



Digital Receipts

As part of the new digital mailbox, Australia Post offers customers the option to have a copy of your receipt sent to your secure Digital Receipts service. You should be given this option when in store, and you can also request this when served at the counter.

Digital receipts offer a summary of transaction information, meaning that the displayed items may vary slightly from what appears on your physical receipt.

- You can request a digital receipt for any Australia Post in-store transaction and have them stored securely online – linking your in-store experience to a digital one.
- You will still receive a physical receipt copy in store.
- If you don't have a MyPost account, you will receive a registration email and will be able to access your digital receipt once you have created and verified your MyPost account.
- The digital receipt provides summarised information which may vary from your physical copy.
- Digital receipts are accepted as proof of posting where required for Australia Post compensation claims.

Frequently asked questions

Q: What is the benefit to me of receiving receipts direct to my Digital Receipts service?

A: You'll have easy access to your receipts from Australia Post in-store transactions for tax purposes or to make warranty claims.

Q: How can I access my digital receipts?

A: Receipts from any Australia Post in-store transaction will be sent and safely stored in the digital receipts folder which can be accessed through your MyPost account or via digitalmailbox.auspost.com.au.

Q: Which retailers can I receive digital receipts from?

A: Digital receipts are currently offered for any in-store transaction at a participating Australia Post outlet.