





# CSR Transport Management FAQ's for Drivers

## New Centralised Transport Hub

 Item/Activity	 Question	 Process	 Contact
The Change	<i>What is changing with STO's?</i>	From December 2022 onwards, the next phase of CSR's Transport Management roll out commences. This applies to Intrastate (Regional and Metro.) STO deliveries and includes the introduction of the CSR Transport Hub Team.	<ul style="list-style-type: none"> <li>1300 448 814 (National)</li> <li><a href="mailto:transportsupport@csr.com.au">transportsupport@csr.com.au</a></li> <li>CSR LBN Training for Transport Partners website- <a href="https://lbntraining.csr.com.au">https://lbntraining.csr.com.au</a></li> </ul>
	<i>What does it mean to me?</i>	<b>For Principle Contractors:</b> <ul style="list-style-type: none"> <li>Accept STO's via the Logistic Business Network (LBN)</li> <li>Confirm Driver &amp; Vehicle Information for each STO via LBN</li> <li>Manage all STO cartage payments via LBN</li> </ul> <b>For all Drivers:</b> <ul style="list-style-type: none"> <li>Communicate with the CSR Transport Hub for any queries regarding STO deliveries.</li> </ul>	
	<i>What is changing with Customer orders?</i>	Nothing is changing will Customer orders for now.	
	<i>What does it mean to me?</i>	Customer orders will still come to you directly from site. You will be operating under two separate systems, prior to Customer deliveries being included in LBN in 2023.	
CSR Transport Hub Team	<i>Who is the CSR Transport Hub Team and what will they do?</i>	The CSR Transport Hub team performs load planning, load allocation, manage any driver queries and cartage payments for our Transport Partners	<ul style="list-style-type: none"> <li>Phone: 1300 448 814</li> </ul>

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		Deliveries ordered through LBN (The Hub)		Deliveries ordered by the site	
☰ Item/Activity	💭 Question	🔄 Process	👤 Contact	🔄 Process	👤 Contact
Service Delays and/or failures	<p><i>Who do I call if I am running late the pick up or delivery time allocated?</i></p> <p><i>Who do I contact if I can no longer cover/perform the accepted load?</i></p>	The Transport Hub team.	<ul style="list-style-type: none"> <li>1300 448 814 (National)</li> <li>nswtransport@csr.com.au (NSW Despatch)</li> <li>victransport@csr.com.au (VIC Despatch)</li> <li>qldtransport@csr.com.au (QLD Despatch)</li> </ul>	No Change - Site Operational Teams.	Current Site Operational Contacts.
Safety/COR	<i>Who do I contact regarding Safety or COR issues/concerns?</i>	No Change - current communication point.	Despatching site contact	No Change - current communication point.	Current communication point.
Paperwork	<p><i>Who will provide me with paperwork?</i></p> <p><i>Will there be any changes to the delivery paperwork I receive?</i></p>	<p>The sites will still provide the required paperwork to the driver.</p> <p>There will be no changes to the current delivery docket, but you will also receive a manifest.</p>	Despatching site contact	No Change - Site Operational Teams.	Current Site Operational Contacts.
Load Issues	<i>Who do I contact if the load at site doesn't match the paperwork/Transport Order?</i>	The Transport Hub team.	<ul style="list-style-type: none"> <li>1300 448 814 (National)</li> <li>nswtransport@csr.com.au (NSW Despatch)</li> <li>victransport@csr.com.au (VIC Despatch)</li> <li>qldtransport@csr.com.au (QLD Despatch)</li> </ul>	No Change - Site Operational Teams.	Current Site Operational Contacts.