Update to Signature on Delivery
eParcel Online fact sheet

For customers using eParcel Online

This fact sheet is intended for customers using eParcel Online. If you integrate with eParcel directly using SFTP, SOAP or 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 currently use the Signature On Delivery (Authority To Leave can be requested by receiver) service, and you are happy to adopt Signature On Delivery (Authority To Leave), you won't need to do a thing. The new default will automatically apply on 2 April 2017.

If you still 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 at no additional cost. Instructions appear on the following pages.

* From April 2017. Login required – call 1800 287 457 to request. Terms & Conditions apply.

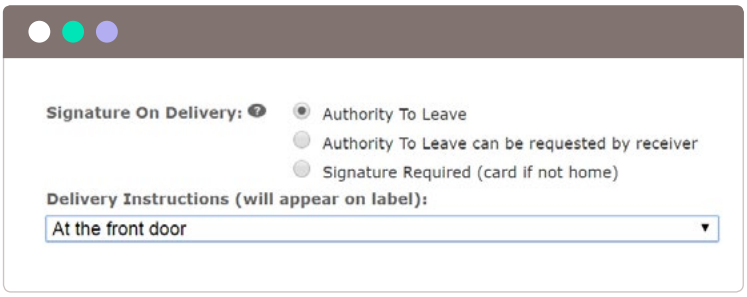
Signature Options

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.

For customers keying data directly into eParcel Online

1 Signature on Delivery

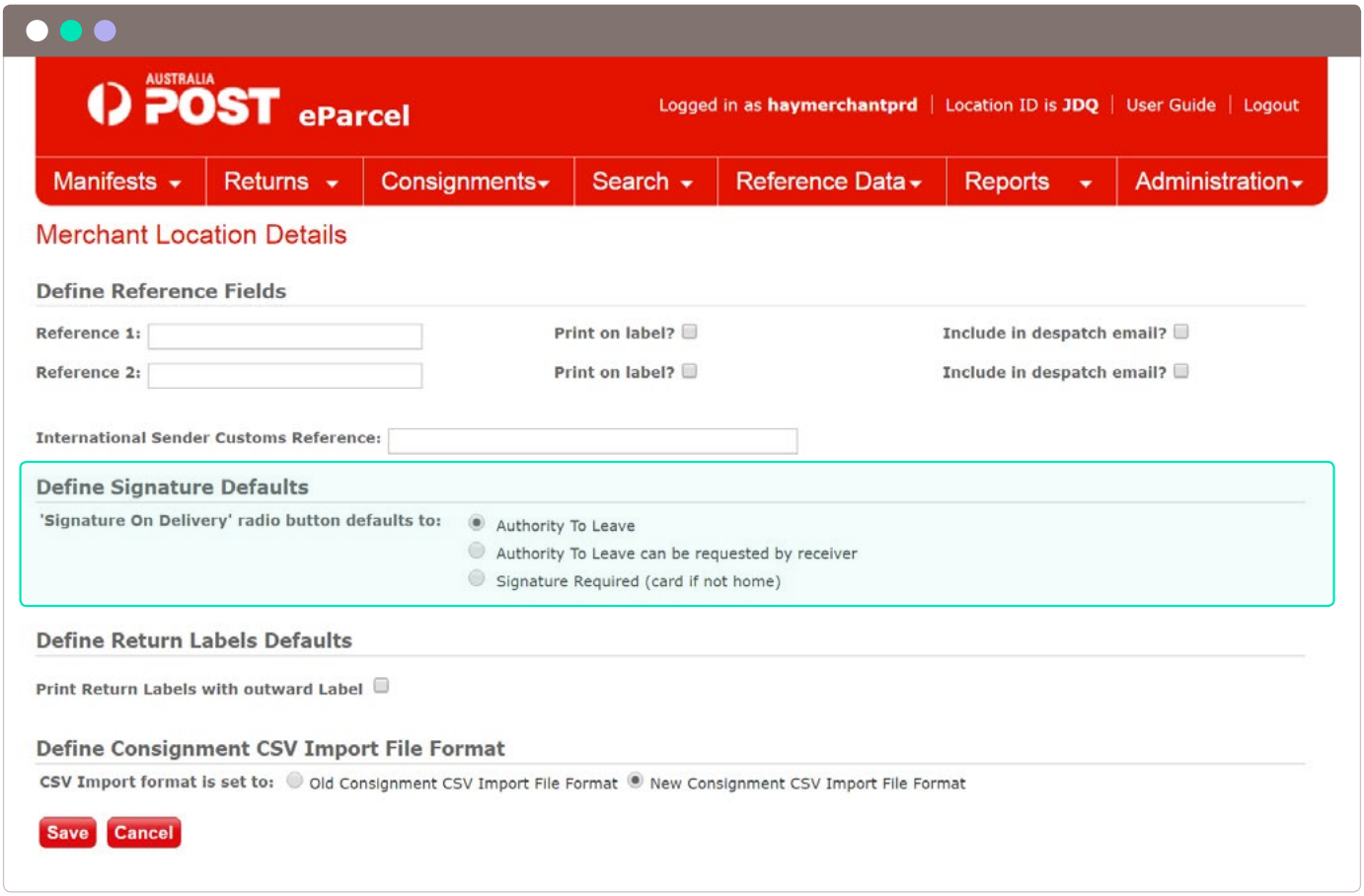
From 2 April 2017, eParcel Online will automatically default to **Authority To Leave** in the Signature On Delivery section of the ***Create Consignment*** screen.



If you currently default to the ***Always*** setting in ***Signature On Delivery***, you will remain on the equivalent option which is ***Signature Required (card if not home)*** - these changes won't affect you.

What do you need to do?

Review your Signature on Delivery default option and, if required, update the radio button in the Merchant Location Details screen. This can be done once you start creating consignments on 2 April.



2 Delivery Instructions

Providing delivery instructions on your parcel label can be a great way to help our drivers deliver parcels the way that you or your customers have requested.

To make it easy for us to read these delivery instructions, it's important that they are the **only** text entered into the ***Delivery Instructions*** field.

While these instructions can help us deliver your parcels, there are some requests that we can't accommodate. This can lead to a poor delivery experience for your customers.

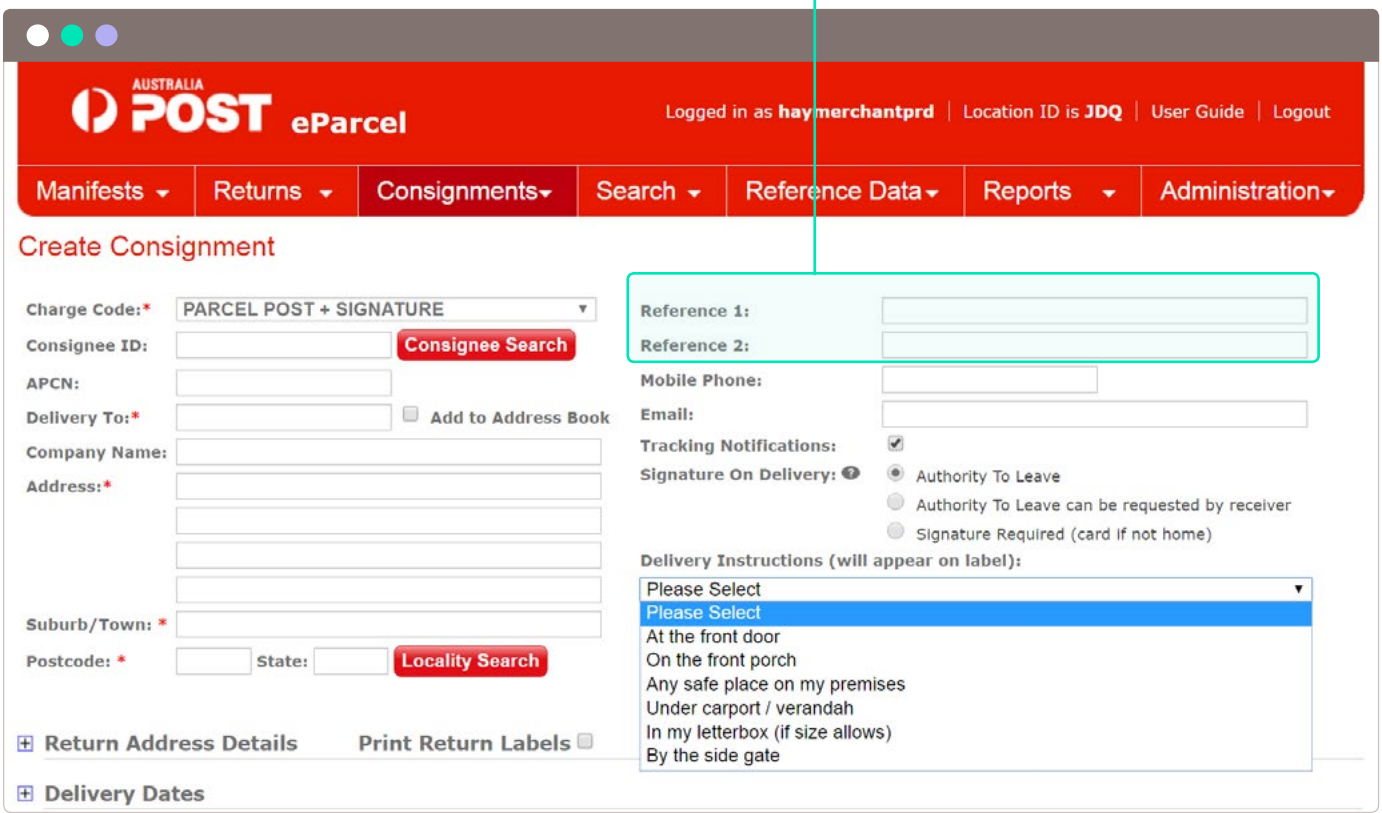
From 2 April 2017, when ***Authority To Leave*** is selected, you will be able to select from a predefined list of special delivery locations or enter free text. For the ***Authority To Leave can be requested by receiver*** or ***Signature Required (card if not home)*** options, the ***Delivery Instructions*** section will be disabled.

If you allow your customers to provide delivery instructions at checkout, offering the below options and disabling ***free text*** will help ensure your customers' expectations are in line with how we can deliver their parcel.

Delivery instruction options

- At the front door
- On the front porch
- Any safe place on my premises
- Under carport / verandah
- In my letterbox (if size allows)
- By the side gate

Some of you may currently use the ***Delivery Instructions*** field to record information to help with your order activities. This will no longer be possible. We have expanded the ***Reference 1*** and ***Reference 2*** fields to 50 characters in the ***Create Consignment*** screen for you to use for your internal processes, whether this is to help with your picking and packing or for you to include your order reference details.



For customers importing consignment data via a CSV file

1 Signature on Delivery

If you are happy to adopt the changes then you don't need to do anything at all.

eParcel Online will automatically default to ***Signature On Delivery (Authority To Leave)*** on 2 April 2017. This means that if your customer is not home when we try to deliver their parcel, we will leave it in a safe place if there is one available.

If you use the ***Consignment Import*** function in eParcel, it is important that you update the Signature required indicator within your CSV file if you require one of the alternative options below.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM
C			S1		John Citizen	M15	007 Downing Street				Melbourne	VIC	3000	AU	03 9204 1819	N	03 9204 1717		Y	N		N			Inv. 1231067	Y	Part No. ABC6655N	N			John Citizen	NAB Tower	500 Bourke Street			Hawthorn	VIC	3122	AU
A	1	10	10	10		Box of Tricks	N	N																														

Signature required indicator

Signature Options

Service	Signature Required Indicator
Authority To Leave	**Y***
Authority To Leave can be requested by receiver	**R**
Signature required (card if not home)	**A**

* If you are currently using indicator "N" then you can continue to use this to receive an Authority To Leave service. These changes will not affect you.

2 Delivery Instructions

Providing delivery instructions on your parcel label can be a great way to help our drivers deliver parcels the way that you or your customers have requested.

To make it easy for us to read these delivery instructions, it's important that they are the **only** thing entered into the ***Delivery Instructions*** field.

While these instructions can help us deliver your parcels, there are some requests that we can't accommodate. This can lead to a poor delivery experience for your customers.

We recommend that you do not allow your receivers to enter free-text delivery instructions, as sometimes they may provide instructions that we are unable to follow.

From 2 April 2017, we will be disabling ***Delivery Instructions*** for parcels that have an **A** or **R** in the **Is a signature required** field.

If you allow your customers to provide special delivery instructions at checkout, offering the options on this page and disabling ***free text*** will help ensure your customer's expectations are in line with how we can deliver their parcel.

Delivery instruction options

- At the front door
- On the front porch
- Any safe place on my premises
- Under carport / verandah
- In my letterbox (if size allows)
- By the side gate

If you currently use ***Delivery Instructions*** for any of your internal processes, such as picking and packing your orders, you will need to use the **Reference 1** and **Reference 2** field descriptions in your CSV import file.

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