

POSTAGE FAQ

CP–CouriersPlease

AP–AustraliaPost

BE–BorderExpress

STE–StarTrack Express

ATL – AuthorityTo Leave SMS – Text Message Service

What If I am not home when the parcel is coming?

- If you have selected ATL, the parcel will be left in a safe place
- AP will require you to track your item and collect the parcel from their nominated Post Office. You are not able to choose your Post Office for collection
- CP have a range of options such as:
 - o CP deliver the parcel to your closest POP Shop (7/11, Newsagent, etc) which is usually within a 5km distance
 - o You can choose which POP Shop by replying to the emails / SMS they send. If you do not respond to the emails / SMS they will go to their allocated POP Shop
 - o If you are more than 5km from the closest POP Shop, the item will return to their depot for redelivery. You will **need to book your redelivery**
 - o You can redirect your parcel to the same suburb / Zone by responding to the emails / SMS. Please note this is only a **request** and may or may not be actioned
 - o You can select for the parcel to be left in a safe place by responding to the emails / SMS
- STE & BE will redelivery; usually the next working day

How long do I have to collect my parcel from a “Collection Point”?

- 7 calendar days applies to all pickups
- It is imperative you track your own parcel to monitor your shipment
- After 7 days, the parcel be Returned To Sender and it cannot be stopped
- This applied to all carriers

How do I collect my parcel from a “Collection Point”?

- Collection Point refers to a POP Shop, Post Office and/or Carrier Depot
- For **any** collections, you must have the tracking number, card (if available) and photo ID
- Without these, your collection may be refused

How do I select ATL for my parcel?

- When you make your purchase for the item, please use the retailer’s website to ask for ATL
- If that is not an option, write ATL in the **comments** section
- If that is not an option, simply respond to the emails / SMS and choose ATL
- If that is not an option, you will not be able to use the ATL service

I asked for ATL (Authority To Leave) but the item was not left at my door?

- ATL can only be actioned if you live in a house and there is a safe place to leave the parcel
- ATL cannot be actioned if you live in a unit, townhouse, villa or community lot

I have a gate that is closed or no clear / open access to the front door. Can the courier slide or open the gate for delivery?

- The courier will leave a card in the letter box to inform you they attempted delivery
- None of the courier companies will instruct their driver to open a gate or make a delivery if there is no clear access to the front door
- Always ensure your gate is open (not just unlocked) otherwise the courier driver will not deliver the parcel

How do I track my parcel?

- For every parcel dispatched, you will receive an email with the link to track your parcel. You will also receive email and SMS updates for your shipment
- Each courier has their own website which you can search and use it directly to track
- Enter the tracking number and see the progress of your parcel

There are no scan events on my parcel?

- This does happen in rare situations due to the label not being able to be scanned
- If you receive a dispatch notice but there are no scan events, contact the respective courier ASAP to identify this
- Please allow 2 working days from the Notice Of Dispatch before contacting the carrier
- In the rare event they cannot locate your parcel, please lodge a case so it can be investigated

Is there insurance on my parcels?

- CP provides a maximum of \$1,500 cover per parcel included in the original connote cost
- CP charges a \$100 excess for any / every claim made
- AP does not have insurance unless you ask for it before the parcel is dispatched. It cannot be applied once the shipping label has been printed. It cannot be applied per parcel, it must apply for your whole account
- STE does not have insurance unless you ask for it before the parcel is dispatched. It cannot be applied once the shipping label has been printed. It cannot be applied per parcel, it must apply for your whole account
- BE does not have insurance unless you ask for it before the parcel is dispatched. It cannot be applied once the shipping label has been printed. It cannot be applied per parcel, it must apply for your whole account

How do I ask for insurance for my deliveries, how does it work and what does it cost?

- Every carrier is 'self-insured'. This means they do not have cover by any 3rd party insurance company. They will investigate every claim thoroughly before approving a claim
- Every claim will take approx. 28 working days to verify and make payment
- Other than CP, all carriers require your account (all your shipments) to have insurance for all dispatches with a \$150 excess per claim
- The cost is a surcharge of 25% of the freight cost for each shipment insured

I didn't receive a card from the driver for attempted delivery, but tracking shows they were here?

- There should always be a card, but this does happen with all carriers
- In this case, please always refer to your tracking to ensure you can keep track of your parcel and where it is being returned to
- About 5% of all deliveries, the drivers will run out of cards or forget to leave a card
- If the parcel has been attempted:
 - o Contact CP for collection from the Depot or book your Redelivery. If it has gone to a POP Shop, simply go and collect
 - o Contact AP for location of the parcel and collect from the Post Office
 - o Contact BE or STE for collection or Redelivery
- *Please allow until the next working day to see the location of the parcel*

I was home but the driver did not knock; now they have gone?

- Every driver is instructed to knock on the front door. If you do not hear the driver and they leave, please contact the carrier to ask for Pickup or Redelivery. A Redelivery will only be provided if it is available or possible. Post will not redeliver under any circumstance

I want a Redelivery?

- AP does not redeliver
- CP will only redeliver if you live more than 5km away from a POP Shop
 - o You will need to contact CP to book in your redelivery
- STE & BE will redeliver automatically the next business day in most cases

My Address is correct on Google, but carrier said it was "insufficient"?

- This does happen in some cases as new areas are built and some GPS locations do not update in time
- Make sure your house number is clearly showing
- Ensure nothing is obstructing your house number

My parcel says it is delivered but I have not received my parcel?

- CP has a GPS tracker on their scanner where the drivers can be tracked
- CP can verify the delivery of the parcel by using the tracker and receivers name on the POD
- AP does not have a GPS tracker on their scanners. A Case will need to be lodged for the missing parcel
- STE does not have a GPS tracker on their scanners. A Case will need to be lodged for the missing parcel
- BE does not have a GPS tracker on their scanners. A Case will need to be lodged for the missing parcel
- In most cases, a carrier will refuse the case if there is a signature POD

After I signed for my parcel, I found it to be damaged?

- Upon delivery, once you sign for your parcel, the carrier will not acknowledge any claim, even if you have insurance
- If your parcel looks damaged when the driver arrives, **DO NOT SIGN FOR IT** so that it can be returned to the sender and a claim lodged if there is insurance

How do I get a Proof of Delivery for my parcel?

- Simply contact the respective carrier and provide them with the details
- They may ask for proof of ID to verify
- Carrier can email a POD
- You have a maximum of 28 CALENDAR days to request a FREE POD
- After 28 days, carrier will charge an Admin fee of \$55 per POD

Can I have my delivery on a weekend of Public Holiday?

- No this is not an option to select
- In Christmas time, carriers may have their drivers work on weekends to catch up but it is not an option to choose

Can I Re-Direct my parcel?

- AP & CP have that option by replying to the emails / SMS
- STE & BE will require you to call the carrier and place this request
- Once the request is made, **IT IS NOT DEFINITE** and there are no guarantees it can be actioned

The POP Shop or Collection Point is too far and I want the carrier to redeliver?

- With AP this is not an option. You must collect your parcel within 7 days
- With CP this is not an option unless it has gone back to the Depot. Either way you must collect within 7 days
- STE yes this is an option by calling them or waiting for the next delivery cycle
- BE yes this is an option by calling them or waiting for the next delivery cycle

My tracking keeps saying "In Depot". What does this mean?

- Please ensure you contact the carrier immediately for collection or redelivery
- This can occur if the parcel cannot be delivered or has already been attempted for delivery
- Use your tracking number for reference of the parcel

I don't have a smart-phone, email or internet. How can I track my parcel?

- Unfortunately, there is no way to track your parcel if you have no internet or email
- An SMS will be sent to your phone by AP & CP to alert you of the delivery on and before the day it is being delivered
- Other than this, there is no other method

I want to specify my delivery date?

- AP does not have this option
- CP does have this option, but it is a request and may or may not be actioned
- STE & BE have this service and they charge a fee for specified delivery dates
 - o This fee will vary based on size, weight and location of parcel
 - o The specified date for delivery cannot be more than 2 working days from the allocated ETA

My ETA is wrong, and I am still waiting for my parcel?

- Most of the time, the ETA will be met
- Christmas, Easter, End Of Financial Year and such times will result in your parcel taking longer than expected
- When it is not met, simply track your parcel for updates
- If there have not been any updates for 7 working days, please contact the carrier for assistance

My order left 2 days ago and there is no scanning?

- Tracking can take up to 72hrs to start working on the carrier's site
- This 72hrs is measured from the Dispatch Email Notice; not from purchase date
- After 72hrs, if there is no tracking, please contact the carrier to open a case for your parcel

The carrier received my parcel several days ago and it is still in the depot?

- In Peak periods, this will be very common with most carriers falling behind between 1-5 working days in terms of ETA, ~~Saving~~Dispatch and/or Delivery
- This happens every year; especially around Christmas time and there is no way to expedite a parcel after it has left. Please choose Express / Air Freight if you want it expedited

I want to cancel my order and have a refund for the freight?

- Once the item is dispatched, there cannot be a refund of the freight costs
- All carriers will still charge the freight costs plus a Return To Sender Fee
- No carrier will provide discounts or concessions

I want a delivery to a PO Box?

- AP & STE can deliver to PO Boxes
- No other carrier can deliver to a PO Box
- STE will charge \$12.95 for a PO Box delivery
- PO Box maximum weight is 5kg
- PO Box maximum dimensions is 45cm x 35 cm x 5cm
- *Any parcel bigger or heavier than these measurements can incur a \$12.95 surcharge or may be rejected completely*

DELIVERY COMPANIES LIMITATIONS, EXPECTATIONS AND OVERVIEW

****Please note that PO Box shipments can only go with Australia Post and / StarTrack. Surcharges listed below if applicable**

<u>SERVICE</u>	<u>CODE</u>	<u>RATES</u>	<u>TRACKING</u>	<u>Weight/Size Restrictions</u>	<u>ETA</u>
International Standard	PTI8	International Standard	Tracking included	Up to 20kg No longer than 1m	Estimated 6+ business days
International Standard with Signature	PTI7	International Standard + \$5.25	Tracking included	Up to 20kg No longer than 1m	Estimated 6+ business days
International Express - Merchandise	ECM8	International Express - Merchandise	Tracking and signature on delivery included	Up to 20kg No longer than 1m	Estimated 2 to 4 business days between major metro areas
Australia Post Standard	3D35	Auspost Standard Rates. Dead Weight Only. PO Box no extra charge	Tracking and signature on delivery included	Up to 20kg No longer than 1m	Estimated 2 to 8 business days depending on destination
Australia Post Express	3J35	Auspost Express Rates. Dead Weight Only. PO Box no extra charge	Tracking and signature on delivery included	Up to 20kg No longer than 1m	Estimated 1 to 4 business days depending on destination – Express Post Next Day Guarantee not available
Border Express	BEP	Charges are based on cubic or dead weight; whichever is greater	Tracking, Book-ins and signature on delivery included	No limits on size of parcel or weight. Large Parcels may attract a surcharge	Customer is advised with an email of the pending delivery
Couriers Please – up to 500g	BU0	Charges are based on cubic or dead weight; whichever is greater	Tracking and signature on delivery included	Up to 500g weight 0.9m length	Day/night before the delivery is made, customer is advised with an email and SMS
Couriers Please – 1kg	BU1	Charges are based on cubic or dead weight; whichever is greater	Tracking and signature on delivery included	500g to 1kg weight 0.9m length	Day/night before the delivery is made, customer is advised with an email and SMS
Couriers Please – 3kg	BU3	Charges are based on cubic or dead weight; whichever is greater	Tracking and signature on delivery included	1kg to 3kg weight 1.0m length	Day/night before the delivery is made, customer is advised with an email and SMS

<u>SERVICE</u>	<u>CODE</u>	<u>RATES</u>	<u>TRACKING</u>	<u>Weight/Size Restrictions</u>	<u>ETA</u>
Couriers Please – 5kg	BU5	Charges are based on cubic or dead weight; whichever is greater	Tracking and signature on delivery included	3kg to 5kg weight 1.2m length	Day/night before the delivery is made, customer is advised with an email and SMS
Couriers Please – over 5kg	BUK	Charges are based on cubic or dead weight; whichever is greater	Tracking and signature on delivery included	Limits are over 5kg 32kg dead Per Parcel / 42kg cubic Per Parcel / 150kg shipment weight / 1.8m length	Day/night before the delivery is made, customer is advised with an email and SMS
Startrack Standard	EXP	Startrack Standard. PO Box from \$12.95 extra charge	Tracking and signature on delivery included	No larger than 1.2m in length. Large Parcels will attract a surcharge	Depends on Destination
Startrack Fixed Price Premium	FPP	Express Service. PO Box from \$12.95 extra charge	Tracking and signature on delivery included	No larger than 1.2m in length. Large Parcels will attract a surcharge or result in a rejected parcel	Next Business Day to Metro Areas