

Update to Signature on Delivery Shipping & Tracking API fact sheet

This fact sheet is intended for customers who lodge Parcel Post and Express Post products on a contract basis using our Shipping & Tracking API suite. If you use SFTP or SOAP to integrate to Australia Post, or if you use the eParcel Online application, please refer to the relevant fact sheets which are available at auspost.com.au/eParcelUpdates.



From 2 April 2017, there will be some changes to the signature service in Parcel Post and Express Post.

What is changing

From 2 April 2017 we'll be making some changes to the signature service in Parcel Post and Express Post. One of the current 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 our 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.

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 at no additional cost. Instructions appear on the following pages.

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

Instructions for Customers using our Shipping and Tracking API suite

On 2 April 2017, changes will be made to some of our Shipping and Tracking APIs, with one of the signature options changing from Signature on Delivery (Authority To Leave can be requested by receiver) to default to Signature on Delivery (Authority to Leave).

The following APIs will be updated as part of this change:

- Create Shipments
- Update Shipment
- Create Order Including Shipments
- Update Items

These API services support a new optional field called *safe_drop_enabled* as part of the *items* field section. This field works with the current optional *authority_to_leave* field to determine how we deliver your parcel.

1 Authority To Leave

If you set *authority_to_leave* to **TRUE**, any setting of *safe_drop_enabled* is ignored: the item will be left in a safe place if there is no one home to sign for it.

2 Authority To Leave can be requested by receiver OR Signature required (card if not home)

If you set *authority_to_leave* to **FALSE**, your setting of *safe_drop_enabled* controls the delivery process as follows:

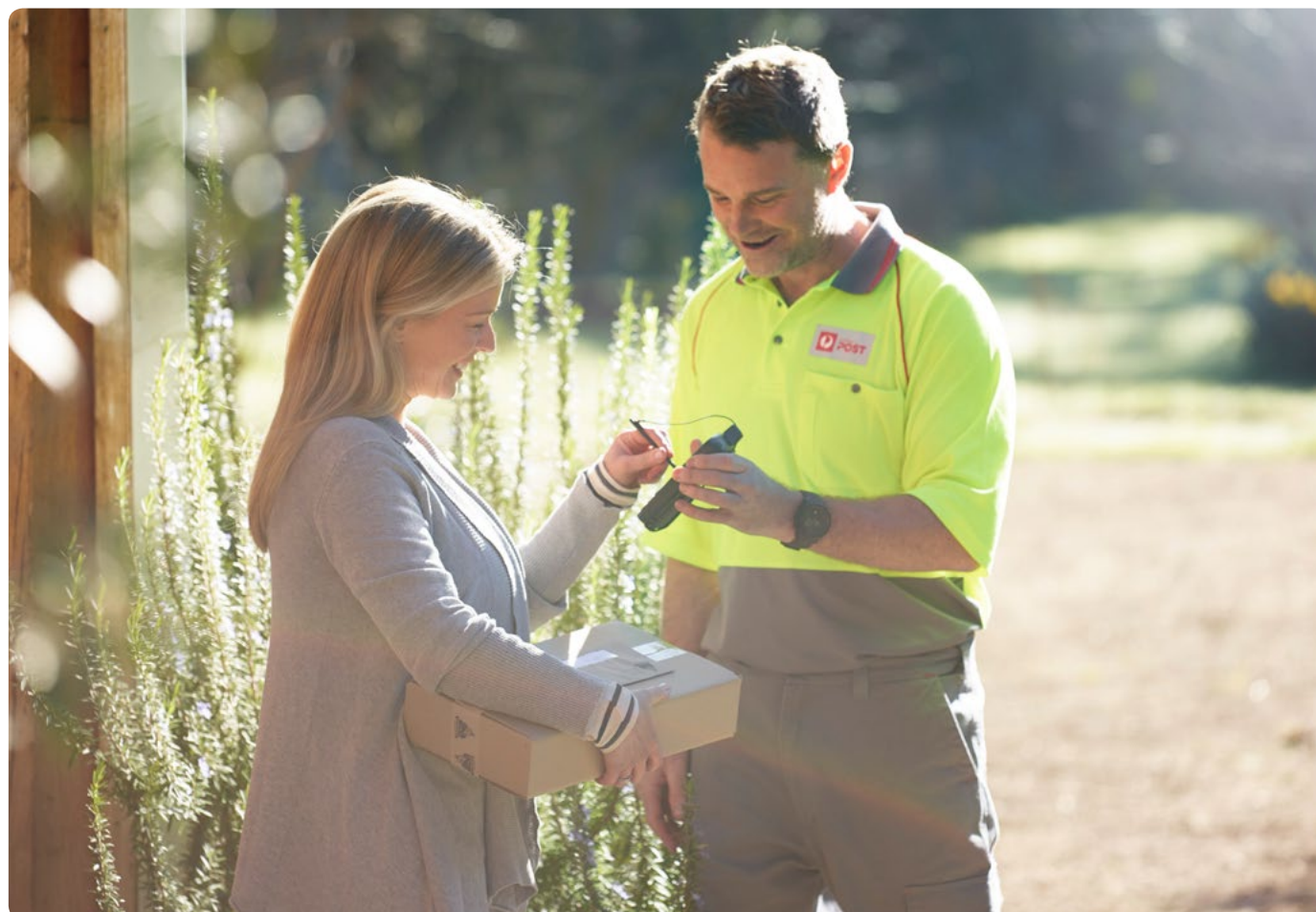
- If you set *safe_drop_enabled* to **TRUE**, then your customer can request that the parcel be left in a safe place at the delivery address if they are not home to sign for their delivery.
- If you set *safe_drop_enabled* to **FALSE**, then your customer must always sign on delivery of the item. A notification card will be left and the parcel will be taken to a nearby Post Office if no one is at home to sign for the parcel.

From 2 April 2017, the default value for the *safe_drop_enabled* and *authority_to_leave* fields will default to **TRUE**. This means that if you do not provide the *authority_to_leave* field the behaviour will be Signature On Delivery (Authority To Leave). However, if you set *authority_to_leave* to **FALSE** and do not provide the *safe_drop_enabled* field, the behaviour will be Signature on Delivery (Authority To Leave can be requested by receiver).

Note that the *safe_drop_enabled* field value you set using the Create Shipments (and similar) service is returned in the relevant API Services including **Get Shipments** and **Get Order**.

A summary of the signature on delivery options and outcomes are shown below:

authority_to_leave field	safe_drop_enabled field	Service	Outcome
TRUE	TRUE or FALSE	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.
FALSE	TRUE	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 if they receive email tracking notifications). In all other cases, a notification card will be left and the parcel taken to a nearby Post Office.
FALSE	FALSE	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.



Barcoded parcel labels

If you use the APIs to return your barcoded labels, the settings of the *authority_to_leave* and the *safe_drop_enabled* fields in the **Create Shipments, Update Shipment, Create Order Including Shipments** and **Update Items** APIs will ensure that the barcoded parcel labels are printed accurately.

If you print your barcoded labels independently, use the Australia Post Standard barcode, and do not wish to adopt the new default signature option of Authority To Leave, you will need to ensure that the character string which goes to make the barcode is updated to replace Service Codes 02 or 14 with Service Codes 50 or 51. Please note that you will need to update your linear barcodes (and datamatrix barcodes if you currently provide them).

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)



Current Service Code	Future Service Code	Service Description
02*	50	Authority To Leave can be requested by receiver (full consignment must be delivered together)
14*	51	Authority To Leave can be requested by receiver (partial consignment delivery allowed)
N/A	03	Signature required (card if not home)
08, 15	Unchanged*	Signature On Delivery with Authority To Leave

* If you already use service codes 02 or 14 and are happy to continue to receive the Signature On Delivery with Authority To Leave service, you don't need to do a thing (these will behave like 08 or 15 respectively from 2 April 2017).

Next Steps

The *Developer Centre* reference material will be updated to incorporate the changes described in this fact sheet by February 2017.

The service change will commence on 2 April 2017.

For customers integrated through third party system providers

We have let all of our third party system providers 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 are unsure of how these changes affect you, please contact them directly.



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