



MyPost Business Toolkit

How to send smarter with MyPost Business



Australia Post

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Send smarter with MyPost Business

With a MyPost Business account, your parcels earn you savings and smart sending tools save you time.

Create a free account today with no contract or eligibility criteria.

Benefits at a glance



Save money on domestic and international sending¹



Send anywhere in Australia and to 220+ global destinations



Your choice of delivery speeds



Flexible ways to lodge parcels



Send tracking notifications



Automate shipping labels through an integration



“It’s really beautiful to watch orders increase while postage rates decrease, especially as we’re now delivering Australia-wide.”

ELOISE HALL AND ISOBEL MARSHALL,
TABOO



Save money on parcel sending



Spend just \$50 to start saving

You only need to have spent \$50 on parcel sending over the last 4 weeks to start earning savings.¹



Watch your savings grow

Move through five savings bands as you spend more. The higher the band, the more you'll save.¹



Save on domestic and international sending

Save up to 40% on domestic sending and up to 35% on international sending.¹



MyPost Business savings bands

Band 0	Band 1	Band 2	Band 3	Band 4	Band 5
\$0 – \$49 in the last 4 weeks.	\$50 – \$249 in the last 4 weeks.	\$250 – \$499 in the last 4 weeks.	\$500 – \$999 in the last 4 weeks.	\$1,000 – \$1,999 in the last 4 weeks.	\$2,000 or more in the last 4 weeks.
Or, up to \$499 in the last 12 months.	Or, \$500 – \$2,499 in the last 12 months.	Or, \$2,500 – \$4,999 in the last 12 months.	Or, \$5,000 – \$9,999 in the last 12 months.	Or, \$10,000 – \$19,999 in the last 12 months.	Or, over \$20,000 in the last 12 months.

Sending parcels around Australia

Within the same city (under 5kg)		10%	25%	30%	35%	40%
To another major city (under 5kg)	0%	5%	12%	16%	19%	20%
To rural areas (under 5kg)		0%	2%	3%	5%	5%
Parcels over 5kg		5%	10%	12.5%	15%	17.5%

Sending parcels overseas

Zone 1	New Zealand			20%	25%	30%	35%
Zone 2	China			15%	17.5%	20%	22.5%
	Rest of Asia			10%	12.5%	15%	17.5%
	Pacific Islands			7.5%	10%	12.5%	15%
Zone 3	USA & Canada	0%	5%	15%	17.5%	20%	22.5%
Zone 4	UK & Ireland			15%	17.5%	20%	22.5%
	Major Europe			10%	12.5%	15%	17.5%
	Rest of World 1			7.5%	10%	12.5%	15%
Zone 5	Rest of World 2			7.5%	10%	12.5%	15%

Optional extras

Domestic and International Extra Cover Insurance		40%	
Domestic Signature on Delivery		\$2.95	
International Signature on Delivery		\$5.50	
Parcel pickups (Up to 100 parcels per pickup)	Same business day: Orders need to be placed by 1pm. Parcel pickup between 9am and 4pm.	\$13.95	\$11.98
	Next business day: Orders need to be placed by midnight. Parcel pickup within a 4-hour window.	\$13.95	\$11.98

Purchases that count towards your savings band and what you can save on

MyPost Business Products as of 3rd July 2023*	Counts towards your savings band	Savings apply to this product
MyPost Business Flat Rate satchels and boxes postage	✓	✓
Own packaging postage	✓	✓
Other Australia Post packaging postage (instore purchases only)	✓	✓
Unpaid postage satchels and Express Post branded boxes (instore purchases only)	✓	✗
MyPost Business returns parcel postage	✓	✓
Prepaid Domestic Express and Parcel Post satchels (instore purchases only)	✓	✗
Prepaid Domestic Express Post envelopes (instore purchases only)	✓	✗
International Economy Air assessed parcel postage (instore purchases only)	✓	✗
International Standard assessed parcel postage	✓	✓
International Express assessed parcel postage, including Express Letters	✓	✓
International Courier parcels assessed parcel postage (instore purchases only)	✓	✗
International Economy Sea parcels assessed parcel postage (instore purchases only)	✓	✗
Prepaid International Courier, Express and Standard satchels (instore purchases only)	✓	✗
Prepaid International Express envelopes (instore purchases only)	✓	✗
Domestic and International Extra Cover	✓	✓
Signature on Delivery (SOD)	✓	✗
MyPost Business pickup service	✓	✗
Domestic and International Tracked and Registered Post letters	✗	✗
Australia Post Online Shop purchases	✗	✗

* The MyPost Business product list is subject to change at anytime and at the discretion of Australia Post.

Save time with smart sending tools

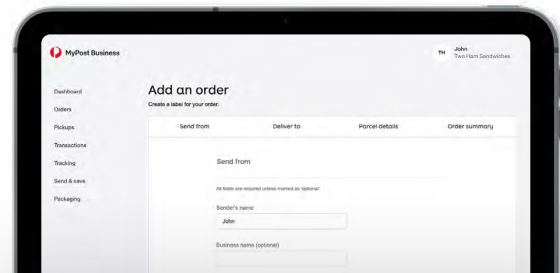


Use the online portal to make sending easier

Use the online sending portal to create your shipping and return labels,² manage your account, view and track your orders, book pickups³ and send parcels overseas. It's a huge time saver.

Add a single order

1. Login and go to the Orders tab
2. Select 'Add an order'
3. Fill out the 'Send from' and 'Deliver to' details
4. Select if you want to send tracking notifications to the recipient
5. Add the parcel details
6. Select 'Save order' then 'Pay & print'
7. After payment, your orders will move to the Transactions tab



☒ Set as default sender address

☒ Save this address

Tip: If this is your first order, check the boxes 'Set as default sender address' and 'Save this address' to remember the details for next time

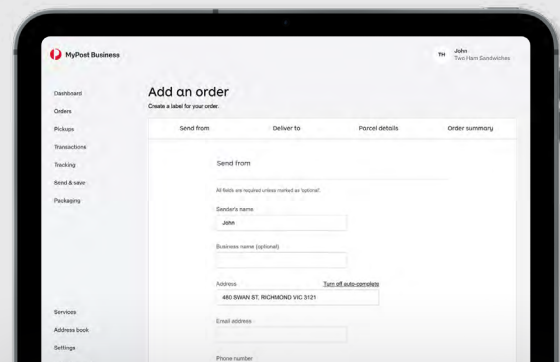


If you prefer, you can bulk import your orders into MyPost Business using a CSV file.

[Learn how to import bulk orders using a CSV file](#)

Address validation

Real-time address validation is turned on in MyPost Business by default to help your deliveries get to the right address first time. You can turn address validation off when you add an order, however if you make a mistake entering the address, it might take longer to deliver.



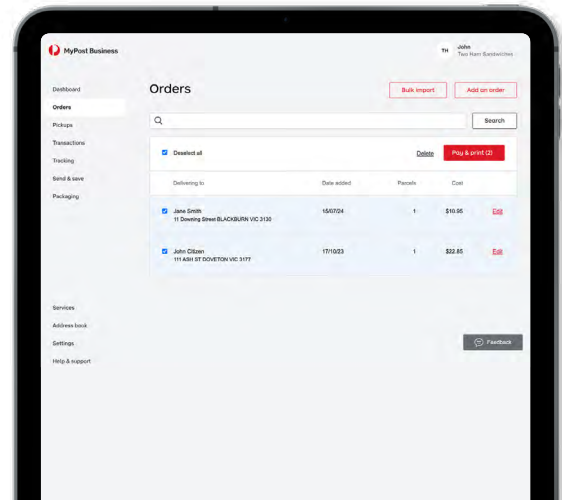
Address

[Turn off auto-complete](#)

Pay and print multiple orders at once

You can save time by paying and printing multiple orders at once.

1. From the Orders tab, select all the orders you want, then 'Pay & print'
2. Select 'Proceed to payment'
3. Enter your payment details and pay
4. After payment, your orders will move to the Transactions tab



“Since integrating MyPost Business with our online store, we've been able to speed up the time it takes to ship our products.”

LAURA HALL, PHYLLI



Choose your label printing preferences

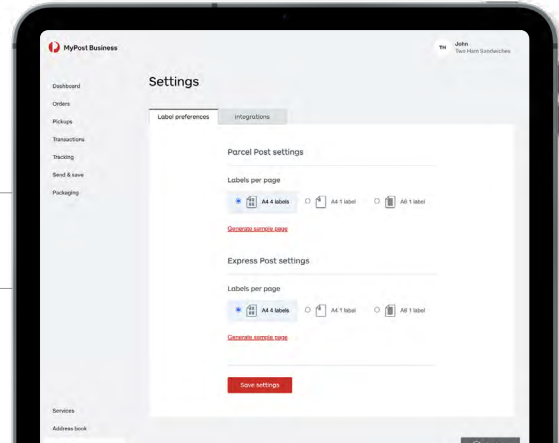


For domestic sending

There are three size options for packages being sent within Australia – A4 (four labels per page), A4 (one label per page) and A6.

To change the size of your shipping labels:

1. Click on the 'Carriers' tab
2. Select 'MyPost Business'
3. Select 'Print Settings' and choose your preferred size.



For international sending

Print your label on A4 – this is the only supported size for international labels.



Print for free at the Post Office

You can now print labels for free at any Post Office and lodge parcels on the spot. Here's how:

1. Follow the same process for creating a label online.
2. After paying for your labels, select the option to print in-store.
3. Each label will have its own unique QR code. Show each code at the Post Office counter to print your labels for free.
4. You'll have **4 days** to print your labels in-store before the QR code(s) expires.

If you're printing your labels at home, you'll have **48 hours** to access and download the labels before the link expires.



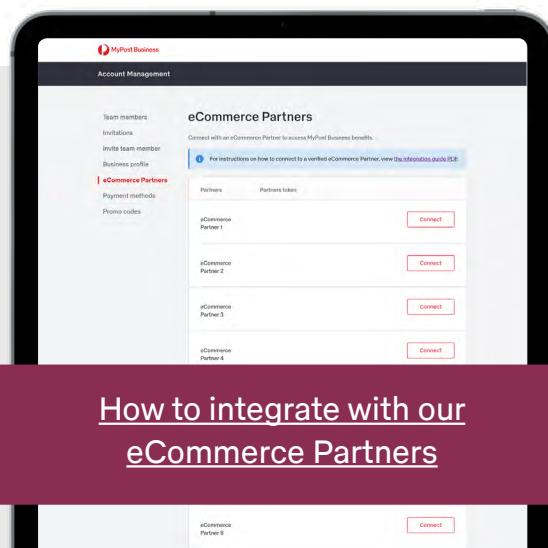
Automate shipping label creation

Integrate your MyPost Business account with one of our eCommerce Partners to automatically create shipping labels for your online orders, while still accessing your savings.

[Find out more](#) about integrations.

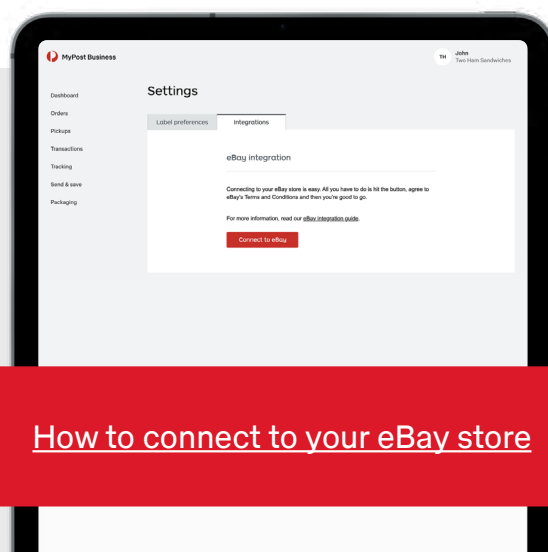
Create all your shipping labels in just a few clicks

Integrate MyPost Business with an eCommerce Partner to create your shipping labels and send tracking notifications to your customers all at once.



Import orders directly from your eBay store

Connecting MyPost Business to your eBay store is easy. And once connected, you'll be able to save time by importing your eBay orders directly into your Orders list.



Global sending, sorted



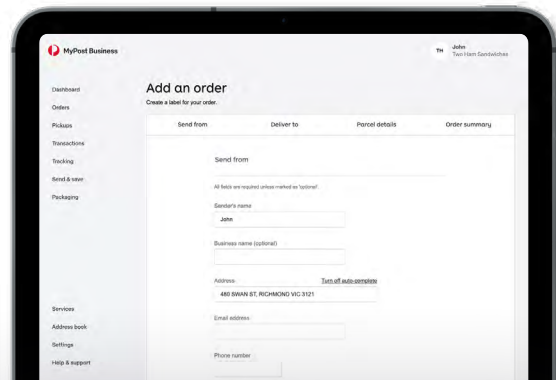
One account for sending here and overseas

You can create an international shipping label from the same online sending portal, so you're ready to scale globally right from the start.

And choose from two delivery speeds to suit your customers' needs.

Send a parcel overseas

1. From the Orders tab, select 'Add an order'
2. Enter the 'Deliver to' information
3. In the Customs declaration section, select 'Yes' for whether the contents have a commercial value
4. Enter 'Sale of goods' for the export reason
5. Declare the contents of your parcel including the item value, weight and country of origin
6. Look up and auto-populate the 6 digit HS tariff code by typing the product description and selecting the relevant item
7. Choose from one of our international parcel speeds
8. Select 'Save order', proceed to payment and pay
9. Print and place your label in a plastic sleeve and attach to the parcel



1. Service, product or HS code (required) ?

Tip: When entering the 6-digit HS tariff code, each item needs to be declared separately.

Enter a destination

Popular destinations China New Zealand United Kingdom United States

Tip: You will be alerted if an item is restricted or prohibited based on the destination country and HS tariff code. If an item is prohibited, you won't be able to send it. A restricted item may still be sent but you should double check the restriction using the [International Post Guide](#).

Your price will be based on your MyPost Business savings band, the parcel service you choose, parcel weight and the country you're sending to.

Lodge parcels your way

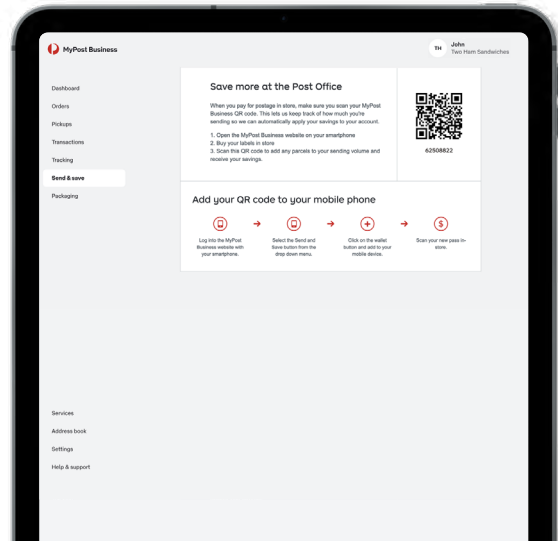
Getting your parcels out the door is simple. You can lodge them at over 4,300 Post Offices, 635 Parcel Lockers or 15,500 street posting boxes.

If it's easier, you can book a pickup through your online sending portal.³

Lodge at Post Office

If you're paying for postage at a Post Office, make sure you scan your MyPost Business QR code, so any savings are automatically applied to your account.

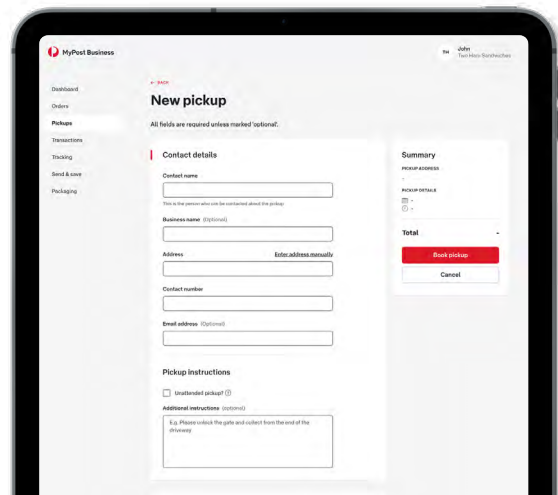
Add your MyPost Business QR code to your Apple Wallet or Google Pay app on your mobile. Your QR code can be found in the 'Send and Save' tab in MyPost Business.



Book a parcel pickup

1. Go to 'Pickups' tab and select 'Book a pickup'
2. Enter your pickup details
3. Choose 'same business day' or 'next business day' pickup
4. Proceed to payment

Note: If your address is outside the pickup area, you won't be able to proceed.



Deliver a great customer experience

Make shopping for your customers even more convenient by keeping them informed and letting them shop the way they want.

Promote the AusPost app

Allow your customers to easily track their parcel and manage their delivery preferences by encouraging them to download the AusPost app. For inspiration and instructions on how you can promote the AusPost app, download this [toolkit](#).



Offer collection points

Give your customers the option to pick up their orders from the location that's most convenient for them. Simply let your customers know you send with Australia Post and they can enter their chosen collection point address at checkout. This ensures first time delivery and improves customer satisfaction.



Send the right delivery message

Keep your customers informed by including important delivery information in your customer communications. Simply copy and paste the messaging in this handy [guide](#) across your website and confirmation emails to give your shoppers a great delivery experience.



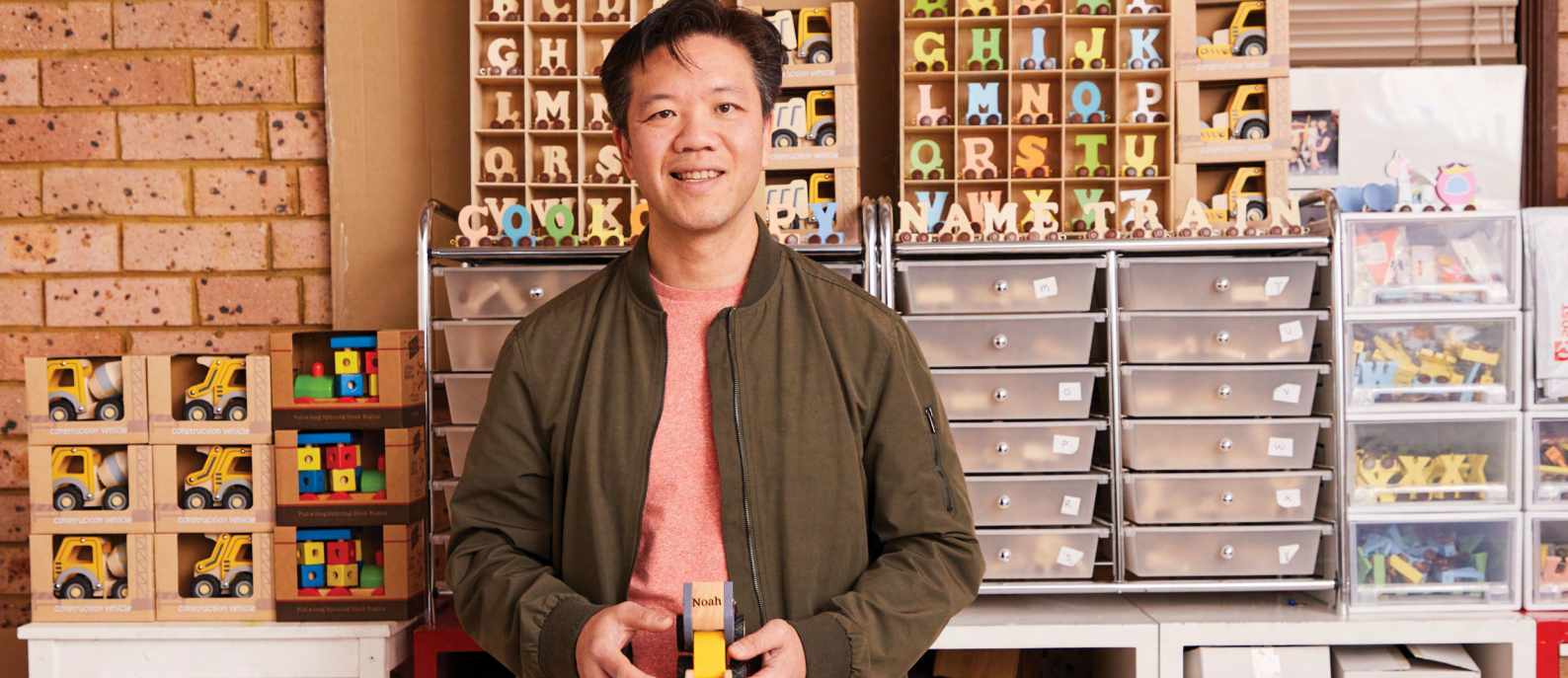
Smooth returns with MyPost Business flat rate satchels

Designed to be reused a second time, MyPost Business flat rate satchels make returns easier. For a better shopping experience, let your customers know they can reuse the satchel to make a return. Or they can reuse the satchel to send to anyone, anywhere. Available for purchase through our [Online Shop](#).

How to create a return label

If your customer needs to return an item, you can easily create a return label.

1. Go to the Transactions tab
2. Find the original customer order
3. Select 'Create a return label'
4. Update any pre-populated customer details if required
5. Proceed to payment



Need help?

There are plenty of different ways to get the answers you need, right from the Support tab in MyPost Business.

Live chat

Talk to a real person on live chat from Monday – Friday, 8am – 6pm (AEST).⁴



Create an enquiry

Raise a support ticket for your issue, and we'll help you out.



Phone support

Prefer to talk on the phone? Call us at 13 11 18 from Monday – Friday, 8am – 6pm (AEST).⁴



Support videos

Watch videos to learn more about how MyPost Business works.



1. Your savings band will be based on your spend on products and services over specific periods using your MyPost Business account, with certain exceptions. Savings are calculated on standard postage rates, and apply to MyPost Business products with certain exceptions. For more information on standard postage rates, the spend requirements of each savings band and a full list of MyPost Business products including the lists of exceptions, read the [MyPost Business Postage Rates Guide](#).

2. The returns service is only available for domestic parcels. The service is only available for postage labels generated through the MyPost Business portal and isn't available for Parcel Post and Express Post prepaid satchels. Standard MyPost Business postage rates and savings apply.

3. The pickup service collects parcels from senders for lodgement into the Australia Post network. Additional charges apply. The pickup service is only available in major metropolitan areas, and its availability in your location will be advised by the on-screen prompts within the MyPost Business online portal. Australia Post may vary at any time the locations where the Parcel Pickup Service is available. We can collect up to 100 parcels at a time. Pickups between 9am and 5pm Monday - Friday, for orders placed before 1pm the day prior. Subsequent parcel delivery in our network is based on the postage services you have purchased. For details, read the [MyPost Business Parcel Pickup terms and conditions](#).

4. Excluding national public holidays.