



Your exciting and rewarding future

Inside, discover your exclusive tech-enabled business opportunity in logistics.

inxpress.com.au





Huge revenue potential and a fast return on investment

Freight and logistics is a multi billion dollar industry and InXpress has a global footprint, with 460+ franchisees operating across 14 countries.

Despite its reach, it captures less than one per cent of the total market. That's exciting news for franchisees because there is so much potential. The wholesale freight business is an open-ended market. When we look at the metrics of our franchisees they do exceptionally well, with the market penetration still leaving so much opportunity out there for new franchisees to enter the market.

The enormous scope of the business potential is due to the very distinct business model that sees franchisees act as freight consultants to business clients.

Franchisees leverage InXpress' global partnerships with the likes of DHL, TNT and UPS to achieve great delivery outcomes for their clients.

InXpress breaks the mould of traditional franchise offerings, with InXpress you are not bound to locations and territories, you rather operate under a primary marketing area with no limits to where you can operate your business.

Do you understand the value of the freight and logistics industry, in a world where more and more shipments are being sent every single day? It's your time to capitalize on it.

Kind regards,

Ryan Bohm
Franchise Development Manager



A long and reliable history

Founded in 1999, in Manchester, InXpress provides SME businesses with consultative shipping services and innovative software.

Our established relationships with world class carriers that our business-to-business customers already know and trust, means that we can leverage significant carrier cost discounts which are passed directly to our customers. With automated shipping preparation and superior account management, customers can easily manage their shipments, in one unique and powerful online portal.

InXpress gives you the opportunity to build your own successful and profitable start-up business, with the security of one of the world's largest franchisors of global courier services. We have a long history of providing a solution to the global express needs of successful businesses, around the world. This, combined with our bespoke facilities, industry know-how, training and 'by-your-side' support, gives our franchisees the confidence and freedom to run a successful sales and business management franchise.

InXpress are independently ranked in Elite Franchise Magazine's Top 10 Franchises, alongside brands like McDonalds and Subway, and number 12 in Franchise Direct's list. InXpress was named Global Franchise Champion and Best White Collar Franchise at the 2021 Global Franchise Awards. This reflects our status within the franchise industry globally.

Locally, InXpress has been recognised by the Franchise Council of Australia for our success in franchising and in 2021, InXpress won the **International Franchisor of the Year** Award!



Marcel Lal
CEO Asia Pacific



InXpress®

An expanding industry

The online retail industry is expanding at an incredible rate. In 2021, more than 2 billion people shopped online worldwide, and total online sales surpassed US\$4.2 trillion. That's a lot of deliveries to track.

Australians spent a total of \$4.2 billion online in August 2021 according to Finder analysis of ABS data. This represents a 36% increase over the previous year and an incredible 114% increase over the same period in 2019. Online shopping was already on a steady incline, and the pandemic has only fast-tracked this growth.

At InXpress, we are not only uniquely positioned to service the online retail market, we are also positioned to service businesses across more than 1,000 industries. From manufacturers to fine art dealers, and everything in between – are customers of InXpress. In fact, in 2021, a parcel was sent through InXpress every 5 seconds!

Businesses don't just ship with us once – they keep coming back to us, because we consistently save them time, money and hassle. Our franchisees are in the business of building long-term people-to-people relationships with their customers. By building a loyal customer base, they build a solid business. Being of this same mindset, will translate into residual income for you!

Build a business that offers residual income!



Start-up made easy

No experience is necessary to become an InXpress franchisee. You just need to be sales-oriented, with an aptitude for business. We are looking for highly motivated individuals with an entrepreneurial spirit. Our highly acclaimed trainers teach you everything InXpress knows about sales and the shipping industry! With low-overheads and high-earning potential, we give you a secure foundation to build a successful business. This gives you a highly flexible business, helping you achieve your lifestyle goals.

Access our fully-integrated system, the training and our ongoing support, and watch your business flourish. Build your franchise however you want. The only equipment you need, are a laptop and a mobile phone, meaning you really can work from anywhere –as long as you can access WiFi! Start out agile, working from home with a laptop and a phone. If you want to expand your business, you can progress to premises and a workforce if and when you're ready. Your business. Your way.

"InXpress was perfect because an increase in online shopping would increase the amount of freight. It also had a low entry point and the overheads were next to nothing." Wendy Jerrard & Doug Lawson, InXpress Chelmer - Winners of the 2021 Franchise of the Year Award



InXpress has your back!

As we've already established strong and lasting relationships with trusted courier partners, you don't need to. Concentrate on building sales, and work towards your goals. Carriers pick-up, transport and deliver the pre-booked consignments. All you need to do is deliver the VIP customer service. Your customers save money, while you profit from every shipment and are free to create the lifestyle you want!



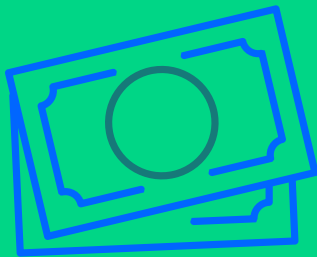
The benefits of franchising

Starting a new business can be fraught with unexpected problems. If a start-up is going to fail, it will usually happen within the first year, often as a result of underestimated start-up costs, or not enough research. The good news? It doesn't have to be this way with a franchise. Franchises have a proven higher success rate than independent start-up businesses and can lead you to achieve a higher level of performance, much sooner. This comes down to a number of factors, including those listed below. When you join a franchise, a lot of the hard work for starting a business has already been done for you:



Researched the market

The franchisor has already established a brand which consumers appreciate and have come to rely on, and they have learnt what makes it work. They have tried-and-tested the products, systems and services, to strengthen what their customers want. Because a franchise is a proven business model, you can confidently look at the brand's track record and network, to gain insight for your future.



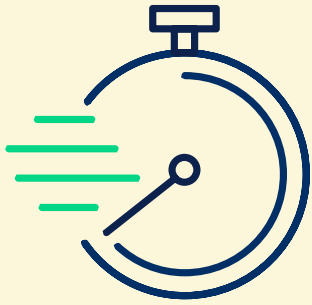
Accurate start-up fees

The franchisor has experienced setting-up wherever your new venture will operate from, be this an outlet, office-space, or home office. They know what works best for marketing their brand and finding customers. They have also supported every franchisee within their network, through their own start-up process. All of this means that you will have an accurate idea of what set-up costs and ongoing expenses are required – especially for the crucial first year.



"The tried, tested and proven business/sales model we have with InXpress, definitely helped us to hit the ground running with our new business".

John O'Riordan, InXpress Top Gun Award Winner



Established tools at your fingertips

The franchisor has experienced what makes their business work most efficiently, and how to build success. They have searched for, generated, and created the best tools for the job including how to free up time to focus on customer service. By providing you with the right tools, you can hit the ground running with your new business.



Your business, but not alone

The real beauty of joining a franchise, is maintaining your independence as a small business owner, whilst having access to all the benefits of being part of a big business network. You are in business for yourself, but not by yourself. Providing you adhere to your franchisor's operating standards, you are your own boss, making your own decisions for the future success of your business.

With the strength of the brand, the training and guidance of the franchisor, and the support of the whole network, the likelihood of failure in your new business, is greatly reduced.

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Breaking it all down

We are primarily a technology provider, where our franchisees are out in the marketplace on a daily basis as Freight Consultants, growing their business. They spend this time consulting with small and medium-sized businesses, providing them with unique shipping solutions in the form of our custom-built and maintained software platform. This platform allows easy quoting, comparison, and booking with top-tier carrier companies that save our customers time, money, and hassle in their shipping - we will show you how this works as we step through our Discovery Process.

InXpress Australia has built reputable relationships with many top-tier carrier partners, both domestic and international, and because of the high volume that we ship through our carrier partners, we are entitled to wholesale rates. By bringing these carriers into our easy-to-use booking platform, not only do our customers gain access to a portion of that discount and therefore save money in their business, but they also gain an incredible amount of carrier flexibility, as well as a local point of customer service in their freight consultant or franchisee - could this be you?

Where do our Franchisees fit into this?

As a Franchisee, your role would be a combination of Sales, Marketing, and Customer Service, promoting your Franchise locally with a nationwide customer base.

The long and the short of it is that our Franchisees are in control of their own customers. You are primarily growing your portfolio of clients through traditional means and an ability to market your Franchise too.

Once a customer is on board, they are your customers. Every single shipment they book through the InXpress platform falls under your franchise account number, and so every shipment from each of your customers generates a profit for you; this also means that when your customers have any questions or concerns with their shipping, they will give you a call as their local Freight Consultant. So, rather than spending hours on hold with a carrier who might not understand their business, they'll be able to give you a 15-minute phone call and feel comfortable that you understand their needs.

2022 Vision – Innovative training and support

Innovative and constantly evolving, InXpress delivers comprehensive training designed to put you ahead of the competition. Benefit from our two-week Business Training, which covers:

- **Sales**
- **Customer service**
- **Utilising our software**
- **Effective sales management**
- **Motivation skills**
- **Product and industry knowledge**
- **Managing your time, territory and customers**

We train you in all aspects of your new business, so that you can confidently hit the ground running from day one. Sales are a huge part of our business. We give you the knowledge and best practice for speaking with new customers. Successfully start selling your services, and there is no limit to what you can achieve.

Supported as you find and grow your loyal customer list.



We train and support you as you deliver your customers with a VIP service. We arrange preferential rates for you, help you to handle invoicing, accounting and the collection of payments through our dedicated credit control team.

Access everything you need when you need it, throughout the lifetime of your franchise, including:

- **InXpress' online university**
- **Our community of established franchisees**
- **Franchise Support Team, including regular visits**



Training doesn't stop with you

We know your success depends on how well your team sells your services. When you employ staff, we provide a framework for you to train and retain the best people for your business.



Tech-enabled business opportunity

InXpress is different! Our franchisees stand out from the competition. Not only do we give customers a VIP service, retaining on average 80% of them year-on-year, we are also technology disruptors in our industry.

By constantly innovating new ways to improve our services, we keep our franchisees the number one choice with customers. Our technology is regularly updated, meeting growing demand and industry changes. By making the process as easy as possible, you will have more time to network, securing more recurring customers.

Our powerful, award-winning proprietary software includes an automated shipping platform for customers, and a franchisee business management and performance tool. This means that InXpress customers save hours on their shipping, whilst franchisees are empowered by insights into their business performance.

Column, bar, and
single category, such
by each salesperson.
value as a percentage





Delivering the full package

The InXpress franchise fee is \$85,000 plus GST and costs for events you must attend throughout the year. We also strongly recommend you plan a 12-18 month budget, for living expenses.



Within your franchise package, we include The low cost of entry fees and no ongoing everything already outlined in the prospectus, fixed costs (like traditional retail business) to give you a strong start to build a profitable our franchisee's can earn a great return on business. Your investment also includes:their investment!

- **Intensive onboarding support & training**
- **Marketing support**
- **Social media and online support**
- **Dedicated business coach**
- **A mentor – one of our top-performing franchisees**
- **Access to regional days with other franchisees in your local area**
- **The InXpress Annual Conference & Awards**

Next steps

Having read through this prospectus, you may want to learn more about the InXpress business model and what it could mean for your future if you decide to pursue this opportunity.

Your next step is an invitation to speak to us directly. We will discuss with you your goals and give you an overview of who InXpress is and how we do business. We will working with you through your decision criteria to determine if InXpress is the right fit for you.

When you are ready to take the next step on your exciting business ownership adventure, just call: 1300 097 857 or email: sales.au@inxpress.com

YOUR PROMISE. OUR BUSINESS.

The InXpress logo features the word "InXpress" in a bold, italicized, sans-serif font. The "X" is stylized with a horizontal line through it. A registered trademark symbol (®) is located at the top right of the word.

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