

Update to Signature on Delivery eParcel Integrated fact sheet

For customers who integrate using SFTP or SOAP

This fact sheet is intended for customers using SFTP or SOAP to integrate with eParcel. If you use eParcel Online or integrate using our APIs, please refer to the relevant fact sheets which are located at auspost.com.au/eParcelUpdates.



What is changing

From 2 April 2017 we'll be making some changes to the signature service in eParcel. One of the current eParcel options that requires a signature on delivery (unless the receiver chooses otherwise) will now default to signature with authority to leave.

We will still capture a signature whenever your customer is home. If not, then customers of freestanding residences who have a safe place to leave the parcel will have their parcel delivered and a picture will be taken of where we have left it. This will be made available to you via auspost.com.au/MerchantTrack*

If you already use our Signature on Delivery (Authority To Leave) service, or use Signature On Delivery (Authority To Leave can be requested by receiver), and are happy with these changes, you won't need to do a thing. The new default will automatically apply.

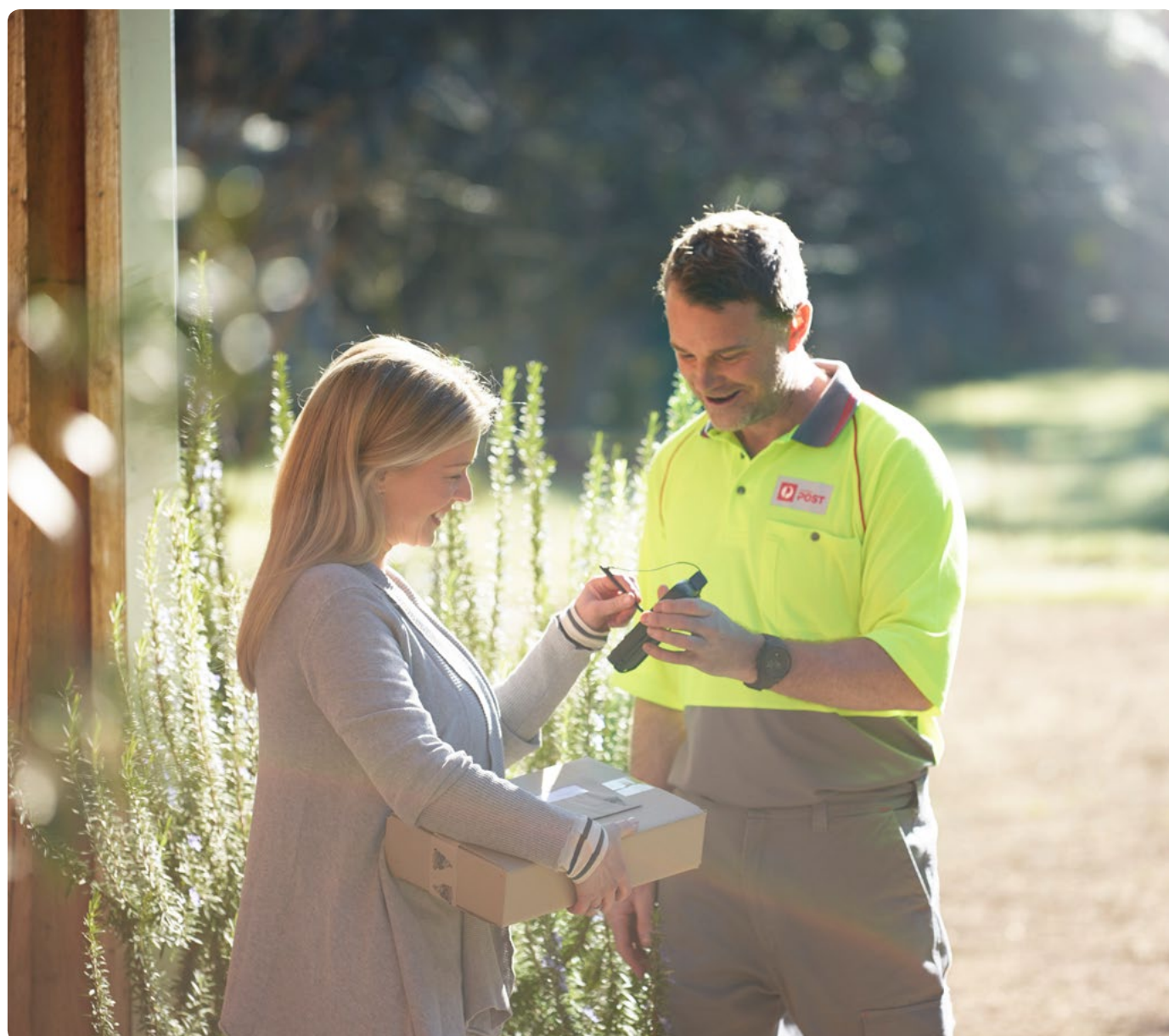
If you currently use Signature On Delivery (Authority To Leave can be requested by receiver) and would like your service to remain the same, you will need to update the manifest file that you send to eParcel and your barcoded parcel labels.

If you believe that you need a signature for your parcel, for example because it contains alcohol or is a higher value product, you can still select this option. Instructions appear on the following pages.

* From April 2017. Login required. Terms & conditions apply.
Call 1800 287 457 to apply for a login.

Signature Options

Authority To Leave	A signature and name will still be captured when your customer is at home. If they are not at home, the parcel will be left in a safe place if one is available, or a notification card left and the parcel taken to a nearby Post Office if no safe place is available.
Authority To Leave can be requested by receiver	A signature and name will be captured when your customer is at home. If they are not at home, the parcel will only be left in a safe place if your customer has requested this during the delivery process (through MyPost or through an invitation in an email tracking notification). In all other cases, a notification card will be left and the parcel taken to a nearby Post Office.
Signature required (card if not home)	A signature and name will always be captured and the parcel will be taken to a nearby Post Office if your customer is not at home to sign for the parcel.



Customers creating their own Australia Post format barcodes

If you wish to adopt a *Signature required (card if not home)* or an *Authority To Leave can be requested by receiver* service, then follow the steps below

Step 1

Determine your current Service Code and signature requirements

This change will only impact consignments using service codes 02, 14 and 38. If you are happy to adopt Authority To Leave, then you won't need to make any changes to your XML manifest file or barcodes. Consignments created using other service codes are unaffected.

See reference table on page 5 for a full list of impacted service codes.

Step 2 (if changes required)

Update the Article Number and Barcode Article Number elements in your XML manifest file

Locate the service code within your XML manifest file under the Article Number and Barcode Article Number elements. For example, to continue to always receive a signature unless the **receiver requests otherwise**, enter 50, 51 or 52 (see table on page 5 for full explanation) into the service code description within both elements.

```
<BarcodeArticleNumber>019931265099999891U  
SR116020101000915003|4204223|  
8008161103070221</BarcodeArticleNumber>
```

To always receive a signature unless the receiver requests otherwise, enter **50** (or 51 if you wish to allow delivery of part consignments, or 52 if you use the Embargo service) into the service code description

Step 3 (if changes required)

Update your barcode

Update your linear and/or datamatrix tracking barcodes to ensure that the correct service code is included. Your tracking barcodes are a representation of your Barcode Article Number. Please ensure that your check digit remains accurate.

This does not apply to customers using the Label Print Service.



If you always require a signature unless the receiver requests otherwise, the service code in your label should be **50** (or 51 if you wish to allow delivery of part consignments, or 52 if you use the Embargo service)

An example of a linear barcode has been provided above. You will also need to update your datamatrix barcode if you currently provide one.

Remember, the service code data in the XML schema and your tracking barcode(s) must always align.

If you need to make changes, you can implement these any time between 17 February and 2 April 2017.

For further assistance on how to make these updates, please contact **eParcelSupport@auspost.com.au**

Customers creating their own GS1 SSCC format barcodes

If you wish to adopt a *Signature required (card if not home)* or *Authority To Leave can be requested by receiver* service, then follow the steps below

Step 1

Determine your current Profile ID by inspecting your manifest and decide on your signature requirements

This change will only impact consignments using Profile ID PT_01, PT_04 and PT_M_01.

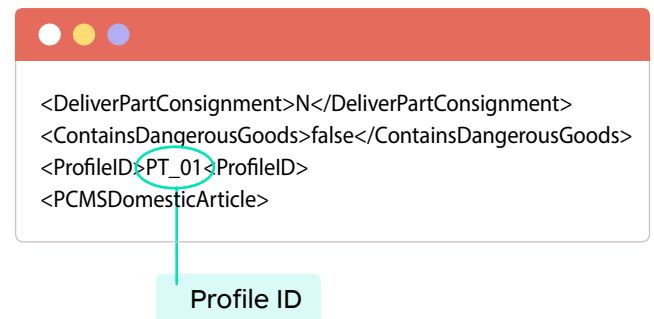
If you use the affected Profile IDs and are happy to adopt the Signature on Delivery (Authority To Leave) service, then you won't need to make any technical changes. If you still require a signature for all parcels, you will need to update the **Profile ID** element in your manifest file.

See reference table on page 5 for a full list of impacted Profile IDs.

Step 2 (if changes required)

Update the profile element in your XML manifest

You will need to update the Profile ID element **<ProfileId>** of your XML manifest file to reflect the signature requirement of your service as per the table overleaf.



No changes are needed to your label or barcode.

For further assistance on how to make these updates, please contact **eParcelSupport@auspost.com.au**

For customers integrated through third party freight systems

We have let your third party system provider know about these changes, and what they will need to do if you would like to change your signature requirements.

If you are integrated through a third party system provider and would like to make any changes, please contact them directly.



Service Code and Profile ID reference table

Signature requirement	If customer home	If customer not at home	Current Service Code	Service Code from 2 April 2017	Current Profile ID	Profile ID from 2 April 2017
DEFAULT OPTION: Signature with Authority To Leave (ATL)	Parcel will be delivered with a signature	Parcel will be left and a picture proof of delivery (POD) captured if there is a safe place to leave the parcel. If there is no safe place, we will leave a notification card and the parcel will be taken to a nearby Post Office	08 or 15	NO CHANGE	PT_02	NO CHANGE
Signature (receiver can request Authority To Leave)	Parcel will be delivered with a signature unless the receiver requests that their parcel be left at their address (through MyPost)	Parcel will be taken to a nearby Post Office unless the receiver requests Authority To Leave while the parcel is <i>in flight</i> . In this case it will be delivered with a picture POD captured if there is a safe place to leave the parcel	02	NEW 50	PT_01	NEW PT_10
Signature (receiver can request Authority To Leave)	Parcel will be delivered with a signature unless the receiver requests that their parcel be left at their address (through MyPost) - part consignment allowed	A notification card will be left and the parcel will be taken to a nearby Post Office unless the receiver requests an Authority To Leave while the parcel is <i>in flight</i> . In this case it will be delivered with a picture POD captured if there is a safe place to leave the parcel	14	NEW 51	PT_04	NEW PT_11
Signature (receiver can request Authority To Leave)	Parcel will be delivered with a signature unless the receiver requests that their parcel be left at their address (through MyPost) - embargo date permitted	A notification card will be left and the parcel will be taken to a nearby Post Office unless the receiver requests an Authority To Leave while the parcel is <i>in flight</i> . In this case it will be delivered with a picture POD captured if there is a safe place to leave the parcel	38	NEW 52	PT_M_01	NEW PT_M_04
Signature always required	Parcel will always be delivered with a signature	A notification card will be left and the parcel will be carded to a nearby Post Office	03	NO CHANGE	PT_06	NO CHANGE

The new Service Codes (**50**, **51** and **52**) and Profile ID's (**PT_10**, **PT_11** and **PT_M_04**) will be available to use from 14 February, should you wish to make any changes to your manifest file and barcoded labels prior to 2 April 2017.

* If you retain Service Codes 02, 14 or 38, or Profile IDs PT_01, PT_04 or PT_M_01, your parcels will be subject to Authority To Leave from 2 April 2017. If you are happy to receive ATL you need do nothing.