



COVID-19 Update as at 10th August 2020

Impacts on Order Deliveries

Due to the growing issues and regulations due to the COVID pandemic, all carriers are experiencing delays on deliveries plus they are introducing new measures to ensure they comply with the ever growing restrictions - Victoria in particular. Crossing borders, making deliveries, meeting expectations, processing returns, customer service enquiries and everything in between has been impacted.

That said our warehouse is based in Sydney where restrictions are currently less significant and will hopefully stay that way.

Your order is likely to take longer to get to you than it might have at other times and you need to have a secure option for drop off (no signatures on delivery). We extensively use Australia Post, Couriers please and Border Express depending on what our system deems most efficient at the time of order. If you would like to specify which of those couriers you would like used, please make a phone order so we can control it for you. The shipping fee will be \$15 should you choose this option.

Below is a summary on what to expect moving forward and these apply to **all carriers in Australia**. This information was released by our 3PL warehouse's Director and summarises recent releases from the courier companies.

What you can expect from couriers at present:

- All of the call centre staff are working from home hence there are reduced staff numbers which are resulting in lengthy delays for a phone call response
 - The best course of communication is via email
- No more "carded freight" – due to COVID19 and the risk of transmission, courier drivers have been instructed **NOT** to leave a card if you have missed your delivery. If a card is left, this will be an exception to the rule
 - Please ensure you track your parcel and take due diligence during this pandemic
- No human contact and minimum 1.5m safe distance for all deliveries hence no signatures in any circumstance
- Majority of planes are still grounded so there are limited flights hence limited services for Express Deliveries
- Some zones / post codes / towns / suburbs may be restricted and no deliveries can take place due to COVID19 safety measures. As this can change rapidly and is dependent on local governments, there are no lists or exclusion zones we have been provided. Local authorities will update those local residents on such restrictions and changes



- Delivery Times and Case Enquiries – all couriers have specified a minimum transit time allowed before any case or enquiry can be opened. **Any enquiry raised that is within the below scanning time frames will not be actioned by the carrier:**
 - 14 Working days **between scans / scan updates** for all metro / same city deliveries around AU
 - 21 Working days **between scans / scan updates** for all sub-metro / regional deliveries around AU
 - 21 Working days **between scans / scan updates** for all international deliveries
 - StarTrack - 14 Working days **between scans / scan updates** for all deliveries around AU
 - Air Freight (AAE or Express Post) – 5 Working days **between scans / scan updates** for all deliveries around AU
- Due to a significant increase in drivers, there are not enough GPS / Camera Scanners for all drivers. This means not all deliveries will have a picture taken of where the parcel was left
- All PODs will **not have** a signature. All PODs should either say ATL or COVID so there is no real proof or benefit to provide a POD
 - Due to higher levels of theft from the general public, if a delivery scan shows as **delivered** but the parcel is not there, your customers need to assume it has been stolen from their property
- Customers will still be able to access POP Shop Collections in certain scenarios – such collections should only be extended when an ATL is not possible (apartment or unit address)
- For any residence with a gate or fence, the gate or fence must be **opened** and not just unlocked. If the gate or fence is closed (even if it is unlocked) the courier is not permitted to enter your property
 - In such a case where access is restricted, the driver will not call the customer on their phone. They will simply deem the delivery as “unsuccessful” and either take to a Post Office, Depot or Pop Shop (depending on the carrier)
- For any insufficient address or unsuccessful delivery, it is the customers responsibility to make contact with the carrier to arrange a pickup or redelivery where possible (should the parcel not be at a Pop Shop for collection)
 - The customer will need to monitor their tracking details for such updates

This is an extremely difficult time for everyone and we ask for your patience during this pandemic. We thank you all for your support and understanding as we work through this together.

Zoe Van Mill

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