



Add Australia Post Collect to your checkout with Shopify Plus

August 2026



Give customers more delivery choice

This guide tells you how to add Australia Post Collect to your Shopify checkout, so customers can collect their parcels from a Post Office or 24/7 Parcel Locker.

Customers will be able to search for a collection point near them, select their preferred location and the address will be added at checkout.

Available to MyPost Business, eParcel Contract and StarTrack Premium customers with a Shopify Plus store.

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Prepare for setup

Before you start

- Australia Post Collect can only be integrated with Shopify Plus.
- You'll need to have admin access to your account.
- Make sure your checkout collects customer email addresses and mobile numbers, and that these appear in the shipping manifest. We'll use this information to contact customers about their parcel collection.

Submit a request

Complete [this form](#).

We'll reply within 3 business days with the details you'll need to add Australia Post Collect to your checkout.

- Australia Post Merchant ID
- API key
- API secret
- Support ticket reference number

It takes less than an hour to set up and normally, 1 to 3 days to test.



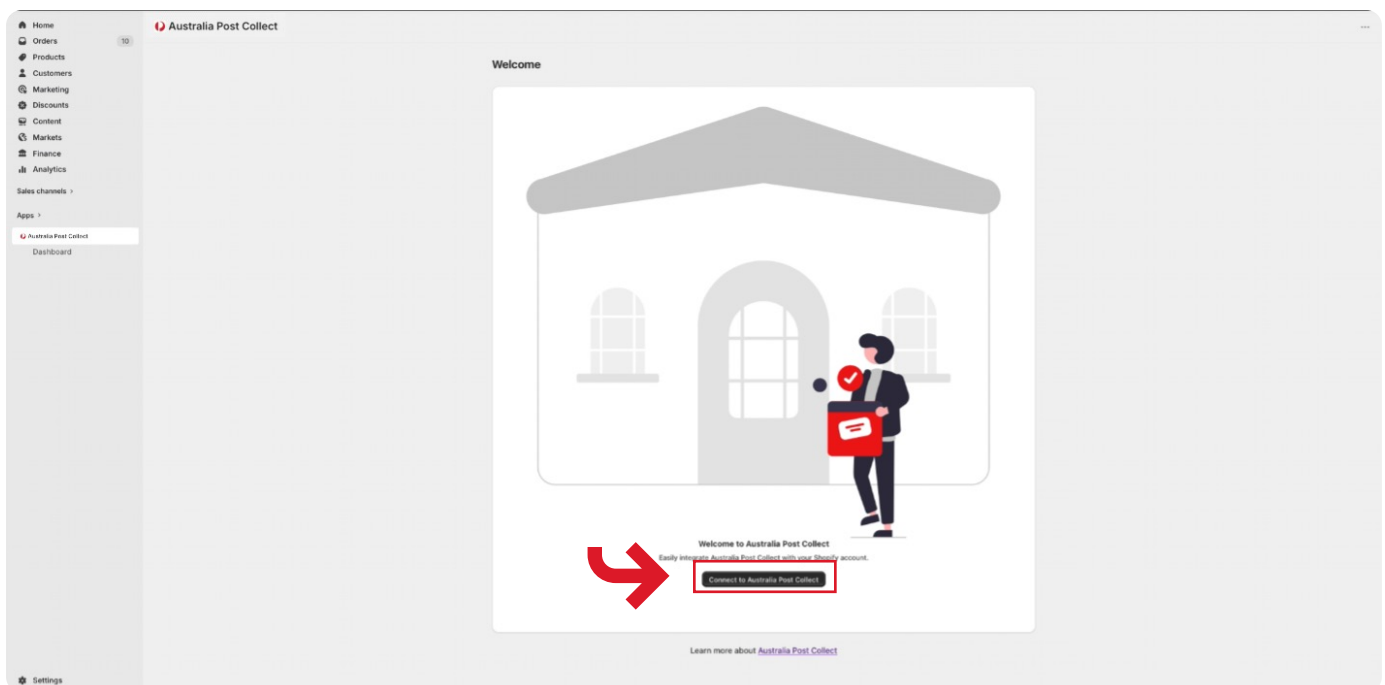
Add Australia Post Collect to your checkout

Step 1: Get the app

Log in to your Shopify account and download Australia Post Collect from the [Shopify app store](#).

In the Shopify main menu, select the Australia Post Collect app.

Select **Connect to Australia Post Collect**. This will take you to the Australia Post Collect app dashboard.



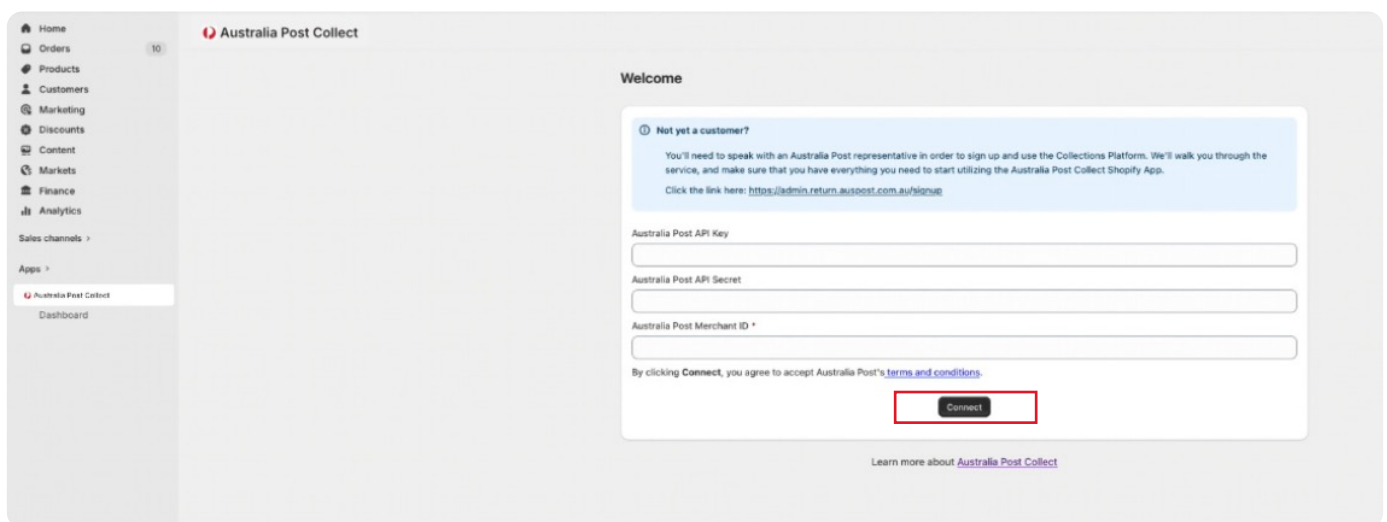
Step 2: Enter your credentials

Go to the Australia Post Collect app dashboard in Shopify and enter your credentials.

Your credentials are in the same email as this guide.

- To get the API key and API secret, follow the link in the email and enter the decryption key provided in the email. Note: the link expires after 7 days. If you need a new one, request it by replying to the email.
- Your Australia Post Merchant ID is in the email.

Select **Connect**.



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Australia Post Collect Dashboard

Welcome

Not yet a customer?

You'll need to speak with an Australia Post representative in order to sign up and use the Collections Platform. We'll walk you through the service, and make sure that you have everything you need to start utilizing the Australia Post Collect Shopify App.

Click the link here: <https://admin.return.auspost.com.au/signup>

Australia Post API Key

Australia Post API Secret

Australia Post Merchant ID *

By clicking **Connect**, you agree to accept Australia Post's [terms and conditions](#).

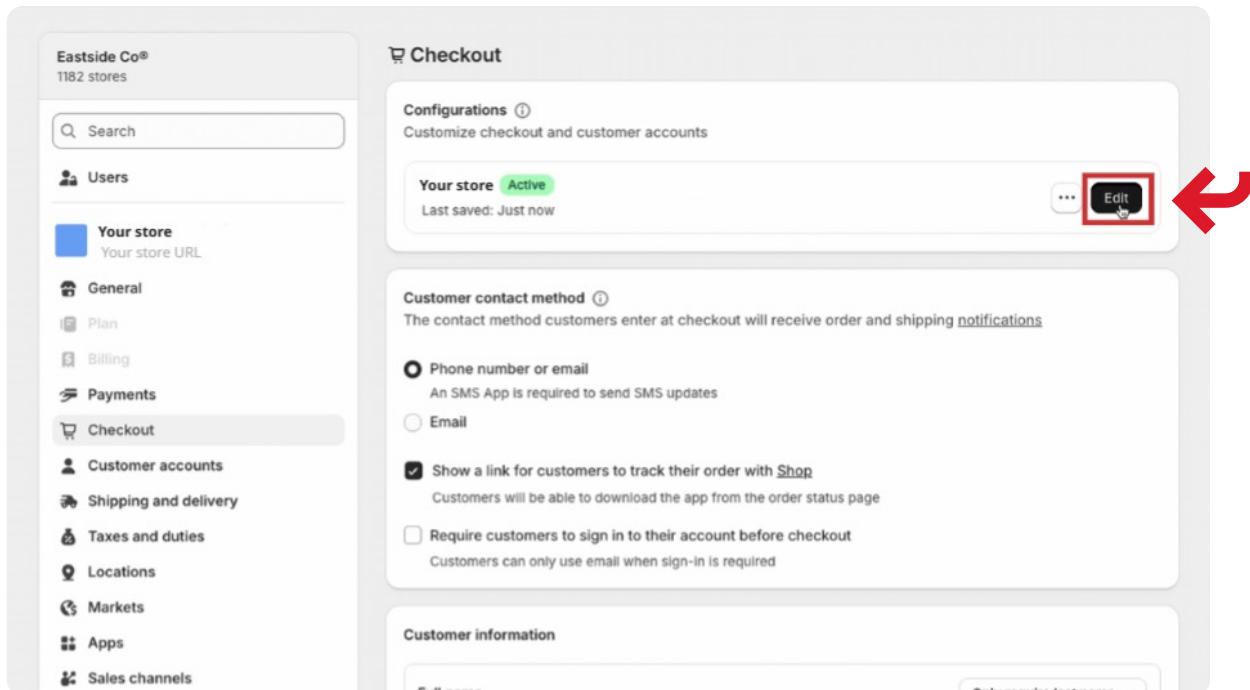
Connect

Learn more about [Australia Post Collect](#)

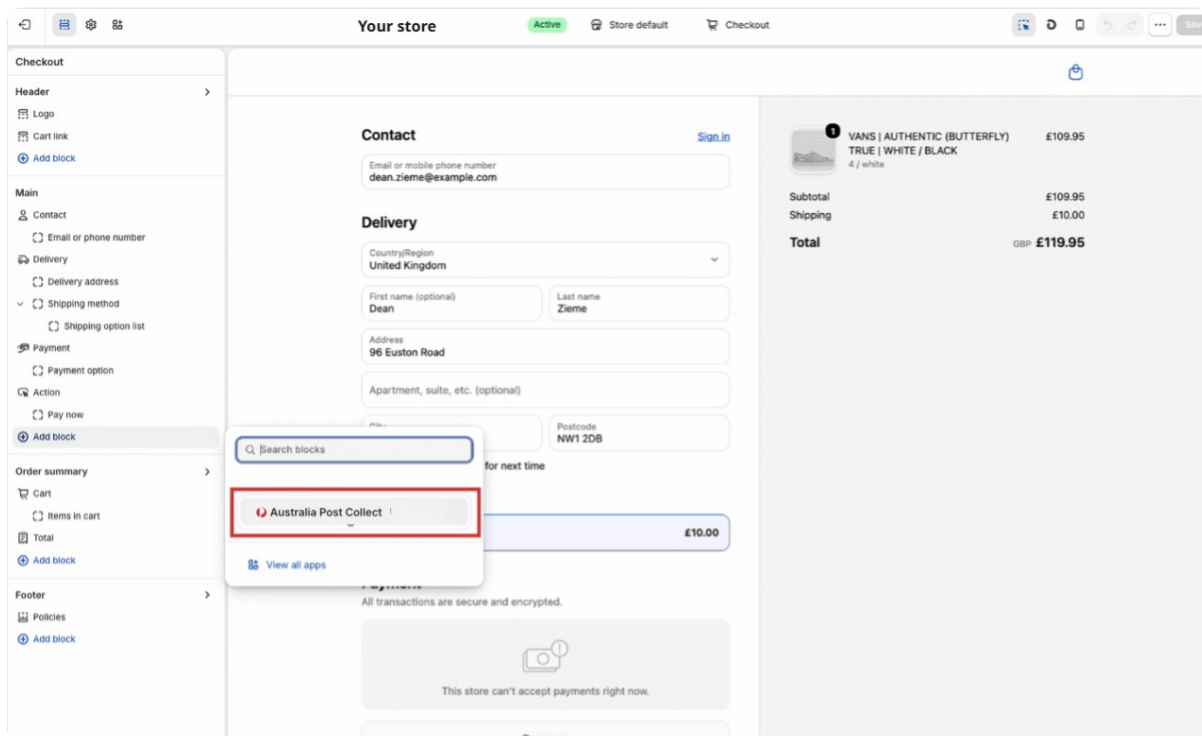
The page will update to show your Australia Post API key and **Plus Checkout Extensibility** turned on. You'll also see a section instructing you how to make the app visible in your checkout. We'll cover this in detail in the next section of this guide.

Step 3: Make Australia Post Collect is visible in your checkout

1. Go to your Shopify settings. In **Checkout**, find the **Configurations** section.
 - If you already have a published checkout, select **Edit**.
 - If you don't have a published checkout, select **Create draft checkout**.



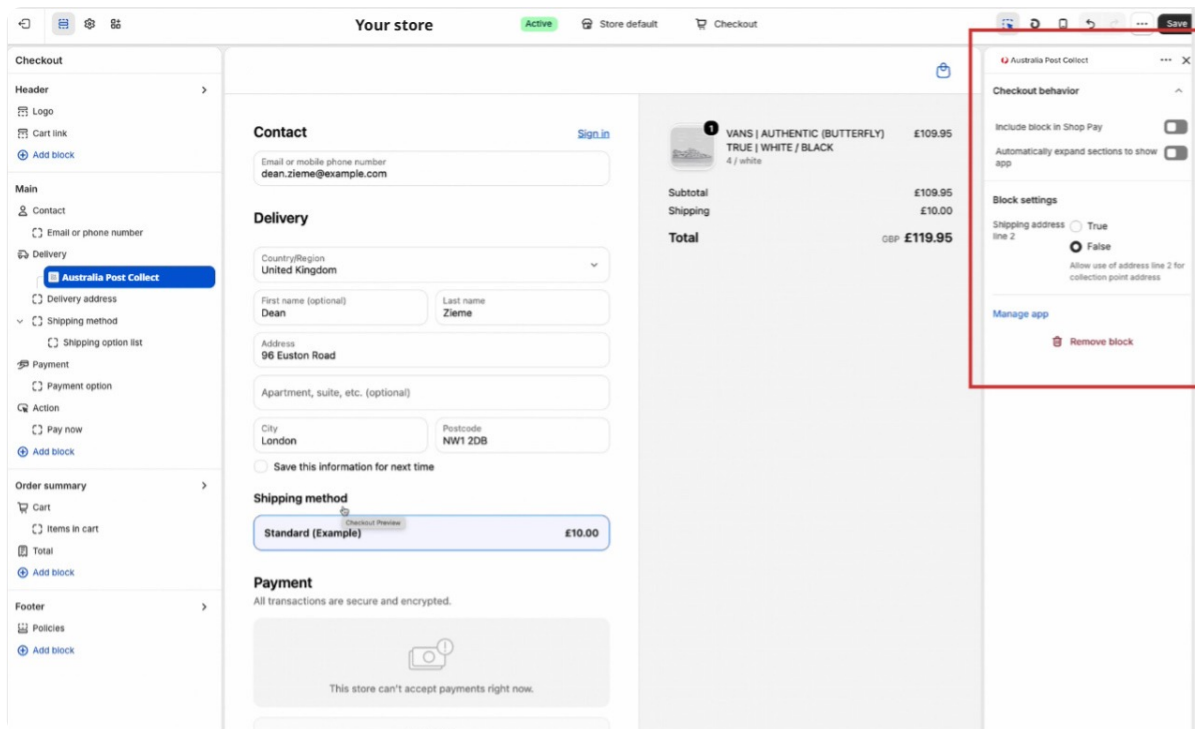
2. Select **Add block** then select **Australia Post Collect** app from the list that appears.



3. In the panel that appears on the right, make sure:

- The toggle **Include block in Shop Pay** is turned on.
- The toggle **Automatically expand sections to show app** is turned on.

This ensures the Australia Post Collect app is visible to all customers who use your checkout.



4. Review your checkout, **Save** it, then **Exit**. If this is a new checkout you're setting up, select **publish**.



Australia Post Collect will now appear in your checkout. But it is not yet ready for customers to use. There is one more important step to do.

To complete the process and have all Australian states searchable in the app, check the app correctly collects and displays the address on your shipping label. This is explained in the next section of this document.

If you have staging or test environments for your website, we recommend you keep the app in that environment during this final process, rather than immediately going live.



After setup, check that it works

Step 1: Create 2 test orders in your checkout

Test Order 1: use the Australia Post Collect app to choose a Parcel Locker.

Test Order 2: use the Australia Post Collect app to choose a Post Office.

In both, provide a mock customer email address and mobile number.

Step 2: Create shipping labels for each order

Check these shipping labels to make sure the addresses appear correctly.

The Parcel Locker address should be formatted like this:

Customer name

Address line 1: BZ Parcel Locker <2-digit number>

Address line 2: blank

Suburb, state, postcode

The Post Office address should be formatted like this:

Customer name

Address line 1: BZ Parcel Collect <2-digit number>

Address line 2: blank

Suburb, state, postcode

Step 3: Send the labels to us

Open the original email in which this guide was attached. Reply to it, attaching both test labels and the manifest (or order request) so we can check them.

If you're concerned you might get charged postage for the test labels, don't worry. Just let us know in that email and we'll ensure any charges are cancelled.

Give us 1 to 3 business days to check your labels are correct

We'll let you know by email when all Parcel Lockers and Post Offices across Australia are searchable in the app. It is now ready for customers to use.

To confirm it has worked, let us know by replying to that email.

If you have been keeping the app in a staging or test environment for your website, you can now go live to customers.



We're here to help

If you need help with the setup process and received this guide attached to an email from IT, please reply to that email.

Otherwise, submit a [support request](#).

