

## Frequently Asked Questions (FAQs)

**Q Will Capital Transport stay open?**

A Yes. Transport, logistics and home delivery services are currently deemed to be essential services. Capital Transport will remain open to support the country's requirement to keep supply chains operating. If you have any questions or if there is anything you need more information on. Please contact your Account Manager or navigate to the Contact page at [www.capitaltransport.com.au](http://www.capitaltransport.com.au) for the details of a branch local to you.

**Q My customer did not sign for the delivery. How can I prove they received it?**

A For the safety of both clients and drivers, we have instructed the drivers to no longer capture signatures for Proof of Delivery (POD). Names, GPS plots and time stamps will still be captured as standard. We are leading by example and conforming to a Safe Work Australia directive:

<https://www.safeworkaustralia.gov.au/doc/coronavirus-covid-19-advice-employers>

“PPE should supplement higher level control measures such as isolation controls (e.g. Rideshare services requiring that passengers sit in the rear seat to maintain social distancing, or removing the requirement for people to sign for deliveries)”.

If you are concerned with PODs please contact our Account Manager for further information or navigate to our Contact page at [www.capitaltransport.com.au](http://www.capitaltransport.com.au) for the details of a Capital Transport branch local to you.

**Q Is there anything we can do to assist with pickup or delivery?**

A Absolutely! You can have doors open and your goods in an area that requires little social interaction for drivers to pickup or deliver.

**Q I have normally delivered just to businesses, can you deliver to homes?**

A Yes we can! At time of booking let us know that delivery is headed out to a private residence and advise us of a safe place we can leave the goods. If no one is home, no problem. Let us know if we have authority to leave safe whilst making the booking with one of our customer service representatives or by checking 'Authority to Leave Safe' box in your online booking.

Please make sure that the driver can unload the goods on their own, as they cannot use any assistance to keep within social distancing rules. For any further guidelines please contact your Account Manager or navigate to our Contact page at [www.capitaltransport.com.au](http://www.capitaltransport.com.au) for the details of a Capital Transport branch local to you.

**Q Can I pay my transport invoice by credit card?**

A Yes you can! Please call your accounts receivable contact person. You'll find their details on your invoice statement. If you can't find an invoice then please contact your Account Manager or navigate to our Contact page at [www.capitaltransport.com.au](http://www.capitaltransport.com.au) for the details of a Capital Transport branch local to you.

**Q Why can't your driver take away used items?**

A This is a service we would normally offer. Unfortunately in response to COVID-19 we've had to suspend this until further notice to ensure the health and safety of our drivers.