



MyPost Business Toolkit

How to send smarter with MyPost Business.



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Send smarter with MyPost Business

With a MyPost Business account, your parcels earn you savings and smart sending tools save you time.

[Create a free account](#) today with no contract or eligibility criteria.

Benefits at a glance



Save money on domestic and international sending¹



Send anywhere in Australia and to 220+ destinations



Your choice of delivery speeds



Flexible ways to lodge parcels



Send tracking notifications



Automate shipping labels through an integration



Support from Post Offices, online chat or request a call back



Carbon neutral delivery



“Since integrating MyPost Business with our online store, we've been able to speed up the time it takes to ship our products.”

LAURA HALL, PHYLLI



Save money on parcel sending



Spend just \$50 to start saving

You only need to have spent \$50 on parcel sending over the last 4 weeks to start earning savings.¹



Watch your savings grow

Move through five savings bands as you spend more. The higher the band, the more you'll save!



Save on domestic and international sending

Save up to 40% on domestic sending and up to 35% on international sending.¹



Did you know shipping is often the third highest cost for businesses? Being able to save on sending makes a big difference to your bottom line.



MyPost Business savings bands

| Band 0 | Band 1 | Band 2 | Band 3 | Band 4 | Band 5 |
|---|---|---|---|---|--|
| \$0 – \$49 in the last 4 weeks. | \$50 – \$249 in the last 4 weeks. | \$250 – \$499 in the last 4 weeks. | \$500 – \$999 in the last 4 weeks. | \$1,000 – \$1,999 in the last 4 weeks. | \$2,000 or more in the last 4 weeks. |
| Or, up to \$499 in the last 12 months. | Or, \$500 – \$2,499 in the last 12 months. | Or, \$2,500 – \$4,999 in the last 12 months. | Or, \$5,000 – \$9,999 in the last 12 months. | Or, \$10,000 – \$19,999 in the last 12 months. | Or, over \$20,000 in the last 12 months. |

Sending parcels around Australia

| | | | | | | |
|-----------------------------------|----|-----|-----|-------|-----|-------|
| Within the same city (under 5kg) | | 10% | 25% | 30% | 35% | 40% |
| To another major city (under 5kg) | 0% | 5% | 12% | 16% | 19% | 20% |
| To rural areas (under 5kg) | | 0% | 2% | 3% | 5% | 5% |
| Parcels over 5kg | | 5% | 10% | 12.5% | 15% | 17.5% |

Sending parcels overseas

| | | | | | | | |
|--------|-----------------|------|-------|-------|-------|-------|-------|
| Zone 1 | New Zealand | 0% | 5% | 20% | 25% | 30% | 35% |
| Zone 2 | China | | | 15% | 17.5% | 20% | 22.5% |
| | Rest of Asia | | | 10% | 12.5% | 15% | 17.5% |
| | Pacific Islands | | | 7.5% | 10% | 12.5% | 15% |
| Zone 3 | USA & Canada | | | 15% | 17.5% | 20% | 22.5% |
| Zone 4 | UK & Ireland | 15% | 17.5% | 20% | 22.5% | | |
| | Major Europe | 10% | 12.5% | 15% | 17.5% | | |
| | Rest of World 1 | 7.5% | 10% | 12.5% | 15% | | |
| Zone 5 | Rest of World 2 | 7.5% | 10% | 12.5% | 15% | | |

Optional extras

| | | | |
|--|---|---------|---------|
| Domestic and International Extra Cover Insurance | | 33.3% | |
| Domestic Signature on Delivery | | \$2.95 | |
| International Signature on Delivery | | \$5.50 | |
| Parcel pickups (Up to 100 parcels per pickup) | Same business day: Orders need to be placed by 1pm. Parcel pickup between 9am and 4pm. | \$13.95 | \$11.98 |
| | Next business day: Orders need to be placed by midnight. Parcel pickup within a 4-hour window. | \$13.95 | \$11.98 |

Purchases that count towards your savings band and what you can save on

| MyPost Business Products as of 3rd July 2023* | Counts towards your savings band | Savings apply to this product |
|---|----------------------------------|-------------------------------|
| MyPost Business Flat Rate satchels and boxes postage | ✓ | ✓ |
| Own packaging postage | ✓ | ✓ |
| Other Australia Post packaging postage (instore purchases only) | ✓ | ✓ |
| Unpaid postage satchels and Express Post branded boxes (instore purchases only) | ✓ | ✗ |
| MyPost Business returns parcel postage | ✓ | ✓ |
| Prepaid Domestic Express and Parcel Post satchels (instore purchases only) | ✓ | ✗ |
| Prepaid Domestic Express Post envelopes (instore purchases only) | ✓ | ✗ |
| International Economy Air assessed parcel postage (instore purchases only) | ✓ | ✗ |
| International Standard assessed parcel postage | ✓ | ✓ |
| International Express assessed parcel postage, including Express Letters | ✓ | ✓ |
| International Courier parcels assessed parcel postage (instore purchases only) | ✓ | ✗ |
| International Economy Sea parcels assessed parcel postage (instore purchases only) | ✓ | ✗ |
| Prepaid International Courier, Express and Standard satchels (instore purchases only) | ✓ | ✗ |
| Prepaid International Express envelopes (instore purchases only) | ✓ | ✗ |
| Domestic and International Extra Cover | ✓ | ✓ |
| Signature on Delivery (SOD) | ✓ | ✗ |
| MyPost Business pickup service | ✓ | ✗ |
| Domestic and International Tracked and Registered Post letters | ✗ | ✗ |
| Australia Post Online Shop purchases | ✗ | ✗ |

* The MyPost Business product list is subject to change at anytime and at the discretion of Australia Post.

Save time with smart sending tools

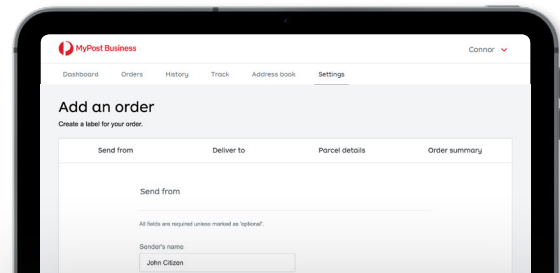


Use the online portal to make sending easier

Use the online sending portal to create your shipping and return labels,² manage your account, view and track your orders, book pickups³ and send parcels overseas. It's a huge time saver.

Add a single order

1. Login and go to the Orders tab
2. Select 'Add an order'
3. Fill out the 'Send from' and 'Deliver to' details
4. Select if you want to send tracking notifications to the recipient
5. Add the parcel details
6. Select 'Save order' then 'Pay & print'
7. After payment, your orders will move to the Transactions tab



- Set as default sender address
- Save this address

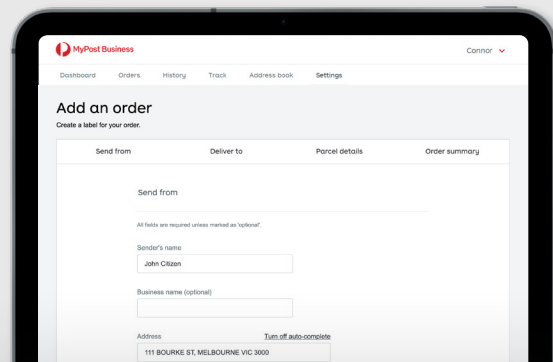
Tip: If this is your first order, check the boxes 'Set as default sender address' and 'Save this address' to remember the details for next time



If you prefer, you can bulk import your orders into MyPost Business using a CSV file. [Learn how to import bulk orders using a CSV file](#)

Address validation

Real-time address validation is turned on in MyPost Business by default to help your deliveries get to the right address first time. You can turn address validation off when you add an order, however if you make a mistake entering the address, it might take longer to deliver.

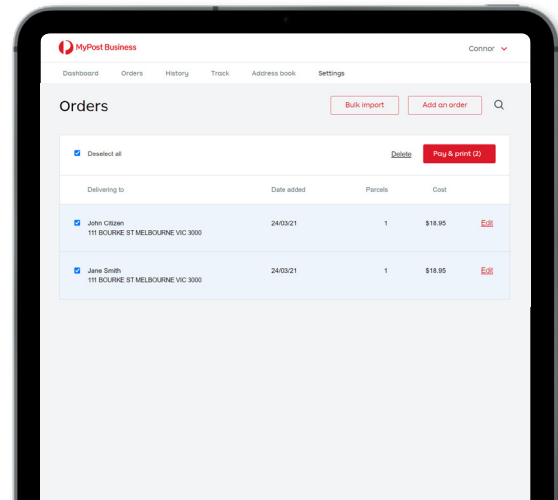


Address [Turn off auto-complete](#)

Pay and print multiple orders at once

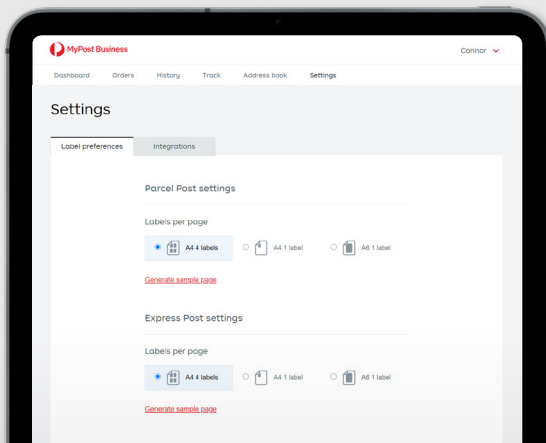
You can save time by paying and printing multiple orders at once.

1. From the Orders tab, select all the orders you want, then 'Pay & print'
2. Select 'Proceed to payment'
3. Enter your payment details and pay
4. After payment, your orders will move to the Transactions tab



Set up your label printing preferences

1. Go to the Settings tab and select how many labels you want per page
2. Then select your Express Post settings and your International settings



“It’s really beautiful to watch orders increase while postage rates decrease, especially as we’re now delivering Australia-wide.”

ELOISE HALL AND ISOBEL MARSHALL,
TABOO



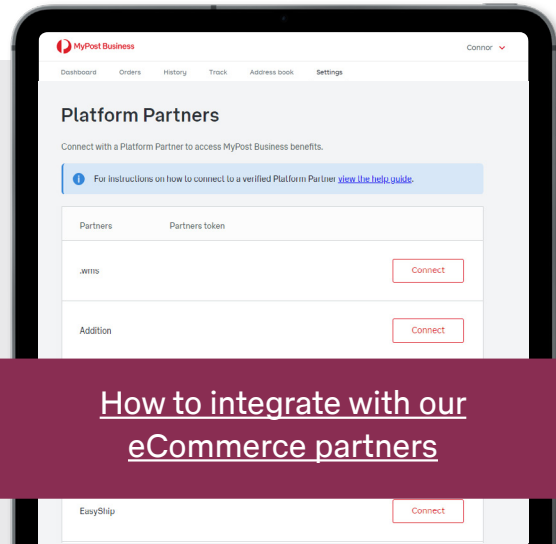
Automate shipping label creation

Integrate your MyPost Business account with one of our eCommerce partners to automatically create shipping labels for your online orders, while still accessing your savings.

[Find out more](#) about integrations.

Create all your shipping labels in just a few clicks

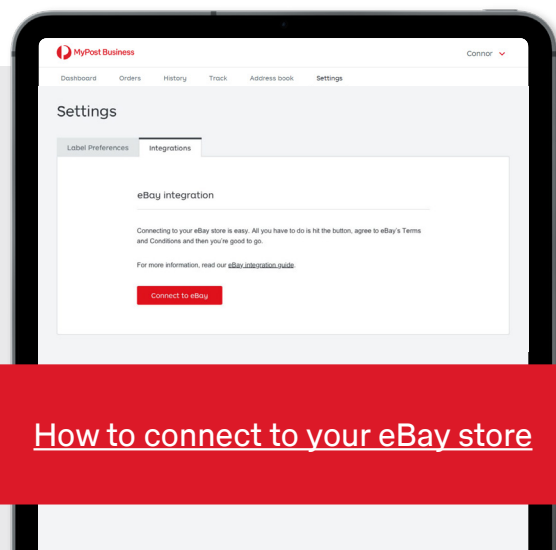
Integrate MyPost Business with an eCommerce partner to create your shipping labels and send tracking notifications to your customers all at once.



[How to integrate with our eCommerce partners](#)

Import orders directly from your eBay store

Connecting MyPost Business to your eBay store is easy. And once connected, you'll be able to save time by importing your eBay orders directly into your Orders list.



[How to connect to your eBay store](#)

Global sending, sorted



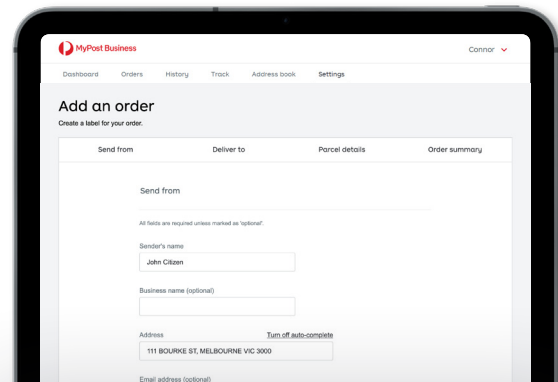
One account for sending here and overseas

You can create an international shipping label from the same online sending portal, so you're ready to scale globally right from the start.

And choose from two delivery speeds to suit your customers' needs.

Send a parcel overseas

1. From the Orders tab, select 'Add an order'
2. Enter the 'Deliver to' information
3. Complete the customs declaration
4. Select 'Yes' for whether the contents have a commercial value
5. Enter 'Sale of goods' for the export reason
6. Declare the contents of your parcel including the item value, weight and country of origin
7. Look up and auto-populate the 6 digit HS tariff code by typing the product description and selecting the relevant item
8. Choose from one of our international parcel speeds
9. Select 'Save order', proceed to payment and pay
10. Print and place your label in a plastic sleeve and attach to the parcel



1. Service, product or HS code (required) ?

Tip: When entering the 6-digit HS tariff code, each item needs to be declared separately.

Enter a destination

Popular destinations [China](#) [New Zealand](#) [United Kingdom](#) [United States](#)

Tip: You will be alerted if an item is restricted or prohibited based on the destination country and HS tariff code. If an item is prohibited, you won't be able to send it. A restricted item may still be sent but you should double check the restriction using the [International Post Guide](#).

Your price will be based on your MyPost Business savings band, the parcel service you choose, parcel weight and the country you're sending to.

Lodge parcels your way

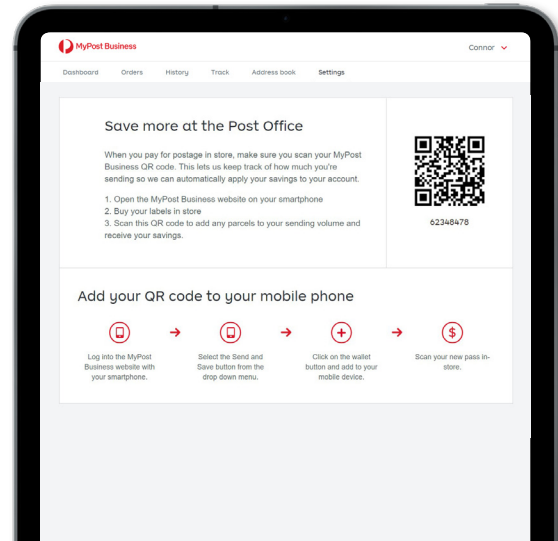
Getting your parcels out the door is simple. You can lodge them at over 4,300 Post Offices, 635 Parcel Lockers or 15,500 street posting boxes.

If it's easier, you can book a pickup through your online sending portal.³

Lodge at Post Office

If you're paying for postage at a Post Office, make sure you scan your MyPost Business QR code, so any savings are automatically applied to your account.

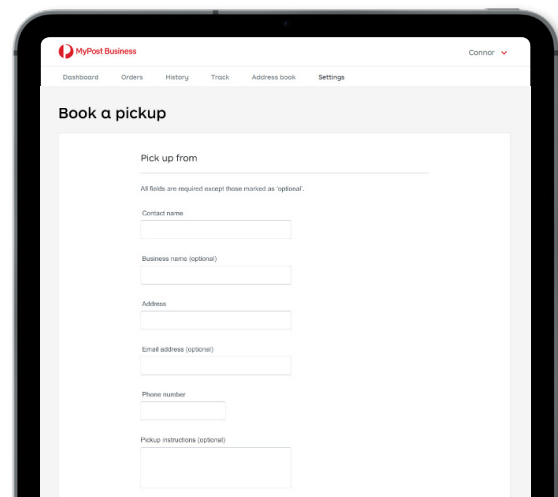
Add your MyPost Business QR code to your Apple Wallet or Google Pay app on your mobile. Your QR code can be found in the 'Send and Save' tab in MyPost Business.



Book a parcel pickup

1. Go to 'Pickups' tab and select 'Book a pickup'
2. Enter your pickup details
3. Choose 'same business day' or 'next business day' pickup
4. Proceed to payment

Note: If your address is outside the pickup area, you won't be able to proceed.



Deliver a great customer experience

Make shopping for your customers even more convenient by keeping them informed and letting them shop the way they want.

Promote the AusPost app

Allow your customers to easily track their parcel and manage their delivery preferences by encouraging them to download the AusPost app. For inspiration and instructions on how you can promote the AusPost app, download this [toolkit](#).



Offer collection points

Give your customers the option to pick up their orders from the location that's most convenient for them. Simply let your customers know you send with Australia Post and they can enter their chosen collection point address at checkout. This ensures first time delivery and improves customer satisfaction.



Promote sustainability credentials

By choosing to send your parcel with Australia Post, you're doing your bit to help our environment, and our future. That's because parcel postage paid via your MyPost Business account is carbon neutral.⁴

Send the right delivery message

Keep your customers informed by including important delivery information in your customer communications. Simply copy and paste the messaging in this handy [guide](#) across your website and confirmation emails to give your shoppers a great delivery experience.



Smooth returns with MyPost Business flat rate satchels

Designed to be reused a second time, MyPost Business flat rate satchels make returns easier. For a better shopping experience, let your customers know they can reuse the satchel to make a return. Or they can reuse the satchel to send to anyone, anywhere. Available for purchase through our [Online Shop](#).

How to create a return label

If your customer needs to return an item, you can easily create a return label.

1. Go to the Transactions tab
2. Find the original customer order
3. Select 'Create a return label'
4. Update any pre-populated customer details if required
5. Proceed to payment

MyPost Business

Dashboard Orders History Track Address book Settings

Continue

Create return label

Send from Deliver to Parcel details Order summary

Send from

All fields are required except those marked as optional

Sender's name
Jane Smith

Business name (optional)
Shark's Sacks

Address [Enter address manually](#)
111 Bourke St MELBOURNE VIC 3000

Email address (optional)
jane.smith@gmail.com

Phone number (optional)

Deliver to



Need help?

There are plenty of different ways to get the answers you need, right from the Support tab in MyPost Business.

Live chat

Talk to a real person with live chat, 8am – 4pm, Mon – Fri AEST.⁵



Create an enquiry

Raise a support ticket for your issue, and we'll help you out.



Phone support

Prefer to talk on the phone? Request a call-back from our support team, available 8am – 6pm, Mon – Fri AEST.⁵



Support videos

Watch videos to learn more about how MyPost Business works.



1. Your savings band will be based on your spend on products and services over specific periods using your MyPost Business account, with certain exceptions. Savings are calculated on standard postage rates, and apply to MyPost Business products with certain exceptions. For more information on standard postage rates, the spend requirements of each savings band and a full list of MyPost Business products including the lists of exceptions, read the [MyPost Business Postage Rates Guide](#).
2. The returns service is only available for domestic parcels. The service is only available for postage labels generated through the MyPost Business portal and isn't available for Parcel Post and Express Post prepaid satchels. Standard MyPost Business postage rates and savings apply.
3. The pickup service collects parcels from senders for lodgement into the Australia Post network. Additional charges apply. The pickup service is only available in major metropolitan areas, and its availability in your location will be advised by the on-screen prompts within the MyPost Business online portal. Australia Post may vary at any time the locations where the Parcel Pickup Service is available. We can collect up to 100 parcels at a time. Pickups between 9am and 5pm Monday - Friday, for orders placed before 1pm the day prior. Subsequent parcel delivery in our network is based on the postage services you have purchased. For details, read the [MyPost Business Parcel Pickup terms and conditions](#).
4. Carbon offset for international parcel deliveries is to the international hub only.
5. Excluding national public holidays.