop down list. *These are matched with the UK Post Office Address File or taken from your own saved addresses. If a post code is not known or you have an international address, enter address details and select country if appropriate.*

Enter customer name and contact name and telephone number if known. *A telephone number enables us to contact your customer if there are any delivery difficulties.*

Click on Favourites. *If you are going to use the customer address again, save it to your customer database. There is no limit to the number of addresses that can be held.*



3B Despatcher User Manual

Click on submit to book your collection.

Print Delivery Label. *You now have an option to print an address label if required. If the parcel is already addressed because you have used your own delivery note then it isn't necessary to add a further address label as long as we can identify your parcel when it arrives at 3B.*

View Collections:

This screen shows the status of your day's collections. Click on Order Number to amend collection details. *Ensure that any changes are saved.*

To cancel a collection, click on cancel button

End Of Day:

Go to view collections and print manifest. *Two copies are provided, one for your records and one for our driver. Several end of days can be run if you have multiple collections or further consignments.*

General:

On all pages -

Sign out will log you out of the system

Home will take you to the main menu

Save will save any details entered or amended

Browser back button will take you to the previous screen

Additional Facilities:

If you have an existing regular customer database, these can be bulk imported into the system for you. Contact Bryn or Steve for details