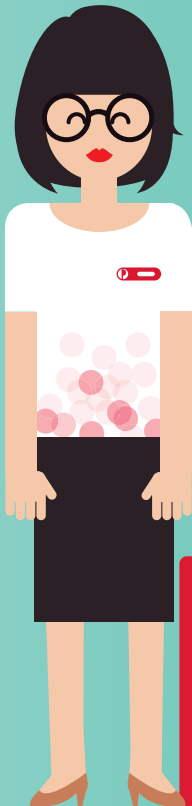
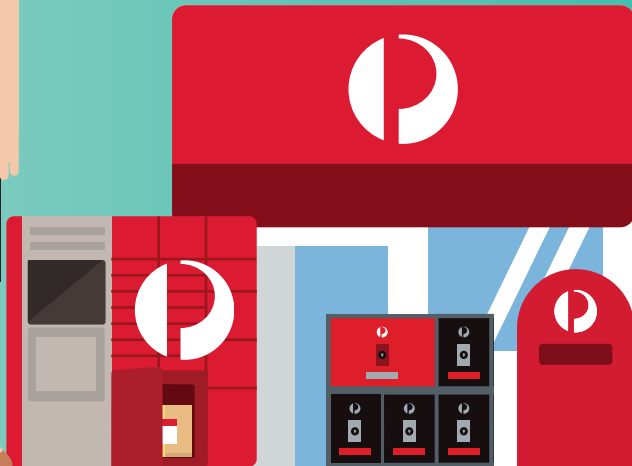




Home isn't your customers' only delivery address



With over 4,000 collection points across Australia, we have a range of alternative delivery addresses to help your customers get their parcels first time.





As a business we like to put the customer at the heart of everything we do. This includes listening to our customers' needs, removing pain points, creating innovative solutions and providing seamless experiences across all our customer touch points.

We are giving customers more control when shopping online by providing them with thousands of alternative delivery points and flexible in-flight options to receive their parcels and letters.

Our customers can send their parcel deliveries directly to their local Post Office, their PO Box for collection 24/7 with our new Red Door service or to one of over 300 free 24/7 Parcel Locker locations across Australia.

Customers can also receive tracking notifications and elect to redirect or Safe Drop their parcels in a safe place up until one hour before they receive their delivery.

It is through your ongoing support that we can offer these services and stay relevant to our customers' evolving needs.

The following pages provide you with more detailed information about these services including the key benefits to your business and our customers.

What are Post Office Boxes?

Customers can safely receive letters and parcels and collect them when they want from a PO Box. More than 3,500 Post Offices across Australia have PO Boxes and over 1,150 of our outlets have 24/7 PO Box parcel delivery.

What are the key customer benefits?

- ✓ Protects customer privacy by not revealing home address
- ✓ Keeps mail secure until customer is ready to collect it
- ✓ 24/7 PO Box parcel delivery via our new red door service
- ✓ Mail2Day free email notification service
- ✓ 30 days to collect parcels

To find out more visit:

auspost.com.au/pobox

For further enquiries please contact

Tony Barnard
Manager Post Office Boxes

Tony.Barnard@auspost.com.au

#12 months to Apr 2018

*Net Promoter Score

Did you know?

PO Boxes represent **10%** of all delivery addresses in Australia

300,000 rural and regional homes only have Post Office Box addresses to access their mail and parcels

1,150 sites enabled with a 24/7 parcel delivery capability

1 million consumers with a Post Office Box address

In the past twelve months# more than **34.8m** parcels have been sent to PO Boxes

Year on year parcel volume growth over the last twelve months is **13.4%**

PO Box NPS* is **67** (Apr 2018)





What is Post Office Parcel Collect?

Customers can have their parcels sent to any one of 3,600 Post Offices across Australia – near work, home, or anywhere that suits them. They will get notified by SMS and email when their parcel is ready to collect. It's free and easy to use.

What are the key customer benefits?

- ✓ Email and SMS notifications when your parcel is ready to pick-up
- ✓ Safe parcel storage at the Post Office for up to 10 days
- ✓ Fast reliable delivery

To find out more visit:

auspost.com.au/parcelcollect

For further enquiries please contact

**Glendon Phillips
Commercial Manager**

Glendon.Phillips@auspost.com.au

Did you know?

+370k customers are registered for Parcel Collect, and growing. In the past twelve months# **675,000** parcels have been sent via Parcel Collect

Year on year parcel volume growth to a Parcel Collect address over the last twelve months is **111%**

Parcel Collect NPS* is **72** (Apr 2018)

#12 months to Apr 2018

*Net Promoter Score



What are free 24/7 Parcel Lockers?

Customers can choose to collect, send or return parcels from Parcel Lockers at more than 300 convenient locations including Post Offices, train stations, petrol stations and supermarkets. Parcel Lockers are free, secure, easy to use and most are available 24/7.

What are the key customer benefits?

- ✓ More convenient locations to collect and send parcels
- ✓ Eliminates failed deliveries, is quick, safe and convenient
- ✓ Notifications sent to the receiver by email and/or SMS when ready to collect or when lodged

To find out more visit:

auspost.com.au/parcellockers

For further enquiries please contact

Glendon Phillips
Commercial Manager

Glendon.Phillips@auspost.com.au

#12 months to Apr 2018

*Net Promoter Score

Did you know?

80% of the metro population live within 10 minutes drive of a Parcel Locker

41% of customers have increased online shopping since registering for a Parcel Locker

In the past twelve months# **2.4m** parcels have been sent to Parcel Lockers

Year on year parcel volume growth into lockers over the last twelve months# is **44%**

Parcel Locker NPS* is **72** (Apr 2018)

What are in flight delivery options?

Customers can avoid getting carded by electing to have their parcels left in a safe place at home or sent to a new location.

Authority to leave

At the check-out, customers can opt-in to have their parcels left in a safe place.

We see an average customer take-up rate between 50 – 80% when authority to leave is given as an option.

Safe Drop

Customers can opt-in to receive eligible signature-on-delivery parcels even when no one is home to sign for them.

We see an average customer take-up rate of 30% when an email or mobile number is provided in the manifest, allowing customers to be notified of delivery choices.

Redirect

Customers can request to have their parcel sent to a new address.

We see an average customer take-up rate of 2% when an email or mobile number is provided in the manifest, allowing customers to be offered a redirection.

To find out more visit:

**[auspost.com.au/receiving/
manage-deliveries-in-transit](https://auspost.com.au/receiving/manage-deliveries-in-transit)**

For further enquiries please contact

Jonathan Snelling
Senior Product Manager
Domestic Parcels Features

Jonathan.Snelling@auspost.com.au





Give your customers greater control, convenience and confidence when shopping online

When customers are offered delivery choices we see increased customer satisfaction, improved first time delivery, a greater likelihood of repeat purchase and a higher level of customer retention.

For further enquiries please contact
Jonathan Gaynor
Head of Collection Services
Jonathan.Gaynor@auspost.com.au

Did you know?

83% of customers would like to see delivery choices at the check-out

7 - 12% of registered customers take-up a delivery choice when it is offered at the check-out

Customers that sign-up to our delivery choices are **Identity Verified** for added security

Customers can access Australia Post's 'delivery choices' with a MyPost account

We offer receiver delivery choices when we have a recipient's mobile, email or can match a parcel to their MyPost account.

Shopping online

Collection locations

Home isn't your only delivery address



Street delivery



Parcel Collect



24/7 Parcel Locker



PO Box

Your parcel is on its way

Tracking & notifications

Available online or via the Australia Post App



Track

all your parcels in one place



Get notifications

SMS, email & push



Set and save your **notification preferences**



Safe Drop

if you won't be home for delivery



Set and save your **delivery preferences**




Redirect in-flight to any location

Learn more: auspost.com.au/yourdelivery

For further inquiries please contact:

MyPost.Consumer@auspost.com.au

 Requires a MyPost account to use.

Customers can access their MyPost account online or via the Australia Post App

It's easier than ever for customers to control their online shopping deliveries. Customers can use the Australia Post App to track their parcels and much more. They can receive tracking notifications and an estimated delivery date for many of their parcels. Plus if they're not going to be home, customers can easily ask for their parcels to be left in a safe place or redirected to a new address if the sender has authorised us to offer this service.

Getting Started



Step 1

Head to Google Play or the App Store

Step 2

Search for Australia Post app

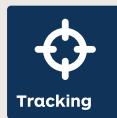
Step 3

Select and download the Australia Post app

Delivery Choices



Add delivery addresses



Delivery tracking



Choose Safe Drop



Redirect parcels

Other Services



Calculate postage costs



Find nearby Post Offices & street posting boxes



Pay bills



Convert and buy foreign currency

How does a customer send to a delivery address? It's a simple four step process!

1 Delivery address



The customer adds an alternative delivery address location to their MyPost account.



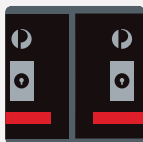
1. Parcel Collect

Mr John Smith
Parcel Collect
1234567890
21 Wishart Street
Gwelup WA 6018



2. Parcel Lockers

Mr John Smith
Parcel Locker
1234567890
21 Wishart Street
Gwelup WA 6018



3. PO Boxes

Mr John Smith
PO Box xxxx
Gwelup WA 6018

2 Shop online

The customer adds their chosen delivery address in the online check-out.



1234567890 represents the customer's Australia Post customer 10-digit number / MyPost customer number

3 Track parcel

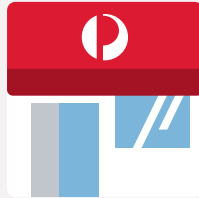
The customer can track their parcels via MyPost or the Australia Post App.



Tracking

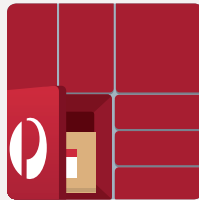
4 Collect parcel

1. Parcel Collect



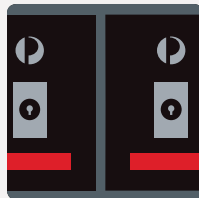
- Customers can use Parcel Collect to collect their parcel from their local Post Office.
- When the parcel arrives, we'll let them know via email, SMS or the Australia Post App.
- Use their MyPost Card or photo ID to collect their parcel.

2. Parcel Lockers



- A secure storage space for 48 hrs where customers can collect and send parcels.
- We have Parcel Lockers at 300+ locations across Australia which can be found on auspost.com.au/mypost or using the Australia Post app.

3. PO Boxes



- A handy way for customers to receive deliveries, keep them safe and collect them when they want.
- Parcels can be delivered to PO Boxes and if the parcel is too big they'll get an email notification, if subscribed to the Mail2Day service, or a notification card in their PO Box to collect the parcel over the counter.

Keep your customers informed about their delivery with parcel tracking notifications

Your customers' experience doesn't end at the check-out. We know that being kept in the loop is important to them – 96% of parcel receivers expect to be able to easily track their parcel deliveries online¹.

Our tracking notifications make it easier to track and choose delivery options. Your customers will be given their tracking number and the date their parcel is expected to be delivered – as well as the opportunity to choose how and where they'd like to receive it². We send notifications when the parcel is:

- Accepted into our network
- Due for delivery the following day³
- On board for delivery later that day
- Awaiting collection at a Post Office
- Delivered

“...96% of parcel receivers expect to be able to easily track their parcel deliveries online¹”

More ways to notify your customers

We know that 80% of parcel receivers want SMS notifications at key points in the shipping process¹. This is why we are now sending SMS when an eligible parcel is due to be delivered the next day and where you've allowed Safe Drop to be requested, early on the day of delivery.

And if the parcel is taken to the Post Office or addressed to a Parcel Locker, we'll send an SMS when the parcel⁵:

- Is ready to be collected
- Has been at a Parcel Locker for 24 hours, or at a Post Office for 5 days
- Has been collected

Our notifications don't just give your customers peace of mind.

They give them the choice to request their parcel be left in a safe place, or redirected to another address if they know they won't be home to receive it.² And best of all, it doesn't cost a cent.

1 <http://temando.com.au/en/research-2016>

2 Customers can change their delivery address at no cost. Service only available for parcels in transit, when the sender has included the customer's registered email address, mobile phone number or MyPost customer number in the shipping information. Depending on the location, this may result in a delay in delivery.

3 Day Before Notification is not available for all destinations. Availability also depends on our assessment of the confidence of next day delivery being achieved. The notification is sent via email and/or SMS when an email address or mobile number is included in the manifest. It does not require the sender to opt-in to tracking notifications.

4 Australia Post customer research, November 2016.

5 The notification is sent via email and/or SMS when an email address or mobile number is included in the manifest.

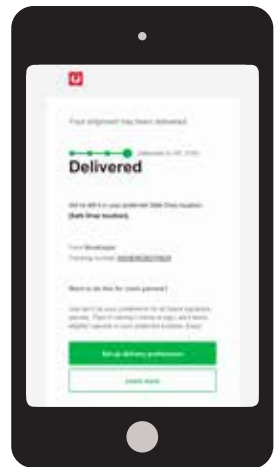
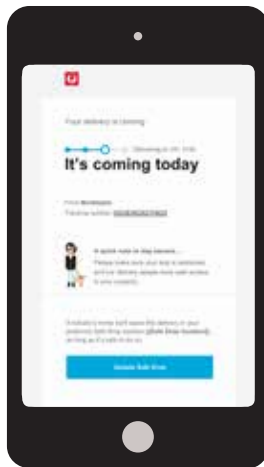
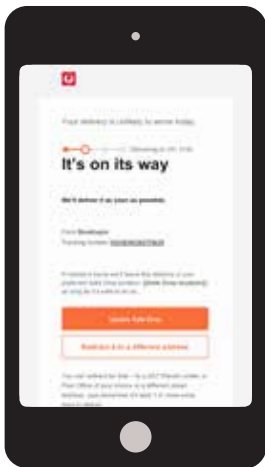
How to enable notifications

All you need to do is include your customer's email address and/or mobile number when you're creating your eParcel manifests, and opt in. They'll enjoy tracking of their parcel's progress through email and SMS notifications – and you'll enjoy the benefits of a better delivery experience.

What tracking notifications will my customers receive?

Name	Estimated Delivery Date	Day Before Delivery	Day of Delivery	Awaiting Collection	Delivered
Description	Sent when the parcel is first scanned in our network, and lets your customer know when to expect it.	Sent the day before the parcel is expected to arrive.	Sent the morning of delivery, this is the last chance your customer will be able to request Safe Drop.	Sent once the parcel is ready to collect from the local Post Office.	Sent once the parcel has been delivered to your customer's address.
Primary Channel	Email	SMS*	SMS* NEW	SMS*	Email
Secondary Channel	n/a	Email*	Email	Email*	n/a
Conditions	We'll only send one if the first scan is on the day before delivery				
		<ul style="list-style-type: none"> Sent in selected areas only. 	<ul style="list-style-type: none"> For street addressed parcels only. SMS only sent when parcel eligible for receiver Safe Drop, and customer has not already requested it. 	<ul style="list-style-type: none"> Only sent when your customer is not home and the parcel is taken to the Post Office for collection. 	

*Notifications will be sent whenever you include your customer's email and/or mobile number when creating your manifest, and doesn't require opt-in.



For further enquiries please contact Customer_Connectivity@auspost.com.au

Give your customers more choice with the Collection Services check-out widget

What is the widget?

The widget is a simple integration tool which enables you to display a list of Post Office and Parcel Locker locations in your website check-out, providing customers with a choice of alternative delivery locations.

How does it work?

The collections widget offers a quick and easy way for customers to select the most convenient collection point.

Your customer will:

- 1** Shop online
- 2** Opt for parcel collection
- 3** Enter a postcode or suburb
- 4** Choose a Parcel Locker or Post Office

No need to type in an address.

No need to register.

Send (Merchant)

You use the shipping address returned by the collection widget in the parcel manifest and ship the order through Australia Post as per your standard lodgement process, ensuring the recipients email address and mobile number is included.

Collect (Customer)

Once the parcel has arrived at the nominated location, your customer receives an SMS (and email) notification. Due to the convenient locations, most customers will collect their parcel within 24 hours of receiving the notification.



What does the widget cost?

There is no cost to offer this to your customers, nor for consumers to use the Collection Services widget.

How can we support you?

Australia Post is dedicated to working with you to deliver the right message to help your customers understand the benefits of our parcel collection services so they feel confident their purchase will be delivered at their convenience.

We have developed a suite of collateral and can provide information for eDM features, parcel inserts, tracking emails and shipping emails so your customers can learn about Parcel Collection Services and their suitability for their purchase, at the time when it is most relevant.

Key widget features

- ✔ Simple integration into your check-out
- ✔ Offer more alternative delivery options at check-out providing customers with more choice and control
- ✔ Easy and convenient to use
- ✔ Offer greater delivery choice to your customers

For further enquiries please contact

Duncan Edwards

eCommerce Services Manager

Duncan.Edwards@auspost.com.au

