

Checkout, unlocked

Give shoppers the 24/7
delivery choice they're
already asking for

1.2m+

parcels delivered
to lockers
in July 2026

+32% YoY*

1 in 3

Australian
consumers would
switch retailers
to access
Parcel Lockers^

Step inside
Locker
Land





A guide to integrating 24/7 Parcel Lockers at checkout

See how adding Parcel Lockers can boost conversion,
reduce missed deliveries and keep customers coming back.

Inside, you'll find why it matters, what great checkouts do
and three simple steps to get started.

Who it's for:

eCommerce, marketing
and CX teams – from
Shopify Plus merchants
to enterprise brands
building custom
checkouts.

Delivery never sleeps. Neither should your checkout.

Customers expect delivery to work around them – not the other way around. Offering Parcel Lockers at checkout can help improve conversions and make deliveries more seamless, simple and secure.

What you unlock:

- ✓ More completed checkouts
- ✓ Fewer missed and repeat deliveries
- ✓ Better customer experience, end to end



What your customers get:

- ✓ Convenience – free 24/7 collection
- ✓ Flexibility – delivery that fits their day
- ✓ Easy returns – anytime
- ✓ Security – a safer way to receive parcels
- ✓ Confidence – customers know and trust Australia Post

Expert insight

“Parcel Lockers are no longer a logistics accessory. They are a conversion tool, a returns engine, a footfall driver and a way to monetise the store estate.”

Jacek Powalka, Global eCommerce and out of home delivery expert



81%

of global shoppers may abandon a purchase if their preferred delivery option isn't available

Source: DHL eCommerce Trends Reports 2025

+25%

growth in deliveries to out of home locations, across the world more shoppers are choosing Parcel Lockers

7 in 10

shoppers won't buy from a retailer if they don't trust the delivery and returns provider

Shoppers don't just want delivery choice – they expect it

Inside the checkouts winning at 24/7

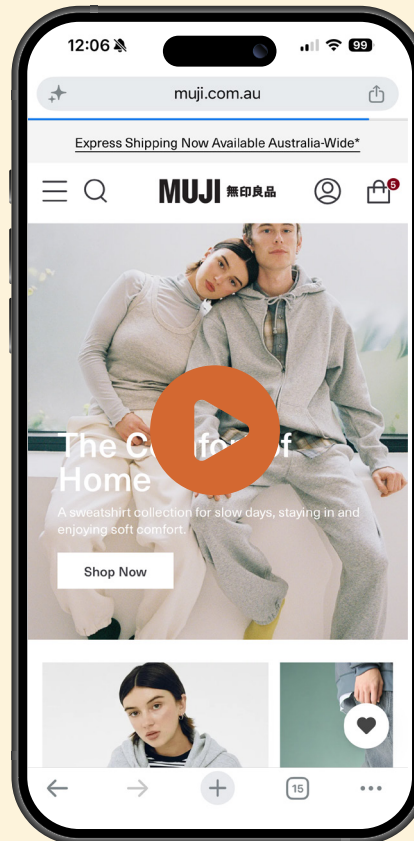
A look at how some leading Australian retailers are surfacing Parcel Lockers at checkout

Three setups. One result:
easy to find, easy to choose.

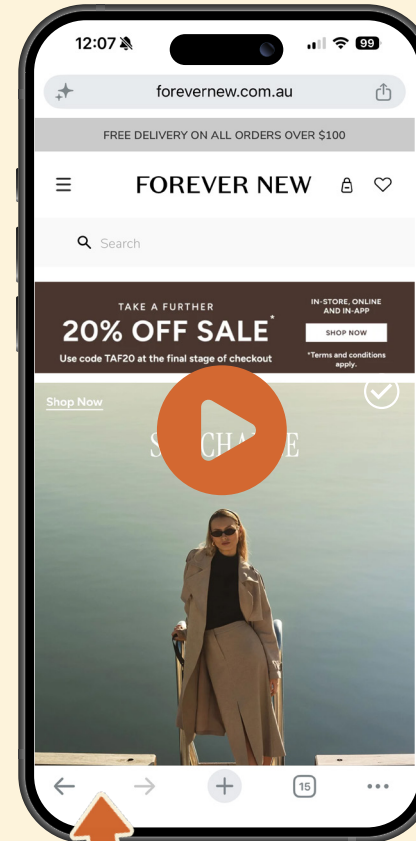
Great checkouts:

- ✓ Show lockers early
- ✓ Keep it simple
- ✓ Make it easy to choose
- ✓ Highlight the benefits
- ✓ Reinforce the choice

Muji:
Shopify Plus

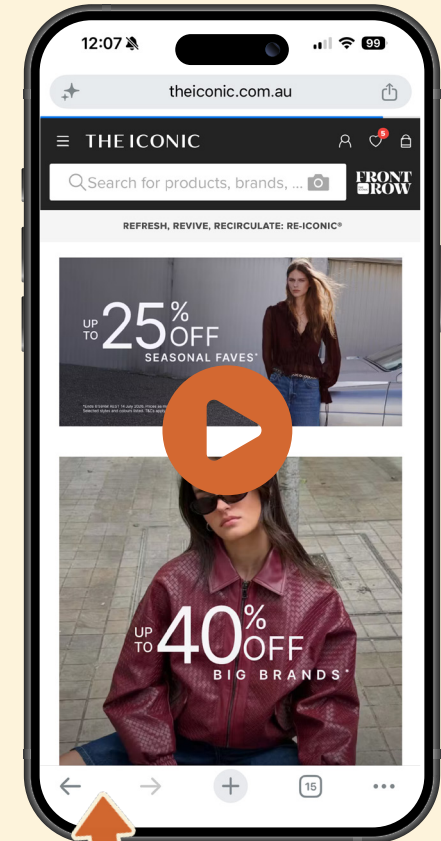


Forever New:
Parcel Collection Widget



Simple checkout changes. Strong results.
+60% Parcel Locker usage
-12% missed deliveries

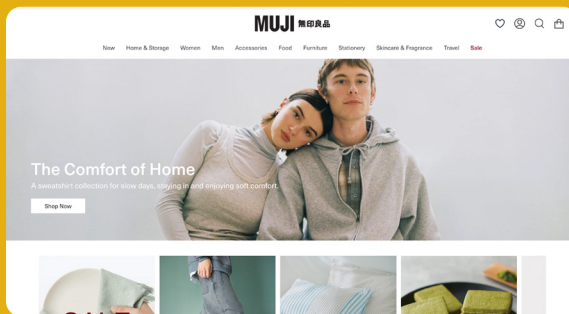
The Iconic:
API



Happy customers. Proven impact.
+40pt NPS uplift after launching
Parcel Locker delivery option

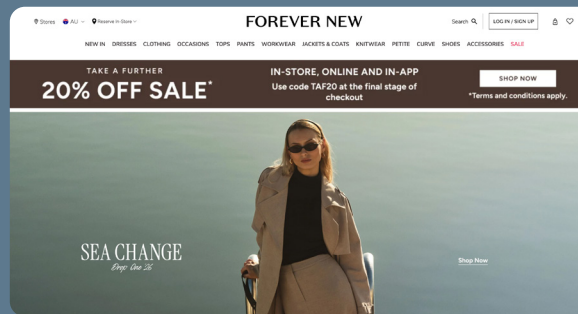
Three ways to open up 24/7 collections

Ready to explore integrating?



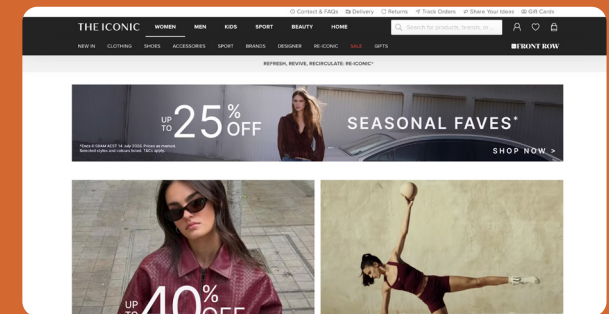
Shopify Plus App

👍	Best for	Shopify Plus merchants
✓	Setup	Install app
🕒	Effort	Fast
🔍	Example	Muji



Parcel Collection Widget

👍	Best for	Merchants who want a faster integration without building from scratch
✓	Setup	Embed widget
🕒	Effort	Low-touch
🔍	Example	Forever New



API (Custom)

👍	Best for	Merchants who need full control over UI and branding at checkout
✓	Setup	Development required
🕒	Effort	Bespoke
🔍	Example	The Iconic

[Learn more about Collection points](#)

How to promote and support Parcel Lockers

Once integrated, you can promote Parcel Lockers as a delivery option across your own channels and customer touchpoints.

Tip: Customers are more likely to use a Parcel Locker when they know Australia Post is delivering.

Add the Parcel Locker option to:

- ✓ Checkout copy
- ✓ Delivery pages
- ✓ Order confirmation emails

Use the plug-and-play messaging such as “No idea when you’ll be home? Choose to have your parcel delivered to a 24/7 Parcel Locker or Post Office near you.”

Promote it to your customers:

- ✓ Highlight in eDMs
- ✓ Include in FAQs and post-purchase tracking updates
- ✓ Clearly communicate that orders are delivered by Australia Post
- ✓ Reinforce during peak sales and gifting periods – when delivery timing matters most to customers

Feature Parcel Lockers at every moment delivery choice influences a purchase – from browsing to checkout.



Frequently asked questions

Getting started

How do I add Parcel Locker delivery to my checkout?

We offer simple integration options for Shopify, other eCommerce platforms and custom-built checkouts.

Do I need to be on Shopify?

No. Parcel Locker delivery can be added to most eCommerce platforms.

How long does integration take?

It depends on the integration option you choose. Our team can help scope the right approach.

Cost & commercials

What's the benefit to my business?

More delivery choice at checkout helps improve conversion, build loyalty and drive higher NPS.

Is there an additional cost to the customer when offering Parcel Locker delivery?

No. Parcel Locker delivery can be offered at checkout at no additional cost.

Customer experience

How do customers choose a locker at checkout?

They choose Parcel Locker delivery at checkout and select a nearby location for free 24/7 collection.

What about returns?

Parcel Lockers also support returns, giving customers an easy self-service option (and reducing pressure on your team).

How can I encourage customers to use Parcel Lockers?

Promote Parcel Locker delivery throughout the customer journey. Customers are more likely to use a Parcel Locker when Australia Post is clearly shown as the delivery partner and the option is visible at checkout.

Support: **Where do I get help?**
Our team supports checkout optimisation, integration and enterprise/Shopify setup. Start via our [Collection points page](#).

ytime.

We're here to help

Ready to open your checkout, 24/7?

Talk to our team about the right integration for your business



Checkout optimisation



Parcel Locker integration



Enterprise API / Shopify support



Get started

