

New Safe Drop arrangements for Signature on Delivery parcels

Users of the eParcel online lodgement portal Customer Fact Sheet



Our parcel receivers – your customers – have been telling us that they want more **choice and control** as to how they receive their parcels. Popular choices for those who are often not at home to take delivery of their parcels are to address them to one of our 24/7 Parcel Lockers, or to a convenient Parcel Collect location.

Other parcel receivers have asked us to leave their parcels at a safe place at their nominated delivery address, even when the sender has asked for a signature to be captured. Recent independent research[#] showed 49% of parcel receivers who expressed a preference for a daytime Monday-Friday delivery wanted their parcel to be left in a safe place.

As a result of this feedback we are introducing improvements to our domestic Signature on Delivery service. This will be an option which is available to your customers from **7 November 2015** when they will be able, in certain circumstances, to ask us to Safe Drop their parcel.

The Safe Drop service only applies to domestic parcels despatched through our eParcel or Click & Send lodgement systems where you have asked us to collect a signature on your behalf. Note that parcels with Transit Cover, Extra Cover or Identity On Delivery features are excluded from the Safe Drop service. The service is optional and will never be offered where you have advised us that you do not want the receiver to be able to over-ride the signature service.

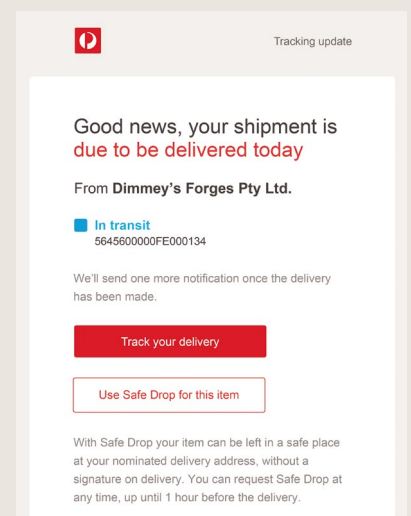
For existing Safe Drop (Authority to Leave) or non-signature parcels, we will continue to leave the parcel in a safe place if there is nobody at home to receive it.

How Safe Drop works

1. Your customers will see a link in their email tracking notifications or in their personalised MyPost Track page inviting them to Safe Drop their parcel (note that this will only happen where you provide their email address when you manifest the parcel).
2. Your customers are directed to our MyPost portal and request that we leave the parcel in a safe place at their nominated delivery address. They will accept the terms & conditions for the service and choose a pre-determined, suitable Safe Drop location from a drop-down list.
3. If there is no one at the nominated delivery address to sign for the parcel, our delivery person will follow the instructions to leave the parcel in the Safe Drop location unless, in their judgement, it is exposed to passers-by or the weather (in which case the parcel will still be carded to the Post Office)

It's as simple as that!

As part of this process, we will advise your customers that this service is only suitable for parcel receivers who have a Safe Drop location out of the weather and out of sight of the street, and that use of the service is entirely at their own risk. Certain types of addresses (e.g. PO Boxes, 24/7 Parcel Lockers, business addresses, apartments etc.) are unsuitable for this service.



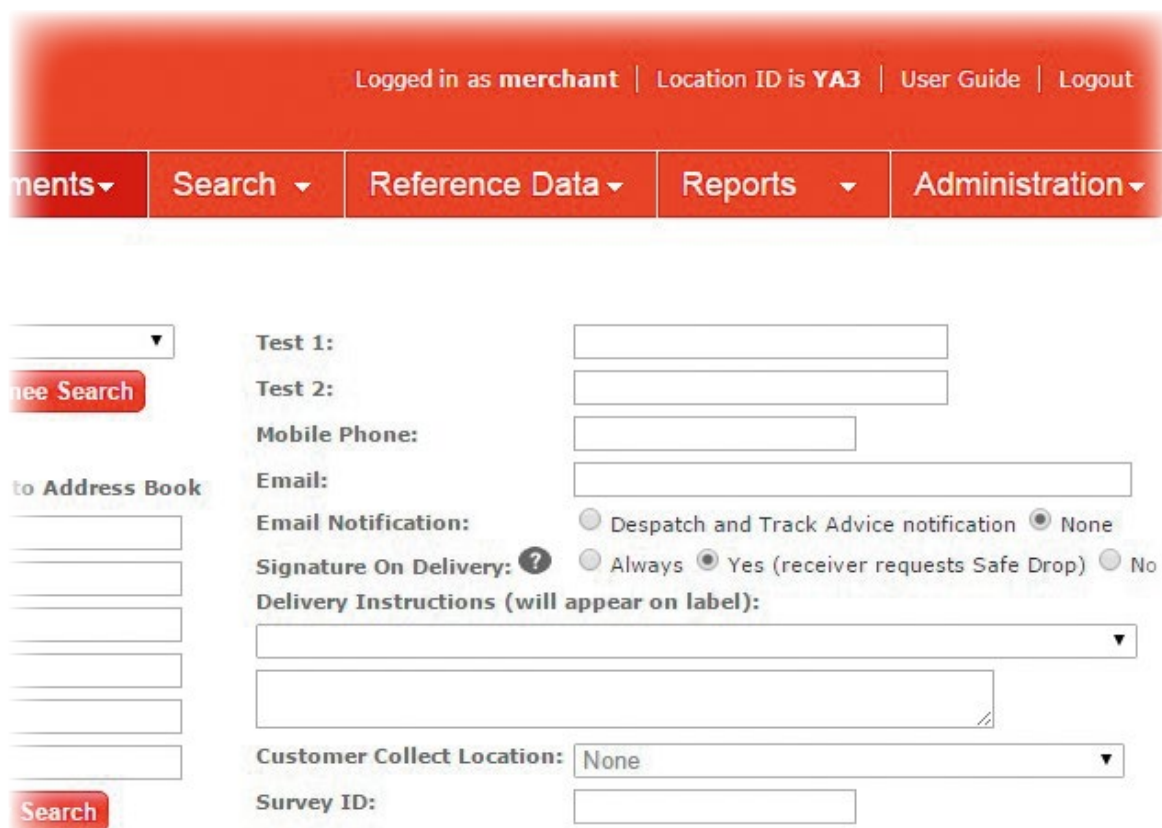
[#]Independent research with over 10,000 Australian apparel customers conducted by QoR March 2015

How to use the new service in the eParcel online lodgement portal

If you are happy for your customers to have the enhanced delivery choice and control offered by Safe Drop, then you don't need to do anything. The option "Yes (receiver requests Safe Drop)" in the Signature on Delivery section is a default option and will already be selected in the "Create Consignment" screen.

Note that you will need to provide your customer's email address and subscribe to email notifications when creating their consignment to provide your customers with this enhanced delivery experience.

However, if you **do not** want your customers to have the choice of taking up the Safe Drop service and always want us to capture a signature on delivery, then you will need to select "Always" in the Signature On Delivery section of the Create Consignment screen. This will mean that your customers will not be invited to request Safe Drop in their tracking notifications or in MyPost.



You will be able to specify your default position for the Safe Drop radio button on the existing "Merchant Location Details" screen.

If you import consignments via a CSV file, the following should be entered in the "Signature Required?" field:

A = Signature always captured

Y = Signature captured unless receiver requests Safe Drop

N = Safe Drop for non-signature items

Again, if you are happy with your customers enjoying this new service, then you need do nothing!



If you need any more information about this improved service, please contact your Account Manager or call us on **13 11 18**

Frequently Asked Questions:

What is MyPost Safe Drop?

With MyPost Safe Drop, the parcel receiver can ask for the item to be left in a safe place at their nominated delivery address, without a signature on delivery. This service especially suits our customers who do not find it convenient to collect their parcels from a Post Office.

Unless the location is immediately obvious, we will leave a "You have a parcel" card in your customers letter box to advise them where we have left the parcel.

What if my customer requests Safe Drop but the delivery person judges the location to be unsuitable?

Our delivery people are experienced and trained to assess every delivery location on its merits. If, at the time of delivery, the selected Safe Drop location appears too visible from the street, there is a high volume of people passing by, or the location is too exposed to the weather, we will let the parcel receiver know. We will send them a follow-up notification when the parcel is ready to collect from the local Post Office.

Safe and convenient delivery of your parcels is our number one goal.

Why have you decided to offer the Safe Drop service?

Parcel receivers have told us that additional "Safe Drop" options will encourage them to shop more online as they will have more choice and control over how they receive their delivery. For instance, your customers will be invited to take up this option right up to the day of delivery and once they know whether or not they are likely to be home that day.

Our research indicates that this will be a popular service for people who are taking delivery of lower value parcels and who live in larger suburban or rural houses. It will avoid them having to visit the Post Office to pick up signature parcels that we have "carded" because no one was at home.

Can I directly offer my customers a safe drop service in my shopping cart?

Yes, it's a great idea for you to offer your customers the Safe Drop service directly through your shopping cart and a number of our sending customers already do this. In this case, you should indicate "No" against Signature On Delivery and include Delivery Instructions on the label. Your customer will not be offered "Safe Drop" because it is already activated.

How will I know that my customer has taken up this service?

When your customer subscribes to this service, a specific "Safe Drop requested" track event will be visible in our tracking system. When we leave the parcel in a safe place, we will record a "Delivered with Safe Drop" event. You can be assured that it will always be clear what has happened to the parcel that you have sent.

What if the parcel goes missing after the delivery person has left it in the safe place as requested by your customer?

We have been successfully leaving non-signature parcels in safe places at peoples' homes for many years and can confirm that it is rare that they go missing. We're confident that your customers will use their common sense when deciding whether to opt for Safe Drop for a given parcel. When subscribing to the service, your customers are advised that this is at their own risk, and that there is liability for any parcels that go missing.

What if I am sending high value parcels or have an absolute requirement for a signature to be always be captured?

You will be able to select this option when creating your consignment in eParcel. You can even select this option as a default for all of your parcels. If you do this, your customers will never be invited to request Safe Drop for these parcels.

How does Safe Drop affect PayPal buyer protection?

Buyer protection requires that you provide Proof of Shipment. It does not require a signature to be captured on delivery. Safe Drop does not impact the rights of your customers in any way.