



# Australia Post Wine Parcel Guide

August 2024



Australia Post

## About this guide

The rights and obligations set out in this Wine Parcels Guide are binding on all those using this service. All references to 'wine' in this guide relate to 'wine and other alcohol'. The service is only available to customers with an active eParcel contract. By using Australia Post's wine delivery services (including Australia Post On Demand) and shipping wine at the prices offered by Australia Post under these services, you are agreeing to the rights and obligations set out in this Wine Parcels Guide.

This arrangement can be terminated for a number of reasons, including:

- if your Business Credit Account is closed or cancelled;
- where you access Australia Post services through your wine association membership, if you are no longer a member of that association;
- if you are in breach of this Wine Parcels Guide;
- any time on 30 days notice being given by Australia Post.

The pricing offered to you will be based on annual volume of parcels sent each year of your contract which will be reviewed annually by Australia Post.

For further information regarding your rights and obligations, please contact your Account Manager.

## Responsible service of alcohol

It's your responsibility to ensure alcohol is not sold or supplied to someone who is under 18 years of age, and you will commit an offence if you do so. Thus, it's your responsibility when selling alcohol (either instore or online) to confirm your customers are aged 18 or over.

Australia Post has a responsibility to ensure alcohol is not delivered to someone who is under 18 years of age. For this reason, we require you to include an age declaration in your online and manual ordering processes. Australia Post may require a receiver to show ID, and we will refuse to deliver your wine parcel if a receiver is unable or unwilling to satisfactorily prove their age.

Each carton must be clearly identifiable as wine for Australia Post to meet its obligations and to enable us to conduct a proof of age check, where necessary.

Where there are additional legal requirements or restrictions on the sale of alcohol, such as remote Dry Areas of the NT and some other states and territories, it is your responsibility to ensure these requirements are met.

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# Wine Service Overview

# Overview

Australia Post is proud to be a provider of wine and other alcohol deliveries around the nation. Our specialised service helps ensure the safe and reliable delivery of wine and bottled products to your customers.

## At a glance

Here's why Australia Post's wine delivery service is a great choice for delivering bottled products:

**It's safer:** Specialised handling and transport techniques reduce the risk of damage.

**Peace of mind:** If we become aware of a breakage, we'll contact you ASAP so that you can arrange replacement stock. You can choose for us to repack any unbroken bottles for delivery or return. We also offer Transit Cover to protect your parcels from loss or damage whilst being carried by Australia Post.

**It's monitored:** Receive tracking notifications via our online tracking service.

**It's flexible:** Select the most appropriate service for your customers including Signature on Delivery or Signature with Authority to Leave if nobody is home. You are also able to mix and match collection and return options to create the ideal delivery service for you and your customers.

**It's convenient:** You can access our wine service via our online systems or our various integration options like our suite of APIs. To support you accessing our services through the best channel for you, a dedicated technical support team is available to answer your queries.

**It's fast:** If you're using our Australia Post On Demand service, your parcel will be delivered to your customer the same day it was lodged<sup>1</sup>.



<sup>1</sup> On Demand services are available on business days within specific geographical areas of Adelaide, Brisbane, Melbourne, Perth and Sydney – where both the parcel collection point and the delivery address are within the same city. Manifest of On Demand services must occur no later than 1 hour prior to collection.

# Getting started

## Opening a business account

A Business Credit Account is required to access this service and is a quick and easy way to manage your deliveries and access a range of handy services to help your business grow if you don't already have.

- ✓ Letter and parcel services
- ✓ Packaging solution and Postpak
- ✓ Stationery and office supplies.
- ✓ Pre-paid envelopes and satchels
- ✓ Mail redirection and mail holding services
- ✓ Plus many more
- ✓ Courier
- ✓ Data and marketing solutions

## General Enquiries

Please read the Business Credit Account terms and conditions before submitting your application form. Contact us at [newcreditaccount@auspost.com.au](mailto:newcreditaccount@auspost.com.au) or call 13 11 18.

### Safety

Be safe and well

S

At Australia Post we believe that there is nothing more important than everyone's safety, health and wellbeing. Our vision is for zero injuries, zero harm to anyone and zero tolerance of unsafe acts or workplaces. For us, safety is a core value and it extends beyond our own staff, to our customers, the general public and the receivers of the parcels and freight we transport on your behalf.

We believe that everyone has a role to play in their own safety and those around them. This Guide includes key information on not only how to send efficiently through our network, but also on sending safely. As a valued customer please take a few minutes to read this Guide.

# You've signed up!

## Important notes for your wine service



### How to access your eParcel wine service:

#### Through our Parcel Send online portal

All you need is a computer, an internet connection, and a printer. Ideal for customers with annual parcel volume of up to 30,000 parcels a year.

#### Using our API's

For higher volume senders, API integration either directly or through selected platform partners offers even more powerful sending capability. Our online tool is ideal for customers sending moderate parcel volumes by either entering information manually, or by uploading a CSV file with up to 1000 orders at a time.

To see more details on our eCommerce platform partners please go to: <https://developers.auspost.com.au/apis/shipping-and-tracking/info/integration/platform-integration>



### Safe drop / important note regarding Authority to Leave and parcels containing alcohol

In order to provide Authority to Leave for your parcels containing wine or alcohol the Special Delivery Instructions (SDI) provided on your postage label should be in line with what's been requested in the manifest.

For example; "If recipient is not home, please leave in a safe place where possible".

If the message is inconsistent with the service which has been requested, the driver will follow the instructions which have been included in the manifest.

Please note special instructions do not include day or time specific delivery options

**Hint! It's best to include a process at the checkout for your customers to specifically request their preferred signature option when they are making their purchase.**

Authority to Leave for parcels, containing alcohol, is not available with Australia Post On Demand.



### Transit Cover

Transit Cover\* is not included as part of the standard price. Transit Cover can be purchased as you require it; either to cover all of your parcels or on an individual parcel basis.

Transit Cover provides you with cover for the specified value of your parcel (up to \$5,000) if your parcel is lost or damaged while being carried by Australia Post.

For more information visit: <https://auspost.com.au/business/parcel-send-help-and-support/accounts-and-contracts/insure-your-shipment>

\*Transit Cover is not available for Australia Post On Demand.



### Express Post and International Wine Delivery Service

To obtain approval to send International wine deliveries, speak with your Australia Post Account Manager.

Wine cannot be sent through our Express Post service.



## Returns

Australia Post can provide easy return solutions to provide added value and convenience to you and your customers:

### **eParcel Returns (drop-off return):**

where your customers drop-off their return parcel at one of our Post Offices, Street Posting Boxes or Parcel Lockers. Australia Post's Online Returns Portal is our most popular easy return solution, allowing your customers to go online and self-service their return shipping label. Print@post gives your customers access to printer-less returns at Post Offices and retail partners. All your customers need to do is show the returns barcode on their device and we'll print it for them.

### **Call for Returns (pick-up return)\*:**

where you can arrange for the return parcel to be picked up from the customer's address for delivery back to your return address – the perfect return solution for those situations where you don't want your customers to handle the parcel.

### **Returns packaging:**

If your customers are returning wine to you in their own packaging, you will need to pass these tips on to them. Remind them that parcels must be:

- In secure packaging with corrugated cardboard measuring at least 3mm in thickness
- In packaging that is sturdy enough to avoid it being pierced by other parcels or by its own contents
- Packed in a way that prevents items inside the parcel from causing damage to each other, and to protect against occasional bumping with other packages.

For more information, to see other return options and to view our Terms and Conditions please visit <https://auspost.com.au/business/shipping/manage-your-shipping/manage-parcel-returns>

\*Available in selected locations only



## Wine in Retail and MyPost Business

Any customers sending alcohol will need to sign up to an eParcel contract. This is because only our eParcel platform has the required functionality to ensure drivers conduct ID25 checks where necessary and adhere to any additional measures or requirements by the regulations set out by individual states and territories.

Wine and alcohol can be sent in our Retail and MyPost Business platforms, is when it is shipped in our robust Postpak style packaging on an ad-hoc basis. For further information on our Postpak packaging, please visit <https://auspost.com.au/shop/sending/boxes-packaging/wine-packaging>

An exception where wine and alcohol can be sent through Retail and MyPost Business platforms without Postpak packaging is when it is sent in small quantities as part of a hamper or gift basket. Customers sending wine and alcohol in gift baskets must ensure the packaging is adequate and robust, to protect the bottles from breaking along the journey. It is the responsibility of the sender to familiarise themselves with any exemptions regarding hampers in the State or Territory they are being sent to.



# Delivery procedures specific to wine and alcohol deliveries

Australia Post has adopted the ID25 guideline for the delivery of all parcels containing alcohol. All parcels lodged under one of our wine service codes (i.e. those which use the “contains alcohol” field) will feature a prompt for our delivery driver to confirm that the receiver appears over 25 years of age. If the receiver does not appear to be over 25, a mandatory proof of age check will be undertaken to confirm that they are over 18 years of age by sighting appropriate identity documentation.


There is an additional requirement in South Australia where a signed declaration must be collected by Australia Post for all deliveries containing alcohol, with ID details including Date of Birth to be recorded if the receiver appears they may be under 25 years of age, as determined when following the ID25 Guideline.

**Intoxicated Receivers:** Australia Post may also refuse to deliver parcels containing alcohol to a receiver who appears to be intoxicated, in line with safe service of alcohol guidelines and regulatory requirements.

For Australia Post On Demand there are additional requirements that are required for the same delivery of alcohol summarised in Table 1.2. Please ensure that the correct Service Code is selected to ensure compliance with state-based, same day, delivery requirements of alcohol.

The following two tables summarise the signature and service code options for our eParcel (day 2+) and On Demand (Same Day) Wine services.

**Table 1.1**  
**Wine Service Codes with Proof of Age check**

SAFE DROP ENABLED Field	AUTHORITY TO LEAVE Field	Service code	Signature requirement	If customer is home	If customer is not home
FALSE	FALSE	81	Signature mandatory + Proof of Age	<p><b>Applicable to all service codes:</b> Parcel will always be delivered with a Signature. Where recipient appears under 25, driver will need to sight ID or scan the recipient's Digital iD to verify their age. Australia Post's Digital iD app can be used by the receiver as proof of age. The QR code in the app can be scanned to ensure the recipient is over 18 and in the case of South Australia, the scan will capture their date of birth. If recipient 18 and over, signature is captured and delivery complete. If ID cannot be sighted a notification card will be left and parcel will be carded to a nearby Post Office. Where recipient appears over 25, driver will capture signature and delivery is complete.</p> 	A notification card will be left or 'awaiting collection notification sent digitally and the parcel will be taken to a nearby Post Office for collection.
TRUE or FALSE	TRUE or FALSE	82	Signature with Authority to Leave + Proof of Age		<p><b>There is a safe place:</b> Parcel will be left and a picture captured as proof of delivery if there is a safe place to leave the parcel.</p> <p><b>No safe place:</b> A notification card will be left or 'awaiting collection' notification sent digitally and the parcel will be taken to a nearby Post Office for collection.</p>
TRUE	FALSE	83	Signature with receiver requested Authority to Leave + Proof of Age		<p>This is the hybrid option of options 1 and 2. Select this option if you require a signature but would like to allow your customer, the recipient, the ability to provide the Authority to Leave via their tracking notifications when the item is inflight. In this case it will be delivered with a picture captured if there is a safe place to leave the parcel.</p> <p>If there is no safe place a notification card will be left or 'awaiting collection' notification sent digitally and the parcel will be taken to a nearby Post Office for collection.</p> <p>In all other cases, a notification card will be left or 'awaiting collection' notification sent digitally and the parcel will be taken to a nearby Post Office for collection.</p>

**Table 1.2**  
**Service Codes with Proof of Age check for Australia Post On Demand**

AUTHORITY TO LEAVE Field	ID_OPTION Field	Service code	Signature requirement	If no one is home	Label instruction	If no one was home or Service Code requirements are unable to be met
FALSE	ID25	81	Signature mandatory + Proof of Age	Parcel will always be delivered with a signature in addition to any extra requirements as required by the Service Code used.	Age Verification Required	Redelivery of the parcel will be attempted.
	OCCUPANT_ID_CAPTURED	34	Signature mandatory for occupant + ID details captured		Verify occupant, capture ID type and last 4 characters	
	OCCUPANT_ID_SIGHTED	33	Signature mandatory by Occupant + ID sighted		Sight ID of Occupant	
	ADDRESSEE_ID_CAPTURED	35	Signature mandatory by Addressee + ID details captured		Verify addressee, capture ID type and last 4 characters	
	ADDRESSEE_ID_VERIFIED	36	Signature mandatory by Addressee + ID details visible on label to be verified on sight		Verify addressee ID against information provided on label	

## Safe Drop / Authority to Leave:

Safe Dropped items provide great convenience for your customers, allowing them to receive parcels even when they are not home. Please be aware of the changing legislative requirements and provisions which allow you to continue to provide Safe Drop to your customers. Note, it is not permitted to Safe Drop articles which are lodged on the same day that they are to be delivered.

If you offer Safe Drop for alcohol deliveries in South Australia, under the legislation it's mandatory that your customer specifically requests this option at checkout before you select Authority to Leave (Safe Drop) when manifesting your wine parcels. This requirement is also highly recommended for all other States and Territories. If you select our "signature with receiver requested authority" service, receivers can request safe drop as a preference or on a case-by-case basis within My Post.

### Tip

Include a process at the checkout for your customers to specifically provide **Authority to Leave** special delivery instructions.



## Dry Zones

Dry zones are localities in which state and territory governments prohibit the sale or delivery of alcohol. It is the responsibility of the customer to ensure they do not send to a dry zone.

Dry zones may be updated so please ensure you are up to date with any changes.

## Liquid Policy at Australia Post

Australia Post reserves the right to return any parcels containing liquids (including wine) that do not adhere with our packaging guidelines – see pages 14 – 17 of this guide.

An Administrative Fee of \$50 per hour or part thereof will apply reflective of our work effort to do this.

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# Operational Guide

# Packaging guidelines for wine and bottled products

It's critical to package your parcels and freight correctly to help make sure they can be easily sorted and delivered to your customers as quickly as possible.



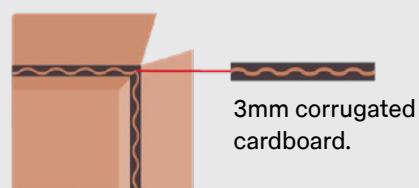
This Guide will assist you with how to best pack bottled products by highlighting the importance of good quality, sturdy packaging to help ensure that your goods stay protected during delivery.

When selecting packaging for your wine and bottled products, you must use the following steps as a guide to ensure not only the safety of our staff, but also that delivery occurs as quickly as possible for your customers. Failure to use adequate packaging increases the risk of breakages and to us needing to review the continuation of your contract.

## 1. Outer construction

When choosing your packaging, ensure the outer shell of the packaging is:

- Corrugated cardboard construction with a minimum width of 3mm for sturdiness
- Adequately secured at the top and bottom so that boxes can be lifted by hand or vacuum lift without risk of damage to the package itself

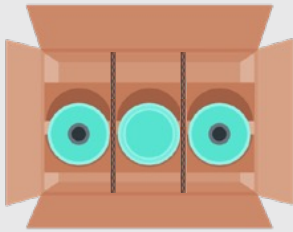


When using tape, ensure it does not cover any labels.

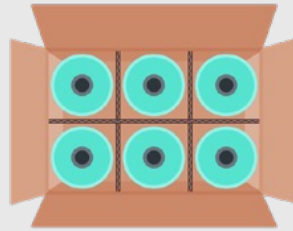
## 2. Dividers and separators

Your packaging must contain dividers/separators that are:

- Adequate to protect the product you are sending
- Moulded egg carton or similar, is the preferred option



Moulded carton constructions will help any bottle movement.



Using 3mm corrugated cardboard dividers will help bottle movement.



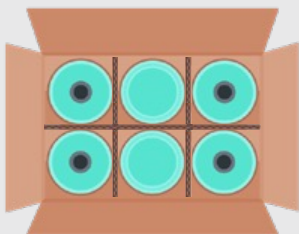
Without dividers, bottles move around within the package and significantly increase the chance of a breakage.



## 3. Empty Spaces

Ensure all contents are secure and not prone to any internal movement. When packaging bottles of varying size, extra precaution may need to be taken to prohibit movement.

Do not leave empty spaces. With dividers, ensure all empty spaces are filled with even weight distribution, 'avoid the void'.



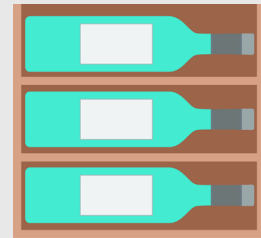
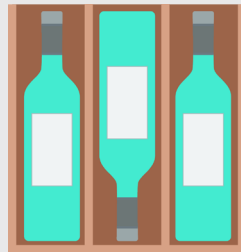
Even with dividers, empty spaces can allow bottles to move within the package, increasing the chance of a breakage.

If Australia Post identifies that correct packaging has not been used e.g. bottles can be heard knocking against each other, Australia Post will raise the issue with you, and if not fixed we reserve the right to charge a Lodgement Management Fee.

Australia Post also reserves the right to charge for the repackaging of items if correct packaging is not used and damage occurs.

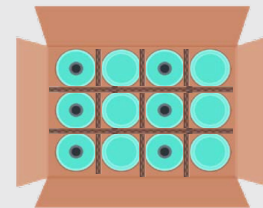
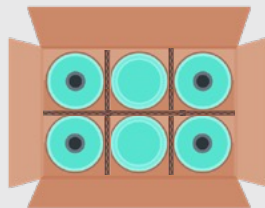
## 4. Orientation

We strongly recommend that bottles be positioned in the carton so that they are upright when the carton is in its expected orientation. This means that the strongest part of the bottle (the base and the neck) are well placed to support the weight of any parcels placed on top.



## 5. Quantity

To minimise the risk of breakage, please keep the amount of bottles per parcel at a maximum of twelve. We strongly recommend packing in quantities that fill up the parcel so that there are no empty spaces.



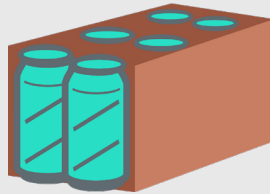
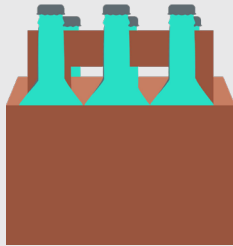


## 6. Cases of Beer or Soft Drinks

In exceptional circumstances, cases of beer and soft drinks in bottles or cans will be accepted when fully enclosed with an outer carton thickness of only 2mm and without dividers, providing:

- the cans or bottles are tight fitting to prevent movement
- the outer carton is not perforated and is securely sealed
- articles do not leak or break during the process of delivering

Fluids shrink wrapped to a card base are **not** permitted in any circumstances.



## 7. Non-alcoholic Fluid in Glass

All fluid in glass must be sent using our Wine & Alcohol service with senders and receivers acknowledging that delivery of the articles will be subject to ID25 checks as a result.

# Labelling your parcels and freight

Labels contain critical information that helps in the sorting and delivery of your parcels and freight. For our tracked services, good quality, well-presented labels are important to ensure your customers receive tracking information as the parcel travels through our network – helping to provide a positive delivery experience for your customer.



There are three key things you can do to help make sure your customers are able to track\* their parcels and freight, and receive their deliveries as quickly as possible:



## Print good quality labels

Checking your printer heads daily can help ensure your prints are good quality.



## Place labels on items correctly

Ensure your label is placed on the largest, flattest surface with no wrinkles.



## Use a label template

For correct address placement every time, use one of the standard eParcel templates (please refer to the Integration eParcel Guide). Applies to eParcel only.

## Wine Delivery Service Tape

When labelling your carton, an informative label marked 'Wine Delivery Service Manual Handling Only' should be applied to at least TWO sides of the carton, to indicate to the Australia Post staff that the item is wine and must be manually handled when moving goods to the appropriate processing location.





A Heavy sticker must be applied for items 16kg and over.

Service delivery tape and Heavy Stickers can be ordered free of charge from your local Post Office.



\*Tracking applies to selected services. Terms and conditions apply.

# Labels

Description	Order Code	How to use
Wine Delivery Service Labels 	8838590	Apply to two sides of each ULD
Wine Delivery Service Packing Tape 	8838712	Apply to all sides of each wine carton
Heavy Lifting Label 	8839596	Apply to all cartons that are 16kg or over. Place on at least two sides of each carton.
Visa label 	Sourced from lodgement point	For ULDs, VISA labels should be placed on the label plate located on the ULD gate.

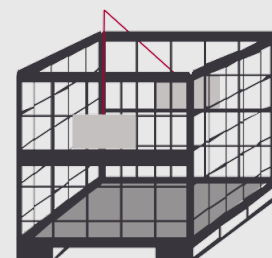
## ULD cage labelling for wine or other bottled freight

When labelling your cage, an informative directional label marked ‘DO NOT TIP’ should be applied to two sides of the ULD, to indicate to the forklift drivers not to invert the product and direct your goods to the appropriate processing location.

Each ULD is required to have a VISA label attached to 2 slides of the ULD. More information on VISA label examples can be found on the next page.



VISA labels



- ULDs must not exceed 600kg in gross weight.
- To order ‘DO NOT TIP’ labels, please request material code 8838590 from your lodgement point.
- This label is not required on each individual package of wine.

# Label Quality

The quality of your labels will affect how quickly your parcels and freight can be sorted and delivered. Here are some simple steps to help make sure your items are delivered as quickly as possible, with accurate tracking:

## 1. Your label should be on matte white paper, with barcode and address printed clearly and visibly in black ink.

Ensure you're printing your label using black ink on matte white paper.



Check your printer heads are clean and the label is clearly visible. Print lines caused by dirty print heads can make barcodes unreadable.



Check the print quality is good – the ink should be black, not grey/faded.



## 2. Make sure your label is flat and free from damage, including wrinkles and wrapping.

The label should be flat and free from damage, including wrinkles and wrapping.



Check for damage – ensure your barcode isn't torn or ripped in anyway.



Check the label is not wrapped over an edge.



### 3. Include a Smart Barcode and a Delivery Point Identifier (DPID). (Australia Post Only).



Smart Barcodes hold all the data of a linear barcode with the option of also adding a Delivery Point Identifier (DPID). A DPID is a unique reference number for a specific physical delivery address. Including the DPID contributes to parcel delivery efficiencies.

For more information on label quality and Smart Barcodes, please speak to your Account Manager or Australia Post lodgement point.

## Label Position

It's also important to make sure you position your label correctly and in the right place.

### 1. Label should be clearly visible, with no strapping or tape covering it.

Label should appear clearly on the item.



Check the label isn't obstructed by strapping. It should be clearly visible.



Avoid applying sticky tape over the label.



If reusing packaging, ensure all old labels and barcodes are either removed or not visible.



## 2. Place labels on the largest, flattest surface of your parcel or freight. Make sure it isn't wrapping around any edges, or positioned over a flap, fold or seam in your packaging.

Check the label is positioned on the parcels largest surface.



Check the label is visible on one side of the item only, and make sure it doesn't wrap around any edges.



Check the label is flat and avoid placing it over the packaging fold or flap.



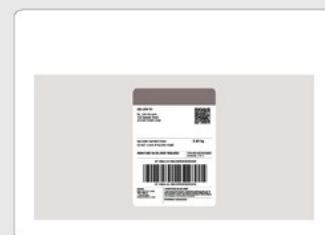
## 3. When using a plastic sleeve or letter window.

Make sure the plastic isn't too shiny. Reflective materials will make it harder for our equipment to read your label.



## 4. When using a satchel.

Place the label in the middle of the satchel, on the flattest surface.



# Manifesting Your Parcels and Freight

The manifests you submit with your parcels are a critical component in the delivery process.

Accurate and detailed manifests will help make sure your parcels and freight reach customers efficiently.



## Manifests/Mailing Statements

All parcels lodged must have a corresponding electronic and paper manifest or order summary. The electronic manifest that accompanies your parcels and freight provides valuable information that helps our sorting machines send your parcel to the right location. The information on a manifest also helps ensure compliance with Chain of Responsibility requirements, so it's critical that the information is accurate and complete. If you receive a pick up, a physical copy of the manifest, manifest summary or mailing statement should be handed to the driver at time of collection.

Failing to provide a manifest, missing information, or incorrect manifest can result in delivery delays or additional charges. To make sure your parcel reaches its destination as quickly as possible, your manifest must:

- Be submitted at the time you physically lodge your parcels and freight, so that the manifest data can be read by our sorting machines when processing your parcels. (e.g. when you lodge your parcels at the Post Office or when one of our drivers collects your parcels and freight)
- Be accurate. We may charge a fee where the manifest is not accurate.
- Contain the complete and correct address for each parcel. This will help your parcels enter our network easier.
- Be in accordance with the system integration, or technical guides so that our systems can communicate effectively with yours.
- Contain all parcels being lodged.
- Not exceed 1,000 consignments in size. Large manifests should be split into multiple smaller files as it makes it much quicker to upload.

## Accurate Manifests Help Provide a Better Parcel Experience for Your Customers

The information provided in your manifest also helps your customers track their parcels. Including accurate email addresses and mobile numbers for your customers will allow them to receive tracking notifications\*, giving them visibility of their items throughout the delivery process and allowing them to access in-flight delivery choices.

### We're Here to Help

If you have any difficulties or problems when submitting your manifest, refer to the relevant User Guides or call our Lodgement Support team on 1800 028 361.

Sometimes, Australia Post might need to get in touch with you. This could be because an error has been detected or there's missing information in your manifest. You'll usually be contacted by email, so it's important to provide the correct email address to make sure Australia Post can get in touch with you to resolve the issue as quickly as possible.

\*Tracking applies to selected services. Terms and conditions apply.



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Support

# Need help? Check out our Business Support Portal

Once your delivery has been lodged or is on its way to a customer, the Business Support Portal is the best place to track your shipments and make enquiries – at a time that suits you.

## What you can do within the portal?

- Run a search to check the status of your delivery
- Raise, manage and view enquiries in one place
- Recall or redirect a parcel that has been lodged<sup>#</sup>
- Enquire about deliveries including parcel returns
- Download a Proof of Delivery document or Safe drop image<sup>\*</sup>
- Get updates on existing enquiries

You can also speak with dedicated business agents from 8am to 6pm (AEST) Monday to Friday<sup>^</sup> via Live Chat if you need some extra help.

## The BSP allows your business to raise and manage enquiries with Australia Post 24 hours a day seven days a week. Why use the BSP?

Logging cases online frees up time spent on the phone and gives you a view of all your enquiries and their status, including when we require more information to proceed.

## What do I need to register for the Business Support Portal?

Follow the link below and use your Legal Entity Name and Account no. to register – multiple users can be set up for each organisation.

Business Support Portal Registration page:  
<https://auspost.com.au/bsp>

For more information visit:

<https://auspost.com.au/business/business-admin/access-the-business-support-portal>

Please note that you must have a Business Credit Account to be able to access this portal.



<sup>#</sup>Our recall or redirect services are only available for parcels in transit that have been lodged using the eParcel platform and have been addressed to a street address. If your parcel is addressed to a 24/7 Parcel Locker, PO Box or Parcel Collect please log a case by selecting RTS from the drop-down box. The return to sender charge outlined in your contract will apply to any redirection or recall services that we provide to you. If you choose to redirect your parcel this will add at least one extra business day to the delivery. While we will make all reasonable efforts to recall or redirect your parcel, it may not be possible in certain circumstances. Australia Post does not accept any responsibility for failing to redirect or recall the parcel.

<sup>\*</sup>Proof of Delivery and Safe Drop images are only available for articles lodged through eParcel / Parcel Send and for selected articles

<sup>^</sup>Except for National Public Holidays

# Frequently Asked Support Questions

## **My parcel is missing items or has arrived broken. What should I do?**

Refer to the Business Support Portal at [www.auspost.com.au/bsp](http://www.auspost.com.au/bsp) or call 13 11 18.

## **How do I receive my pricing statement?**

You can retrieve a copy of your pricing statement by contacting 1300 656 772 and quoting the transaction ID reference number which can be found on your tax invoice (your reference number will start with either a '12' or a '13').

## **How do I receive my proof of delivery?**

To retrieve a copy of proof of delivery, you will require a copy of the mailing statement. This can be obtained from the post office where the original transaction was charged.

Refer to the Business Support Portal at [www.auspost.com.au/bsp](http://www.auspost.com.au/bsp) or call 13 11 18.

## **My account balance is incorrect on My Business Account (MBA). What should I do?**

If you believe that your account balance is incorrect in My Business Account (MBA), please contact your credit representative.

You can find their details through the MBA portal:

- listed on your tax invoice
- displayed on the Dashboard
- displayed in 'Your Account' details
- Email: [mybusinessaccount@auspost.com.au](mailto:mybusinessaccount@auspost.com.au)

## **How can I find out more information on my contracts and rates:**

Refer to your Account Manager.



# Other Helpful Contacts

As a valued eParcel customer, we have a range of support services to help make using eParcel as easy as possible.

## Account Manager

For any enquiries regarding your current contract including pricing and additional services, contact your account manager.

- New or additional pricing
- Contract queries including contract expiration, new or additional pricing
- Arrange a pick up

## Credit Manager

Please contact your credit manager for the following:

- To change or add a lodgement point
- Late payment fees.

You can find the contact details of your credit manager on your invoice.

## Business Contact Centre

Account holders enquires – 13 11 18

Please contact our Business Contact Centre for urgent enquires such as:

- Lost or damaged items
- Credit for a consignment you did not lodge
- Charging issues
- Change or arrange your pickup times.

## Technical Assistance

Log a case with our lodgement support team at <https://auspost.com.au/lodgement-techsupport/>

For all technical enquiries including:

- Lodgement platform support
- Login access and password resets
- Consignment creation or manifest issues

## Lodgement Point

Please contact your lodgement point for the following:

- Ordering more labels (you can find the product SKU on the label)
- Manifest changes and cancellations

## Track a Parcel

Visit <https://auspost.com.au/track> or access the Business Support Portal at <https://bsp.auspost.com.au/s/login/>

Live chat: you can speak with dedicated business agents from 8am to 6pm (AEST) Monday to Friday<sup>\*</sup> via our live Chat option for some extra help.

<sup>\*</sup>Except for National Public Holidays

