



# Helpful contacts

As a valued eParcel customer, we have a range of support services to help make using eParcel as easy as possible.

## National customer contact centre

**Enquires (Account holders) – 13 11 18**

Please contact our National customer contact centre account holder line for all enquiries including:

- Lost or damaged items
- New or additional pricing
- Contract queries including contract expiration, new or additional pricing, additional services (eg Express Post, Returns)
- Credit for a consignment you did not lodge
- Charging issues
- Change or arrange your pickup times.

## Track a parcel

[auspost.com.au/track](http://auspost.com.au/track)

## eParcel technical support

**National IT Service Desk - 1800 287 457  
24x7**

Please contact the National IT service desk for all enquiries, including:

- General support
- To raise an urgent issue – password reset, issues with manifest, consignment creation
- For access or issues with the event management system (track parcels).

## Lodgement point

Please contact your lodgement point for the following:

- Ordering more labels (you can find the product SKU on the label)
- Manifest changes and cancellations
- Damaged parcels. If your customer receives a damaged parcel, your customer will need to take their parcel into an Australia Post retail outlet.

## eParcel team

**To Log requests for further technical assistance on the following:**

- Cannot access system or system issues
- Password reset difficulties
- Issues with importing into eParcel system
- Label not printing.

please contact the eParcel support team via email:

[eparcelsupport@auspost.com.au](mailto:eparcelsupport@auspost.com.au)

## Credit manager

Please contact your credit manager for the following:

- To change or add a lodgement
- Late payment fees.

You can find the contact details of your credit manager on your invoice.

