

Your courier welcome pack

Welcome to Direct Carry. We arrange urgent hand-carry deliveries of documents and eligible small items. As an on-board courier, you personally accompany the shipment and keep Operations updated from collection through to handover.

You have been shortlisted for our courier network. We won't be calling every applicant. Please complete and return your details, finish the short Direct Carry data-protection induction and sign the separate confidentiality agreement. Once we have received and reviewed these, we'll contact you when suitable work becomes available in your area. This does not guarantee work.

Courier fees

Assignment	Base fee	On-time bonus	Total when earned
Europe	£300	£50	£350
Asia	£700	£50	£750

Amounts are in GBP. The £50 bonus is earned by meeting the handover deadline and time zone agreed for that assignment. The brief confirms the fee, route, full duties and evidence required before you accept. Other regions, extra days and custom assignments are agreed individually. These terms apply to new offers; an existing agreed assignment keeps its agreed terms.

What we agree before you accept

- Collection and delivery addresses and contacts; item description, package count, size and weight; the required handover time.
- Outward and return travel, meeting points, luggage allowance, transfers and any overnight stay.
- Your fee and bonus, the work covered, and how additional time or changes will be handled.
- Who books and pays for travel, approved expenses, spending limits, receipts and payment due date.

Check the full brief before accepting. Tell us immediately if availability, travel documents, permissions or an unsuitable connection could prevent completion. Safety, airline and customs rules always take priority; never take a shortcut to earn a bonus.

Travel costs and payment

Get approval before booking travel or incurring extra costs. Keep itemised receipts and use the job reference on claims or invoices. Contact Operations before rearranging disrupted travel wherever possible. Each job confirms invoice, proof-of-delivery and payment requirements. Sensitive bank details use an agreed private method.

How we work

Completing an accepted assignment

Once you accept an assignment, you must complete it. Failure to complete an accepted assignment means we will be unable to offer you further work. If illness, an emergency or disruption affects the journey, contact Operations immediately and follow the agreed contingency or authorised handover.

- 1. Accept the brief.** Check the itinerary, fee, duties and deadlines. Confirm the booking name and travel details before tickets are issued.
- 2. Collect the shipment.** Check count and condition, record collection time and report damage, discrepancies or missing paperwork before leaving.
- 3. Travel and update us.** Confirm arrival at the airport or station, check-in/security where relevant, boarding, arrival and travel to the delivery address.
- 4. Complete the handover.** Deliver to the named recipient or an authorised alternative. Record the handover time, recipient name and agreed proof of delivery.
- 5. Close the assignment.** Send the final update, confirm the return plan, provide receipts or invoice and tell us when the agreed duties and travel are complete.

Your courier portal

Your job brief includes your personal courier access details. Open directcarry.co.uk/courier-job on your phone and save it to your home screen if useful. There is no native app to install. Keep your access details private.

Choose the stage that has actually happened, add any relevant note and press Save. Check that the update has saved. Report delays to Operations straight away; do not mark a future stage as complete. Use the agreed WhatsApp or telephone contact if the portal or connection is unavailable.

If you choose to share location for a job, allow location access in the browser and keep the page open and connected. Browser updates can stop when the phone locks, the page closes or signal is lost. The portal shows the latest saved location and time; it does not provide continuous WhatsApp tracking.

Standards on every journey

- Be ready at the agreed time and allow for check-in, security and transfers. Report any risk to the deadline promptly.
- Carry only agreed, declared items. Flag batteries, uncertain contents or restricted items before travel. Follow airline, security and customs instructions.
- Keep the shipment secure and never leave it unattended or abandon it. Obtain approval before transferring custody, changing recipient or altering the route.
- Keep customer, shipment and travel information private. Share only as authorised for the job; never post it on social media.
- Tell us promptly about changes to your passport, visa, contact details or availability.

Field guidance: [Courier field handbook](#). For a live assignment, use the operational contact in your brief.

Before international travel

Mobile data and navigation

Bring a working smartphone, charger and power bank. Arrange sufficient mobile data through roaming or an eSIM for destination and transit countries. You are responsible for maintaining this connection; public Wi-Fi alone is insufficient.

Remain reachable during ground travel where service is available. Flag expected connectivity gaps before flying, reconnect promptly after landing, and report unexpected loss of contact as soon as safely possible.

Check the full collection and delivery addresses, contacts, routes and transfers before setting off. Save the brief and offline maps as a backup. Ask Operations if uncertain; do not rely on the recipient to guide every step.

Healthcare cards and destination cover

For a temporary assignment in participating countries, check both your personal eligibility and whether the card covers the destination. Temporary business travel can qualify, so GHIC or EHIC may be relevant to European courier missions. Apply for or carry a valid card where applicable. No application is needed solely for an assignment outside the scheme. If you or the destination are not covered, tell Operations and confirm suitable alternative cover.

GHIC means Global Health Insurance Card; it is not worldwide cover. Most eligible UK residents apply for a UK GHIC; some are eligible for a new UK EHIC. Both UK applications are free. Existing valid EHICs can be used until expiry. If insured elsewhere, check your national health insurance provider.

The card covers eligible medically necessary state healthcare during a temporary stay; local charges can apply. It does not replace travel insurance or cover private care or repatriation. Confirm suitable cover for courier or business travel before accepting work.

[Official NHS free application and guidance](#) · [Eligibility guidance](#) · [Destination cover](#)

Please confirm

Healthcare card status

Held / applied / not eligible / not applicable to planned assignments / need guidance. If held, give the expiry date. No card number or medical details are needed.

Mobile data and navigation readiness

Confirm that your smartphone and WhatsApp work, that you can arrange data abroad and that you can navigate independently to the agreed addresses.

Your working details

Use your personal questionnaire link in the email. If you prefer, return the general details below to info@directcarry.co.uk under these headings. Confirm information already supplied and provide changes or missing details. Use "not applicable" where needed. Keep document copies, passport numbers and bank details for the separately agreed private method.

Full legal name

All given names and surname, exactly as shown on the travel document.

Usual base and local departure points

Town/city, region and country; nearby airports or stations and realistic travel time to each.

Mobile and WhatsApp

Numbers with international country codes; say if WhatsApp is the same as mobile.

Email and optional LinkedIn

Best email for briefs and bookings; optional full LinkedIn URL.

Availability and notice

Days/hours, shortest notice, overnight availability and maximum trip length.

Experience and languages

Relevant courier experience, training and checks you can evidence; languages used confidently.

Transport and route preferences

Access to a vehicle, local transfers, regions you can consider and practical restrictions.

Individual or company details

Whether you work personally or through a company; trading/legal name and invoice address if different.

Current residential address

Provide through the personal questionnaire or agreed private method if not already supplied.

Emergency contact

Name, relationship and phone number with country code; make sure they know you have supplied their details.

Travel details and checks

We check the documents and entry/transit requirements for each proposed journey before confirming it. Self-reported checks are recorded as declared until reviewed; no particular answer guarantees work.

Travel documents held

Passport nationality/nationalities, issuing country and expiry date for the document you intend to use. Do not put the passport number in this general reply.

Visas or residence permissions

Country, permission type, expiry, entry limits and conditions. Do not assume a visa covers every courier assignment.

Destinations and restrictions

Regions/countries you can consider, route preferences and practical limits.

DBS or comparable background check

Do you hold a current DBS or similar check? Yes / previously held or expired / no / not sure. If held, state type or level, issuing country and issue date if known. Do not email conviction details, a certificate number or certificate image with this general form. Operations will arrange a suitable private review if required.

Other relevant accreditation or training

Name the accreditation, issuing organisation and date/expiry where relevant. Say if you can provide evidence on request.

Previous data-protection or GDPR training

Yes / no / not sure. If yes, give the provider and approximate date. Every new courier still completes the separate Direct Carry induction.

Invoicing details

Invoice name and preferred email; say whether you will submit invoices or need instructions.

Private booking and payment information

For a selected airline and route, we may need date of birth and mandatory passenger details such as travel-document number, nationality, issuing country, expiry and the document's sex marker. The booking name must match your document. Send a document copy only when requested for a stated booking or verification purpose, using the private method we confirm.

For payment, we confirm the banking details required. We never need your banking login, password, PIN or card security code. Verify any request to change payment details with your established Direct Carry contact. Do not post these details in a group chat.

Finish your onboarding

1. Return your details

Complete your personal questionnaire or return the general form headings to info@directcarry.co.uk. Tell us about information that is missing, uncertain or has changed. Your details help us match work to your base, local airports, availability and travel permissions.

2. Complete the separate data-protection exercise

Use the personal induction link in your email. Allow about ten minutes to read the practical guidance and answer six scenarios. All six answers must be correct; you can review feedback and try again. Confirm the declaration and check the page shows your saved completion. Previous GDPR training does not replace this Direct Carry induction.

This is an internal practical induction, not an accredited qualification or professional GDPR certification. Keep customer information secure and report a suspected loss or disclosure to Operations immediately.

3. Read and sign the separate NDA

Open your personal confidentiality-agreement link, read the full terms, then type your legal name and tick the declaration only if you agree. Your signature is recorded with the agreement version and time. You can download or print your signed copy. Ask us about anything unclear before signing.

4. Wait for suitable work in your area

We won't be calling every applicant. Once your paperwork has been received and reviewed, we'll contact you when suitable work becomes available in your area. There is no need to wait for a call before completing the forms, induction and agreement. Each assignment is offered and agreed separately.

The current induction and signed NDA are required before a new assignment can be approved. Operations also checks the specific job, travel documents and permissions. Completing these steps does not itself verify a DBS check or guarantee an assignment.

Your confirmation

Please confirm that your supplied details are accurate, that you will tell us when they change, and that you will review and accept the route, fee, deadlines and payment arrangements for each assignment before taking it on.

Name and date

Type your name and the date in your return message. This general confirmation is separate from the NDA signature.

Questions or information to clarify

Add any questions or write "none".

Keep your personal questionnaire, training, agreement and job-access links private. General privacy information: [Courier privacy notice](#).